



## TERMS OF REFERENCE

### RENDERING OF CLEANING SERVICES TO DEPARTMENT OF WATER AND SANITATION: WESTERN CAPE REGIONAL OFFICE: BELLVILLE: SIGMA AND SPECTRUM BUILDINGS FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

#### 1. PURPOSE

- 1.1 The purpose of this bid is to procure and appoint a reliable and competent company that would render services in respect of cleaning services to Department of Water and Sanitation (Western Cape Regional Office) at Spectrum and Sigma buildings situated respectively at 52 Voortrekker Road and 3 Blanckenberg Road, Bellville.

#### 2. BACKGROUND INFORMATION

- 2.1 Corporate Services is a Sub-Directorate within the establishment Western Cape Region of Department of Water and Sanitation. Its function is to create an improved physical working environment and provide the secure office accommodation for all the officials within the establishment of Western Cape Regional Office.
- 2.2 According to Section 8(1) of Occupational Health and Safety Act (Act 85 of 1993), as amended; the Department is required to provide and maintain, as far as reasonably practicable and working environment that is safe and without risk to the health and its employees, contractors and visitors.

#### 3. SCOPE OF SERVICES TO BE RENDERED

##### 3.1 Specifications

- 3.1.1 The appointed service provider shall be required to render cleaning services to Western Cape Regional Office: Spectrum and Sigma buildings, Bellville.
- 3.1.2 Cleaning tasks and duties shall be performed to Sigma and Spectrum buildings for all the floors that are occupied by Western Cape Region Officials.
- 3.1.3 The area size of **Sigma building is 3085 m<sup>2</sup>** which consists of common areas, toilets, reception area, closed offices, kitchens, registry and conference rooms.
- 3.1.4 The full description of areas to be cleaned is as follows:
- |                       |        |                       |                          |
|-----------------------|--------|-----------------------|--------------------------|
| • Kitchens            | : x 9  | : 70 m <sup>2</sup>   | : Ceramic tiles          |
| • Conference rooms    | : x 4  | : 192 m <sup>2</sup>  | : Carpet floors          |
| • Registry            | : x 2  | : 134 m <sup>2</sup>  | : Ceramic tiles/ carpet  |
| • Closed offices      | : x 92 | : 2268 m <sup>2</sup> | : Carpet floors          |
| • Other areas/passage | : x 8  | : 358 m <sup>2</sup>  | : Ceramic /carpet floors |
| • Ablution facilities | : x 9  | : 63 m <sup>2</sup>   | : Ceramic tiles          |
- The area size of **Spectrum building is 6219 m<sup>2</sup>** which consist of common areas, toilets, reception area, closed offices, kitchens, registry and conference rooms.

- 3.1.5 The full description of areas to be cleaned is as follows:

• Kitchens	: x 10	: 109 m <sup>2</sup>	: Ceramic tiles
• Conference rooms	: x 6	: 262 m <sup>2</sup>	: Carpet floors
• Registry	: x 1	: 83 m <sup>2</sup>	: Carpet floor
• Closed offices	: x 167	: 3627 m <sup>2</sup>	: Carpet floors
• Other areas	: x 7	: 2068 m <sup>2</sup>	: Ceramic /carpet floors
• Ablution facilities	: x 10	: 70 m <sup>2</sup>	: Ceramic tiles

3.1.6 All cleaning services tasks and duties shall be rendered between **07H00- 16H00** Monday to Friday, excluding weekends and holidays.

3.1.7 Cleaning services beyond office hours will not be accepted unless with prior authorisation and consent with the relevant office authority.

## 3.2 Contract period

3.2.1 The contract shall commence and shall continue for a period of thirty-six (36) calendar months once the contract has been mutually signed.

## 3.3 Resource requirements

For the duration of the contract, service provider shall:

3.3.1 Be expected to supply all machinery, equipment and cleaning consumables at her/ his costs. The list of types of chemicals, machinery and equipment to be used during the project execution and rendering of services must be provided. (Specify the reliable endorsement of cleaning chemicals and equipment the service provider will be using during the period of service).

3.3.2 Solely be responsible for the maintenance and servicing of the machinery and equipment required for the execution of the cleaning service.

3.3.3 Ensure that machinery, equipment and supplies are of acceptable industrial and safety standards.

3.3.4 Supply own ladders for cleaning of windows (inside glass surfaces). After hour ladders must always be kept safe.

3.3.5 Ensure that clearly readable warning boards or signs must be visibly exhibited where needed and where the rendering of cleaning services may cause injuries to any person(s).

3.3.6 Properly monitor the usage of the consumables and ensure that there is no shortage at all times.

3.3.7 Provide eleven (11) cleaning staff that will be inclusive of the supervisor/cleaner.

3.3.8 Ensure that while on duty, the cleaning staff are at all times:

- Carries themselves in a professional and co-operative manner.
- Under full supervision by the appointed supervisor.
- Wearing name tags depicting the name of the company.
- Clothed in a full distinctive and safety compliant uniform with clear branding of the company name.
- Each cleaning staff has necessary equipment (broom, mop trolley, scrubbing brush, bucket, furniture polish, multipurpose cleaner, dusters, scourers and all the necessary cleaning material.

3.3.9 Ensure that draws up the timetables, work schedules and immediately reports defects in and to the areas concerned; e.g. broken mirrors, blocked toilets/urinals, broken windows, leaking areas, pests etc. immediately.

- 3.3.10 On a monthly basis, supply -:  
a summarised performance report to the DEPARTMENT on a specific problems encountered, how they were resolved and possible suggestions.  
all other matters related to the contract agreement.

**3.4 SERVICE UNDERTAKINGS**

**The Department shall -:**

- 3.4.1 Manage the contract in a professional manner.
- 3.4.2 Reserve the right to request the SERVICE PROVIDER and his/her employees to undergo a security vetting process.
- 3.4.3 Monitor if the SERVICE PROVIDER pays his/her workers in line with Sectorial Determination and takes necessary steps against SERVICE PROVIDER if necessary.
- 3.4.4 Supply the SERVICE PROVIDER with toilet paper and hand towels for cleaning services for the duration of the contract period. It will be the responsibility of the SERVICE PROVIDER to inform the DEPARTMENT before supplies reaches low levels.
- 3.4.5 Provide the SERVICE PROVIDER with storage facilities to safe keep his/her machinery for the duration of the contract period.
- 3.4.6 Not accept any responsibility for the damages suffered by SERVICE PROVIDER and his/her staff that happens during the execution of the services.
- 3.4.7 If necessary, point out and request the withdrawal of a staff with undesirable performance or who is/are considered posing safety, health or security risk to employees of the DEPARTMENT.

**The SERVICE PROVIDER shall -:**

- 3.4.8 Provider workers that are knowledgeable, skilled and qualified for rendering cleaning services.
- 3.4.9 Comply with DEPARTMENT's security and OHS policies, procedures and regulations.
- 3.4.10 Render cleaning tasks and duties of acceptable quality in a courteous, professional manner and to the best satisfaction of the DEPARTMENT.
- 3.4.11 Manage internal disputes among his/her staff in a manner that will not affect the DEPARTMENT.
- 3.4.12 Carry out cleaning tasks and duties as follows -:

**CLEANING IN COMPLIANCE TO COVID-19 REGULATIONS AND OTHER RELEVANT LEGISLATIONS AND REGULATIONS**

SERVICE PROVIDER ensure that on daily basis ; the following cleaning tasks and duties are carried out and to the satisfaction of the DEPARTMENT -

**FOUR HOURLY CLEANING APPLICATION OF COMMON AREAS**

- (a) Damp dust and disinfect all communal and equipment, stains of the floor, dirt and finger marks on the metal doorknobs, door frames and railings and electrical switches must be removed with damp cloth dipped with chlorine base chemical solution.
- (b) Damp wipe and disinfect all the dustbins on collection of trash with chlorine base chemical solution.

- (c) Accidental spillage must be cleaned off immediately or on request with chlorine base chemical solution.

#### **DAILY**

SERVICE PROVIDER ensure that on daily basis ; the following cleaning tasks and duties are carried out and to the satisfaction of the DEPARTMENT -:

##### **COMMON AREAS**

- (a) Damp dust and disinfect all communal and equipment, stains of the floor, dirt and finger marks on the metal doorknobs, door frames and railings and electrical switches must be removed with damp cloth with chlorine base chemical solution.
- (b) Damp wipe and disinfect all the dustbins on collection of trash with chlorine base chemical solution.
- (c) Accidental spillage must be cleaned off immediately or on request with chlorine base chemical solution.
- (d) Floors must be swept and mopped.
- (e) Stains on the floor, dirt and finger marks on metal doorknobs, door frames and railings and electrical switches must be removed with damp cloth.
- (f) Glass doors and surfaces must be washed with grease removing agent and equipment that will not damage the surface.
- (g) Dust and wipe windowsills, windows handles and burglars.
- (h) Accidental spillage must be cleaned off immediately or on request.

##### **RECEPTION AREAS**

- (a) Dust bins must be emptied and cleaned with an approved disinfectant. All removed rubbish must be placed in a plastic bag and dumped at a specified area.
- (b) Carpets must often be swept/ vacuumed around the entrance and reception area.
- (c) Tiled floors must be swept, mopped and dirty spots and marks be removed with an approved agent / disinfectant that will not damage the surface
- (d) Reception desk must be dusted and wiped clean up to the eye level, with a soft cloth.
- (e) Stains on the floor, dirt and finger marks on metal doorknobs, door frames and railings and electrical switches must be removed with damp cloth.
- (f) Glass doors and surfaces must be washed with grease removing agent and equipment that will not damage the surface.
- (g) Accidental spillage must be cleaned off immediately or on request.

##### **TOILET ROOMS/ABLUSION FACILITIES**

- (a) Dust bins must be emptied and cleaned with an approved disinfectant. All disposed rubbish must be placed in a plastic bag and dumped at a specified area.

- (b) Stains on the floor, dirt and finger marks on metal doorknobs, door frames and railings and electrical switches must be removed with damp cloth.
- (c) Stains on walls must be washed with cleaning agent and water to which a sufficient amount of an approved disinfectant has been added.
- (d) Toilet pans, seats, seat covers, urinals, wash basins, towel railings and taps must be cleaned with approved agent / disinfectant.
- (e) Metal fittings, visible pipe connections and mirrors must be sanitised and polished.
- (f) Tiled floors must be swept, mopped, dirty spots and marks be removed with an approved agent/disinfectant that will not damage the surface.
- (g) Enamel / paint surfaces must be cleaned with an approved disinfectant. No abrasives may be used.
- (h) An approved agent should be put in toilet to prevent deposits forming.
- (i) Toilet consumables (toilet paper and hand towels etc.) must be replenished.

#### **KITCHENS AND TEA ROOMS**

- (a) Cutlery, crockery must be collected from officials, washed and returned to such officials. Service provider workers must apply care and diligence when handling crockery and cutlery.
- (b) Dust from the windowsills, window handles and burglar bars must be wiped clean with a damp cloth.
- (c) Glass doors must be washed with grease removing agent and equipment that will not damage the surface.
- (d) Stains, dirty marks and finger marks on metal doorknobs, doors, door frames , railings and electrical switches must be wiped clean with a damp cloth and grease removing agent
- (e) Tiled floors must be swept, mopped and dirty spots and marks be removed with an approved agent / disinfectant that will not damage the surface.
- (f) Dustbins must be emptied and sanitised with an approved disinfectant. All the removed rubbish must be placed in the plastic bags and be dumped at a specified area
- (g) Accidental spillage must be cleaned immediately or on request.

#### **FOOD SERVICE**

- (a) Before commencement of any meeting, training and workshops must be prepared and cleaned afterwards.
- (b) Fresh water must be provided before and during the meeting, training and workshop breaks.
- (c) Fresh water must be provided to all officials in the morning, midday and after lunch.
- (d) Crockery and cutlery should be collected from the officials in the mornings, mid-mornings and after lunch, washed and be returned to such officials.

- (e) Washing of dishcloths and table cloths daily and deep soaking once weekly.
- (f) Stocktaking of crockery and cutlery (cups, saucers, small plates and tea pots etc.) used during the meeting, training or workshop and returned to Facilities Management section.

### **CONFERENCE ROOMS**

- (a) Dustbins must be emptied and sanitised with an approved disinfectant. All the removed rubbish must be placed in the plastic bags and be dumped at a specified area.
- (b) Dust and wipe clean the contents of the office / room up to the eye level with a soft cloth (i.e. desks/ open shelves/ cupboards and other furniture).
- (c) Stains, dirty marks and finger marks on metal doorknobs, doors, door frames, railings and electrical switches must be wiped clean with a damp cloth and grease removing agent.
- (d) Chairs and tables in the conference rooms must be re-arranged after use and whiteboards must be wiped clean after meetings, workshops or trainings.
- (e) Tiled floors must be swept, mopped and dirty spots and marks be removed with an approved agent / disinfectant that will not damage the surface.

### **OTHER GLASS DOORS AND INTERLEADING PASSAGES**

- (a) Remove stains, dirty marks and finger marks on metal doorknobs, door frames, railings, electrical switches with a damp cloth.
- (b) Sweep / vacuum passages carpets when there is need / dirty.
- (c) Wash glass doors with a grease removing agent and equipment that will not damage the surface and polish.
- (d) Dust and wipe windowsills, window handles and burglars.

### **OFFICES AND WORKSTATIONS ( CLOSED AND OPEN PLAN)**

- (a) Dustbins must be emptied and sanitised with an approved disinfectant. All the removed rubbish must be placed in the plastic bags and be dumped at a specified area.
- (b) Carpets must often be swept/ vacuumed around the entrance and reception area
- (c) Dust and wipe clean the contents of the office / room up to the eye level with a soft cloth (i.e. desks/ open shelves/ cupboards and other furniture).
- (d) Stains, dirty marks and finger marks on metal doorknobs, doors, door frames, railings and electrical switches must be wiped clean with a damp cloth dipped with chlorine based chemical and grease removing agent.
- (e) Glass / wooden doors must be washed with grease removing agent and equipment that will not damage the surface.
- (f) Accidental spillage must be cleaned immediately or on request.

## DEEP CLEANING OF OFFICES

The Service Provider must conduct the deep cleaning of offices with the following protocols:

- a) Department of Health's Environmental Health Guidelines signed by Ms. APR Cele on 16 March 2020; paragraph 3.2.2; and
- b) Centre for Diseases Control and Prevention for SA (CDC) 2021. Cleaning And Disinfecting Your Facility: Everyday Steps, Steps When Someone is Sick, and Considerations for Employers

**SERVICE PROVIDER -: Agrees / Do not agree -: .....**

## WEEKLY

- (a) SERVICE PROVIDER shall ensure that every week ; the following cleaning duties are carried out and to the satisfaction of the DEPARTMENT -:
- (b) Polish all wooden furniture with an approved furniture polish. This must not be greasy, not contain propellant alleged to damage ozone and after it has been applied it must trap dust and not leave fatty residue.
- (c) Polish all metal doorknobs and window stoppers with an approved metal polish.
- (d) Parts of furniture that are covered with leather or bonded leather must be cleaned with a damp cloth and be polish with correct approved polish.
- (e) Sweep and thoroughly vacuum all carpets / rugs. Clean marks / remove stains if not permanent and if carpet was is necessary. Care must be taken in the use of cleaning detergents that can damage or discolour the carpet.
- (f) Carpets must not be wet in access and occupiers must not walk on wet carpets.

**SERVICE PROVIDER -: Agrees / Do not agree-: .....**

## QUARTERLY

SERVICE PROVIDER shall ensure that every three (3) months, the following cleaning duties are carried and to the satisfaction of the DEPARTMENT -:

- (a) All kitchen cupboards must be cleaned and dusted inside.
- (b) All blinds must be steam cleaned.
- (c) All chairs with cloth covering must be cleaned inside and out.
- (d) All inside glass surfaces and widows of the building excluding those glass doors shall be cleaned with grease removing agent and equipment that will not damage the surface and shine.
- (e) The SERVICE PROVIDER shall convey the suitable date for cleaning of inside glass surfaces and windows of buildings to the DEPARTMENT in writing and in advance.
- (f) Sweep, clean and scrub indoor and outdoor cement area with floor cleaning chemicals and water and polish with a slip free agent.

**SERVICE PROVIDER -: Agrees /Do not agree**



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## SPECIAL CONDITIONS OF CONTRACT

### RENDERING OF CLEANING SERVICES TO DEPARTMENT OF WATER AND SANITATION: WESTERN CAPE REGIONAL OFFICE: BELLVILLE: SIGMA AND SPECTRUM BUILDINGS FOR A PERIOD OF THIRTY SIX (36) MONTHS.

#### 1. PRICE

- 1.1 All prices as stated on the bid document must be inclusive of VAT. Initial prices agreed upon in the agreement will be valid for the contract period from day this contract comes into effect.
- 1.2 The DEPARTMENT will only consider price adjustments based on labour legislation that may not exceed CPI and are communicated to the DEPARTMENT in writing with proof of documentation attached.

#### 2. BACKGROUND INFORMATION

- 2.1 The DEPARTMENT will not provide upfront payments. Payments will be made once monthly upon receipts of an original invoice from the SERVICE PROVIDER.
- 2.2 The DEPARTMENT will make payment within 30 calendar days from date of receipt of an accurate and complying original invoice, by depositing the payment directly into the bank account of the SERVICE PROVIDER.

#### 2.3 Payment will be done on condition that:

- 2.3.1 Services rendered were satisfactory to the DEPARTMENT and as per TERMS of Reference and Special Conditions on Contract.
- 2.3.2 SERVICE PROVIDER submit proof that she/he has paid their employees in terms of Second Wage Amendment Act, 1981 (Act No 58 of 1993) for the month during which services were rendered.

#### 2.4 An original Invoice must be submitted on the last working day of the month during which services were rendered.

#### 2.5 Submitted original invoice **must** reflect the following information:

- 2.5.1 Bid Number and Type of services rendered
- 2.5.2 Departmental Purchase Order Number
- 2.5.3 Service Provider's company's banking details as appearing at the bank
- 2.5.4 A unique number for which month's services payment is claimed
- 2.5.5 Service Provider's full name in print
- 2.5.6 Signature of the Service Provider
- 2.5.7 SARS income tax number and VAT number (where vendors are VAT registered)



## **2.6 Original invoice must be submitted /delivered to:**

Western Cape Central Email system: [WC-invoices@dws.gov.za](mailto:WC-invoices@dws.gov.za)

OR

Department of Water and Sanitation  
Western Cape Regional Office  
Financial Management  
2<sup>nd</sup> Floor  
Sigma Building  
3 Blanckenberg Rd  
Bellville  
7532

## **3. PRO-RATA DECREASED PAYMENT**

If at any time services is not rendered in accordance with the conditions of contract or terms of reference (i.e. number of cleaners is incomplete), the DEPARTMENT has the right to adjust payment pro-rata.

## **4. LIABILITIES AND INDEMNITY**

- 4.1 SERVICE PROVIDER indemnifies the DEPARTMENT against any claim from a third party and all costs or legal expenses in regard to such a claim for loss or damage resulting from the death, injuries or ailment of any person or damage or property of the bidder or any other person that may result from or be related to the execution of this contract.
- 4.2 The DEPARTMENT is indemnified from and not liable for any claim/s, injury, loss, omission by or to any of the SERVICE PROVIDER personnel, whether direct, indirect, consequential or otherwise that may have resulted directly or indirectly through any negligent or wrongful act, omission, error of any kind or nature on the DEPARTMENT part, its employees or agent.
- 4.3 The SERVICE PROVIDER must obtain public liability and professional indemnity insurance cover to the value of R1 000 000,00 each, to cover any losses that may occur while this contract is in force. The SERVICE PROVIDER must submit an insurance cover certificate to the DEPARTMENT with bid document.
- 4.4 The SERVICE PROVIDER will be held responsible for any damage or thefts that may be caused to the premises or content by him or his workers or be due to their neglect whether in the normal execution of their duties or otherwise and a claim for indemnification can accordingly be imposed by the DEPARTMENT against the SERVICE PROVIDER.
- 4.5 In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the service, SERVICE PROVIDER undertakes to rectify the damages immediately to the satisfaction of the DEPARTMENT.
- 4.6 If the SERVICE PROVIDER fails to act immediately after notification, the DEPARTMENT will rectify the damage at will and the costs thereof will be recovered from any payments outstanding.

## **5. UNDERPERFORMANCE/NON-COMPLIANCE**

- 5.1 The DEPARTMENT may have progress reviews with the SERVICE PROVIDER and should the DEPARTMENT be dissatisfied with the service rendered, corrective action will be proposed which shall be undertaken by the SERVICE PROVIDER within the agreed specified period.

5.2 Should the DEPARTMENT not be satisfied with the services from the SERVICE PROVIDER; the complaint will be given to the contractor in writing. After the third non-compliance, the DEPARTMENT can make a decision to terminate the contract.

## **6. TRANSFER/BREACH OF CONTRACT**

6.1 SERVICE PROVIDER shall not abandon, transfer, assign or sublet a contract or part of thereof without the written permission of the DEPARTMENT. The DEPARTMENT will only do this action on the approval of the request.

6.2 If the service is interrupted or temporarily suspended as a result of Labour disputes, civil revolt, a local or national disaster or any other cause above the control of the SERVICE PROVIDER, the parties must mutually agree on the method to continue with essential services.

## **7. TERMINATION OF SERVICES**

7.1 In cases of any failure to comply with any of the conditions of the contract or where an unsatisfactory rendering of services, the stipulations of the General Conditions of Contract shall apply. Any amendment or waiving of the stipulations of the contract must occur in writing by mutual consent with the DEPARTMENT.

7.2 The DEPARTMENT reserves the right to withdraw any part(s) of the premises as a whole from the service, with three months written notification to the SERVICE PROVIDER. Should a part of the premises be withdrawn the contract amount will be adjusted pro rata from the date of withdrawal. The SERVICE PROVIDER will be entitled to payment up to the date of withdrawal but will not be entitled to any compensation or damages as a result of the withdrawal or termination.

7.3 Should the premises or part(s) of the premises where the service is rendered be damaged or destroyed by force majeure (viz major) the DEPARTMENT will, in its discretion determine which part(s) of the premises cannot or should not be put to further use for the original utilisation and in respect of the unusable part(s) of the premises will no longer be bound by the stipulations of this agreement and no claim for indemnification in the favour of the one party against the other shall result therefrom.

7.4 In respect of the remaining part(s) of the premises which will still be used, the stipulations of this agreement will remain in force, but the contract amount will be reduced with a relevant sum as mutually agreed to, as of the date of such change. If the damaged premises are repaired the DEPARTMENT can request the SERVICE PROVIDER to resume rendering of services by one month written notification in which case the stipulations of the contract in respect of the rendering of the service and the contract price will be applicable.

7.5 In cases where the SERVICE PROVIDER alienates his/her rights and liabilities in terms of this contract, he must notify the DEPARTMENT's Supply Chain Management (Contract Management Unit) immediately and in writing so that the necessary steps for the cession of the contract can be taken.

## **8. COMPLIANCE TO ACTS AND REGULATIONS**

8.1 The contract shall be governed in accordance with the General Conditions of Contract and interpreted in accordance with the South African laws.

8.2 All statutory requirements applicable, governing and affecting contract cleaning services industry and Occupational Health and Safety must be strictly adhered to by the SERVICE PROVIDER.

8.3 No equipment, utensils or agents that may damage the buildings, fittings, person or contents shall be used, The DEPARTMENT reserves the right to request pre-observation of such equipment, utensils or agents and reject those that are not deemed safe to use.

8.4 SERVICE PROVIDER and his workers shall under no circumstances make use of fire hose reels or fire extinguishers on the site in the activities attached to the rendering of cleaning and hygienic services.

## **9. NOTICES AND CORRESPONDENCE**

9.1 For purposes of efficient communication and management of the contract, the SERVICE PROVIDER is expected to provide the name, physical address, e-mail, contact and/or telephone numbers of their offices and person in authority.

## **10. CONTRACT ADMINISTRATION**

10.1 The SERVICE PROVIDER shall advise the DEPARTMENT when unforeseen circumstances will adversely affect the execution of the contract. Full particulars of such circumstances as well as the period of delays must be furnished to the Department in writing.

10.2 Corporate Services within Western Cape Regional Office: Spectrum and Sigma buildings, Bellville shall be responsible for the co-ordination of the services and the physical address is as follows:

Department of Water and Sanitation: Western Cape Region Office  
4<sup>th</sup> Floor  
Sigma Building  
3 Blanckenberg Rd  
Bellville  
7532



## 11. ADMINISTRATIVE COMPLIANCE

NO	CRITERIA	YES	NO
1	Bidders must be registered with National Treasury Central Supplier (CSD). Proof in the form of print-out from CSD is required		
2	Tax compliance with SARS (verified through CSD and SARS)		
3	Bidders must complete, sign and submit SBD 1, SBD 3.1, SBD 4, and SDB 6.1		

## 12. EVALUATION CRITERIA

The Department of Water and Sanitation will evaluate all proposals in terms of the Preferential Procurement Regulations 2022. A copy of the preferential Procurement Regulations 2022 can be downloaded from [www.treasury.gov.za](http://www.treasury.gov.za) In accordance with the Preferential Procurement Regulations 2022; submissions will be adjudicated on 80/20 points system and the evaluation criteria. Three phase evaluation phase criteria will be considered in evaluating the bid as listed below:

**Phase 1: Mandatory compliance (if not complied with bid will be disqualified)**

**1.1 Phase 1: Mandatory Requirements**

**1.2 Phase 2: Functionality Evaluation**

**1.3 Phase 3: Price and Specific Goals**

### Phase 1: Mandatory Requirements

. No	Criteria	Requirement
1	Attach a Valid Letter of Good Standing with Compensation Commissioner in terms of the Compensation for Occupational Injuries and Diseases (COIDA) Act No. 130 of 1993.	Letter of good standing with COIDA
2	Proof of insurance / Letter of Intent for Public Liability Cover with a registered Financial Services Provider (FSP) company to the value of 1 (ONE) million rands in the name of the company and/or Close Corporation.	Proof of Public Liability insurance cover or Letter of intent from a FSI registered company The letter must be in the name of the Bidder
3	Compulsory Briefing Session (Bidders are required to sign attendance register as proof of attendance)	DWS signed attendance briefing certificate

## Phase 2: Functionality Evaluation

Phase 2: functionality Evaluation:			Take Note												
The applicable values that will be utilized when scoring each criterion will be values ranging as follows 1 - Poor, 2 - Average, 3 - Good, 4 - Very good and 5 - Excellent Bidders must score a minimum qualifying score of 60% on functionality to qualify for further evaluation.															
CRITERIA	METHOD OF MEASURE	SUB WEIGHT													
EXPERIENCE, SKILLS, KNOWLEDGE, SCHEDULE OF SIMILAR WORK DONE, REFERENCE LETTERS OF COMPLETED WORK IN THE FIELD MUST BE ATTACHED	<b>Experience and track record</b>  Number of years of experience shall be allocated values as follows: Experience <b>Experience</b> <table><tr><th>Number of years</th><th>Score</th></tr><tr><td>0 to 1 year</td><td>1</td></tr><tr><td>2 years</td><td>2</td></tr><tr><td>3 years</td><td>3</td></tr><tr><td>4 years</td><td>4</td></tr><tr><td>5 years and above</td><td>5</td></tr></table>	Number of years	Score	0 to 1 year	1	2 years	2	3 years	3	4 years	4	5 years and above	5	15	30
	Number of years	Score													
0 to 1 year	1														
2 years	2														
3 years	3														
4 years	4														
5 years and above	5														
	<b>Contactable reference(s)</b>  Respondents must have at least 5 client references from previous clients where Cleaning Services has been rendered. Reference letter must include the following: <ul style="list-style-type: none"><li>• Company name</li><li>• Letter head</li><li>• Contact details</li><li>• Period of the contract</li><li>• Value of the contract</li><li>• Signature</li></ul> 0-1 reference=1 point 2 references= 2 points 3 references=3 points 4 references= 4 points 5 references=5 points	15													
CAPABILITY TO CLEAN SIZE OF THE BUILDING	Square meters of bidder’s current past/current projects site/s to be assessed. (To be completed on <b>Annexure A<sup>2</sup></b> and returned with the bid document). Square meters of bidders’ current/past projects shall be allocated values as follows: <ul style="list-style-type: none"><li>• Less than 1 000 = 1</li><li>• 1 000 to 2 000 = 3</li><li>• 2 001 &amp; above = 5</li></ul>		20												
PROFILE OF KEY PEOPLE	<b>Qualification</b> <ul style="list-style-type: none"><li>• General Education and Training Certificate: Hygiene and Cleaning (NQF Level 1)= 1</li></ul>	10													

(PROJECT MANAGER)	<ul style="list-style-type: none"> <li>National Certificate: Specialist Hygiene and Cleaning Services (NQF Level 2)= 2</li> <li>National Certificate: Hygiene and Cleaning Supervision (NQF Level 3)</li> <li>Higher Certificate in Project Management (NQF Level 5- (Operations/General Management) = 4</li> <li>Diploma in Project Management (NQF Level 6) = 5</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>0 months to 6 months = 1</li> <li>7 months to 2 years = 2</li> <li>More than 2 years to 3 years = 3</li> <li>More than 3 years to 5 years = 4</li> <li>More than 5 years = 5</li> </ul>	10	20
OPERATIONAL PLAN	<p>Operational plan – (The Service provider must provide a presentable proposal on how to carry out the project):</p> <p>Provision of a detailed operational plan proposal addressing:</p> <ul style="list-style-type: none"> <li>Work schedule and Execution of work</li> <li>Utilization of staff</li> <li>Consumables/Material utilization and replenishment</li> <li>Clear methodology and application of the operational plan</li> <li>Additional staff as relievers for cleaners on leave/ sick leave</li> </ul> <p>Operational plan attached with none of the items addressed=1</p> <p>Operational plan attached with any one item addressed= 2</p> <p>Operational plan attached with any two items addressed= 3</p> <p>Operational plan attached with any three items addressed= 4</p> <p>Operational plan attached with any four items addressed= 5</p>		20
TECHNICAL AND CONTINGENCY PLAN	<p>Technical and contingency plan detailing information on the below:</p>		

	<ul style="list-style-type: none"> <li>List of chemicals to be used with the proof that they are eco-friendly and or biodegradable.e.g. (Material Specific Data Sheet)</li> <li>List of all electrically operated equipment to be used and have South African Bureau of Standards (SABS) endorsement.</li> <li>List of Protective clothing that are PPE to be issued to cleaners with full descriptions, (photos may be included).</li> <li>Detailed contingency plan in respect of staffing in the event of strikes, disputes etc</li> <li>Detailed contingency plan in respect of consumables in the event of shortages etc</li> </ul> <p>Technical and contingency plan with any 1 item above addressed = 1</p> <p>Technical and contingency plan with any 2 items above addressed = 2</p> <p>Technical and contingency plan with any 3 items above addressed= 3</p> <p>Technical and contingency plan with any 4 items above addressed = 4</p> <p>Technical and contingency plan with any 5 items above addressed= 5</p>	10
<b>TOTAL</b>		<b>100</b>

## STANDARD EVALUATION CRITERIA IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

### PHASE 3: THE 80/20 POINTS AWARDED FOR PRICE AND SPECIFIC GOALS

The 80/20 Preferential Procurement System will be used in evaluating these bids:

Evaluation element	Weighting (Points)
SPECIFIC GOALS	20
PRICE	80
<b>Total</b>	<b>100</b>

#### Price

Rendering of cleaning services to Western Cape Regional Offices : Bellville : Spectrum and Sigma buildings |



**A maximum of 80 points are allocated for price on the following basis:**

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

$P_s$  = Points scored for comparative price of bid under consideration

$P_t$  = Comparative price of bid under consideration

$P_{\min}$  = Comparative price of lowest acceptable bid

### **Preference point system**

<b>SPECIFIC GOALS</b>	<b>NUMBER OF POINTS TO BE ALLOCATED</b>
<b>Women</b>	<b>5</b>
<b>People with disability</b>	<b>5</b>
<b>Youth (35 and below)</b>	<b>5</b>
<b>Location of enterprise (Province)</b>	<b>2</b>
<b>B-BBEE status level contributors from level 1 to 2 which are QSE or EME</b>	<b>3</b>
<b>Total points for SPECIFIC GOALS</b>	<b>20</b>

Documents Requirement for verification of Points allocation: -

#### **Procurement Requirement**

#### **Required Proof Documents**

Women

Full CSD Report

Disability

Full CSD Report

Youth

Full CSD Report

B-BBEE status level contributors from level 1 to 2 which are QSE or EME

Full CSD Report

Valid BBBEE certificate/sworn affidavit

Consolidated BEE certificate in cases of Joint Venture

**The definition and measurement of the goals above is as follows:**

#### **Women, disability, and youth:**

This will be measured by calculating the pro-rata percentage of ownership of the bidding company which meets this criterion. E.g., Company A has five shareholders each of whom own 20% of the company. Three of the five shareholders meet the criterion, i.e. they are women/disability/youth. Therefore, this bidder will obtain 60% of the points allowable for this goal.

#### **Location of enterprise**

Local equals province. Where a project cuts across more than one province, the bidder may be located in any of the relevant provinces to obtain the points.

## **B-BBEE status level contributors from level 1 to 2 which are QSE or EME**

Measured in terms of normal BBBEE requirements.

### **Note: Formula for calculating points for specific goals**

Preference points for entities are calculated on their percentage shareholding in a business, provided that they are actively involved in and exercise control over the enterprise. The following formula is prescribed:

$$\text{PC} = \text{Mpa} \times \frac{\text{P-own}}{100}$$

Where

**PC**= Points awarded for specific goal

**Mpa**= The maximum number of points awarded for ownership in that specific category

**P-own** = The percentage of equity ownership by the enterprise or business



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## KEY ASPECTS OF THE BID

### RENDERING OF CLEANING SERVICES TO DEPARTMENT OF WATER AND SANITATION: WESTERN CAPE REGIONAL OFFICE: BELLVILLE: SIGMA AND SPECTRUM BUILDINGS FOR A PERIOD OF THIRTY SIX (36) MONTHS.

1. **NOTICE OF PROSPECTIVE BIDDERS:** Western Cape, Bellville office is accommodated in two (2) buildings, namely Spectrum and Sigma buildings; the total building square meters is 9304 m<sup>2</sup> and parking areas. The prospective bidders may request site inspection to affirm the specifications and scope of work.
2. Prospective bidders should submit fully and accurately completed Standard Bid Documents (SBD) Forms in response to the requirements outlined in the tender document. Failure to do so will automatically be regarded as non-responsive and bid document will be disqualified.
3. All pages to the Terms of Reference, Special Conditions of Contract and attached Annexures should be fully and accurately completed, initialed in each page and attached to bid documents.
4. The following are key supporting documents to the bid document:
  - i. Detailed company profile with copies of curriculum vitae of key people;
  - ii. List of current and completed cleaning contracts over the past cleaning period with contactable references and where possible;
  - iii. A detailed Price Breakdown sheet(Annexure **B**) in compliance to minimum wages in terms of Sectoral Determination for Contract Cleaning Industry.
  - iv. Detailed list of machinery, equipment and supplies to be utilized as per **Annexure C**
  - v. Detailed trade and contingency plan in which amongst others, the following should be indicated: *the work method that will be followed for the execution of the contract services and the plan in case of emergency.*
5. Certified copies must not be for a period older than three (3) months.
6. It is important to comply with applicable legislative requirements as outlined in the mandatory requirements. The prospective bidders to ensure compliance with Labour regarding to Unemployment Insurance Fund (UIF).
7. List of current and past cleaning services contracts must be completed / listed in attached **Annexure A<sup>2</sup>**.
8. The DEPARTMENT may request clarification or further information regarding any aspect of the bid. Prospective bidders should supply the requested information within 48 hours after the request have been made; otherwise the bidder may be disqualified.
9. The DEPARTMENT reserves the right to invite short-listed prospective bidders for presentations and/or cancel the bidding process at any given time.

## SCHEDULE OF SIMILAR WORK DONE

Name of Client	Contact Person and Office Telephone	Contract Duration	Square meters covered	Total cost of the project (VAT incl.)	Reference letter attached (Y/N)

**NB:** Department of Water and Sanitation shall verify the contents of this list directly with the references and the bidders are required to complete this table in full as it shall be the ONLY ONE used to evaluate bidders experience and capability

**1. Price structure****1.1 Salaries (per month)**

	<b>(A) PER SUPERVISOR</b>	<b>(B) PER CLEANER</b>
Basic Salary	R.....	R.....
UIF	R.....	R.....
Leave Pay	R.....	R.....
Sick Leave	R.....	R.....
Workman Compensation	R.....	R.....
Any other allowance/s	R.....	R.....
Total monthly cost per staff	(A) R.....	(B) R.....
<b>1.1.1 Total cost for salaries per month (All cleaners &amp; Supervisor)</b>		R.....
<b>1.1.2 Total cost for cleaning consumables per month</b>		R.....
<b>1.1.3 Total cost for overheads per month (including profit)</b>		R.....
<b>1.1.4 Total costs per month</b>		R.....

**TOTAL TENDER PRICE (All Inclusive)** R.....  
**(Total bid price inclusive of 1.1.1; 1.1.2; 1.1.3 and 1.1.4 for the requested period)**

SERVICE PROVIDER shall be expected to provide amongst others but not limited to the following machinery, equipment and consumables: The cleaning detergents must also comply with World Health Organisation cleaning application standards.

## 1. CLEANING MATERIALS – CONSUMABLES

- House brooms – soft bristles
- Mop head refills
- Mop handles
- Long Handled Dustpan and brush sets
- Feather dusters (long and short)
- Gloves
- Microfiber cloths
- Yellow dusters
- Dust masks
- Refuse bags
- Dish liquid soap
- Toilet cleaning detergents
- Floor cleaning detergents
- Surface disinfectants
- Multipurpose detergents
- Furniture polish

## 2. CLEANING MACHINERY EQUIPMENT

- Industrial Vacuum Cleaners (less noise / silent)
- Disc stripping machines
- Scrubbing brushes
- Toilet brushes with holders
- Mop trolleys
- All necessary and relevant equipment

**VERY IMPORTANT:** Vacuum cleaners allocated must be enough to enable cleaners to vacuum in line with the requirements and total area to be cleaned.

## 3. SERVICE STANDARDS & NORMS

The Service Provider needs to take into account the following service standards and norms which needs to be applied during the course of the service:

<b>Cleaning detergents</b>	<ul style="list-style-type: none"> <li>• Ammoniated liquid detergent shall comply with SABS 1225.</li> <li>• Acidic water bowl cleaner in powder or granule form shall comply with SABS 1256, and</li> <li>• Liquid acidic cleaner for sanitary ware shall comply with SABS 1257.</li> <li>• Only chemicals which are ozone-friendly and not harmful to human beings.</li> </ul>
<b>Disinfectants</b>	<ul style="list-style-type: none"> <li>• Disinfectant liquids of the coal tar type shall comply with SABS 47.</li> <li>• Disinfectants containing stabilised chlorine shall comply with SABS 643.</li> </ul>

	<ul style="list-style-type: none"> <li>• Detergent disinfectants based on stabilised inorganic chlorine compound shall comply with SABS 1032.</li> <li>• Disinfectants used for automatic dispensers to toilets and urinals shall comply with SABS.</li> <li>• Only chemicals which are ozone-friendly and not harmful to human beings.</li> </ul>
<b>Polish</b>	<ul style="list-style-type: none"> <li>• Only polish approved to be as Ozone-Friendly to the environment to be used.</li> </ul>
<b>Finishes (Walls and floors)</b>	<ul style="list-style-type: none"> <li>• Vinyl tiles, flooring shall be cleaned in accordance with SABS 1224.</li> <li>• Floor sealer for vinyl flooring in accordance with SABS 1042 applied in accordance with the manufacturer's instructions.</li> <li>• Said ceramic tile (flooring) is to be stripped and sealed initially by product approved to be as Ozone-Friendly to the environment.</li> <li>• Ceramic tiles must be cleaned with Normal tile Cleaner</li> <li>• Wipe and strip wooden wall finishes with approved detergent complying with SABS 525.</li> <li>• Tile surfaces are to be cleaned with approved detergent complying with SABS 525.</li> <li>• All cleaning and maintenance of floor shall be carried out in accordance with SABS Code of Practice 0170.</li> <li>• Screed floor tiles to be cleaned with approved detergent complying with SABS 525.</li> <li>• Laminated floor covering to be cleaned with approved detergent complying with SABS 525.</li> </ul>