



ERRATUM 3

**TERMS OF REFERENCE FOR THE PROVISION OF
CLEANING, SANITATION, FUMIGATION,
GARDENING, DISINFECTION / DECONTAMINATION
OF OFFICES AND CAR WASH SERVICES FOR
SASSA NORTH WEST REGION FOR THE PERIOD
OF THIRTY SIX (36) MONTHS**

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1 OBJECTIVE

The main objective is to procure Cleaning, Sanitation fumigation/pest control, disinfection/decontamination, gardening and car wash services for SASSA North West offices consisting of Regional Office, District Offices, Local Offices and Service Points for a period of **36 months**.

2 BACKGROUND

- 2.1 SASSA was established in terms of the South African Social Security Agency Act, 2004 (Act no. 9 of 2004) to administer social security grants in terms of the Social Assistance Act, 2004 (Act no. 13 of 2004). The Agency is mandated to ensure effective and efficient delivery of services 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 as the integrity of the whole system.
- 2.2 According to Section 8 (1) of the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993), as amended, the Agency is required to provide as far as reasonably practical a working environment that is safe and without risk to the health of its employees.
- 2.3 Therefore, in order to achieve the above, the Agency require to appoint a service provider(s) to render Cleaning, Sanitation fumigation/pest control, disinfection/decontamination, gardening and car wash services for SASSA North West offices consisting of Regional Office, District Offices, Local Offices and Service Points for a period of **36 months**.

3 BRIEFING SESSION

A Non- Compulsory Virtual Briefing session will be held.

4 SCOPE OF WORK ON CLEANING, SANITATION FUMIGATION/PEST CONTROL, DISINFECTION/DECONTAMINATION, GARDENING AND CAR WASH SERVICES

- 4.1 The successful bidder(s) will be required to provide the following services to all offices under SASSA North West Region:

Item	Scope of Work
1.	Cleaning, sanitation and disinfection services of offices

2.	Decontamination and disinfection of pool vehicles
3.	Washing of pool vehicles
4.	Carpet shampooing, deep cleaning and disinfection
5.	Shampooing of the chairs
6.	Scrubbing of the floors
7.	Deep cleaning of laminated floors
8.	Gardening Services
9.	Cleaning of outside areas (yards)
10.	Cleaning of windows inside and outside
11.	Deep cleaning and disinfection of ablution facilities
12.	Cleaning of hard surface (workstation, counters, cubicles, door knobs)
13.	Disposal of trash to the designated areas
14.	Providing and servicing of SHE bins
15.	Providing and servicing of medical waste bins
16.	Providing and servicing of nappy bins
17.	Provide and replenish toilet papers
18.	Fogging offices and pool vehicles
19.	Decontamination of COVID 19 (or any other related pandemics)
20.	Pest control/fumigation
21.	Cleaning of tablecloths

NB: The Cleaning of the surface must be conducted on three hourly basis and be recorded on the daily cleaning monitoring tool with the company logo.

NB: Details on the square meters, floor plans, and numbers of staff per office, average number of beneficiaries' walk-in per office, number of cleaners required per office and number of pool vehicles per office are on Part G of the document. The service provider is expected to provide cleaning and sanitation services as described on:

- **PART A – Office Cleaning Services Requirements**
- **PART B – Sanitary Consumables Requirements**
- **PART C – Pool Vehicle Wash Service**
- **PART D – Mobile Units Cleaning Services Requirements**
- **PART E – Gardening Services**
- **PART F – Price structure (refer to Annexure C-G4)**
- **PART G – Specification (Floor plan)**
- **PART H – Track Record**
- **PART I – Monitoring tool (Penalties)**

5 RESPONSIBILITIES

5.1 The Service Provider shall:

- 5.1.1 Conduct business in a courteous, respectable, accountable and professional manner.
- 5.1.2 **N.B Ensure adequate stock of cleaning, sanitation, fumigation/pest control, disinfection/decontamination, gardening and car wash services materials, consumables and equipment at all times.**
- 5.1.3 Provide the necessary documentation as requested prior to the awarding of the contract.
- 5.1.4 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.**
- 5.1.5 Manage the internal disputes among his/her staff such that SASSA is not affected by those disputes.
- 5.1.6 Shall provide ad hoc services for cleaning of buildings in the event of flooding at no additional cost to the agency
- 5.1.7 Ensure that all staff working under this contract are in good health and pose no risk to any SASSA employees.
- 5.1.8 Comply with SASSA security and emergency policies, procedures and regulations.
- 5.1.9 Not make use of fire hose reels or other fire extinguishers in offices for the purpose of executing project activities.
- 5.1.10 Not using 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.
- 5.1.11 Not using any poisonous or highly inflammable substances without the written consent of SASSA.
- 5.1.12 Ensure that all work is 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.
- 5.1.13 Provide all the cleaners with basic OHS training and appoint OHS Rep, fire Marshall and first aider in writing.
- 5.1.14 Maintain cleaning equipment in good order to comply with the SASSA's Occupational Health and Safety Standards (a copy will be available on request).

- 5.1.15** Re-fill, empty and clean machines and equipment only at such places as indicated/designated.
- 5.1.16** Ensure that the installed equipment be removed at the end of the contract and the building is returned at its original condition.
- 5.1.17** 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 offices.
- 5.1.18** 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.
- 5.1.19** 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.
- 5.1.20** Ensure that SASSA is informed in writing of any removal and replacement of staff. For security reasons, SASSA reserves the right to vet all persons working under this contract.
- 5.1.21** Be liable for any damage caused by the cleaning personnel.
- 5.1.22** Ensure that salaries are paid on time in line with the signed employment contract.
- 5.1.23** Provide payroll sheet / salary advice, monthly, to their cleaning personnel.
- 5.1.24** Provide physical and postal addresses, contact details of their office.
- 5.1.25** Provide the competent staff members to the project in line **PART F – Price Structure Template:-** Refer to Annexure C-G4
- I. Project Manager;
 - II. Supervisor (Visible on site daily);
 - III. Staff members (Cleaners and gardeners)
- 5.1.26 (A)** The Bidder must appoint one (1) full-time Project Manager for the entire Region and must always be available as and when required to attend to the contract related matters.
- (B)** There must be five (5) supervisors for the North West Region, supervising each district including Regional office
- 5.1.27** Payment to the service provider will be made on receipt of the following:
- I. Attendance registers of cleaners signed by Service provider and by SASSA.
 - II. For consumables on receipt of signed delivery note by SASSA delegated official at each office.
 - III. For pool vehicles on receipt of a signed register of vehicles washed.

- IV. Invoice and detailed account statement.
- V. 100% of the workforce must be recruited from the local communities.

NB: The onus is upon service provider(s) to familiarize themselves with the project sites before submitting the bid documents.

5.2 SASSA shall:

- 5.2.1** Manage the contract in a courteous, respectable, accountable and professional manner.
- 5.2.2** Monitor the service provider (s) if he/she pays the cleaners in line with the relevant applicable legislation and takes appropriate steps and implement appropriate penalties against the service provider if there is non-compliance.
- 5.2.3** Not accept any responsibility for any damage suffered by the service provider or their staff for the duration of the contract.
- 5.2.4** Not tolerate any unfair labour practices between service provider and his/her staff) that occur during the execution of the project activities.
- 5.2.5** Not accepting any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.
- 5.2.6** Provide a storage facility for equipment and materials where possible.
- 5.2.7** If necessary, request the withdrawal of a staff member/cleaner if he/she poses any threat to SASSA employees or property.
- 5.2.8** Ensure that the service provider bills the agency in line with the terms of reference.
- 5.2.9** Subject the service provider and its personnel for security vetting by SSA prior to the commencement of the contract.

6. EVALUATION OF THE TENDER

- 6.1.** The bid proposals shall be evaluated in accordance with the 80/20 principle. The evaluation shall be conducted as follows:

- 6.1.1. Stage One : Phase One - Mandatory Requirements**
- : Phase Two: Functionality Criteria**
- : Phase Three: Administrative Compliance**

EVALUATION CRITERIA
Stage One – (Phase One) Mandatory Requirements
1. Certified copy of a valid Compensation for Occupational Injuries and Diseases Act (COIDA)

or letter of good standing or letter of intent from the department of Labour.

2. Certified copy of current/active Contract Cleaning Association (CCA) Certificate or Black Economic Empowerment Cleaning Association (BEECA) or any other recognised accredited cleaning association.
3. Certified copy of a Current or Active South African Pest Control Association (SAPCA) or Department of Environment, Forestry` and Fishery (DEFF) certificate or any other relevant certificate (a certificate for pest control or a certificate for fumigation).
4. Certified copy of a valid Unemployment Insurance Fund (UIF) Certificate or letter of good standing or letter of intent from the Department of Labour.
5. Price Structure – price proposals must strictly be prepared in line with the **PART F** – Price Structure Template. Failure to comply with this requirement shall invalidate the bid.
6. Each party in joint venture or consortium related to this project must comply with the following requirements:-
 - I. Certified copy of a current and active Contract Cleaning Association Certificate or any other relevant certificate
 - II. Certified copy of a valid Unemployment Insurance Fund (UIF) certificate or letter of good standing or letter of intent from the Department of Labour
 - III. Certified copy of a valid Compensation for Occupational Injuries and Diseases Act (COIDA) or Letter of Good Standing or letter of intent from the Department of Labour
 - IV. Certified copy of a Current or Active South African Pest Control Association (SAPCA) or Department of Environment, Forestry` and Fishery (DEFF) certificate or any other relevant certificate (a certificate for pest control or a certificate for fumigation).
 - V. The Joint venture agreements reflect all the required services such as Cleaning, Sanitation, fumigation/pest control, disinfection/decontamination, gardening and car wash services.
7. Letter or certificate from the bidder or manufacturer confirming that only SABS or SANS approved cleaning and sanitation equipment, material and other equipment shall be used to clean the building.
8. Bidders must complete and submit the list of past and current contracts (Track Record) on **Part H** with reference letter/s from clients. The letter/s should be signed by an official at managerial level or above (rank to be specified) and must indicate contact details, project description, project value, square meters of the offices provided with Cleaning, Sanitation, fumigation/pest control, disinfection/decontamination, gardening and car wash services as well as the duration of the project.

9. Certified valid copy of public liability insurance certificate at the total value of R 10 million for the duration of the contract.

All certified copies must not be older than three (3) Months.

NB: Failure to submit the required documents will lead to the proposal being disqualified.

Phase Two: Functionality Criteria

Stage One – (Phase Two) Functionality Criteria		WEIGHTING															
		100															
Reference letter/s from previous and current clients must be submitted in order to claim points for items 1 to 5 below. The letter/s should be signed by an official at managerial level or above (rank to be specified) and must indicate contact details, project description, project value, square meters of the offices cleaned as well as the duration of the project. Bidders will be awarded points for submitting reference letter/s covering number of years of experience, capacity to clean size of the building in square meters, value of past and current contracts, and experience in the provisioning of Cleaning, Sanitation fumigation/pest control, disinfection/decontamination, gardening and car wash services for different projects completed in the same or different periods. 1. Experience in the provision of cleaning and sanitation services (NB: To be strictly assessed ONLY based on the listed experience on the provided table on Part H The number of years of experience shall be allocated values as follows: <table border="0"> <tr> <td>(i)</td><td>0 to 1 year</td><td>= 1 point</td></tr> <tr> <td>(ii)</td><td>Above 1 to 2 years</td><td>= 2 points</td></tr> <tr> <td>(iii)</td><td>Above 2 to 3 years</td><td>= 3 points</td></tr> <tr> <td>(iv)</td><td>Above 3 to 4 years</td><td>= 4 points</td></tr> <tr> <td>(v)</td><td>Above 4 years and more</td><td>= 5 points</td></tr> </table> Poor = 1, Average = 2, Good = 3, Very Good = 4, Excellent = 5 NB. Unreachable references may invalidate the particular experience listed on Part H		(i)	0 to 1 year	= 1 point	(ii)	Above 1 to 2 years	= 2 points	(iii)	Above 2 to 3 years	= 3 points	(iv)	Above 3 to 4 years	= 4 points	(v)	Above 4 years and more	= 5 points	20
(i)	0 to 1 year	= 1 point															
(ii)	Above 1 to 2 years	= 2 points															
(iii)	Above 2 to 3 years	= 3 points															
(iv)	Above 3 to 4 years	= 4 points															
(v)	Above 4 years and more	= 5 points															
2. Capability to clean the size of the building(s) as per bid requirements - square meters of bidders' current and previous project site(s) to be assessed (Complete Part H and Return with Bid Document). Square meters of the bidders' current/past project sites shall be allocated values		15															

as follows: (i) 0 to 10999 m² = 1 (ii) 11 000 to 15 999 m² = 2 (iii) 16 000 to 25 999 m² = 3 (iv) 26 000 to 29 999 m² = 4 (v) 30 000 m² and above = 5 Poor = 1, Average = 2, Good = 3, Very Good = 4, Excellent = 5	
3. Value of the current and / or previous cleaning and sanitation services contracts (i) 0 to R5 000 000 = 1 (ii) Above R5 000 000 to R10 000 000 = 2 (iii) Above R10 000 000 to R20 000 000 = 3 (iv) Above R20 000 000 to R30 000 000 = 4 (v) Above R30 000 000 = 5 Poor = 1, Average = 2, Good = 3, Very Good = 4, Excellent = 5	15
4. Experience in the provision of gardening services (complete Part H and Return with Bid Document) The number of years of experience shall be allocated values as follows: (i) 0 to 2 years = 1 (ii) Above 2 to 5 years = 3 (iii) Above 5 years = 5	10
5. Experience in the provision of fumigation and pest control services (Complete Part H and return with Bid Document) Number of years of experience shall be allocated values as follows: (i) 0 to 2 years = 1 (ii) Above 2 to 5 years = 3 (iii) Above 5 years = 5 Poor = 1, Average = 2, Good = 3, Very Good = 4, Excellent = 5	05

6. Provide a detailed Project Plan to cover the proposed scope of work including how such work/services will be performed. (Must cover the following: Project Plan, Pre-implementation plan, Implementation strategy, Installation and Maintenance of Equipment and ensuring adequate supply of all materials, Monitoring and Project Closure) 6.1 Project plan = 1 point 6.2 Project Plan and Pre-implementation plan = 2 points 6.3 Project Plan, Pre-implementation plan and Implementation strategy = 3 points 6.4 Project Plan, Pre-implementation plan, Implementation strategy Installation and Maintenance of Equipment and ensuring adequate supply of all material = 4 points 6.5 Project Plan, Pre-implementation plan, Implementation strategy, Installation and Maintenance of Equipment and ensuring adequate supply of all material, Monitoring and Project Closure = 5 points	15
7. Contingency Plan during project execution inclusive but not limited to measures to be implemented during industrial actions, leave, absenteeism, sufficient materials and equipment. 7.1 Contingency plan = 1 point 7.2 Contingency Plan and Pre-mitigation plan = 2 points 7.3 Contingency Plan, Pre-mitigation plan and mitigation strategy = 3 points 7.4 Contingency Plan, Pre-mitigation plan, mitigation strategy development and Maintenance of Equipment and ensuring adequate supply of all material = 4 points 7.5 Contingency Plan, Pre-mitigation plan, mitigation strategy, development and Maintenance of Equipment and ensuring adequate supply of all material, Monitoring and evaluation = 5 points Poor = 1, Average = 2, Good = 3, Very Good = 4, Excellent = 5	05
8. Training Plan (for all services) • Training to be provided to all personnel/staff before contract commencement (Office Cleaning, sanitation, fumigation/pest control, car wash service, basic OHS, and customer Etiquette) 8.1 Training plan = 1 point 8.2 Training Plan and Pre-implementation plan = 2 points 8.3 Training Plan, Pre-implementation plan and Implementation strategy = 3 points 8.4 Training Plan, Pre-implementation plan, Implementation strategy Installation and Maintenance of Equipment and ensuring adequate supply of all material = 4 points 8.5 Training Plan, Pre-implementation plan, Implementation strategy, Installation and Maintenance of Equipment and ensuring adequate supply of all material, Monitoring and Project Closure = 5 points	05

8. Each party in joint venture or consortium related to this project must comply with the following requirements:-
- Registered on the Central Supplier Database
 - Submission of a valid Tax Compliance Status Pin
 - Proof of certified ID Copies for all Company Directors
 - Consolidated and Valid B-BBEE Status Level Verification Certificates or Sworn Affidavit signed by the Commissioner of Oaths together with their bids

NB: Failure to submit the required documents after being given the opportunity to resubmit outstanding documents will lead to the proposal being disqualified.

6.1.2 Stage Two: Price and specific goals Points

Stage Two - Price and Specific Goals	POINTS
PRICE	80
Specific Goals	20
Total points for Price and Specific Goals	100

Points Awarded for Specific Goals

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.

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
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	0	

Bidders must submit an Original or certified copy of B-BBEE Verification Certificate from a Verification Agency accredited by South African National Accreditation System (SANAS) or an original sworn affidavit signed by Emerging Micro Enterprise (EME) representative and attested by Commissioner of Oaths.

7. BID AWARD & CONTRACT CONDITIONS

- 7.1 The short-listed bidders shall be subjected to the security clearance process. Only the bidder(s) who are cleared during security clearance process shall be considered for appointment.
- 7.2 Bidders shall be notified of the outcome of the bid through publication of award in the National Treasury eTender portal and SASSA website.
- 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 or not to award.
- 7.6 The highest scoring bidder(s) may be requested to present their proposals to the Bid Evaluation Panel.
- 7.7 The contract period is from the date of the last signatory.
- 7.8 Site inspections may be conducted and if bidders are found to have misrepresented information in their bid proposals they will be disqualified.
- 7.9 SASSA will enter into a Service Level Agreement with the successful bidder.
- 7.10 Bidders must always comply with safety regulations during operations.
- 7.11 It is the responsibility of the bidder to visit site / office and familiarize themselves with the specifics of each office, before submitting the bid to SASSA as the agency shall not be held responsible for any under quoting by the bidder based on the information provided by SASSA.
- 7.12 The winning bidder shall sign the performance tool with penalties as an annexure to the SLA.

8. CONTRACT ADMINISTRATION

- 8.1.** Successful bidders must advise the Supply Chain Management Unit immediately when unforeseeable circumstances will adversely affect the execution of the contract.
- 8.2.** Full details of such circumstances as well as the period of delay must be furnished.

8.3. The administration of the bid 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.

8.4. GENERAL CLEANING EQUIPMENT REQUIRED

- Automated Air fresheners dispensers (battery operated) for toilets, boardrooms, receptions, corridors, waiting rooms ,training rooms
- Sensor & battery-operated hand soap dispensers(gel)
- Sensor & battery-operated hand towel dispenser
- Lockable toilet-roll holders
- Floor scrubbers
- Vacuum cleaners
- Step ladders
- Sensor & battery-operated Sanitary waste (SHE)bins
- Sanitary SHE pads packet dispensers
- Nappy bins and medical waste bins with removal service
- Sensor operated toilet set sanitizers (foam)
- Kitchen towel rails
- Kitchen waste bins
- Hand towel waste bins
- Scrubber for heavy duty scrubbing of tile floors

8.4.1. NB: The number of vacuum cleaning machines allocated must enable cleaners to vacuum the buildings and vehicles in line with the requirements in PART A – Office Cleaning Services Requirements. THERE MUST BE NO SHORTAGE OF ALL CLEANING MATERIALS AND EQUIPMENT and must always be functional.

- Each office must have a minimum of one vacuum cleaner (depending on the size of the office)

8.5. EVERY WORKER MUST HAVE THE FOLLOWING IN THE TROLLEY:

- Mop trolley, mob bucket with wringer mob
- 5L Buckets
- Furniture polish (oil for dark wood)
- Furniture spray polish
- Toilet bowl cleaner
- Toilet brush
- Multipurpose cleaner
- Disinfectant
- Refuse bags (trash cans, office bins and nappy bins)
- Dishwashing liquid
- Washing cloth (4 colours)
- Kitchen drying towels

- Floor polish
- Caution safety and wet floor signs
- Dusters (long)
- Dust cloth

8.6. REQUIRED IN STOREROOM

- Broom
- Industrial heavy-duty mop
- Toilet paper (2-ply);500 sheets
- Window cleaner
- Bin bags (office/medical/nappy/refuse)
- Latex gloves and masks
- Scrubbing brush
- Microfiber cleaner (blinds)
- Hand soap refills
- Dish washing liquid
- Air fresheners refills & batteries
- Toilet seat sanitizer refills
- Wash and wax Carwash polish shampoo
- Tyre polish
- Degreaser
- Car wash lint free cloths
- Dustpan and brush set
- Sanitizer drip dispenser master for urinals refills
- Hand towel refills
- Drip dispenser urinal refills
- Nappy bin refill packs
- Foam seat refills
- SHE pads packet refills
- SHE bins refill bags
- Spare batteries for Automatic Soap Dispenser (Liquid)
- Spare batteries for Automatic Paper Towel Dispenser
- Spare batteries for Automatic Toilet Seat Dispenser
- Spare batteries for Automatic Urinary Dispenser
- Spare batteries for Sensor & Battery Operated (SHE) Bins

8.7. EVERY OFFICE MUST HAVE THE FOLLOWING FOR OUTSIDE USAGE:

- Industrial broom
- Leave blowers
- Extension cord for vehicles, leave blowers etc.

8.8. EVERY GARDEN MUST HAVE THE FOLLOWING:

- Leave blower

- Lawn Mower
- Rake
- Spade
- Garden fork
- Garden sheers
- Garden 50m Hose pipe with accessories
- Wheelbarrow
- Garden gloves
- Weed killer
- Snake repellent
- Compost
- Fertilizer
- Plants and Flowers (Evergreen and Flowering Perennials and succulents)

8.9. Every worker must be clothed in full uniform, and name tags depicting the name of the cleaner and of the company.

NB: Cleaning materials for toilets should not be used in offices and Kitchens i.e. Mops, cloths, mop trolley, buckets, gloves, safety boots and including cleaning detergents.

8.10. Strict adherence to the color-coding guide in the provision of cleaning and sanitation services to all SASSA offices as follows:

- **RED:** Most often used in high sanitary (high risk of spreading infection), applications or in restroom cleaning, such as toilets and urinals.
- **YELLOW:** For sinks, counters and washroom surfaces, also used for specialty cleaning (Such as service counters, mirrors and metal works).
- **BLUE:** In low-risk areas of the building, such as desktops, ledges, walls and tiles, window cleaning and high and low dusting.
- **GREEN:** Used in food processing and food serving areas, such as kitchens, canteens pause areas

8.11. MEETINGS

8.11.1. 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 monthly
- Site service and compliance monitoring, on a weekly basis
- Attend any other emergency meeting

8.12. The Supervisor must draw up timetables and work schedules daily.

8.13. Disaster management, urgent services and emergencies: In the event of flooding or any other incident, which may occur requiring cleaning and sanitation services which are not specified in this bid document, the cleaning and sanitation service must be undertaken by the appointed service provider, in line with applicable SCM Procedures as and when required.

9. PRICE

9.1. All prices charged should be inclusive of VAT. The bid proposal must clearly indicate a detailed Cost breakdown of the contract. **(Annexures C-G4).**

10. PRICE ADJUSTMENTS

10.1. Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter price adjustment will be accepted on the 1st and 2nd anniversary based on the Consumer Price Index (CPI) for consumables and applicable Sectoral determination for labour costs.

11. TESTING AND TEST REPORTS

11.1. A test report not older than 12 months issued by any institution recognized or accredited by the South African National Accreditation System (SANAS) must be submitted by the successful bidder before the finalization of the contract.

11.2. If a bidder's manufacturing facility has been tested and inspected by any institution accredited or recognized by SANAS; a certificate not older than 12 months must be issued indicating that both the product offered, and the manufacturing facility of the product have been inspected and tested.

11.3. In the event of the bidder not being a manufacturer, the bidder must obtain such a certificate from the relevant manufacturer.

12. SAMPLES

12.1. The Agency reserves the right to call for samples from the contracted service provider and have them tested when required.

13. RESPONSE FIELDS

13.1. To evaluate and adjudicate bids effectively, it is imperative that bidders submit responsive bids. To ensure a bid will be regarded as responsive, it is imperative to comply with all conditions pertaining to this bid and to complete all the mandatory response fields and item questionnaires for the individual items specified.

13.2. Non-compliance with this condition will invalidate the bid for the item(s) concerned.

14. SCOPE EXPANSION AND REDUCTION OF OFFICES

There may be a reduction or expansion of scope of work during the run of the contract, necessitated by the operational requirements, for example, new offices may be increased or reduced on the same terms and conditions in line with Supply Chain Management (SCM) processes and procedures

15. PROJECT CO-ORDINATION ARRANGEMENTS

- 15.1. The Facilities Management and Auxiliary Support Unit, based at SASSA North West Regional Office shall be responsible for the coordination of this project. The physical address is as follows:

**The South African Security Agency
Corner Sekame and Dr James Moroka
Megacity Complex
Mmabatho
2735**

17. PROJECT PERIOD

- 17.1. The project will commence after signing the contract. The service provider will be expected to provide cleaning, sanitation, gardening, fumigation and pest control services for a period of 36 months.

18. PART A– OFFICE CLEANING SERVICES REQUIREMENTS

STANDARD CLEANING AND DISINFECTION ACTIVITIES

FLOOR MAINTENANCE:	
RESILIENT FLOORS	
• Sweep or damp mop	Daily
• Machine burnish	When required
STONE FLOORS (CERAMIC TILES)	
• Sweep	Daily
• Damp Mop	Daily
• Machine Scrub	When required
• Machine Buff	When required
RUGS AND CARPETING: Vacuum clean thoroughly:	
• Heavy traffic areas	Daily
• Medium traffic areas	Daily
• Light traffic areas	Daily

DUSTING	
• Dust all surface (low level)	Daily
• Dust all high ledges and fittings	Weekly
• Dust all surfaces (wall, cabinet, etc.)	Weekly
• Dust all window ledges	Daily
• Dust telephones	Daily
• Dust and wipe ICT Equipment	Daily
• Clean and disinfect telephones	Daily
• Dust all electrical sockets	Daily
WASTE DISPOSAL	
• Provide refuse bags for the bins	Daily and when required
• Remove all waste to specified areas	Daily
• Remove all waste papers.	Daily
• Replace medical waste bin liners	Weekly
• Empty, wipe/clean and disinfect the waste bins	Weekly
WALLS AND PAINTWORK	
• Spot clean all low surfaces, i.e. glass, walls, doors and light switches	Daily
GLASS AND METAL WORK	
• Spot clean glass doors	Daily
ENTRANCE AND RECEPTION	
• Sweep entrance steps and entrance	Daily
• Clean doormats and wells	Daily
• Wash steps	Daily
TOILETS AND REST ROOMS: Normal usage toilets and rest rooms	
• Provide toilet brushes for all toilets	Every six months
• Maintain floors according to types	Daily
• Deep clean normal usage toilets	Monthly
• Damp mop floors with disinfectant	Daily
• Empty and clean all waste containers	Daily
• Empty and clean sanitary bins.	Daily
• Clean and sanitize all bowels, basins, urinals, showers and baths (where applicable)	Daily
• Clean all mirrors	Daily
• Clean all metal fittings	Daily
• Spot clean walls, doors, partitions and lockers where applicable	Daily
• Replenish consumables i.e. toilets papers, hand soap,	Daily

toilet refreshers and sanitizers	
• Provide anti-splash urinal P-mat per urinal	When required
• Pouring in Deo Blocks to all toilets urinals to kill smells	Weekly
LIFTS AND LIFT FOYERS	
• Completely clean interior of all lifts including indicator boards	Daily
• Clean lift door tracks	Daily
STAIRCASES	
• Dust, sanitize and disinfect handrails and fittings	Daily (4 times a day)
• Maintain landings, treads and risers according to finish	Daily
• Clean fire escape	Weekly
• Vacuum carpet on stairs	Weekly
WINDOW CLEANING	
• Clean partition glass.	Weekly
• Cleaning of windowsills	Weekly
• Clean interior and exterior of all accessible windows	Quarterly
BLINDS	
• Dust	Twice a week
• Ensure that blinds are in place	Daily
• Wipe using a blind cleaner	Weekly
NB: The service provider shall be held accountable for the blinds damaged by the cleaners.	
PARKING	
• Pick up litter and remove to designated area.	Daily
• Sweep/tidying/clean	Daily
STORE ROOMS	
• Scrub the floor/ vacuum carpet	Twice a month when required
• Dust all areas	Twice a month when required
• Remove all unwanted papers and other items	Twice a month when required
WALKWAY / BUILDING SURROUNDINGS	
• Pick up litter and move to designated area	Daily
• Sweep/tidying/clean	Weekly
REFUSE AREA	
• Sweep and keep the refuse area tidy (Maintain refuse area in a clean hygienic condition)	Daily
DINING ROOMS	

• Maintain and clean floors according to type	Daily
• Dust all vertical and horizontal surfaces to a height of 2.5m	Daily
• Damp/wipe furniture	Daily
• Empty and clean receptacles	Twice a day
• Disinfection furniture Spray applied	Every two hours
• Collect dirty dishes and wash them in the kitchen	When required
KITCHEN	
• Maintain and clean floors and cabinets (inside and outside)	Daily
• Wash all dirty crockery, cutlery and containers in the kitchen	Daily / when required
• Clean the fridges (defrosting)	Fortnightly/ when required
• Clean the microwaves	Twice per week and when required
• Clean and re-fill water urns	Twice per week and when required
• Disinfect kitchen surfaces	Four times a day and when required
BOARDROOMS	
• Maintain and clean floors	As and when required
• Vacuum carpets	Weekly
• Dust all boardroom tables and chairs	As and when required
• Collect used crockery, cutlery and containers	As and when required
• Disinfection	As and when required
WAITING AREAS	
• Cleaning Public waiting areas	Two hourly / as and when required
WATER COOLERS	
• Clean and re-fill water coolers	Daily / as and when required
WHEELCHAIRS	
• Clean and disinfect wheelchairs	Two hours/ as and when required
MISCELLANEOUS	
• Disinfection of desk and office furniture surface	Two hours
• Wash vinyl covered furniture	Monthly
• Vacuum cloth covered furniture	Monthly
• Removal of empty boxes	When required
• Washing of pool vehicles	Weekly
GARDENING SERVICES	
• Cutting of grass, weeding & maintenance of garden	Weekly
• Pick up litter and remove to designated area	Twice a week

• Sweep pavement and designated area	Once a week
• Spraying of snake repellent	Monthly
QUARTERLY DEEP CLEANING EXERCISES	
• Carpet cleaning	Quarterly or when required (weekends only)
• Deep Cleaning of pool vehicles	Quarterly or when required (weekends only)
• Cleaning of chairs and couches	Quarterly (weekends only)
• Fumigation and Pest Control	Quarterly or when required (weekends only)
• Disinfection of offices	Quarterly or when required (weekends only)
SERVICE TIMES	
• Daily cleaning – Monday to Friday for eight hours (8 hours) per day or as practical in the environment • Lunch time • Night cleaning is not allowed	

NB: Fully encapsulated personal protective equipment (PPE and full face respiratory mask worn all times by certified decontamination and disinfection technician)

19. EXCLUDED AREAS:

- Electrical and mechanical plant rooms.

20. PART B – Sanitary Consumables Requirements

The service provider must install and maintain the following sanitary consumables required:

- Toilet Paper Holders and Refills
Toilet Paper Quality must comply with SANS 1887 Part 2 (2-ply)
- Sensor Operated / digital Hand Dryers must be installed in all offices and maintained
- Sensor operated hand towel dispenser must be installed in all office and maintained
- Hand Dryer Quality must comply with SANS 1887 Part 8
- Foam Seat Spray Dispensers (Foam) and Refills.
- Sanitizer Drip Master for all Urinals as indicated on the floor plans.
- Sensor operated Sanitary Waste Bins and Removal Service (weekly) in all female staff and female beneficiary toilets as detailed on the floor plans.
- Waste Bins and removal service (for baby nappies) in all restrooms with nappy changing stations

- Hand Soap Dispenser and Refills in all toilets (staff & beneficiary).
- Flush Units for Urinals; (Staff & beneficiary male toilets)
- Automatic Air Fresheners and Refills with batteries. These must be refilled every month.

AIR FRESHENERS

- Automatic Air Fresheners and Refills for corridors, boardrooms, beneficiary waiting area, training rooms and all reception areas.

NAPPY BIN WITH LID SPECIFICATION

- 16 litre capacity
- White colour
- Plastic
- Dimensions 23 x 23 x 49.5 cm
- Weight 2.01 kg

MEDICAL WASTE BIN WITH LID FOR DISPENSING USED MASKS AND GLOVES

Place all disposable equipment, including PPE into a medical waste bin with liners. Liners to be replaced when the bin is full.

- 7.5kg 50L Biohazard waste box set (Box with lid and liners)

N.B: Delivery of all consumables and toilet paper must be done in the presence of a SASSA official who must sign to confirm the quantities delivered. The service provider shall be expected to properly monitor the usage of the abovementioned and ensure that THERE IS NO SHORTAGE AT ALL TIMES

21. PART C – POOL VEHICLES AND MOBILE TRUCK WASH SERVICES

Each vehicle must be washed weekly.

- Provide a complete vehicle washing service which includes the following:
- 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 vehicles tyres
- Disinfect interior and door handles

22. PART D – MOBILE UNITS CLEANING SERVICES REQUIREMENTS

Each mobile unit is occupied by a maximum of seven officials. The proposal for the cleaning of mobile office units should cover the following aspects:

FLOOR MAINTENANCE (PLASTILOCK BLOCKS TILING)

Sweep	Daily
Damp Mop	Daily
Machine Buff	As necessary
Machine scrub	As necessary

FURNITURE MAINTENANCE

- Polish desk and office furniture
- Wash vinyl covered furniture
- Vacuum cloth covered furniture

WASTE DISPOSAL:

- Empty and clean waste receptacles;
- Remote all waste to designated areas.

STAIRCASES:

- Dust handrails and fittings and
- Clean landings ,treads and arises according to finish

WINDOWS CLEANING

- Clean interior and exterior faces of accessible windows

KITCHENETTE:

- Wash the utensils (for staff);
- Clean the fridges.
- Clean the microwaves;
- Maintenance and clean floors and cabinets (inside and outside)
- Dust all vertical and horizontal surfaces.

23. PART E – Gardening Services

- Gardening services must include grass cutting, removal of weeds, sweeping of the yard and the pavement, trimming of plants and any gardening service that may be required in the following (23) offices as per individual needs:

NO	DISTRICT	NAME OF OFFICE	SQUARE METERS
1	DR KK	Tlokwe	1435
2	NMM	Ratlou	3000
3	NMM	Itsoseng	2500
4	NMM	Ramatlabama	350
5	NMM	Ottosdal	1000
6	NMM	Tshidilamolomo	2000
7	NMM	Coligny	3575
8	NMM	Dinokana	300
9	NMM	Groot Marico	975
10	DR RSM	Sekhing	500
11	DR RSM	Dryharts	350
12	DR RSM	Manthe	100
13	DR RSM	Tseoge	500
14	DR RSM	Tosca	232
15	DR RSM	Shaleng	235
16	BOJANALA	Hebron	20
17	BOJANALA	Moretele	129
18	BOJANALA	Cyferskuil	1755
19	BOJANALA	Kanana	200
20	BOJANALA	Madikwe	550
21	BOJANALA	Mantserre	60
22	BOJANALA	Mabeskraal	194
23	BOJANALA	Maboloka	40

24. PART F – Price structure template (ANNEXURES C – G4)

N.B. ALL Bid Price Proposals must be completed in line with the following requirements:

- The SASSA **NORTH WEST REGION** Bid (pricing proposal per Regional office/ District and local/ service office must be based on **ALL OF THE BID SPECIFICATIONS AND NOTHING MUST BE LEFT OUT.**
- A **Bid Price Proposal** excluding some of the required services (as outlined in the bid specifications) **shall not be accepted.**
- ***The Labour costs for the cleaning staff (Supervisor and cleaners) must not be below the approved sectorial wage determination as determined by the Department of Labor.***

ONLY PRICE PROPOSALS SUBMITTED IN LINE WITH (ANNEXURES C – G4) (ATTACHED) SHALL BE ACCEPTED AND MUST BE COMPLETED IN FULL BY THE SERVICE PROVIDER

25.PART – G: NORTH-WEST REGION OFFICE SPECIFICATION / FLOORPLANS

1. NORTH WEST REGIONAL OFFICE

Physical address: SASSA House North West Regional Office, Corner Sekame Street and Dr James Moroka Road, Mega City, Mmabatho 2735

1.1 GROUND FLOOR

Offices	9 x Offices:
Security office	2 x Security office space
Security control room	1 x Security control room
Security storage	1 x Security store
Registry office	1 x Registry office space
Transport office	1 x Transport office
Customer care office	2 x Customer Care office
HCM Office	1 x HCM office
HCM Registry	2 x HCM filing storage
Central Registry	1 x Central registry filing storage
SCM Stores	2 x Supply chain stationery stores
SCM Registry	1 x Filing room
Cleaner storage	1 x Cleaner's storage
ICT storage	1 x ICT storage
Finance Registry	1 x Finance filing storage
Ablution Facilities:	3 x Male toilets, 5 Urinals, 5 x Wash basins 3 x Male disability toilets, 3 x Wash basins 3 x Female toilets, 3 x Wash basins) 3 x Female Disability toilets, 3 x Wash basins
Boardroom:	1 x Boardroom
Lobby:	1 x Foyer
Server room	1 x Server room
Reception Area:	1 x Reception Area
Customer's waiting area	1 x Waiting area
Kitchen	2 x Kitchens
Lifts	2 x Lifts
Stairs	1 x Staircase

Total square meters of ground floor 1188.25m²

1.2 FIRST FLOOR

Offices:	18 x Offices
Open plan:	open plan:
Kitchen:	2 x Kitchens
Ablution Facilities:	2 x Male toilets, 6 urinals, 6 x wash basins) 2 x Female toilets, 4 x wash basins) 1x staff disability toilet,1 x wash basin)

Boardroom: 1x Boardroom tiled
 Lobby: 1x Foyer
 Lifts 2 x Lifts
 Stairs 1 x Staircase

Total Square Meters of 1st floor =1188.25m²

1.3 SECOND FLOOR

Offices: 25 x Offices
 Open plan workstation Open plan
 Kitchen 2 x Kitchen tiled
 Ablution Facilities: 2 x Male toilets, 6 x urinals, 6 x wash basins
 2 x Female toilets, 4 x wash basins
 1 x Staff disability toilet, 1 wash basin
 Lobby 1 x Foyer 35 m²
 Lifts 2 x Lifts
 Stairs 1 x Staircase

Total Square Meters of 2rd floor = 1188.25m²

1.4 THIRD FLOOR

Offices: 21 x Offices
 Kitchen 2 x Kitchen tiled
 Ablution Facilities: 2 x Male toilets, 6 x urinals, 6 x wash basins
 2 x Female toilets, 4 x wash basins
 1 x Staff disability toilet, 1 wash basin
 Lobby 1 x Foyer
 Pause area 3 x Pause area
 Boardroom: 2 x Boardroom
 Lifts 2 x Lifts
 Stairs 1 x Staircase

Total Square Meters of 3rd floor = 1188.25m²

Total Square Meters of NW Regional Office Building = 4753m²

Office	Number of Vehicles	Types of vehicle
NW Regional Office	29	5 x Sedan, 16 x Light delivery vehicles, 3 x SUV Multipurpose, 3 x Hatchback light vehicles, 2 x Mobile trucks

SUMMARY FOR NORTH WEST REGIONAL OFFICE

Office	Building size m ²	Garden m ²	Paved m ²	No of Staff	Ave. No of clients / month	Chairs	Couches	Leather Chairs	Vehicles	No of cleaners	No of gardeners	No of days operating / week
NW RO	4753	0	0	150	500	319	17	152	24	12	0	5 days

2. DR KENNETH KAUNDA DISTRICT FLOOR PLAN

2.1 DR KENNETH KAUNDA DISTRICT OFFICE AND MATLOSANA LOCAL OFFICE

Physical address: SASSA House, Corner of Emily Hobhouse & Boom Streets, Klerksdorp

GROUND FLOOR (MATLOSANA)

Offices:	1 x Doctor's room
Reception	1 x Foyer with reception area
Staff Ablution Facilities:	2 x Male toilets, 1 x urinal, 1 x hand wash basin
Public Ablution Facilities:	2x Male toilets, 1 x hand wash basin
(outside building)	2x Female toilets , 1 hand basin
	1x Female toilet , 1 hand basin
	1 x Disability toilet, 1 x hand wash basin
	1 x Nappy changing station
Outside room:	1 x Outside room
Open plan area:	2 x Open areas
Stairs	2 x Flights of stairs
Lifts:	2 x Lifts
Carpeted area:	178 m ²

FIRST FLOOR (MATLOSANA)

Offices:	2 x Offices
Open Plan area:	2 x Open plan areas
Kitchen:	1 x Kitchen with pause area
Ablution Facilities:	2 x Female toilets, 1 x hand wash basin
Boardroom:	1 x Boardroom
Stairs:	2 x Flights of stairs
Lifts:	2 x Lifts
Passages:	2 x Corridors
Carpeted area:	122 m ²

SECOND FLOOR (MATLOSANA)

Offices:	7 x Offices
RMC:	1 x Records Management Centre
Kitchen:	1 x Kitchen
Ablution Facilities:	2 x Male toilets, 1 x urinal, 1 x hand wash basin
Store room:	2 x Store rooms
Stairs	2 x Flights of stairs
Lifts:	2 x Lifts
Passages:	2 x Corridors
Carpeted area:	91 m ²

THIRD FLOOR (DR KK DISTRICT OFFICE)

Offices:	6 x Offices
Registry:	2 x Registries
Kitchen:	1 x Kitchen

Ablution Facilities:	2 x Female toilets, 1 x hand wash basin
Pause Area:	1 x Pause area
Boardroom:	1 x Boardroom
Store rooms:	1 x Storeroom
Server room	1 x Server room
Stairs	2 x Flights of stairs
Lifts:	2 x Lifts
Passages:	2 x Corridors
Cleaners Room	1 x Cleaners room
Carpeted area:	214 m ²

FOURTH FLOOR (DR KK DISTRICT OFFICE)

Offices:	3 x Offices
Training room:	1 x Training room
Kitchen:	1 x Kitchen with pause area
Ablution Facilities:	2 x Male toilets, 1 x urinal, 1 x hand wash basin
Pause Area:	1 x Pause area
Store rooms:	2 x Storerooms
Server room	1 x Server room
Copier room	1 x Copier room
Strong room:	1 x Strong room
Passages:	2 x Corridors
Stairs:	2 x Flights of stairs
Lifts:	2 x Lifts
Carpeted area:	146 m ²

FIFTH FLOOR (DR KK DISTRICT OFFICE)

Offices:	6 x Offices
Kitchen:	1 x Kitchen
Ablution Facilities:	2 x Female toilets, 1 x hand wash basin
Central Registry:	1 x Registry
Store rooms:	3 x Storerooms
Server room	1 x Server room
Passages:	2 x Corridors
Stairs:	2 x Flights of stairs
Lifts:	2 x Lifts
Carpeted area:	203 m ²

EXTERIOR

Guard house:	1 x Security guard house
Carports:	48 x Covered parking bays
Paved area:	992 m ²
Gardening Services required: Sweeping and removal of garden waste	

Total Square meters for the Matlosana & Dr KK Office building = 3000^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Dr Kenneth Kaunda District Office	1 x Sedan (Renault Fluence), 1 Mahindra SUV, 1 x Navara, 1 x Nissan Bakkie	4
Matlosana Local Office	2 x Sedans (VW Polo & Renault Fluence), 3 x Mahindra Bakkies, 2 x Nissan Bakkies	7

2.2 TLOKWE LOCAL OFFICE (GROUND FLOOR ONLY)

Physical address: Barnard Building, 6 Zinn Street, Old Ikageng Road, Potchefstroom

Offices:	16 x Offices
Open plan Area:	1 x Open Plan area
Disability Grant room	1 x Doctor's room with waiting room
Cleaner's room:	1 x Cleaner's room
Server room:	1 x Server room
Kitchen:	1 x Kitchen
Pause area	1 x Pause area
Passages areas:	4 x Corridors
Ablution Facilities (Inside):	2 x Male toilets, 2 x urinals, and 2 x hand wash basins, 2 x Female toilets, and 2 x hand wash basins, 1 x Disability Female toilet, 1 hand wash basin, 1 x Nappy changing station 1 x Unisex staff toilet, 1 x urinal, 1 x hand wash basin (next to the boardroom)
Ablution Facilities (Outside):	9 x Male toilets, 1 x urinal, 3 x hand wash basins 9 x Female toilets, 3 x hand wash basins, 1 x Male Disability toilet, 1 hand basin 1x female Disability toilets, 1 hand basin
Storeroom:	1 x Storeroom
Boardroom:	1 x Boardroom
Carpeted area:	85 ^{m2}

EXTERIOR

Guard house:	1 x Guard house, 1 x toilet, 1 x hand wash basin (4 ^{m2})
Courtyard:	1 x Courtyard
Parking area:	7 x Garages
Carport:	4 x Covered parking bays
Additional parking:	25 x uncovered parking spaces
Yard:	3850 ^{m2} (paved 509 ^{m2} / ground 1435 ^{m2})
Gardening Services required:	Cutting of grass, weeding, pruning of trees, raking, sweeping and removal of garden waste

Total Square meters for the Tlokwe Office building = 1906 m²

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Tlokwe Local Office	2 x Sedans (Toyota Etios, Renault Fluence), 2 x Nissan Bakkies, 1 x Mahindra Bakkie, 1x Navara	6

2.3 JOUBERTON LOCAL OFFICE (GROUND FLOOR ONLY)

Physical address: SASSA Building, 2521 Extension 2, Jouberton, Klerksdorp

Offices:	7 x Offices
Open Plan:	2 x Open plan areas
Doctor's room	1 x Doctor's room
Kitchen:	1 x Kitchen
Pause area:	1 x Pause area
Passages areas:	2 x Corridors
Ablution Facilities (Public):	2 x Male toilets, 2 x urinals, 2 x hand wash basins 2 x Female toilets, 2 x hand wash basins 1 x Disability toilet, 1 x hand wash basin 1 x Nappy changing Station
Ablution Facilities (Staff):	2 x Male toilet, 2 x urinals, 2 x hand wash basins 2 x Female toilets, 2 x hand wash basins, 1 x Disability toilet, 1 x hand wash basin 1 x Doctor's toilet, 1 x hand wash basin
Storerooms:	1 x Storeroom
Boardroom:	1 x Boardroom`
Strong room	1 x Strong room

EXTERIOR

Guard house:	1 x Guard House
Carport:	7 x Covered parking bays
Parking area:	3 x Uncovered parking spaces
Paved area:	150 m ²
Gardening Services required:	Sweeping and removal of garden waste

Total Square meters for the Jouberton Office = 589m²

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Jouberton Local Office	3 x Nissan Bakkies	3

2.4 VENTERSDORP LOCAL OFFICE (GROUND FLOOR ONLY)

Physical address: SASSA House, 2 van Riebeeck Street, Ventersdorp

Offices:	6 x Offices
Doctor's room	1 x Doctor's room
Kitchen:	1 x Kitchen
Pause area	1 x Pause area
Passages areas:	3 x Corridors
Open Plan area:	2 x Open plan areas
Ablution Facilities (staff):	2 x Male toilets, 1 x urinal, and 1 x hand wash basin 3 x Female toilets, 1 x hand wash basin 1 x Disability Female toilet, 1 x hand wash basin
Ablution Facilities: (Public):	2 x Male toilets, 1 x urinal, 1 x hand wash basin 2 x Female toilets, 1 x hand wash basin, 1 x Disability toilet, 1 x hand wash basin, 1 x Nappy changing station
Courtyard:	1 x Courtyard
Cleaner's room	1 x Cleaner's room
Strong room	1 x Strong room
Storerooms:	1 x Storeroom
Boardroom:	1 x Boardroom

EXTERIOR

Guard house	1 x Guard house
Carports:	15 x Covered parking bays
Additional parking:	8 x Uncovered parking bays
Paved area:	642.5 m ²
Gardening Services required:	Sweeping and removal of garden waste

Total Square meters for the Ventersdorp Office = 750 m²

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Ventersdorp Local Office	1 x sedan (Renault Fluence), 1 x Mahindra, 3 x Nissan & 1 Navara bakkies	6

2.5 MAQUASSI-HILLS LOCAL OFFICE (GROUND FLOOR ONLY)

Physical address: SASSA House, 30B Kruger Street, Wolmaransstad

Offices:	6 x Offices
Storerooms:	3 x Storerooms (1 for cleaning material)
Open Plan area:	1 x Open area
Passages:	2 x Corridors

Ablution Facilities (Disabled):	1 x Male toilet, 2 x female toilets, 1 x hand wash basin, 1 x Nappy changing station
Ablution Facilities (Staff):	1 x Male toilet, 2 x urinals, 2 x hand wash basins 3 x Female toilets, 2 x hand wash basins
Ablution Facilities (Public):	2 x Male toilets, 2 x urinals, 2 x hand wash basins 2 x Female toilets, 2 x hand wash basins
Ablution Facilities (Cleaners):	1 x Female toilet, 1 x hand wash basin
Registry:	1 x Registry
Strong rooms:	1 x Strong room
Boardroom:	1 x Boardroom
Kitchen:	1 x Kitchen
Pause room:	1 x Pause room
Server room:	1 x Server room
Cleaner's room:	1 x Cleaner's room

EXTERIOR

Guard house:	1 x Guard house
Parking area:	4 x Garages
Carports:	10 x Covered parking bays
Paved area:	1100 m ²
Gardening Services required:	Sweeping and removal of garden waste

Total Square meters for the Maquassi Hills Office = 784 m²

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Maquassi-Hills Local Office	1 x VW Polo Sedan, 1 Mahindra bakkie, 2 Nissan bakkies	4

SUMMARY FOR DR KENNETH KAUNDA DISTRICT

Office	Building size m ²	Paved m ²	Garden m ²	No Staff	Average no of clients / month	Vehicles	Chairs	Leather Chairs	No of cleaners	No of gardeners	No of days operating / week
Dr Kenneth Kaunda	1483	922	0	13	3337	4	67	16	3	0	5
Matlosana	1517			22		7	190	19	3	0	5
Tlokwe	1906	509	1435	21	820	6	38	23	3	1	5
Jouberton	589	150	0	12	2112	3	36	47	2	0	5
Ventersdorp	750	642	0	12	3520	6	87	30	2	0	5
Maquassi Hills	784	1100	0	10	4500	4	57	47	2	0	5
Total	7029	3323	1435	90	14289	30	475	182	15	1	

3. NGAKA MODIRI MOLEMA DISTRICT

3.1 NGAKA MODIRI MOLEMA DISTRICT OFFICE

Physical address: SASSA House District office,
1st Street Industrial Site
Albany Building
Mafikeng

Offices:	9x Offices
Open plan:	1x Open plan
Kitchen:	2x Kitchen
Ablution Facilities:	1x Male (3 toilet, 1 urinal and 2 hand wash basin) 1x Female (2 toilets, 1 hand wash basin) 1x Disability (1 Toilet, 1 hand wash)
Strong Room:	1x Strong Room
Passages:	4x Passages
Reception Area:	1x Reception Area
Parking Area:	1x Back yard parking area that can accommodate about 24 vehicles
Registry:	1x Registry
Guard house:	1x Security guard house (4 square meters)
Boardroom:	1x Boardroom
Storeroom:	4x Store Rooms

Total Square meters for the Ngaka Modiri Molema District = 600 m²

Office	Number of vehicles	Type of Vehicle
NMMD Office	03	1x Ford Ranger Bakkie , 2x Nissan Bakkies

3.2 MAFIKENG LOCAL OFFICE

Physical address: SASSA House Mafikeng Local office
1st street Industrial site
Albany Building
Mafikeng

MAIN BUILDING

Offices:	11 x offices 1 boardroom
Open plan:	2 x Open plans
Kitchen:	1x Kitchen
Ablution Facilities:	3x Male toilets, 2x hand wash basin 2x Female toilets, 1x hand wash basin 1x Disability toilet 1 x Nappy changing station

Storeroom: 1x Storeroom –chemical room
 Passages: 2x Passages
 Server room: 1 x Server room
 Reception Area: 1x Reception Area (112 square meters)

MAFIKENG (Waiting Area - Overflow)

Offices: 1x office
 Open plan: 1x open plan
 Kitchen: 1x kitchen

MAFIKENG (Disability Assessments)

Offices: 6 x offices
 Ablution Facilities (Public): 1x Male toilet, 2x hand wash basin, 1x urinal
 1x Female toilet, 2x hand wash basin
 2x Disability toilets for males and females
 Ablution Facilities (Staff): 1x Male toilet, 1x urinal, 1x hand wash basin
 1x Female toilet, 1x hand wash basin
 Records Room: 1x Records room
 Passages: 1x Passage
 Parking Area: 1x Parking area accommodating 21 vehicles
 Guard house 1x Security guard house (4 square meters)

Total Square meters for Mafikeng Local Office = 1677 ^{m2}

Office	Number of vehicles	Type of Vehicle
Mafikeng Local Office	07	2x Mahindra bakkie, 1x Mahindra SUV 1x Renault Sedan, 2x Nissan Bakkies, 1x Toyota Etios Sedan

3.3 LICHTENBURG/DITSOBOTLA LOCAL OFFICE

Physical address: Burger Street No. 20
 Lichtenburg

Offices: 4 x offices
 Security room: 1 x guard room
 Assessment room: 1 x Assessment room
 Registry: 1 x MIS registry
 Ablution Facilities: 2 x Male toilets, 1x urinal, 2 x hand wash basin
 2 x Female toilets, 2 x hand wash basin
 1 x Disability toilet, 1 hand wash basin
 Public toilets: 2 x Male toilets, 1x urinal, 1 x hand wash basin
 2 x Female toilets, 1 x hand wash basin
 1 x Nappy changing station
 Storeroom: 1 x Storeroom

Boardroom:	1 x boardroom
Reception area:	1 x reception area
Network room:	1 x room
Open Plan area	1 x Open area
Kitchen:	1 x Kitchen
Waiting area:	1 x waiting area
Store:	1 x cleaning material
Passage:	1x Passage
Outside Security Room:	1x Outside Security Room
Parking Area:	1 x Parking Area that can accommodate 04 vehicles

Total Square meters for Lichtenburg / Ditsobotla Local Office = 685 m²

Office	Number of vehicles	Type of Vehicle
Ditsobotla Local Office	04	1x Datsun Sedan, 1x Mahindra Bakkie, 1x VW Sedan, 1x Nissan Bakkie

3.4 TSWAING LOCAL OFFICE

Physical address: SASSA Building 11 Duplessis Street
Delareyville

Offices:	10x Offices
Kitchen:	1x Kitchen
Ablution Facilities Staff:	2x Male toilets, 1x urinal, 2x hand wash basins 3x Female toilets, 2x hand wash basins 1x Disability toilet, 1 hand wash basin
Ablution Facilities (Public):	1x Male toilet, 1 urinal, 1x hand wash basin 2x Female toilets, 2x hand wash basins 1x Disability toilet, 1x hand wash basin 1 x Nappy changing station
Waiting Room:	1 x Waiting Room
Boardroom:	1 x Board room
Passage:	1 x Passage
Strong Room:	1 x Strong Room
Registry Room:	1 x Registry Room
Storeroom:	1 x Storeroom
Server Room:	1 x server room
Filing Room:	1 x Filing Room
Tiled area:	441.59 square meters
Outside Security Room:	1 x Outside Security Room
Parking Area:	1 x Parking Area that can accommodate 20 vehicles

Total Square meters for Tswaing Local Office =800 m²

Office	Number of vehicles	Type of Vehicle
Tswaing Local Office	06	3x Mahindra Bakkie, 1x VW Sedan, 2x Nissan Bakkie

3.5 RATLOU LOCAL OFFICE

Physical address:	Ratlou Local Municipality, Thusong Centre
Offices:	4x Offices
Kitchen:	1x Kitchen
Open plan:	1x Open Plan
Ablution Facilities:	2x Male Toilets, 3x urinals, 4x hand wash basin, 4x Female Toilets, 4x hand wash basin 1 x Nappy changing station
Waiting Area:	1x Waiting Area
Boardroom:	1x Board room
Passage:	1x Passage
Server Room:	1x server room
Outside Security Room:	1x Outside Security Room
Parking Area:	2x Parking Area that can accommodate 12 Vehicles
Gardening services:	1x yard
Chemical room/storeroom:	1x chemical room

Total Square meters for Ratlou Local Office = 300 m²

Office	Number of vehicles	Type of Vehicle
Ratlou Local Office	08	6x Nissan Bakkies, 1x JAC Bakkie, 1x Mahindra Bakkie

3.6 TSHIDILAMOLOMO SATELLITE OFFICE

Physical address:	Old Clinic Building, SASSA office
Offices:	1x Offices
Kitchen:	1x Kitchen
Ablution Facilities:	1x Male Toilet, 1 hand wash basin 1x Female Toilet, 1 hand wash basin 1x Disability toilet, 1 hand wash basin 1 x Nappy changing station
Waiting Area:	1x Waiting Area
Open plan:	1x Open Plan
Storeroom:	1x Storeroom
Server Room:	1x server room
Outside Security Room:	1x Outside Security Room

Parking Area: 1x Parking Area that can accommodate 4 Vehicles

Total Square meters for Tshidilamolomo Office = 110 m²

3.7 ITSOSENG LOCAL OFFICE

Physical address: Stand no: 2393(489)
Zone 1
Itsoseng

Porta-Camp: 2x Open plan Port-a-camp
Offices: 4x Office Port-a-camp
Back office: 1x Back office
Kitchen: 1x Kitchen unit
Cleaner's change room: 1x Cleaner's change room
Ablution Facilities: 3x Female toilets, 2 x hand wash basin
3x Male toilets, 1x urinal, 2x hand wash basin
4x Female toilets for Public, 1 x hand wash basin
4x Male toilets for Public, 1 x hand wash basin
1x Single disability, 1x hand wash basin)
1 x Nappy changing station
Waiting area: 1x Waiting area
Guard Room: 1x Guard Room
Parking Area: 1x Parking Area that can accommodate 4 Vehicles

Total Square meters for Itsoseng Local Office =353 m²

Office	Number of vehicles	Type of Vehicle
Itsoseng Local Office	02	1x Mahindra Bakkie, 1x Fluence Sedan

3.8 RAMOTSHERE MOILWA LOCAL OFFICE

Physical addresses: 26 Gerrit Maritz Street
Zeerust, 2865

Offices: 8x Offices
Waiting area: 1x waiting area
Kitchen: 1x Kitchen
Ablution Facilities staff: 2x Male toilets, 2x urinals, 2x hand wash basin
4x Female toilets, 3x hand wash basin
1x Disability toilet, 1x hand wash basin
Ablution Facilities public: 1x Male toilet, 1x urinal, 1x hand wash basin)
3x Female toilets, 3x hand wash basin
1x Disability toilet, 1x hand wash

	1 x Nappy changing station
Outside Security Room:	1 x Outside Security Room
Chemical Room:	1x Chemical room
Reception area	1x Reception area
Boardroom:	1x Boardroom
Server Room:	1x Server room
Strong room:	1x Strong room
Store room:	1x Store room
Passage:	3x Passages
Guard house:	1x Guard house
Parking Area:	2x accommodating 24 vehicles

Total Square meters for Ramotshere Moiloa Local Office =730.25^{m2}

Office	Number of vehicles	Type of Vehicle
Ramotshere Local Office	07	3x Nissan bakkies, 2x VW sedans, 1x Mahindra Bakkie, 1x Datsun sedan

3.9 DINOKANA LOCAL OFFICE

Physical address: Dinokana Village
Kgosing Section
Next to Post Office

Offices:	1x Office
Open Plan:	1x Open plan
Kitchen:	1x Kitchen
Ablution Facilities staff:	1x Male toilet, 1x hand wash basin 1x Female toilet
Ablution Facilities public:	1x Male toilet, 1x hand wash basin 1x Female toilet, 1x hand wash basin) 1x Disability toilet, 1x hand wash basin 1 x Nappy changing station
Reception area	1x Reception area
Boardroom:	1x Boardroom
Strong room:	1x Strong room
Store room:	1x Store room
Passage:	1x Passage
Guard house:	1x Guard house
Parking Area:	1x accommodating 6 vehicles

Total Square meters for Dinokana Office =68^{m2}

3.10 OTTOSDAL LOCAL OFFICE (PORTER CAMP OFFICE)

Physical addresses	450 Kameel Street Letsopa Location Ottosdal
Offices:	1x Porter camp (with 4 offices)
Ablution Facilities:	1x Male toilet staff, 1 x hand wash basin 1x Male toilet public, 1 x hand wash basin 1x Female staff, 1 x hand wash basin 1x Female public, 1 x hand wash basin 5x hand was basins 1x Disability toilet 1 x Nappy changing station
Outside Security Room:	1x Outside Security Room
Waiting area:	1x Waiting area

Total Square meters for Ottosdal Service Point = 60m²

3.11 COLIGNY OFFICE (PORTER CAMP OFFICE)

Physical addresses	70 Mark Street. Coligny
Offices:	1x Porter camp (open space) 1x Porter camp (3 offices; 1x office, 1x kitchen, doctor's assessment room)
Ablution Facilities:	1x Male toilet, 1 x urinal, 1 x hand wash basin 1x Female toilet, 1 x hand wash basin 1x Disability, 1 x hand washing basin 1 x Nappy changing station
Outside Security Room:	1x Outside Security Room
Waiting area:	1x Waiting area

Total Square meters for Coligny Service Point = 141 m²

3.12 RAMATLABAMA OFFICE (PORTER CAMP OFFICE)

Physical address:	Ramatlabama Six Hundred Next to the Tribal Authority Mafikeng
Offices:	3x Porter camps (4 offices)
Kitchen:	1x Kitchen
Ablution Facilities:	2x Male toilet, 1x urinal, 1x hand wash basin 2x Female toilet, 1x hand wash basin

Guard room: 1x Guard room
 Parking area: 1x Parking area accommodate 5 vehicles

Total Square meters for Ramatlabama Service Point = 108 m²

3.13 GROOT MARICO OFFICE

Physical address: Groot Marico SASSA office
 Municipal Hall

Offices: 1x Hall
 1x Office
 1x Kitchen
 Ablution Facilities: 1x Male
 1x Female

Total Square meters for Groot Marico = 594 m²

SUMMARY OF NGAKA MODIRI MOLEMA DISTRICT

Office	Building size m ²	Garden m ²	Paved m ²	No of Staff	No of clients / month	Chairs	Couches	Leather Chairs	Vehicles	No of cleaners	No of gardene rs	No of days operating / week
NMMD Office	600	0	163	12	30	45	08	11	03	03	01	5 days
Mafikeng LO	1677	0	2323	33	1470	101	00	05	07	05		5 days
Ramatlabama	108	350	50	0	20	04	00	00	00	0	00	2 days
Ratlou LO	300	3000	50	16	700	52	00	05	08	02	01	5 days
Tshidilamolomo	110	2000	250	0	150	13	00	00	00	01	01	2 days
Tswaing LO	800	0	200	15	700	47	00	05	06	02	00	5 days
Ottosdal	60	1000	450	0	150	04	00	00	00	01	01	2 days
Ditsobotla LO	685	0	300	30	764	70	00	05	04	02	00	5 days
Itsoseng	353	2500	500	0	150	42	00	00	02	01	01	5 days
Coligny	141	3575	50	0	430	12	00	00	00	01	01	2 days
Ramotshere LO	730.25	0	0	20	700	56	00	05	07	02	00	5 days
Dinokana	68	300	800	0	150	20	00	00	00	01	01	5 days
Groot Marico	594	975	0	0	20	02	00	00	00	01	01	1 day
TOTAL	5 786.25	13 700	5 136	126	5434	405	08	36	37	22	09	

4. DR RUTH SEGOMOTSI MOMPATI DISTRICT

4.1 DR RUTH SEGOMOTSI MOMPATI DISTRICT OFFICE

Physical address: SASSA House Naledi Local office, 128 Vry Street, Vryburg

Offices:	2x Offices
Open plan:	2x Open plan
Kitchen:	2x Kitchen
Ablution Facilities:	4x Male Toilets (4 x urinal and 2x hand wash basin) 6x Female Toilets (1x hand wash basin) 1x Disability Toilet, (1x hand wash)
Strong Room:	1x Strong Room
Passages:	1x Passages
Reception Area:	1x Reception Area
Parking Area:	10x Parking Bays
Registry:	1x Registry
Guard house:	1x Security guard house (4 square meters)
Boardroom:	1x Boardroom
Training Room:	1x Training
Store Room:	2x Store Rooms
Parking:	13x Parking Area

Total Square meters for the DR Ruth Segomotsi Mompoti DO Office building = 721^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Dr Ruth Segomotsi Mompoti District Office	1 x Sedan (Renault Fluence), 3 Mahindra SUV, 1 x VW Caddy, 5 x Nissan Bakkie, 1xTruck	11

4.2 NALEDI LOCAL OFFICE

Physical address: SASSA House Naledi Local office, 128 Vry Street, Vryburg

Offices:	5 x offices
Open plan:	1 x Open plans
Kitchen:	1x Kitchen
Waiting Area:	2x Waiting Area
Ablution Facilities:	3x Male Toilets: (4x hand wash basin, 2x urinal) 3x Female Toilets :(2x hand wash basin) 1x Client Toilet (1x hand wash basin)
Registry:	1 x MIS registry
Doctors Room:	1x Doctors Room
Storeroom:	1x Storeroom –chemical room
Passages:	1x Passages

Server room: 1 x Server room
 Reception Area: 1x Reception Area
 Parking Area: 8x Parking Area

Total Square meters for the Naledi Local Office building = 601^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Naledi Local Office	1 x Sedan (VW Polo), 1 x Mahindra Bakkie, 4 x Nissan Bakkies	6

4.3 TAUNG LOCAL OFFICE

Physical address: 1066 KFC Road, Taung

Offices: 4 x offices
 Open Plan: 1 x Open Plan
 Doctor's room: 1 x Doctor's room
 Board Room: 1 x Board room
 Ablution Facilities: 1 x Male Toilet (2 x hand wash basin)
 2 x Female (2 x hand wash basin)
 Client toilets: 1 x Male Toilet (1x urinal, 1 x hand wash basin)
 3 x Female Toilet (2 x hand wash basin)
 1 x Disability
 Storeroom: 1 x Storeroom
 Boardroom: 1 x boardroom
 Reception area: 1 x reception area
 Server room: 1 x Server room
 Kitchen: 1 x Kitchen
 Waiting area: 1 x waiting area
 Guard Room: 1 x Guard Room
 Carpeted Area: 514^{m2}
 Parking Area: 10x Parking Area

Total Square meters for the Taung LocalOffice building = 3000^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Taung Local Office	1 x Sedan , 1 x Mahindra Bakkie, 4x Nissan Bakkies	6

4.4 MANTHE LOCAL OFFICE

Physical address: 10133 Manthe village 8585, NWDC Building

Offices:	1 x Offices
Open Plan:	1x Open Plan
Kitchen:	1 x Kitchen
Ablution Facilities:	2 x Male Toilet (2x hand wash basin, 1x Urinal) 1 x Female Toilet (2x hand wash basin) 1 x Disability Toilet
Ablution Facilities Client:	1 x Male Toilet (, 1 urinal, 1 hand wash basin) 1 x Disability toilet (1 x hand wash basin)
Passage:	1 x Passage
Doctor's Room:	1 x Strong Room
Storeroom:	1 x Storeroom
Guard Room:	1 x Guard Room
Parking Area:	3 x Parking Area

Total Square meters for the Manthe Office building = 144m²

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Manthe Local Office	1x Mahindra Bakkies, 1 Nissan bakkie	2

4.5 SEKHING LOCAL OFFICE

Physical address: 10236 Kgomotso road Sekhing 8599

Offices:	5x Offices
Kitchen:	1x Kitchen
Open plan:	1x Open Plan
Ablution Facilities:	2x Male toilet (4 x hand wash basin, 3x urinal) 3 urinal system) 2x Female toilet (4 x hand wash basin) 2x Disability toilet
Waiting Area:	1x Waiting Area
Boardroom:	1x Board room
Passage:	1x Passage
Server Room:	1x server room
Guard Room:	1x Outside Security Room
Parking Area:	10x Parking Area

Total Square meters for the Sekhing Local Office building = 730m²

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Sekhing Local Office	1vx Mahindra Bakkies, 3 x Nissan Bakkies	4

4.6 MAMUSA LOCAL OFFICE

Physical address: No 3 Corner Schweizer and Swarts street, Schweizer-Reneke

Offices:	11x Offices
Open Plan:	1 x Open Plan
Kitchen:	1x Kitchen
Ablution Facilities:	2x Male toilet (2x hand wash basin, 2x Urinal) 2x Female toilet (2x hand wash basin)
Ablution Facilities Clients:	1x Male toilet (1x urinal, 1x hand wash basin) 3x Female toilet (2x hand wash basin) 2x Disability toilet (1x hand wash basin)
Waiting Area:	1x Waiting Area
Doctor's Room:	1 x Doctor's Room
Board Room:	1 x Board Room
Open plan:	1x Open Plan
Storeroom:	1x Storeroom
Server Room:	1x server room
Carpeted area:	206 ^{m2}
Guard Room:	1x Guard Room
Parking Area:	10x Parking Area

Total Square meters for the Mamusa Local Office building = 692^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Mamusa Local Office	1 x Sedans (Renault Fluence), 1 x Mahindra Bakkies, 4x Nissan Bakkies	6

4.7 LEKWA TEEMANE LOCAL OFFICE

Physical address: 71 Prince Street Bloemhof, 2660 SASSA Lekwa Teemane

Offices:	5x Office
Open Plan:	1x Open Plan
Kitchen:	1 x Kitchen unit
Registry:	1X Registry
Cleaner's room:	1x Cleaner's change room
Ablution Facilities:	4x Female toilet (4x hand wash basin) 4x Male toilet,(4 x hand wash basin, Urinal)

	1x Female public (2 water closets, 1x hand wash basin)
	1x Male public (2 water closets, 1x hand wash basin)
	2x disability toilets (2x hand wash basin)
Doctors Room:	1x Doctor's Room
Waiting area:	1x Waiting area
Server Room:	1x Server Room
Guard Room:	1 x Guard Container
Stairs:	1x Stairs
Parking Area:	4x Parking Area

Total Square meters for the Lekwa Teemane Office building = 690^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Lekwa Teemane Local Office	1 x Sedans (VW Polo) 2 x Nissan Bakkies	3

4.8 CHRISTIANA LOCAL OFFICE

Physical address: Corner 510 and 520, Itsoseng and Tselakgopo Street, Utlwanang

Offices:	3x Offices
Registry:	1x Registry
Open Plan:	1x Open Plan
Waiting area:	1x waiting area
Kitchen:	1x Kitchen
Ablution Facilities staff:	1x Male toilets, (1 x hand wash basin) 1x Female toilets (1x hand wash basin) 1x Disability toilet (1 hand wash)
Ablution Facilities public:	1x Male toilet (1 x hand wash basin) 1x Female toilets (1x hand wash basin) 2x Disability toilet (1 hand wash)
Guard Room:	1 x Guard Room
Server Room:	1x Server room
Store room:	1x Store room
Guard house:	1x Guard house
Parking Area:	7x Parking Area

Total Square meters for the Christiana Local Office building = 207^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Christiana Local Office	1 x Mahindra Bakkies, 2 x Nissan Bakkies	3

4.9 DRYHARTS LOCAL OFFICE

Physical address: N18 Next to the Dryharts Clicks, Dryharts

Offices:	1x Office
Open Plan:	1x Open plan
Kitchen:	1x Kitchen
Ablution Facilities staff:	1x Male toilet (1 hand wash basin) 1x Female toilet (1 hand wash basin) 1x Disability toilet (1 hand wash)
Ablution Facilities public:	1x Male toilet (1 hand wash basin) 1x Female toilet (1 hand wash basin)
Store room:	1x Store room
Passage:	1x Passage
Guard house:	1x Guard house
Parking Area:	10 x Parking
Cleaner:	

Total Square meters for the Dryharts Local Office building = 700^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Dryharts Local Office	1x Sedans (VW Polo)	1

4.10 KAGISANO LOCAL OFFICE

Physical address: Tosca Road Makwati Centre Sassa Office, Ganyesa

Offices:	3 x Office
Open Plan:	1 x Open Plan
Ablution Facilities:	2x Male toilet (3 x urinal, 1 x hand wash basin) 2x Female (1 x hand wash basin)
Guard Room:	1x Guard Room
Waiting area:	1x Waiting area
Kitchen:	1x Kitchen
Store Room:	1x Store Room
Doctor's Room:	1x Doctor's Room
Board Room:	1x Board Room
Server Room:	1x Server
Parking Area:	14x Parking Area

Total Square meters for the Kagisano Office building = 600^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Kagisano	2x Mahindra Bakkies, 6 x Nissan Bakkies	8

4.11 MOROKWENG LOCAL OFFICE

Physical address: Thusong Center, Morokweng

Offices: 3x Offices
Open Plan: 1 x Open Plan
Ablution Facilities: 4x Male toilets (2 x urinal, 2 x hand wash basin)
4x Female toilets (2 x hand wash basin)
Store Room: 1x Store Room
Doctor's room: 1 x Doctor's Office
Waiting area: 1x Waiting area

Total Square meters for the Morokweng Local Office building = 100m²

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Morokweng Local Office	2 x Mahindra Bakkies, 1 x Nissan Bakkies, 1x JAC Bakkie	4

4.12 TLAKGAMENG LOCAL OFFICE

Physical address: Stand A 1043 Thoteng Section, Tlaskgameng

Offices: 2x Offices
Open Plan: 1x Open Plan
Kitchen: 1x Kitchen
Ablution Facilities: 1x Male toilets (2x urinal, 1x hand wash basin)
1x Female toilet, (1x hand wash basin)
Doctor's Room: 1x Doctor's Room
Store Room: 1x Store Room
Server Room: 1x Server Room
Board Room: 1x Board Room
Parking area: 6x Parking area

Total Square meters for the Tlaskgameng Office building = 174m²

4.13 BRAY SERVICE POINT

Physical address: Thusong Service Center, SASSA Office, Bray

Offices: 1x Office

Open Plan:	1x Open Plan
Kitchen:	1x Kitchen
Doctor's Room:	1x Doctor's
	1x Office
	1x Kitchen
Ablution Facilities:	4x Male toilets, (2x hand wash basin, 2x urinal)
	4x Female toilet, (2x hand wash basin)
	1 x Disability toilet (1x hand wash basin)

Total Square meters for the Bray Local Office building = 43^{m2}

4.14 TOSCA SERVICE POINT

Physical address: SASSA Office, Tosca main road

Offices:	1x Office
Open Plan:	1x Open Plan
Kitchen:	1x Kitchen
Doctor's Room:	1x Doctor's
	1x Office
	1x Kitchen
Ablution Facilities:	2x Male toilets, (2x hand wash basin, 2x urinal)
	2x Female toilet, (2x hand wash basin)
	1 x Disability toilet (1x hand wash basin)

Total Square meters for the Tosca building = 26^{m2}

4.15 KGOKGOJANE SERVICE POINT

Physical address: Thusong Center Kgogojane Village

Offices:	3x Office
Open Plan:	1x Open Plan
Waiting Area:	1x Waiting Area
	1x Office
	1x Kitchen
Ablution Facilities:	1x Male toilets, (1x hand wash basin)
	1x Female toilet, (1x hand wash basin)

Total Square meters for the Kgogojane Service Point building = 40.9^{m2}

4.16 SHALENG SERVICE POINT

Physical address: Stand 212E Tribal Hall, Shaleng

Offices:	2x Office
Open Plan:	1x Open Plan

Ablution Facilities: 1x Male toilets, (1x hand wash basin)
1x Female toilet, (1x hand wash basin)

Total Square meters for the Kgogojane Service Point building = 28^m

Total Square meters for the Entire Office = 144 m²

4.17 TSEOG E LO

Physical address: Agriculture Building, Tseoge

Offices: 1 x back Office x 01 Workstations
Open plan: 3 X cubicles
Kitchen: 1 X kitchen
Ablution Facilities: 2 x Male toilets, 02 x hand wash basins x No urinal 2 x Female toilet
1 x toilet for disabled with hand wash basin
Store room: x 1
Doctor's room: 1x Work station
Number of cleaner: 1 x Cleaner

5.1.1 VEHICLES

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Tseoge Local Office	0	0

SUMMARY FOR DR RUTH SEGOMOTSI MOMPATI DISTRICT

Office	Building size m ²	Paved m ²	Garden m ²	No of Staff	No of clients / month	Chairs	Couches	Leather Chairs	Vehicles	No of cleaners	No of gardeners	No of days operating / week
DR RSM DO	721	682	0	12	20	58	4	26	11	1	0	5
Naledi	601	150	0	13	435	58	2	3	6	1	0	5
Dryharts	700	300	350	6	153	18	0	0	1	1	1	5
Mamusa	692	520	0	14	360	51	0	1	6	2	0	5
Taung	756	288	0	15	529	75	2	3	6	2	0	5
Sekhing	730	200	500	8	129	45	0	12	4	1	1	5
Manthe	144	0	100	5	128	17	0	0	2	1	1	5
Lekwa Teemane	685	360	0	11	270	50	2	2	3	2	0	5
Christiana	207	65	0	5	149	21	0	0	3	1	0	5
Kagisano	600	0	0	11	365	54	2	2	8	2	0	5
Morokweng	100	285	0	8	309	35	0	0	4	1	0	5
Tlakgameng	174	240	0	5	171	32	0	0	0	1	1	5
Tseoge	120	0	500	0	40	9	0	0	0	1	0	2
Kgokgojane	40.9	0	0	0	40	9	0	0	0	1	0	2
Tosca	26	0	232	0	40	3	0	0	0	1	0	2
Bray	43	0	0	0	40	0	0	0	0	1	0	2
Shaleng	28	0	235	0	40	3	0	0	0	1	1	2
TOTAL	6367.9	3090	1917	113	14289	405	08	36	54	21	05	

5. BOJANALA DISTRICT

5.1 BOJANALA DISTRICT OFFICE

Physical address: 17 Kgwebo Avenue (Commercial Road), Mabe Business Park, Rustenburg

GROUND FLOOR

Offices: 3 x Offices
Ablution Facilities: 1 x Toilet, 2 hand wash basin, 2x urinals
Server Room: 1 x Server Room
Reception Area: 1 x Reception Area
Stairs: 1 x Stairs
Parking: 1 x Parking area that can accommodate 4 vehicles
Waiting Area: 1 x Waiting area
Strong room: 1 x Strong room
Carpeted area: 82 ^{m2}

FIRST FLOOR

Offices: 4 x Offices
Kitchen: 1 x Kitchen
Open Space: 1 x Open Space
Ablution Facilities: 1 x Male toilet, 1x hand wash basin, 1xurinal
1 x Female toilet, 1x hand wash basin)
Passage: 2 x Passages
Boardroom: 1 x Boardroom
Carpeted area: 117 ^{m2}

Total Square meters for Bojanala District Office =547 ^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Bojanala DO	2 x Mahindra Pickup D/C, 2 x Nissan Hard Body 2 x Polo Sedan, 1 x Fuso Truck	7

5.2 RUSTENBURG LOCAL OFFICE

Physical address: 18 Hystek Street, Rustenburg, 0300

GROUND FLOOR

Offices: 1 x Doctor's room
Ablution Facilities: 3 x Male toilet, 2x hand wash basin, 4 urinals
5 x Female toilet, 2x hand wash basin
1 x Disability toilet, 1x hand wash basin
Stairs: 1 x Stairs

FIRST FLOOR

Offices: 6 x Offices
Passages : 2 x Passages
Kitchen: 1 x Kitchen
Canteen: 1 x Canteen

Ablution Facilities: 2 x Female toilet, 1 hand wash basin
 1 x Male toilet, 1x hand wash basin, 2x urinal
 Disability: 1 x toilet, 1x hand wash basin
 Boardroom: 1 x Boardroom
 Store room: 1 x Store room
 Server room: 1 x server room

EXTERIOR PARKING

Guard house 1x Security guard house (4^{m2})
 Exterior parking: Parking that accommodate 15x vehicles

Covered parking: 12 x vehicles & shaded x 8 Vehicles

Total Square meters for Rustenburg Local Office =607,95^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Rustenburg	2 x Mahindra Pickup D/C, 1 x Motor Vehicle Jac D/C, 1 x Polo Sedan, 1 x Toyota Etios Sedan, 3 x Nissan Hardbody D/C	8

5.3 KGETLENG LOCAL OFFICE

Physical address: 6 Steyn Street, Koster, 0348

Offices: 9 x offices
 Open plan area: 1 x Open plan
 Doctors Room: 1x Doctors Room
 Kitchen: 2 x Kitchen
 Ablution Facilities Staff: 2 x Male toilet, 1x urinal, and 2 x hand wash basin
 3 x Female toilet, 2x hand wash basin
 1 x Disability toilet, 1x hand wash basin
 Ablution Facilities Public: 1 x Male toilet, 1 x hand wash basin
 1 x Female toilet, 1x hand wash basin
 Boardroom: 1 x Boardroom
 Registry Room: 1 x Registry Room
 Waiting area: 1 x waiting area
 Strong room: 1 x Strong room
 Store Room: 1 x Store Room
 Basement: 1 x Basement
 Server room: 1 x server room
 Passages: 3 x Passages
 Exterior parking: 1 x Parking that accommodate 5 vehicles
 Guard house 1 x Security guard house (4^{m2})

Total Square meters for Kgetleng Local Office =1200^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Kgetleng Local Office	2 x Mahindra Pickup D/C 3 x Nissan D/Cab	5

5.4 MADIKWE LOCAL OFFICE

Physical address: Stand No1, Ditlou Street, Madikwe, 2840

Offices:	11 x Offices
Reception Area:	1 x Reception Area (10 ^{m2})
Doctor's room:	1 x doctor's room
Kitchen:	1 x Kitchen
Strong room:	1 x strong room
Store room:	1 x store room
Ablution Facilities: (Staff)	1 x Male toilets, 1x urinals, 1x hand wash basin 2 x Female, 1x hand wash basin
Ablution Facilities: (Public)	4 x male toilets (outside) 4 x female toilets (outside)
Disability Toilet:	2 x Toilets
Waiting area:	1 x waiting area
Passages:	3 x Passages
EXTERIOR	
Guard house	1 x Security guard house (4 ^{m2})
Garden:	550 ^{m2}

Total Square meters for Madikwe Local Office =350^{m2}

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Madikwe Local Office	1 x Mahindra Pickup D/C 2 x Nissan D/C	3

5.5 MADIBENG LOCAL OFFICE

Physical address: 11 Tom Street, Brits, 0250

GROUND FLOOR

Offices:	6 x Offices
Server Room:	1 x Server
Reception Area:	1 x Reception Area
Doctor's room:	1 x Doctor's room
Waiting area:	1x Waiting area
Ablution Facilities: (Public)	1 x Male toilet 2 x urinal, 1x hand wash basin 2 x Female toilet, 1x hand wash basin) 1 x Disability toilet t, 1 hand wash basin)
Ablution Facilities: (staff)	1x Male toilet, 1 x hand wash basin, 1 x urinal 2 x Female toilet, 1 hand wash basin.
Kitchen	1 x Kitchen
	Stairs 1x Stairs
	Storeroom 1 x Storeroom

FIRST FLOOR

Stairs:	1 x stairs
Boardroom:	1 x Boardroom

EXTERIOR

Guard House:
Parking Area:

Guard room: 1 x guard room (4^{m^2})
1x Parking that can accommodate 20x vehicles

Total Square meters for Madibeng Local Office =700 m^2

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Madibeng Local Office	2 x Mahindra Pickup D/C 4 x Nissan D/Cab	6

5.6.1 MORETELE LOCAL OFFICE

Physical address: 4065 B Mathibestad

Offices:	3 x Offices
Waiting area:	2 x Waiting area
Kitchen:	1 x Kitchen
Ablution Facilities: Staff	4 x Male Toilets, 1 x hand wash basin, 1 urinal 1 x Disability Toilet, 1 x hand wash basin 5 x Female Toilets, 1x hand wash basin 1 x Disability Toilet, 1 x hand wash basin
Ablution Facilities: Public	4 x Public Toilet, 1x hand wash basin
Doctor's room:	1 x doctor's room
Server room:	1 x server room
Strong room:	1 x strong room
Parking Bays:	4 x Parking Bays
Guard house	1 x Security guard house (4^{m^2})\
Garden:	990 m^2

Total Square meters for Moretele Local Office = 350 m^2

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Moretele Local Office	2 x Mahindra Pickup D/C 4 x Nissan D/Cab	6

5.7 CYFERSKUIL LOCAL OFFICE

Physical address: Stand No. 506, Moreroa Street, Cyferskuil

Doctor's room:	1 x Doctors room
Kitchen:	1 x Kitchen
Ablution Facilities:	2 x Male Toilet 2 x hand wash basins 2 x Female Toilets, 2 x hand wash basins
Waiting Area:	1 x Reception area
Storeroom:	1 x Storeroom
Guard room:	1 x guard room (4^{m^2})
Garden:	2107 m^2

Total Square meters for Cyferskuil Local Office =132 m^2

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Cyferskuil Local Office	2 x Nissan D/Cab	2

5.8 SWARTRUGGENS SERVICE POINT

Physical address: Erasmus Street, Thusong service Centre (Next to SAPS)
Swartruggens

Offices:	1 x Offices
Waiting area:	1 x waiting area
Passage:	2 x Passages
Server room:	1 x server room
Kitchen:	1 x kitchen
Reception area:	1 x reception area
Ablution Facilities:	1 x toilet, 1x hand wash basin, 1 x baby changer)

Total Square meters for Swartruggens Local Office =127 m²

5.9 HEBRON SERVICE POINT

Physical address: Stand 380 Motseng Section Hebron

Offices:	3 porter camps (1 x 4 offices)
Waiting are:	1 x waiting area
Ablution Facilities:	2 x Male Toilets, 1x urinal, 1 x hand wash basin 2 x Female Toilets, 1x urinal, and 1 x hand wash basin
Disability:	1 X Disability Toilet
Garden:	20 ^{m2}

Total Square meters for Hebron Local Office = 82 m²

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Hebron Local Office	2 x Nissan D/Cab	2

5.10 MABESKRAAL LOCAL OFFICE

Physical address: 20055 Kgosing Section Mabeskraal

Offices:	3 x Offices
Doctor's room:	1 x Doctor's room
Doctor's waiting passage:	1 x waiting passage.
Server Room:	1 x Server room

Verandah	1 x Verandah and stoep
Storeroom:	1 x Storeroom
Waiting area:	1 x Open area
Kitchen:	1 x Kitchen
Staff Ablution Facilities:	2 x Male Toilets, 2 hand wash basin 2 x Female Toilets, 2 hand wash basin
Public Ablution Facilities:	2 x Male Toilets, 2 hand wash basin 2 x Female Toilets, 2 hand wash basin
Disability Ablution Facilities:	1 x Male Toilets, 1 hand wash basin) 1 x Female Toilets, 1 hand wash basin
Guard house	1 x Security guard house (4 square metres)
Paving:	1416 ^{m2}
Garden:	858 ^{m2}

Total Square meters for Mabeskraal Local Office = 270 m2

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Mabeskraal Local Office	1 x Mahindra Pickup D/C	1

5.11 MABOLOKA SERVICE POINT

Physical address: Stand no 569 Lethabong Section Maboloka Village

Offices:	4 porter camps (1 x 4 offices)
Kitchen:	1 x Kitchen
Waiting area:	1 x waiting area
Ablution Facilities:	1x Male Toilet, 1xurinal, 1x hand wash basin 1x Female Toilet, 1x hand wash basin 1x Public Toilet, 1x hand wash basin 1x Disability Toilet, 1 x hand wash basin
Porter camp toilets:	2x Male Toilet, 1x urinal and 1x hand wash basin
Guard room:	4x Female Toilets, and 2 x hand wash basin 1 x guard room (4 ^{m2})

Total Square meters for Maboloka Local Office = 85m2

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Maboloka Local Office	1 x Mahindra D/C 1 x Nissan D/Cab	2

5.12 MOGWASE LOCAL OFFICE

Physical Address: Stand no: 2363 Shop no: 7 Mogwase shopping complex

Offices:	5 offices
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Doctor's room:	1 x doctor's room
Storeroom:	1 x Storeroom
Sever room	1 x Server room
Boardroom:	1 x boardroom
Reception area:	1 x reception area
Kitchen:	1 x Kitchen
Waiting area:	1 x waiting areas
Passage:	1 passage
Server room:	1 x server room
Staff Ablution Facilities:	1 x Male Toilet, 1 x hand wash basin 1 x Female Toilet
Public Ablution Facilities:	2 x Male Toilet, 2 x urinal, and 2 x hand wash basin 3 x Female Toilet, 2 x hand wash basin)
Disability Ablution Facilities:	1 x Male Toilet, 1 x hand wash basin 1 x Female Toilet, 1 x hand wash basin

Total Square meters for Mogwase Local Office = 669 m²

OFFICE	TYPE OF VEHICLE	NUMBER OF VEHICLES
Mogwase Local Office	1 x Renault Fluence, 1 x JAC D/C, 1 x Polo sedan, 1 x Mahindra D/C 2 x Nissan D/C	6

5.13 KANANA LOCAL OFFICE

Physical Address: Old clinic site SASSA Office, Kanana Rustenburg

Offices:	1 Office
Waiting area:	1 x waiting area
Passage:	1 x Passage
Ablution Facilities:	3 x Male Toilet, 1 x hand wash basin, 1 x urinal) 3 x Female Toilets, 1 x hand wash basin)
Garden:	200 ^{m²}

Total Square meters for Kanana Local Office = 134 m²

5.14 MANTSERRE SERVICE POINT

Physical addresses: Site No.352, Swartklip, Varkensvlei 0370

Offices:	2 offices
Kitchen:	1 x Kitchen
Waiting are:	1 x waiting area
Staff Ablution Facilities:	1 x Male Toilet, 1 x hand wash basin 1 x Female Toilet , 1 x hand wash basin
Public Ablution Facilities:	1 x Male Toilet, 5 x urinal, 2 x hand wash basin 1 x Female Toilet , 2 x hand wash basin
Disability Ablution Facilities:	1 x Male Toilet, 1 x hand wash basin

Doctors Room:
Guard room:
Garden:

1 x Female Toilet, 1 x hand wash basin
1 x Doctors Room
1 x guard room (4^{m2})
924^{m2}

Total Square meters for Mantserre Office = 336 m2

SUMMARY FOR BOJANALA DISTRICT

Office	Building size m2	Garden m2	Paved m2	No of Staff	No of clients / month	Chairs	Couches	Leather Chairs	Vehicles	No of cleaners	No of gardene rs	No of days operating / week
Bojanala DO	547	0	0	12	220	35	0	8	7	1	0	5 days
Rustenburg	607,95	0	0	23	4400	65	0	3	8	3	0	5 days
Mogwase	669	0	0	18	1100	52	0	17	6	2	1	5 days
Kgetleng	1200	0	60	7	450	40	0	2	5	1	0	5 days
Madikwe	350	550	216	7	880	18	0	0	3	1	1	5 days
Madibeng	700	0	0	25	4400	96	0	23	6	3	0	5 days
Moretele	350	129	244	23	1400	52	0	0	6	2	1	5 days
Cyferskuil	132	1755	132	5	800	10	0	0	2	1	1	5 days
Swartruggens	127	0	0	3	500	10	0	2	0	1	0	5 days
Hebron	82	20	82	9	800	18	0	0	2	1	1	5 days
Mabeskraal	270	194	271	8	500	19	0	3	1	1	1	5 days
Maboloka	85	40	0	9	800	18	0	1	2	1	0	5 days
Kanana	134	200	122	8	800	21	0	0	0	1	1	5 days
Mantserre	336	60	90	1	100	12	0	0	0	1	1	5 days
TOTAL	5589.95	2928	1217	158	17150	474	0	59	48	20	08	5 days

26. TRACK RECORD

PART H

26.1. TRACK RECORD FOR CLEANING AND SANITATION

CURRENT AND PAST CONTRACTS (CLIENT BASE)

A list of current and past contracts which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full. The confirmation letter should be on a company letterhead and must be accompanied by contract or appointment letters; **Failure to complete the table in full shall invalidate the bid.**

Indicate all the current and past contracts in the table below and **ONLY** those relevant to the cleaning and sanitation services required in the bid specifications. Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2020	Is the contract Current or Past? (please indicate accordingly)	Nature of services provided (cleaning, sanitation)	Contact persons and telephone numbers of your client	Square Meters of Project Site	Total Cost of the Contract

26.2. TRACK RECORD FOR GARDENING SERVICES

CURRENT AND PAST CONTRACTS (CLIENT BASE)

A list of current and past contracts which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full. The confirmation letter should be on a company letterhead and must be accompanied by contract or appointment letters; **Failure to complete the table in full shall invalidate the bid.**

Indicate all the current and past contracts in the table below and **ONLY** those relevant to the cleaning and sanitation services required in the bid specifications. Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2020	Is the contract Current or Past? (please indicate accordingly)	Nature of services provided (cleaning, sanitation)	Contact persons and telephone numbers of your client	Square Meters of Project Site	Total Cost of the Contract

26.3. TRACK RECORD FOR FUMIGATION/PEST CONTROL

CURRENT AND PAST CONTRACTS (CLIENT BASE)

A list of current and past contracts which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full. The confirmation letter should be on a company letterhead and must be accompanied by contract or appointment letters; **Failure to complete the table in full shall invalidate the bid.**

Indicate all the current and past contracts in the table below and **ONLY** those relevant to the cleaning and sanitation services required in the bid specifications. Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2020	Is the contract Current or Past? (please indicate accordingly)	Nature of services provided (cleaning, sanitation)	Contact persons and telephone numbers of your client	Square Meters of Project Site	Total Cost of the Contract

26.4. TRACK RECORD FOR DISINFECTION/DECONTAMINATION

CURRENT AND PAST CONTRACTS (CLIENT BASE)

A list of current and past contracts which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full. The confirmation letter should be on a company letterhead and must be accompanied by contract or appointment letters; **Failure to complete the table in full shall invalidate the bid.**

Indicate all the current and past contracts in the table below and **ONLY** those relevant to the cleaning and sanitation services required in the bid specifications. Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2020	Is the contract Current or Past? (please indicate accordingly)	Nature of services provided (cleaning, sanitation)	Contact persons and telephone numbers of your client	Square Meters of Project Site	Total Cost of the Contract

27. MONITORING TOOL (Service Level Agreement)

PART I

1. Key Performance areas and indicators

- 1.1. The service provider is expected to comply 100% to the contractual agreement as SASSA is also expected to pay full amount charged by the service provider on a monthly basis, for services rendered.
- 1.2. Each KPA is allocated penalty fees and rectification time.
- 1.3. Upon identification of a non-performed function, a rectification order/warning letter detailing non-compliance with rectification time/period will be issued by SASSA to the appointed Service Provider.
- 1.4. If issues in the rectification order /warning letter are not addressed within the specified rectification time/period, penalty fees shall be imposed for non-performance/compliance.
- 1.5. The penalty fees shall be deducted from the service provider's invoice from the date of the expiry of the stipulated period on the rectification order /warning letter.
- 1.6. If the bidder fails to deliver or perform any of the services within the prescribed period specified in the contract, SASSA shall without prejudice to its other remedies under the contract, deduct from the contract price against the monthly invoice, as a penalty on the undelivered item or unperformed service(s) using the amount reflected herein under penalty clause template below. SASSA may also consider termination of the contract pursuant to the general conditions of the contract.
- 1.7. Failure to comply with the penalties as outlined in the below template after notification, shall constitute a material breach and SASSA shall be entitled to terminate the contract should the Service Provider:
 - Fail to settle the imposed penalties or perform any of the services within the prescribed period as specified in the contract.
 - Commits the same offence five (5) times consecutively within six (6) months

2. Penalties

SASSA reserves the right to impose the penalties in the instances set out below:

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME/PERIOD	PENALTY
A.	Cleanliness standards in the following key service areas: High risk areas - Bathrooms - Service Areas - Waiting Area - Dust bins/waste bins	All key service areas cleaned in line with the specifications.	- Justifiable and verified complaints - Inspections conducted by both Service provider and SASSA representative	The Service Provider will be given 2 hours to rectify as per the rectification order, after which the penalty fee will be imposed	R250.00 per hour, per item
		85% of offices rating the overall service good or above.	Monthly Survey	N/A	N/A
	Medium risk areas - Kitchens (sink/fridges/microwaves, water coolers; - Workstations (chairs, tables); - Carpeted/Tiled Floors; - Pause Area; - Lifts; - Boardrooms; - Storerooms; - Window Sills; - Glass Doors/Walls; and all other areas as per specifications	All key service areas cleaned in line with the specifications.	- Justifiable and verified complaints - Inspections conducted by both Service provider and SASSA representative	The Service Provider will be given 3 hours to rectify as per the rectification order, after which the penalty fee will be imposed	R150.00 per hour, per item
		85% of offices rating the overall service good or above.	Monthly Survey	N/A	
B.	Cleaners Daily Work Attendance	- Supervisor or Assistant Supervisor always available 100% of staff are available for their contracted hours of work - Competent Relievers for absent cleaners and those on leave reporting for duty before 08:30	- Monitoring of the Daily Attendance Register by SASSA and Service Provider delegates - Justifiable and Verified Complaints	The Service Provider will be given 3 hours to rectify as per the rectification order, after which the penalty fee will be imposed	R600.00 per day

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME/PERIOD	PENALTY
C.	Provision and Maintenance of Sanitary Equipment	SABS/ SANS approved sanitary equipment	A letter of confirmation for SABS/SANS approved sanitary equipment delivered/installed	The Service Provider will be given 30 days from the commencement of the contract to rectify as per the rectification order, after which the penalty fee will be imposed	R200 per day
		Sanitary equipment functioning at all times	- Inspections conducted by both service provider and SASSA's representative - Justifiable and verified complaints - Servicing schedule for sanitary equipment.	The Service Provider will be given monthly to rectify as per the rectification order, after which the penalty fee will be imposed	R200.00 per day R200 per hour
		Sanitary and medical waste bins emptied weekly	- Inspections conducted by both service provider and SASSA's representative - Justifiable and verified complaints.	The Service Provider will be given 24 hours to rectify as per the rectification order, after which the penalty fee will be imposed	
		Nappy waste bins emptied weekly	- Justifiable and verified complaints. - Inspections conducted by both service provider and SASSA's representative	The Service Provider will be given 1 hour to rectify as per the rectification order, after which the penalty fee will be imposed	
	Provision and Maintenance of Sanitary Consumables	No shortage of SABS/ SANS approved sanitary consumables in ablution facilities.	- Justifiable and confirmed complaints. - Inspections conducted by both service provider and SASSA's representative	The Service Provider will be given 1 hour to rectify as per the rectification order, after which the penalty fee will be imposed	R200.00 per hour
		Daily refills done before 07:00 a.m.	- Justifiable and confirmed complaints. - Inspections conducted by both	The Service Provider will be given 1 hour to rectify as per the rectification order, after which the penalty fee will be imposed	

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME/PERIOD	PENALTY
			service provider and SASSA's representative		
D.	Provision of Quarterly Cleaning Exercises	• All Quarterly Exercises (Deep Carpet Cleaning, Chair Cleaning, Pest Control, Pool vehicles, Interior and accessible Exterior window cleaning, Foyer & Deep Carpet Cleaning) completed in line with set time frames and specifications. • Restored all furniture or assets to its location e.g. chairs, tables, dustbins in offices and workstations after deep cleaning and fumigation set time frames and specifications.	• Inspections conducted by both service provider and SASSA's representative • Cleanliness checklists and signed off attendance registers • Justifiable and verified complaints	The Service Provider will be afforded time to <u>reschedule to the following weekend or as agreed by both parties should be a need.</u> Failure to honor the agreement will result in the implementation of penalties	R500.00 per weekend
E	Provision and Maintenance of General Cleaning and or gardening Equipment and Supplies	• SABS/SANS approved cleaning and or gardening equipment and supplies • Functional and adequate cleaning and or gardening equipment at all times • No shortage of general cleaning supplies and or gardening • All equipment that needs to be installed (e.g. hand dryers, toilet roll holders, hand soap dispensers, air fresheners, she bins, nappy bins etc.) need to be branded and installed in offices before the commencement of the contract.	• A letter of confirmation for SABS/SANS approved cleaning equipment supplies and or gardening and delivered/installed • Inspections conducted by both service provider and SASSA's representative • List of equipment and cleaning material available for each cleaner. • Signed off delivery note of monthly stock received. • Justifiable and verified complaints.	The Service Provider will be given <u>2 days</u> to rectify as per the rectification order, after which the penalty fee will be imposed	R 250.00 per day, per item
F	Presentation and Uniform	• All staff well presented in company uniform. • Cleaners having winter and summer uniform,	• Inspections conducted by both service provider and SASSA's representative	The Service Provider will be given <u>14 days</u> to rectify as per the rectification order, after which the penalty fee will be imposed	R 100.00 per day, per

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME/PERIOD	PENALTY
		safety wear Cleaners wearing name tags at all times.	Justifiable and verified complaints		item
G	Safety Management System and Public Liability	Signage – clear and visual signs of safety (caution signs)	Inspections conducted by SASSA representative and service provider	The Service Provider will be given 15 minutes to rectify as per the rectification order, after which the penalty fee will be imposed	R 100.00 per hour
		Protective Clothing – usage of safety clothing (e.g. gloves, masks, shoes etc.) by cleaners.	Justifiable and verified complaints	The Service Provider will be given 24 hours to rectify as per the rectification order, after which the penalty fee will be imposed	
		Cleaners promptly attend to spills	Justifiable and verified complaints	The Service Provider will be given 15 minutes to rectify as per the rectification order, after which the penalty fee will be imposed	
		First aid kit and one of staff members trained on first aid.	- Fully equipped first aid kits kept at the service provider allocated store room - Valid First Aid certificate	The Service Provider will be given 3 months to rectify as per the rectification order, after which the penalty fee will be imposed	
		Proactive measures by Service Provider to prevent damage or injury	Assessment of the Company's Measures to prevent injury and damage.	The Service Provider will be given 5 days to rectify as per the rectification order, after which the penalty fee will be imposed	
		- Public Liability insurance handling procedure submitted to SASSA - Monitoring the processing of claims by the Service Provider.	- Assessment of Company's Claims Handling Procedure. - Proof of efficient processing of claims by the Service Provider	The Service Provider will be given 30 days from the commencement of the contract to rectify as per the rectification order, after which the penalty fee will be imposed	
H	Training and Competence of Staff	Supervisor, cleaners, gardeners and relievers trained prior to the commencement of the contract on all areas related to cleaning and gardening services as per specifications and must be competent.	- Relevant training certificates, attendance registers. - Justifiable and confirmed complaints	The Service Provider will be given 30 days to rectify as per the rectification order, after which the penalty fee will be imposed	R 50.00 per day

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME/PERIOD	PENALTY
		- Supervisor trained on supervisory role and is competent. - Supervisor/cleaners/gardeners companies experienced and competent in the performance of deep carpet cleaning, pest control, pool vehicles, interior and exterior accessible window cleaning, foyer and deep toilet cleaning, gardening services. - Supervisor, cleaners, gardeners and relievers trained on: ✓ Basic Occupational Health & Safety; ✓ Operation of equipment; ✓ Mixing of chemicals; ✓ And other appropriate training as per cleaning and sanitation industry requirements.			
I	Stability and Consistency in the provision of Cleaning and Sanitation Services regardless of the change of personnel	- Expert and competent Supervisor, Cleaners and or gardeners - Timeous written notification on changes of staff from the service provider. - Swift replacement of incompetent staff	- Compliance to the service standards - Justifiable and confirmed complaints - Feedback on change notifications from SASSA Project Manager - Consistent poor staff performance	The Service Provider will be given 3 days to rectify as per the rectification order, after which the penalty fee will be imposed The Service Provider will be given 2 hours to rectify as per the rectification order, after which the penalty fee will be imposed The Service Provider will be given 24 hours to rectify as per the rectification order, after which the penalty fee will be imposed	R600 per day
J	Customer Service	Individual cleaners conducting themselves in a professional manner. (Late coming, knocking off early without reporting, disrespectful, insulting, etc.)	- Feedback from staff (justifiable) - Corrective measures must be taken - Written/verbal apology	The Service Provider will be given 24 hours to rectify as per the rectification order, after which the penalty fee will be imposed	R 100.00 per day

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME/PERIOD	PENALTY
			Inspections conducted by SASSA and Service Provider delegates		
		- Company Director and Project Manager conducting themselves in a professional manner. - Company director or project manager attending meetings to which they are invited by SASSA	- Justifiable and confirmed complaints from SASSA Project Manager. - Written confirmation for alternative dates of the meeting if not available on scheduled date.	The Service Provider shall notify SASSA of their non-availability within <u>2 days prior to the meeting.</u> Failure to attend on the agreed date, a rectification order will be issued for non-attendance and the penalty fee will be implemented.	R1000.00 per meeting
K	Payment of staff/personnel in line with the relevant applicable legislation.	Timeous payment of salaries cleaner/gardener per	- Confirmation of payment (as per set payment dates) by the Service Provider. - A letter of non-compliance will be issued by SASSA for: - Late payment of salaries of the set date - Non-payment of salaries on the set date	The Service Provider will be given <u>3 days</u> to rectify the late payment of salaries as per the rectification order after which the penalty fees will be imposed. Non-payment of salaries for more than <u>5 working days</u> will lead to the termination of contract	R 250.00 per cleaner per day

28. SUBMISSION OF BIDS

28.1 Address where bids should be submitted:

SASSA HOUSE
North West Regional Office
Corner Sekame and Dr James Moroka Street
Mmabatho
2735

26.1 The following contact details in respect of enquiries will apply:

a) Technical enquiries

Name of Region	Contact Number	Contact Person	Email Address
North West	018 397 3302	Victor Maluleke	VictorMa@sassa.gov.za

b) Supply Chain Management

Name of Region	Contact Number	Contact Person	Email Address
North West	018 397 3426	Tebogo Moloto	LuckyT@sassa.gov.za