



# **Request for Bid**

## **SAQA 0008/13 DFA**

**The rendering of Cleaning Services to  
SAQA for a period of 3 years**

**CLOSING DATE: 09 DECEMBER 2013 AT 11:00**

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## **ANNEXURE A – GENERAL CONDITIONS OF CONTRACT**

# Instruction

## **THE RENDERING OF CLEANING SERVICES TO SAQA FOR A PERIOD OF 3 YEARS**

In submitting a proposal, the bidder accepts in full and without restriction the general conditions governing this contract as the sole basis of this bidding procedure, whatever its own conditions of sale may be, which it hereby waives. Bidders are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this bid document. Failure to submit a proposal containing all the required information and documentation within the deadline specified may lead to the rejection of the proposal. No account can be taken of any reservation in the bid as regards the bid document; any reservation may result in the rejection of the proposal without further evaluation.

### **1. PURPOSE**

Appointment of a service provider for the rendering of cleaning services to SAQA for a period of 3 years

### **2. TIMETABLE**

	<b>DATE</b>	<b>TIME#</b>
<b>Circulation of the Request document</b>	Friday 08 Nov 2013	
<b>Deadline for submission of tenders</b>	<b>Monday</b> <b>09 Dec 2013</b>	<b>11:00</b>

## 2. Part 2 - Special conditions of tender and contract

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
<b>1. GUIDELINE ON COMPLETION</b>					
1.1	Tenderers must indicate compliance or non-compliance on a paragraph-by-paragraph basis. Indicate compliance with the relevant tender requirements by marking the YES box and non-compliance by marking the NO box. If the contents of the paragraph only need to be noted, please mark the NOTED box. The tenderer must clearly state if a deviation from these requirements are offered and the reason therefore. If an explanatory note is provided, the paragraph reference must be attached as an appendix to the tender submission. Tenders not completed in this manner may be considered incomplete and rejected. Should tenderers fail to indicate agreement/compliance or otherwise, SAQA will assume that the tenderer is not in compliance or agreement with the statement(s) as specified in this tender.				
1.2	Proper tenders for the services specified must be submitted.				
<b>2. GENERAL CONDITIONS OF CONTRACT</b>					
2.1	The General Conditions of Contract must be accepted.				
<b>3. ADDITIONAL INFORMATION REQUIREMENTS</b>					
3.1	During evaluation of the tenders, additional information may be requested in writing from tenderers. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to your tender being disregarded.				
<b>4. VENDOR INFORMATION</b>					
4.1	All tenderers will be required to complete a vendor information form detailing the organisation's complete profile.				
<b>5. QUESTIONNAIRE: BROAD BASED BLACK ECONOMIC EMPOWERMENT</b>					
5.1	All tenderers will be required to complete a Broad Based Black Economic Empowerment form detailing the organisation's profile.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
<b>6. CONFIDENTIALITY</b>					
6.1	The tender and all information in connection therewith shall be held in strict confidence by tenderers and usage of such information shall be limited to the preparation of the tender.				
6.2	All tenderers are bound by a confidentiality agreement preventing the unauthorised disclosure of any information regarding SAQA or of its activities to any other organisation or individual. The tenderers may not disclose any information, documentation or products to other clients without written approval of SAQA.				
<b>7. INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT</b>					
7.1	Copyright of all documentation relating to this assignment belongs to SAQA. The successful tenderer may not disclose any information, documentation or products to other clients without the written approval of SAQA.				
7.2	In the event that the Company would like to use any information or data generated in terms of the Services, the prior written permission must be obtained from SAQA.				
7.3	SAQA shall own all materials produced by the Company during the course of, or as part of the Services.				
7.4	This clause 7 shall survive termination of this Agreement.				
<b>8. PAYMENTS</b>					
8.1	SAQA will pay the Company the Fee as set out in the final contract. No additional amounts will be payable by SAQA to the contractor.				
8.2	No payment will be made to the contractor unless an invoice has been submitted to SAQA.				
8.3	Payment shall be made into the tenderer's bank account formally within 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this tender is awarded).				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
8.4	The contractor shall be responsible for accounting to the appropriate authorities for its Income Tax, VAT or other moneys required to be paid in terms of applicable law.				
<b>9. NON-COMPLIANCE WITH DELIVERY TERMS</b>					
9.1	As soon as it becomes known to the contractor that he will not be able to deliver the goods/services within the delivery period and/or against the quoted price and/or as specified, SAQA must be given immediate written notice to this effect. SAQA reserves the right to implement remedies as provided for in the GCC.				
<b>10. WARRANTS</b>					
10.1	The Service Provider warrants that:  They are able to conclude this Agreement to the satisfaction of SAQA.				
10.2	Although the contractor will be entitled to provide services to persons other than SAQA, the contractor shall not without the prior written consent of SAQA, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide the Services.				
<b>11. PARTIES NOT AFFECTED BY WAIVER OF BREACHES</b>					
11.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this Agreement by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof.				
11.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this Agreement shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this Agreement.				
<b>12. RETENTION</b>					
12.1	On termination of this agreement, the contractor shall on demand hand over all documentation, information, software, etc., without the right of retention, to SAQA.				
12.2	No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.				

		<b>Confirmation</b>
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No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
<b>13. SUBMITTING TENDERS</b>					
13.1	An original plus three copies of the tender, i.e. four documents in total and one soft copy should be handed in/delivered to:				
13.2	Deputy Director: Supply Chain Management The South African Qualifications Authority (SAQA) 1067 Arcadia Street Hatfield Pretoria 0083				
	<b>NB:</b> Tenderers are to indicate on the cover of each document whether it is the original or a copy				
13.3	Tenders should be in a sealed envelope, marked with:  Tender number (SAQA 0008/13 DFA) Closing date and time (09 December 2013 @ 11:00) The name and address of the tenderer				
<b>14. LATE TENDERS</b>					
14.1	Late submissions will not be accepted. A submission will be considered late if it arrived only one second after 11:00 or any time thereafter. The tender (tender) box shall be locked at exactly 11:00 and tenders arriving late will not be accepted under any circumstances. Tenderers are therefore strongly advised to ensure that tenders be dispatched allowing enough time for any unforeseen events that may delay the delivery of the tender.				
<b>15. BRIEFING SESSION AND CLARIFICATIONS</b>					
15.1	No briefing session will be held.				
15.1.1	Any clarification required by a tenderer regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the tender, is to be requested in writing (letter, facsimile or e-mail) from Lenette Venter. The tender number should be mentioned in all correspondence.				
<b>16. FORMAT OF TENDERS</b>					
16.1	Tenderers must complete all the necessary tender documents and undertakings required in this tender document. Tenderers are advised that their proposal should be concise, written in plain English and simply presented.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
16.2	Tenderers are to set out their proposal in the following format:				
16.2.1	<b>Part 1:</b> Invitation to Tender				

16.2.2	<b>Part 2: Compliance to Special Conditions of Tender and Noting of Evaluation Process and Criteria</b>				
16.2.3	<b>Part 3.1: SARS Tax Clearance Certificate(s)</b> <b>Part 3.2: B-BBEE Certificate</b>				
16.2.4	<b>Part 4: Declaration of interest</b>				
16.2.5	<b>Part 5: Standard Bid Documentation</b>				
16.2.6	<b>Part 6: Understanding of Terms of Reference</b>				
16.2.7	<b>Part 7: Experience in this field</b>				
16.2.8	<b>Part 8: Infrastructure</b>				
16.2.9	<b>Part 9: Pricing Schedule</b>				
<b>17. DETAIL OF PROPOSAL DOCUMENTS</b>					
17.1	<b>Part 1: Invitation to Tender</b> Tenderers must complete and submit the %avitation to Tender+document.				
17.2	<b>Part 2: Compliance to Special Conditions of Tender and Noting of Evaluation Process and Criteria</b> Indicate compliance/non-compliance or noted. In case of non-compliance details and referencing to the specific paragraph is required.				
17.3	<b>Part 3.1: SARS Tax Clearance Certificate</b> An original SARS Tax Clearance Certificate must accompany the proposal. In case of a consortium/joint venture, or where subcontractors are utilised, an original SARS Tax Clearance Certificate for each consortium/ joint venture member and/or subcontractor (individual) must be submitted.  <b>Part 3.2: BBBEE Certificate</b> An accredited BBBEE Certificate must accompany the proposal. Complete and sing SBD6.1 Form.				
17.4	<b>Part 4: Declaration of Interest</b> Tenderers must complete and submit the Declaration of Interest SBD 4 Form.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
17.5	<b>Part 5: Standard Bid Documentation</b>				
17.5.1	Tendererç must complete and submit all required documentation; SBD 8 and SBD 9 Forms				
17.6	<b>Part 6: Understanding of the Terms of Reference, refer to the Terms of Reference.</b>				
17.6.1	Provide an overview of the methodology				



17.6.2	Describe, in detail, exactly how you propose to carry out the activities to achieve the outcomes identified in the Terms of Reference. You should identify any possible problems that might hinder delivery and indicate how you will avoid, or overcome such problems.				
17.6.3	Describe how the work will be managed.				
17.6.4	Provide a work plan of activities. The timing of activities, the time needed to complete them, and the order in which they will be undertaken must be explained and justified.				
17.7	<b>Part 7: Experience in this field</b>				
17.7.1	Tenderers should provide at least the following information:  Details of contracts for similar work within the last 4 years. Contact details of a minimum of 3 organizations for which work was done.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
17.8	<b>Part 9: Pricing Schedule</b>				
17.8.1	All costs related to this assignment are to be allowed for in the pricing schedule and in the formats prescribed. The proposed totals for fees and reimbursable costs will be included in the contract as the maximum amount to be spent on these items.				
17.8.2	A pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.				
<b>18. PRESENTATIONS</b>					
18.1	The bidders that qualify with respect to the criteria (functionality) MAY be called to present their concept and ideas.				
<b>19. NEGOTIATIONS</b>					
19.1	SAQA has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.				
19.2	SAQA shall not be obliged to accept the lowest of any quotation offer or proposal.				
19.3	Despite preferential procurement regulations 3(4), 4(4), 5(4), 6(4) and 8(8) that state that only the proposal with the highest number of points may be selected, a contract may, on reasonable and justifiable grounds, be awarded to a proponent that did not score the highest number of points.				
19.4	All tenderers will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.				
19.5	Documents submitted by tenderers will not be returned.				
<b>20. DOMICILIUM</b>					
20.1	The parties hereto choose domicilia citandi et executandi for all purposes of and in connection with the final contract as follows:				
	The South African Qualifications Authority (SAQA) 1067 Arcadia Street Hatfield Pretoria 0083				
	The Service Provider: o o o o o o o o o o o o o o .				

### 3. EVALUATION CRITERIA

3.1 This requirement relates to a service and therefore not only price will be considered. Functionality will most importantly also be taken into account.

3.2 valuation of the proposals will be based on the following evaluation criteria:

PHASE 1: FUNCTIONALITY	Sliding scale
<b>Proposal including Project plan</b> The service provider must provide SAQA with the project implementation and rollout plan for cleaning services.	20
<b>Track record and Experience</b> <ul style="list-style-type: none"> <li>The service provider must provide evidence of good quality work done before,</li> <li>Three references of cleaning services done within the last three years, contract value must be supplied.</li> </ul> Please provide three (3) references, to include company name, contact person and contact details (telephone number and e-mail)	30
<b>Delivery Capacity</b> <ul style="list-style-type: none"> <li>The service provider must demonstrate if they have the necessary capacity to provide the required service, this may include but not limited to the following.</li> </ul> Resources e.g. equipment, staff, etc.	30
<b>Compliance to standards</b> Demonstrate how the service provider would adhere to the applicable standards and legislation. E.g. Health and Safety Act	10
<b>Cleaning material</b> Cleaning material to be utilised. Quality of the detergents and cleaning material to be used (approved products).	10
<b>Total score for Functionality</b>	<b>100</b>
<b>Bidders MUST score 80% and more for phase 1 to qualify for further evaluation.</b>	
<b>Bidders that fail to score 80% or more may be disqualified for being technically non-compliant and may not be considered for Phase 2</b>	

PHASE 2: PRICE	90
[As per formula indicated below]	
<b>B-BBEE</b>	<b>10</b>
<b>Level 1</b>	<b>10</b>
<b>Level 2</b>	<b>9</b>
<b>Level 3</b>	<b>8</b>
<b>Level 4</b>	<b>5</b>
<b>Level 5</b>	<b>4</b>
<b>Level 6</b>	<b>3</b>
<b>Level 7</b>	<b>2</b>
<b>Level 8</b>	<b>1</b>
<b>Non-compliant contributor</b>	<b>0</b>

#### 4. **BID DOCUMENTATION**

It is very important that the standard bid documentation included in this bid document be completed and submitted as part of the proposal. Failure on the part of the bidder to complete the attached documentation may lead to disqualification.

<b>Attached Documents</b>	<b>Reference</b>
Invitation to Bid	SBD 1
Tax Clearance Requirements	SBD 2
Pricing Schedule . Firm Prices	SBD 3.1
Declaration of Interest	SBD 4
Preference points claim form in terms of the Preferential Procurement Regulations 2011	SBD 6.1
Declaration of Bidder's past Supply Chain Management Practices	SBD 8
Certificate of Independent Bid Determination	SBD 9
Organisation and methodology [To be drawn up by the bidder using the format as per paragraph 14 of this bid document]	Refer to par. 14

#### 5. **PERIOD OF VALIDITY**

Bidders shall be bound by their proposals for a period of **90 days** from the deadline for the submission of bids.

#### 6. **LANGUAGE**

The proposals, all correspondence and documents related to the bid document exchanged by the bidder and SAQA must be written in the language of the procedure . **English.**

Supporting documents and printed literature furnished by the bidder may be in another language, provided they are accompanied by an accurate translation into the language of the procedure. For the purposes of interpretation of the bid, the language of the procedure will prevail.

## 7. INFORMATION SESSION

There will not be an information session.

## 8. SUBMISSION OF BIDS

**Proposals must be received before the deadline as indicated in the bid document. They must include the signed standard bid documentation and all other relevant documents required and submitted at the following address:**

<p><u>Physical Address</u> South African Qualifications Authority SAQA House Building 1067 Arcadia Street Hatfield, Pretoria, 0083</p>
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**Bidders shall comply with the following conditions:**

**All bids to be submitted in one original marked “original”, and 3 (three) copies signed in the same way as the original and marked “copy”.**

**All bids must be received before 11h00 on Monday 09 December 2013.**

**All bids, including annexures and all supporting documents, to be submitted in a sealed envelope bearing only:**

- (a) *the above address*
- (b) *the reference code of this bid, **SAQA 0008/13 DFA***
- (c) *the words “Not to be opened before the bid opening session” in the language of the bid document - **English***
- (d) *The name of the bidder*

## 9. PRICING

Bidders shall be deemed to have satisfied themselves, before submitting their proposal(s), as to its/their correctness and sufficiency, to have taken account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

## 10. ADDITIONAL INFORMATION BEFORE THE DEADLINE FOR SUBMISSION OF TENDERS

Bidders may submit questions in writing to the following address, specifying:

The contract title: **THE RENDERING OF CLEANING SERVICES TO SAQA**

Contact name: Lenette Venter  
Deputy Director: Supply Chain Management

Postal address: SOUTH AFRICAN QUALIFICATIONS AUTHORITY,  
Post Net Suite 248, Private Bag X06, WATERKLOOF, 0145

Physical address: SOUTH AFRICAN QUALIFICATIONS AUTHORITY,  
SAQA House Building, 1067 Arcadia Street, Hatfield, Pretoria  
0081

Fax No: (012) 431-5061

E-mail: lventer@saqa.co.za

Any prospective bidders seeking to arrange individual meetings with SAQA during the bid period may be excluded from the bid procedure.

## 11. OPENING OF BIDS

The opening and examination of bids shall be for the purpose of checking whether the bids are complete, whether the documents have been properly signed and whether the bid proposals are generally in order.

In the interests of transparency and equal treatment and without being able to modify their proposals, bidders may be required, at the sole written request of the evaluation committee, to provide clarifications within 48 hours. Any such request for clarification must not seek the correction of formal errors or major restrictions affecting performance of the contract or distorting competition.

Any attempt by a bidder to influence the evaluation committee in the process of examination, clarification, evaluation and comparison of bids, to obtain information on how the procedure is progressing or to influence SAQA in its decision concerning the award of the contract shall result in the immediate rejection of its bid.

All bids received after the deadline for submission specified in the procurement notice or these instructions will be kept by SAQA. No liability can be accepted for late delivery of bids. **Late bids may be rejected and will not be evaluated.**

In no event shall SAQA be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a bid even if the Contracting Authority has been advised of the possibility of damages. The publication of a procurement notice does not commit SAQA to implement the programme or project announced.

## 12. TERMS OF REFERENCE

### 12.1 Objective of Cleaning Services to be provided

#### 12.1.1 SAQA House Building

Number of floors: 7

a)	Parking level	1	750	m <sup>2</sup>
b)		Ground	350	m <sup>2</sup>
c)		Lower level	250	m <sup>2</sup>
d)	Ground Floor		600	m <sup>2</sup>
f)	2 <sup>nd</sup> Floor		700	m <sup>2</sup>
g)	3 <sup>rd</sup> Floor		100	m <sup>2</sup>
h)	4 <sup>th</sup> Floor		800	m <sup>2</sup>
i)	5 <sup>th</sup> Floor		800	m <sup>2</sup>
j)	6 <sup>th</sup> Floor		800	m <sup>2</sup>

12.1.2 Number of kitchens: 8

12.1.3 Number of bathrooms: 14

6 x Male (1 toilet, 2 urinals, 2 hand wash basins)

1 x Staff Toilet (2 toilets, 1 hand wash basin)

6x Ladies (3 toilets, 2 hand wash basins)

1 x Disabled toilet (1 toilet, 1 hand wash basin)

12.1.4 Number of occupants: ± 230

12.1.5 Various dispensers are in use.

The amount of dispensers may vary:

-	Soap dispensers	11
-	Paper Towel dispensers	19
-	Toilet paper dispensers	26
-	Air Fresheners dispensers	18



## 12.2 Minimum Compliance Criteria

DESCRIPTION	FREQUENCY
<b>1. ENTRANCE OF LOWER LEVEL, GROUND FLOOR AND FLOORS 1 - 6</b>	
<ul style="list-style-type: none"> <li>Wash glass doors and windows with water and window cleaner and dry.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Wash/polish all aluminium frames.</li> </ul>	Once a week
<ul style="list-style-type: none"> <li>Clean seats in entrance and reception.</li> </ul>	Once weekly
<ul style="list-style-type: none"> <li>Clean flowerpots/floors from rubbish lying around.</li> </ul>	Wash once every 6 months Daily
<ul style="list-style-type: none"> <li>Sweep and mop floors</li> </ul>	Once a day
<ul style="list-style-type: none"> <li>Machine scrub</li> </ul>	When necessary
<ul style="list-style-type: none"> <li>Clean and dust art effects/artificial plants/flowers.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Floors should be washed, polished and rubbed up.</li> </ul>	Twice weekly
<ul style="list-style-type: none"> <li>Empty all rubbish bins/waste paper containers.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Surfaces should be dusted.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Vacuum curtains/blinds.</li> </ul>	Once weekly
<ul style="list-style-type: none"> <li>Exterior paved areas in front and back of building . sweep and scrub</li> </ul>	When necessary
<ul style="list-style-type: none"> <li>Balconies on 2<sup>nd</sup> floor and 4<sup>th</sup> floor . sweep and washed</li> </ul>	Daily sweep and weekly washed
<ul style="list-style-type: none"> <li>Collect all refuse</li> </ul>	Daily
Spray all offices,kitchens and the refuse room to control pests	Daily
Cleaning of the parking area	Daily

2. TOILETS	
<ul style="list-style-type: none"> <li>Toilets are to be done as the first tasks of the day. In other words, early in the morning, as soon as cleaners start their work and be checked and freshen up.</li> </ul>	3 x daily
<ul style="list-style-type: none"> <li>Clean and sanitize all bowls, basins and urinals</li> </ul>	3 x daily
<ul style="list-style-type: none"> <li>Wash urinals with antiseptic soap and water</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Wash toilets and toilet seats. Dry toilet seats. Use clean washcloths.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Every toilet must be equipped with an air freshener unit and it must be serviced.</li> </ul>	Every week
<ul style="list-style-type: none"> <li>Wash washbasins and dry.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Clean towel cabinets, soap dispenser, fresh dispenser and sanitary bins.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Clean all areas around the washbasins and urinals as well as the floors.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Ensure that tiles/walls and doors are always clean/hygienic.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Clean all mirrors.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>Taps must be dried and rubbed until shining.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>No loose bottles or cleaning material must be left/stored in the toilets.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>Cleaners should check at least three (3) times daily whether toilet paper, hand towels are available and remove rubbish lying on the floor.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>Check for leakages/blockages daily and report to official in charge.</li> </ul>	Every day
<ul style="list-style-type: none"> <li>Supply deo blocks to maintain a clean, hygienic smell throughout the day.</li> </ul>	At least 3 x daily
<ul style="list-style-type: none"> <li>Responsible official will provide condoms. Each cleaner responsible for a particular ablution facility should check daily that there is a container in each facility, that there is no damage to</li> </ul>	Daily Ongoing

<p>the container and that the container is at least half full. If a container is not half full then the cleaner should request for additional supplies from relevant official. Relevant official to monitor supplies will keep registers of supplies. Each cleaner will be required to sign the register upon receipt of the supplies for a particular facility. If there is no container or it is damaged the cleaner should inform the relevant official immediately so that arrangements can be made to repair or install a new one.</p>	
<p><b>3. OFFICES</b></p> <p><b>3.1 <u>Offices with Carpets</u></b></p> <ul style="list-style-type: none"> <li>• Vacuum weekly.</li> <li>• Carpets to be washed and dried every six (6 months with an industrial carpet washer. SABS approved products must be used.</li> </ul>	<p>Weekly</p> <p>Every 4 months</p>
<p><b>3.2 <u>Offices without carpets</u></b></p> <ul style="list-style-type: none"> <li>• To be swept daily.</li> <li>• Wash floors if dirty and sticky.</li> <li>• Floors must be washed once a week</li> </ul>	<p>Daily</p> <p>Ongoing</p> <p>Weekly</p>
<p><b>3.3 <u>Waste paper containers and rubbish bins in the building, offices and passages</u></b></p> <ul style="list-style-type: none"> <li>• All rubbish bins in the building are to be emptied and cleaned daily and rubbish bins must be taken to the rubbish containers.</li> <li>• Shredded paper should also be removed from offices and passages and taken to the designated place.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p>
<p><b>3.4 <u>Furniture and Equipment</u></b></p> <ul style="list-style-type: none"> <li>• Dust daily, the entire office and roof included.</li> <li>• Polish once a week.</li> </ul>	<p>Once a week</p> <p>Once a week</p>

<p>3.5 <b><u>Telephones</u></b></p> <ul style="list-style-type: none"> <li>• Dust daily.</li> <li>• Sweep with damp cloth when dirty.</li> </ul>	<p>Daily Ongoing</p>
<p>3.6 <b><u>Waste Containers</u></b></p> <ul style="list-style-type: none"> <li>• Clean waste containers and glasses and fill water bottles with fresh water daily in all board rooms</li> </ul>	<p>Daily</p>
<p>3.7 <b><u>Statues, Models, Paintings and Tapestries</u></b></p> <ul style="list-style-type: none"> <li>• Clean when need exists. Cleaners to liaise with their supervisor before cleaning valuable art pieces to ensure that no damage takes place.</li> </ul>	<p>Ongoing</p>
<p>3.8 <b><u>Books and Book racks – Cupboards</u></b></p> <ul style="list-style-type: none"> <li>• Dust weekly and wash bookracks, cupboards if required.</li> </ul>	<p>Weekly</p>
<p>3.9 <b><u>Louvre Windows</u></b></p> <ul style="list-style-type: none"> <li>• Dust daily.</li> <li>• Wash and dry every three months.</li> </ul>	<p>Daily Every 3 months</p>
<p>3.10 <b><u>Computer Rooms</u></b></p> <ul style="list-style-type: none"> <li>• Clean daily in such a manner that dust does not move upwards in the air and collect on equipment.</li> <li>• Make arrangements with occupant before cleaning.</li> </ul>	<p>Daily Ongoing</p>
<p>3.11 <b><u>Stairs and Passages</u></b></p> <ul style="list-style-type: none"> <li>• Must be swept and handrails be wiped clean daily.</li> <li>• Must be washed if dirty and sticky.</li> <li>• Stairs must be washed and polished once a week.</li> <li>• Passages must be vacuumed once a week and washed every three months.</li> </ul>	<p>Daily Ongoing Once a week Once a week Washed every 3 months</p>

<p>3.12 <b><u>Windows</u></b></p> <ul style="list-style-type: none"> <li>Wash inside and outside surfaces of windows every four (4) months</li> </ul>	<p>Every 4 months</p>
<p>3.13 <b><u>Conference Rooms (General)</u></b></p> <ul style="list-style-type: none"> <li>Clean, dust, polish and vacuum once a week.</li> <li>Carpets to be washed and dried every four (4) months with an industrial carpet washer.</li> </ul>	<p>Once a week</p> <p>Every 4 months</p>
<p>3.14 <b><u>Kitchens</u></b></p> <ul style="list-style-type: none"> <li>Floors to be washed daily</li> <li>Dedicated staff member for Executive Office Kitchen</li> <li>Wash floors, walls if dirty and sticky.</li> <li>Floors must be polished once weekly</li> </ul>	<p>Daily</p> <p>Ongoing</p> <p>Ongoing</p> <p>Once weekly</p>
<p>3.15 <b><u>Lift and Lift Foyers</u></b></p> <ul style="list-style-type: none"> <li>Clean interior daily.</li> <li>Clean Indicator Boards.</li> <li>Clean Lift door tracks.</li> <li>Clean lift doors and entrance walls and mirrors</li> </ul>	<p>Daily</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
<p>3.16 <b><u>Water Fountains</u></b></p> <ul style="list-style-type: none"> <li>Fill water fountains bottles with fresh water when empty and replenish disposable cups</li> </ul>	<p>Ongoing</p>

**12.3 Staff Compliment Required**

1 x Supervisor: Mon-Friday (07h00 . 15h00)

8 x Cleaners: Mon-Friday (07h00 . 15h00)

## 12.4 Consumables and cleaning equipment

12.4.1 The service provider shall supply all cleaning consumable and equipment required to render the daily cleaning services. The service provider shall be responsible for the maintenance of the equipment. The service provider shall ensure that defective equipment will either be replaced or repaired within 24 hours from the time that such defective equipment is reported by SAQA and/or the service providers staff.

### 12.4.2 Equipment

Low noise industrial vacuum cleaners  
Mops  
Buckets/Janitorial trolleys . single and double bucket  
Ladders (1 Long and Short)  
Industrial Cleaner  
High pressure cleaner  
Industrials scrubbing machine with buffing accessories  
Cloths - microfiber (3 per cleaner)  
Brooms (Hard and Soft)  
Electrical Extensions  
Wet Floor/Caution Sign  
Toilet brushers, spray bottle, dustpan sets etc

### 12.4.3 Cleaning Consumables

<b>Product Name</b>	<b>Description</b>	<b>Area of use</b>
General Purpose Cleaner	A universal neutral cleaning concentrate for removing dirt and from all washable surface	Use clean washable surfaces including, floors ,ash trays
Toilet Bowl Cleaner (Disinfectant)	Liquid toilet bowl discolour and sanitizers	For use in the environment
Heavy Duty Stripper	Floor stripper for extremely soiled floor surfaces	Stripping tiled areas
Floor Sealer	Hard wearing high acrylic floor dressing	Stealing tiled areas
Air freshener	A non-marking air accented air freshener	All areas to sanitize the air
Carpet cleaner	Water based carpet spot remover	areas
Window cleaner	General window and Glass cleaner	Washing windows and doors
Dishwasher	Clear general purpose cleaner	For use in the kitchen
Furniture	A liquid durable liquid furniture polish	For use on all wooden furniture

#### 12.4.4 Cleaning Materials

<b>DESCRIPTION</b>
Liquid Hand Soap (per 5 litre)
Bleach (per 5 litre)
Bowl Cleaner (per 5 litre)
Window cleaner (per 5 litre)
Toilet seat wipes (per box)
She bins
Air freshener Dispenser
Air freshener refill tin
Paper Towel Dispenser
Furniture polish (per 5 litre)
Soap dispenser
Sanitizer Dispenser
Reflex hand towel 2 play (pack of 6)
Toilet paper The specification for the toilet roll covers 500 numbers of sheets, Sheet size: 110mm x 100mm, Core diameter: 39mm, Basic weight: 20gsm (grams per square meter), Packaging: 48 rolls per bale (1ply)
Wall Bin for disposal of paper towels
Mutton cloth (per roll)
Dishwashing liquid (per 5 litre)
Soap dispenser liquid (per 5 litre)
Garage Roll
Tidy Towel (per box)
Refuse bag black (pack of 20)
Pine Gel 5kg (bucket)
Dust mask (per box of 10)
H-strip (per 5 litre)

#### **12.5 General Conditions**

12.1 **The total number of all the cleaners must be 8 and 1 supervisor.**

12.2 One fulltime supervisor must be employed to supervise all cleaning services. This person should not be involved with daily cleaning, but will be responsible for inspecting, organising, supervising and only assists with cleaning when required.

12.3 The contractor should supply all cleaning agents, material, machines, etc. as well as other items necessary to strictly adhere to the set requirements.

12.4 Storage rooms for supplies, rest rooms for cleaners as well as an office for the supervisor must be arranged by the contractor with SAQA.

12.5 The appointed supervisor should always be reachable by cellphone etc. if needed.

- 12.6 Management of the Cleaning Company should inspect the whole building at least once per month and have a meeting with the Directorate Finance and Administration to discuss problems if any.
- 12.7 All cleaners and the supervisor should work from Monday to Friday.
- 12.8 In cases where a cleaner is absent from work he/she must be replaced from the time of absence with another cleaner.
- 12.10 All walls must be cleaned when necessary.
- 12.11 All cleaners and the supervisor should be in possession of an ID-card with photo to enable access control to identify him or her as an employee of the cleaning company.
- 12.12 Tenderers must be registered members of a recognized national cleaners association. A Certified copy of the current Registration Certificate must be attached with the tender documents.



### **13. CONDITIONS UNDER WHICH PROPOSALS ARE TO BE SUBMITTED**

- 13.1 SAQA reserves the right to reject any tender that, in its opinion, is not suitable for the purpose of this assignment.
- 13.2 Contractors may be penalised for not meeting performance levels. Where such shortfalls exist, notification and warning(s) will precede any such penalty to correct the situation promptly.
- 13.3 SAQA reserves the right to terminate this appointment or temporarily defer the work, or any part thereof, at any stage of completion should it be decided not to proceed with the project. Should either party due to reasons not attributable to the contractor terminate the agreement between SAQA and the service provider, the service provider will be remunerated for the appropriate portion of work completed.
- 13.4 The professional persons proposed for use on the project shall remain in use on the project unless permission is granted by SAQA to change the staffing proposal. Such permission will only be granted in exceptional cases.
- 13.5 No material or information derived from the provision of the services under the contract may be used for any purposes other than those of SAQA, except where authorized in writing to do so by SAQA.
- 13.6 The bidder will be disqualified should any attempt be made by the service provider, either directly or indirectly, to canvass SAQA, or any of its employees in respect of a bid between the date of the tender and the date of award.
- 13.7 The copyright of all documents and electronic aids, software etc, prepared or developed in terms of this appointment shall be vested in SAQA.
- 13.8 SAQA reserves the right not to accept the lowest quotation, as the quality of the bid proposal and the potential to implement will play a major role when the bid proposals are evaluated. Similarly SAQA is not bound to select any of the service providers pitching for the bid.
- 13.8.1 SAQA reserves the right to award only part of the contract, if deems it necessary.

## 14. ORGANISATION AND METHODOLOGY

To be completed by the Bidder

### RATIONALE

- Any comments on the Terms of Reference of importance for the successful execution of activities, in particular its objectives and expected results, thus demonstrating the degree of understanding of the contract. **Any comments contradicting the Terms of Reference or falling outside their scope will not form part of the final contract.**
- An opinion on the key issues related to the achievement of the contract objectives and expected results.
- An explanation of the risks and assumptions affecting the execution of the contract.

### PROJECT/ACTION PLAN

- Project plan to be submitted
- The timing, sequence and duration of the proposed activities, taking into account mobilisation time
- The identification and timing of major milestones in execution of the contract, including an indication of how the achievement of these would be reflected in any reports, particularly those stipulated in the Terms of Reference.