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**RETURNABLE DOCUMENTS**

**AND**

**TERMS OF REFERENCE**

**FOR THE**

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**APPOINTMENT OF A SERVICE PROVIDER**

**FOR THE**

**PROVISION**

**OF**

**CLEANING SERVICES**

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**IN THE**

**WESTERN CAPE**

**FOR A**

**PERIOD OF 3 MONTHS**

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**AREA 10B**

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CONTRACT CLEANING SERVICES FOR A PERIOD OF 3 MONTHS**

| AREA 10B | MAGISTRATE COURT                              |
|----------|---|
|          | NORTON ROSE BUILDING<br>UNION CASTLE BUILDING |

**1. INTRODUCTION**

- 1.1 The Department of Public Works (DPW) invites bids for the provision of cleaning services at specified premises.
- 1.2 The required norms and standards of the service to be rendered, and the precise scope thereof, are set out in Schedules A and B hereto.
- 1.3 The site information is provided as per Schedule D hereto.
- 1.4 Bidders must attend non-compulsory site information meetings. Bidders are encouraged to be seated at least five (5) minutes before the starting time. The Attendance Register must be signed as proof of attendance.

**2. DEFINITIONS & INTERPRETATION**

- “Bid”: includes “tender, and vice versa.
- “Contractor”: means the successful bidder in terms of this Bid, and Supplier as referred to in the General Conditions of Contract
- “Premises” and “site”: means the physical location where the services are to be rendered.
- “The Contract”: means the contract arising from the formal acceptance of a bid, governed by the General Conditions Contract, and as supplemented and/or varied by the terms of this document.
- “The Department”: means the National Department of Public Works.
- “The General Conditions of Contract”: means the General Conditions of Contract (GCC) issued in accordance with Chapter 16A of the Treasury Regulations published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999).
- “User Department”: means the Department of Justice and Constitutional Development (DOJCD).

- Any reference to the singular shall include the plural, and *vice versa*, unless the context clearly indicates otherwise.
- Any reference to one gender shall include the other, as well as gender-neutral persons and/or entities.

### **3. SECURITY CLEARANCE**

- 3.1 Only successful bidders shall be subjected to security clearance.
- 3.2 Under no circumstances will a tender be awarded unless the bidder concerned has obtained security clearance.

### **4. AWARD OF TENDER**

- 4.1 Notwithstanding anything to the contrary herein contained, no contract shall come into being until such time as the Department issues a formal notice of acceptance of a bid offer.
- 4.2 Bidders must comply fully with the relevant Sectorial Wage Determination.
- 4.3 The Department reserves the right to reject any bid if it is of the opinion that the bid does not comply with the applicable wage determination.

### **5. STATUTORY COMPLIANCE**

- 5.1 Bidders must comply with all applicable statutory and other regulatory stipulations, particularly the Basic Conditions of Employment Act, 75 of 1997 as amended and the applicable Sectorial Wage Determination promulgated from time to time.
- 5.2 Bidders are requested to provide proof that the salaries / wages paid to the employees adhere to the provisions of the Act.
- 5.3 The above-mentioned requirement forms part of the Bid conditions.

### **6. DURATION OF CONTRACT**

- 6.1 The contract shall endure for a period of 3 months, calculated from formal acceptance of the successful bidder's offer.

### **7. FORM AND COMPOSITION OF CONTRACT**

- 7.1 The contract will be subject to the General Conditions of Contract, as supplemented by the terms set out in this document, including all the schedules attached hereto.
- 7.2 Where, however, the General Conditions of Contract are in conflict with any of the terms contained in this document, the latter shall prevail.
- 7.3 The bid document, together with the attached schedules and other specifications contained in this document, shall constitute part of the Contract.

## **8. COMMENCEMENT OF WORK**

- 8.1 The Contractor shall not perform any work or render any services in terms of the Contract unless in receipt of a written instruction to this effect from the Department.
- 8.2 The Contractor shall commence duties on site on the date the letter/purchase order of acceptance is issued.
- 8.3 The Contractor must advise the Regional Manager: Department of Public Works immediately when unforeseeable circumstances will adversely affect the execution of the contract. Full particulars of such circumstances as well as the period of delay must be furnished.

## **9. WORK SCHEDULE**

- 9.1 The working hours for the services to be rendered to the NDPW&I, will be determined in conjunction with the User Department.
- 9.2 The services required in terms of this bid will be for week days only. No services may be rendered on week-ends or public holidays.
- 9.3 As regards Periodic Courts, subject to prior agreement between the User Department and the Contractor, **only days worked at such courts will be compensated for.**
- 9.4 The Contractor shall ensure that all personnel engaged shall be cleared by the South African Police Services before they commence any duties on site, and shall provide proof of such clearance to the Department upon request.

## **10. MINIMUM REQUIREMENTS**

- 10.1 Bidders must take cognisance of the cleaning standards and norms as per **Schedule A** the Specifications which must be adhered to during the performance of the services.
- 10.2 Bidders must indicate compliance or non-compliance in Schedule A on a paragraph basis. Indicate compliance with the relevant paragraph by marking the **YES** box and non-compliance by marking the **NO** box.

### **IMPORTANT NOTICE**

- 10.3 Bidders must clearly state if any deviation from these requirements is proposed and the reason therefore. If an explanatory note is provided, the paragraph reference must be attached as an appendix to this part of the bid submission.

## **11. PRICING**

- 11.1 Bidders must submit details regarding the bid price for the services on the Pricing **Schedule C** of the Specifications which must be submitted together with the bid documents.
- 11.2 The prices quoted must be firm/fixed and reasonable for the duration of the contract. It is expected that bidders will cover the risk of price increases for consumables, uniforms and cleaning material.

- 11.3 It is an express requirement of this invitation to bid that the bidders provide some transparency in respect to their pricing approach. In this regard, bidders must indicate the basis on which they have calculated their pricing by completing all aspects of **the Pricing Schedule forms (Schedule C Part 1A, 1B, 1C and Part 2 Final Summary page)**.
- 11.4 The successful bidder shall make available Schedule/ Client Form signed by the relevant authority (User Department) from the relevant site and attached it along with the tax invoice as part of the proof that work was carried out. Failure to comply with regard will delay payment being processed.
- 11.5 Bidders' attention is drawn to **Schedule F** to assist them in compiling their bid price. The items listed in the schedule are not exhaustive and bidders must allow for any contingencies in order to effect the necessary cleaning services.
- 11.6 Unit rates shall be inclusive of labour, transport, overheads and everything necessary for proper performance of the work. All overhead costs must be inclusive of VAT (15%), if registered as a VAT vendor entity.
- 11.7 Average monthly wage calculation per person is as follows:  
Hourly rate x 8 hours = daily rate  
Daily rate x 5 days = weekly rate  
Weekly rate x 4.33 weeks = average monthly wage

## **12. PRODUCT SPECIFICATIONS**

- 12.1 All cleaning products to be used by contractors must be environmental friendly, green products as stipulated by South African National Environments Management Act (NEMA). Unless otherwise specified, the products to be utilised in terms of the Contract must also comply with the relevant standards of the South African Bureau of Standards (SABS) and/or ISO9001.
- 12.2 The Department may request samples of the products, which must be provided within seven (7) days upon request.

## **13. PAYMENTS**

- 13.1 Payment will be made monthly on submission of an **Original Invoice** for the services rendered.
- 13.2 The successful bidder will be expected to issue an invoice per magistrate court/site where services were rendered.
- 13.3 Invoices and delivery notes must be placed in a sealed envelope addressed to **The Department of Public Works and Infrastructure**. The envelope must be deposited in the invoice boxes provided on Ground floor or 11<sup>th</sup> floor (Registry Office) of Customs House Building. Alternatively, the invoices may be posted to the following address: NDPWI, Private Bag X9027, Cape Town, 8000
- 13.4 The original invoice must indicate / include the unique number for which month's payment is claimed, and must reflect the Purchase Order Number, contractor's banking details, full company name, company e-mail address, SARS Income Tax Number, VAT Number (where vendor is registered) and signature of the contractor.

- 13.5 Payment shall be made by bank transfer into the Contractor's bank account within 30 days after the receipt of an acceptable, original and valid tax invoice.
- 13.6 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 any applicable fiscal provision.

#### **14. DISCLAIMER**

- 14.1 Bidders must conduct their own checks and investigations and satisfy themselves as to the correctness of any and all aspects of this bid. The Department will not be liable for any incorrect or potentially misleading information in relation to any part of this document and any accompanying bid documents.
- 14.2 No legal or other obligation shall arise between bidders and the Department unless and until the formal appointment letter or purchase order has been issued to the successful bidder. The Department is not obliged to proceed with any proposals of any bidder. The Department also reserves the right to request changes to any proposed consortia.

#### **15. BREACH AND TERMINATION**

The Department reserves the right to terminate the Contract under any one of the following circumstances:-

- 15.1 The Contractor has failed to comply with a statutory/or other regulatory obligation, and has not remedied such breach within 14 days of written notice by the Department to remedy such breach;
- 15.2 The Contractor has received at least three (3) written notifications from the Department during the current duration Contract in respect of any breach.
- 15.3 The User Department has made persistent and unresolved complaints in regard to the standard, quality or level of service rendered by the Contractor.
- 15.4 The Contractor shall be liable for all damages and/or loss which may be incurred by the Department as a result of his failure to perform any portion of the contract and or his failure to perform the services at an acceptable level, quality or standard.

#### **16. NOTIFICATION**

- 16.1 Any formal notification required in terms of the Contract may be transmitted by email or written official letter and shall be deemed to have been received on the day following transmission: Provided that the following days is not a Sunday or public holiday.
- 16.2 No contractor should vacate premises without notifying the Department a week before such vacation takes place.
- 16.3 Should any of the premises served by this contract be vacated or should the service for any other reason become wholly unnecessary, the Bidder agrees to claim no payment in respect of such centre and the contract shall be considered as cancelled in respect of such centre.

- 16.4 Empty premises will not be cleaned except only on written instruction from the Department.
- 16.5 A successful bidder should provide full uniform for their staff within one month from the date of award.
- 16.6 The Department will cancel the contract with immediate effect if, the Contractor does not have all the resources or proof of resources to complete the contract. This is stipulated as:
- (a) Public Liability Insurance
  - (b) All risk insurance
  - (c) A full staff compliment with signed contracts and identification cards, dressed in full personal protective equipment
  - (d) Equipment dedicated to this contract
  - (e) Compliance of OHS Act of 1983
  - (f) National Water Act (Act 32 of 2000)
  - (g) National Environmental Management Act (Act 107 of 1998)

## **17. TERRAIN / SITE INSPECTION**

- 17.1 Prospective tenderers are required to attend a non-compulsory site meeting as advertised.
- 17.2 Prospective bidders are advised to download the quotation document from the website; [www.publicworks.gov.za](http://www.publicworks.gov.za), under Procurement and click on quotation. Bidders should familiarise themselves with the content of the quotation document prior to the site meeting and to visit the physical terrain/site prior to this meeting in order to establish /assess the current conditions of the terrain/site.

## **18. NDPW Reports**

- 18.1 On completion of every month's work, the contractor must submit a comprehensive monthly report based on the following items: Integrated Reporting System (IRS) Data Collection Form will be emailed to the successful bidder for full completion of the form.
- 18.2 The Court / Office / authorised representative will complete form E at the end of each month to prove service delivery which must be submitted together with the invoice. Failure to do so will/may result in the delay of payment.
- 18.3 Daily Register must be kept on-site and signed off by the DPW Project Manager at least once a month.
- 18.4 A summary of all daily registers must be provided to the DPW Project Manager no later than the 5<sup>th</sup> of each month.

**19. GENERAL**

Inquiries may be directed to the following officials:

**Bid Enquiries** : SCM

**Specification Enquiries** : Mr M Swartz  
Tel: 021 4022249  
Mobile: 072714 0098  
[malcolm.swartz@dpw.gov.za](mailto:malcolm.swartz@dpw.gov.za)



**SCHEDULE A**

**CLEANING STANDARDS AND NORMS**

| #         | REQUIREMENTS   | COMPLY |    |                                    |
|-----------|--|--------|----|------------------------------------|
|           |  | YES    | NO | IF "NO",<br>INDICATE<br>DEVIATIONS |
| <b>1.</b> | <b><i>Cleaning Detergents</i></b><br><ul style="list-style-type: none"> <li>○ Ammoniated liquid detergent cleaners shall comply with SABS 1225</li> <li>○ Acidic water bowl cleaner in powder or granule form shall comply with SABS 1256</li> <li>○ Liquid acidic cleaner for sanitary ware shall comply with SABS 1257</li> </ul>  |        |    |                                    |
| <b>2.</b> | <b><i>Disinfections</i></b><br><ul style="list-style-type: none"> <li>○ Disinfectant liquids of the coal tar type shall comply with SABS 47</li> <li>○ Disinfectant containing stabilised chlorine shall comply with SABS 643</li> <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 CKS 459</li> </ul>  |        |    |                                    |
| <b>3.</b> | <b><i>Polish</i></b><br><ul style="list-style-type: none"> <li>○ The Bidder will be advised by DPW representative which furniture to be polished</li> </ul>  |        |    |                                    |
| <b>4.</b> | <b><i>Finishers (Walls &amp; Floors)</i></b><br><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 will comply with SABS 1042 applied in accordance with the manufacturer's instructions</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 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> |        |    |                                    |
| <b>5.</b> | <b><i>Carpets</i></b><br><ul style="list-style-type: none"> <li>○ All carpets must be vacuumed, cleaned daily with industrial standard equipment</li> </ul>  |        |    |                                    |
| <b>6.</b> | <b><i>Dusting, Wiping, Clean, etc.</i></b><br><ul style="list-style-type: none"> <li>○ Wipe all surfaces areas with a clean damp cloth</li> <li>○ All ornaments, window sills needs to be dusted</li> <li>○ Turnstiles to be cleaned and polished</li> <li>○ Non-slip polish to be used on all surfaces</li> </ul>   |        |    |                                    |
| <b>7.</b> | <b><i>Overall Requirements</i></b><br><ul style="list-style-type: none"> <li>○ Provide adequate vacuum cleaners, brooms, mops, dusters, cloths, detergents and cleaning trolleys</li> </ul>  |        |    |                                    |

| #         | REQUIREMENTS   | COMPLY |    |                                    |
|-----------|--|--------|----|------------------------------------|
|           |  | YES    | NO | IF "NO",<br>INDICATE<br>DEVIATIONS |
|           | o Attached list of proposed equipment to be used   |        |    |                                    |
|           | o Attached Organogram indicating the proposed team for this contract   |        |    |                                    |
| <b>8.</b> | <b><i>Personnel Requirement</i></b>  |        |    |                                    |
|           | o Conduct business in a courteous and professional manner  |        |    |                                    |
|           | o Ensure that all personnel working under this contract are in good health and pose no risk to any DPW employees   |        |    |                                    |
|           | o Provide all personnel working under this contract with uniforms, which state the name of the Service Provider and that can be clearly identified   |        |    |                                    |
|           | o Ensure that all personnel under this contract are adequately trained prior to the commencement of the contract   |        |    |                                    |
|           | o Ensure that replacement staff is available should the need arise   |        |    |                                    |
|           | o Ensure that DPW is informed of any removal and replacement of personnel  |        |    |                                    |
|           | o All personnel must be SA Citizens and DPW reserves the right to validate citizenship   |        |    |                                    |
| <b>9.</b> | <b><i>General Conditions</i></b>   |        |    |                                    |
|           | o Equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act and any Regulations promulgated in terms of this Act and the standard instructions of DPW |        |    |                                    |
|           | o Provide all personnel working under this contract with adequate Personnel Protective Equipment (PPE) and clothing and to ensure these items are worn at all times                                  |        |    |                                    |
|           | o Comply with the relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, etc.  |        |    |                                    |
|           | o DPW will not accept responsibility for any damages suffered by the Service Provider or their personnel for the duration of the contract  |        |    |                                    |
|           | o DPW will not accept responsibility for accounts / expenses incurred by the Service Provider that was not agreed upon by the contracting parties  |        |    |                                    |
|           | o All broken / damaged items such as toilet seats, taps, etc. must be reported to the Court Manager for urgent attention   |        |    |                                    |
|           | o All cleaning equipment such as brooms, mops, cloths must be cleaned with an applicable disinfectant on a daily basis   |        |    |                                    |
|           | o All employees of the appointed service provider must have knowledge of operating various machines and usage of different chemicals as part of their training.                                      |        |    |                                    |

| # | REQUIREMENTS  | COMPLY |    |                                    |
|---|---|--------|----|------------------------------------|
|   |   | YES    | NO | IF "NO",<br>INDICATE<br>DEVIATIONS |
|   | <ul style="list-style-type: none"> <li>○ In the event that the contracted service provider must still procure machines or cleaning material, it must comply with the prescribed designated sector. The applicable designated sector for local Production and Content must be local production and content of 100%.</li> <li>○ This requirement will be discussed with the contracted bidder and the necessary forms (PA-36 and Annexures C, D &amp; E) will be provided for completion, should a need exist to procure machines and cleaning material.</li> </ul> |        |    |                                    |

**SCHEDULE B**  
**SCOPE OF WORK**

| DESCRIPTION  | FREQUENCY            |
|--|----------------------|
| <b>OFFICES, WAITING AREAS, BOARDROOMS, CUBICLES, COURT ROOMS, ETC.</b> |                      |
| Furniture:   |                      |
| ○ Wipe work stations and filing cabinets                               | Daily                |
| ○ Clean / dust chairs  | Weekly               |
| ○ Wipe and dust Boardroom tables                                       | Daily                |
| ○ Vacuum upholstered chairs  | Weekly               |
| Internal Glassed:  |                      |
| ○ Wipe glazed doors, including handles and frames                      | Daily                |
| ○ Wipe glazed windows, including frames                                | Daily                |
| Carpet Floor Covering:   |                      |
| ○ Vacuum   | Daily                |
| ○ Spot clean marks   | Daily                |
| ○ Deep cleaning carpets  | Twice per Annum      |
| ○ Deep cleaning of high traffic areas                                  | As and when required |
| Wall Cleaning:   |                      |
| ○ Clean internal walls   | Adhoc                |
| ○ Passage walls  | Adhoc                |
| Floor Cleaning:  |                      |
| ○ Broom sweep and wash floor tiles                                     | Daily                |
| Telephones   |                      |
| ○ Dust and damp-wipe telephones, including cables, etc.                | Weekly               |
| Curtains & Blinds:   |                      |
| ○ Wipe and dust blinds   | Weekly               |
| ○ Vacuum curtains  | Weekly               |
| Plants:  |                      |
| ○ Water plants   | Weekly               |
| ○ Clean artificial plants and plant containers                         | Weekly               |

|  |         |
|--|---------|
| Wipe / clean light switches, door handles and air condition diffuses                   | Weekly  |
| Dust / wipe / clean office automation (fax machines, photocopiers, etc.)               | Weekly  |
| Dust / wipe / clean computers  | Daily   |
| <b>HALL AND TELLER'S COUNTERS</b>  |         |
| Floor / wooden tiles:  |         |
| ○ Broom sweep and wash tiles   | Daily   |
| ○ Machine scrub  | Monthly |
| ○ Strip tiles  | Monthly |
| Dust / wipe / clean office automation (fax machines, photocopiers, etc.)               | Weekly  |
| Dust / wipe / clean computers  | Daily   |
| Wipe / clean security glass at teller's counters                                       | Daily   |
| Wipe / clean security entrance cubicle glass, doors and handles                        | Daily   |
| Wipe down walls, doors, vending machines, public telephone booths and furniture        | Daily   |
| Wipe / clean light fittings, light switches, pictures and mirrors                      | Daily   |
| Dust / wipe / clean reception and security furniture                                   | Daily   |
| Dust / wipe / clean access control equipment (e.g. x-ray machines and metal detectors) | Daily   |
| Empty, clean and disinfect waste bins  | Daily   |
| Clean artificial plants and plant containers (if applicable)                           | Weekly  |
| Water plants (if applicable)   | Weekly  |
| Vacuum carpets (if applicable)   | Daily   |
| Dust / wipe blinds and vacuum curtains (if applicable)                                 | Weekly  |
| Wipe / clean directory boards  | Weekly  |
| <b>KITCHEN</b>   |         |
| Replenish hand towels  | Daily   |
| Floor / wooden tiles:  |         |
| ○ Broom sweep and wash tiles   | Daily   |
| ○ Machine scrub  | Monthly |
| ○ Strip tiles  | Monthly |
| Wipe / clean and disinfect appliances  | Daily   |
| Wipe down / clean and disinfect inside cupboard and doors                              | Daily   |

|  |              |
|--|--------------|
| Wipe / clean and disinfect kitchen zinc  | Daily        |
| Wipe / clean and disinfect kitchen utensils, cutlery and crockery                      | Daily        |
| <b>LIFTS</b>   |              |
| Broom sweep floor  | Daily        |
| Wipe all Mirrors   | Daily        |
| Wash and clean floor   | Daily        |
| Damp-Wipe control panel and all vertical surfaces                                      | Daily        |
| <b>ENTRANCE HALL</b>   |              |
| Floor / wooden tiles:  |              |
| ○ Broom sweep and wash tiles   | Daily        |
| ○ Machine scrub  | Monthly      |
| ○ Strip tiles  | Monthly      |
| Wipe down walls, doors, vending machines, public telephone booths and furniture        | Daily        |
| Wipe / clean light fittings, light switches, pictures and mirrors                      | Daily        |
| Dust / wipe / clean reception furniture  | Daily        |
| Dust / wipe / clean access control equipment (e.g. x-ray machines and metal detectors) | Daily        |
| Empty, clean and disinfect waste bins  | Daily        |
| Clean artificial plants and plant containers (if applicable)                           | Weekly       |
| Water plants (if applicable)   | Weekly       |
| Vacuum carpets (if applicable)   | Daily        |
| Dust / wipe blinds and vacuum curtains (if applicable)                                 | Weekly       |
| <b>ABLUTION FACILITIES</b>   |              |
| ○ Clean and was all urinals, wash hand basins and water closets                        | Daily        |
| ○ Wipe all Mirrors   | Daily        |
| ○ Clean down and wipe all toilet doors   | Daily        |
| ○ Replenish soap dispensers  | Continuously |
| ○ Place toilet rolls in dispensers   | Continuously |
| ○ Refill automated air fresheners (if applicable)                                      | Daily        |
| ○ Replenish hand towels  | Continuously |
| ○ Empty SHE bins   | <b>None</b>  |

|   |           |
|---|-----------|
| Floor Tiles:  |           |
| ○ Broom sweep and wash floor tiles  | Daily     |
| ○ Machine scrub   | Monthly   |
| ○ Strip tiles   | Monthly   |
| Wall tiles splash backs:  |           |
| ○ Wash tiles  | Daily     |
| <b>COORIDORS / PASSAGES</b>   |           |
| Floor Tiles:  |           |
| ○ Broom sweep and wash floor tiles  | Daily     |
| ○ Machine scrub   | Monthly   |
| ○ Strip tiles   | Monthly   |
| ○ Polish floors   | Monthly   |
| Dust / wipe / clean furniture, walls, doors, handles, cupboard doors, vending machines, public telephone booths, counter tops | Daily     |
| Polish public benches   | Weekly    |
| Clean artificial plants and plant containers (if applicable)  | Weekly    |
| Water plants (if applicable)  | Weekly    |
| <b>STORE ROOM</b>   |           |
| Broom sweep, wash floors and vacuum   | Daily     |
| <b>WASTE DISPOSAL</b>   |           |
| Clean and empty all waste bins and receptacles  | Daily     |
| Wash all waste bins and receptacles   | Weekly    |
| <b>WINDOWS</b>  |           |
| Dust / clean / wash window sills  | Daily     |
| Cleaning of windows (internal and external)   | Quarterly |
| Cleaning inter-office windows   | Weekly    |
| Removal of all bird droppings on windows  | Weekly    |
| <b>DEEP CLEANING TOILETS</b>  |           |
| Cleaning toilets by spray   | Monthly   |
| <b>PEST CONTROL</b>   |           |
| Ants (Spray)  | Monthly   |

|   |                      |
|---|----------------------|
| Cockroaches (Spray)   | Monthly              |
| Rats (Pallets)  | Monthly              |
| <b>GROUNDS UPKEEP</b>   |                      |
| Dispose of all litter   | Daily                |
| Broom sweep yard  | Weekly               |
| Hose wash hard standing   | Twice Monthly        |
| <b>REFUSE AREA / ROOM</b>   |                      |
| Broom sweep, clean, wash and disinfect refuse room / area                 | Weekly               |
| Ensure refuse bins is ready for pick up by Municipality / removal company | Weekly               |
| Clean, Wash and disinfect drains  | Daily                |
| Wipe down, clean and disinfect walls                                      | Weekly               |
| Wash and disinfect refuse bins  | Weekly               |
| <b>BASEMENT AREA (If applicable)</b>                                      |                      |
| Broom sweep floors  | Weekly               |
| <b>FIRE ESCAPE STAIRS (If applicable)</b>                                 |                      |
| Broom sweep floors  | Weekly               |
| <b>GENERAL (ALL AREAS)</b>  |                      |
| Damp-wipe signage (of various sizes)                                      | Weekly               |
| Dust picture frames (of various sizes)                                    | Twice Weekly         |
| Spot clean finger marks from paintwork and light switches                 | Daily                |
| Vacuum blinds   | Monthly              |
| Wipe and clean finger, water, coffee marks, etc. on all surfaces          | Daily                |
| Clean hand rails  | Weekly               |
| Clean and polish all upright metal fittings                               | Weekly               |
| Wipe all internal doors   | Weekly               |
| Wipe all metal and timber shelves   | Monthly              |
| Dust light fittings   | Twice Monthly        |
| Wash / clean external entrance façade and pillars                         | Monthly              |
| Wipe / clean external notice boards                                       | Weekly               |
| Remove graffiti marks   | As and when required |



**SCHEDULE D**

**SITE INFORMATION**

The information provided is done in good faith by the Department. The Department does not accept any liability for the correctness thereof. The bidder must indicate compliance with the veracity of all information contained on site and conversances with the onsite conditions.

All machinery and equipment should be one site within 30 calendar days of receiving the appointment letter.

| Building Name                | Human Resources | Equipment                |                                    | Proof Required With Bid Document  |   |
|------------------------------|-----------------|--------------------------|------------------------------------|---|---|
|                              |                 | Required Vacuum Cleaners | Required Polishers/ Scrub-Machines | Proof of ownership to be provided<br>Attached /Not attached<br>(Yes/No) | Letter of intent (if any) for funding<br>Attached /Not attached<br>(Yes/No) |
| <b>NORTON ROSE BUILDING</b>  | 3               | 2                        | 1                                  |   |   |
| <b>UNION CASTLE BUILDING</b> | 2               | 1                        | 1                                  |   |   |
| <b>TOTAL</b>                 | <b>19</b>       | <b>10</b>                | <b>5</b>                           |   |   |

**SCHEDULE E**

**CLIENT MONTHLY REPORT ON CLEANING CONTRACTS**

Contractor: \_\_\_\_\_

Site: \_\_\_\_\_

Kindly indicate the level of service for the month of: \_\_\_\_\_ 23 .....

**GENERAL CLEANING**

| Space                | Period | Good<br>3 | Satisfactory<br>2 | Poor<br>1 |
|----------------------|--------|-----------|-------------------|-----------|
| OFFICES              | Daily  |           |                   |           |
| COURT ROOM           | Daily  |           |                   |           |
| KITCHEN              | Daily  |           |                   |           |
| PASSAGE              | Daily  |           |                   |           |
| TOILET FACILITIES    | Daily  |           |                   |           |
| CELLS                | Daily  |           |                   |           |
| LIFTS / GLASS PANELS | Daily  |           |                   |           |
| GROUNDS              | Daily  |           |                   |           |

**OTHER:**

| Windows: Cleaned Inside/Outside |      |              |      | Deep Cleaning |      |              |      |
|---------------------------------|------|--------------|------|---------------|------|--------------|------|
| Quarter                         | Good | Satisfactory | Poor | Quarter       | Good | Satisfactory | Poor |
|                                 |      |              |      |               |      |              |      |
|                                 |      |              |      |               |      |              |      |
|                                 |      |              |      |               |      |              |      |

**Are you satisfied with the work done by the Service Provider in the month of ..... ? (Yes / No)**

Comment:

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**Can you comment on the accountability, staffing, equipment and resources of the Service Provider ?**

Comment:

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**Any Other Comments / Remarks by the Court Officer/Court Manager/ Acting Personnel who signs this report:**

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Name & Surname: .....

Signature: .....

**NB:** This form must be attached/provided with/to invoice at the end of every month before a payment is processed. Failure to comply with this request will result in the delay of payment.

## SCHEDULE F

### CHECKLIST FOR COMPILING BID PRICE

This schedule is inserted to assist bidders in compiling the bid price. The listed items are provided to indicate to the bidders what the minimum is that should be allowed for in the bid. The items as listed are not necessarily exhausted and bidders may add to the list as it suit their requirements. Bidders must therefore make allowance for any other items in their bid price in order to effect the necessary cleaning services.

The information provided is done in good faith by the Department. The Department does not accept any liability for the correctness thereof. All bidders must indicate compliance with the veracity of all information contained in the bid, conversances with the onsite conditions and that they have the capacity to fulfil the requirements of this bid.

In compiling the bid price, the bidders' attention is drawn to, but not limited to the items as listed below.

It must be borne in mind that the quantities must be for the duration of the contract.

| <b>CHECKLIST FOR COMPILING BID PRICE</b>  |
|---|
| <p><b>Labour Costs:</b></p> <ul style="list-style-type: none"><li>○ Salary (One staff member per 1000m<sup>2</sup> is considered average)</li><li>○ UIF Pension / Provident Fund</li><li>○ Supervisor</li><li>○ Replacement for staff: Leave, sick leave, etc.)</li></ul>   |
| <p><b>Uniforms for Staff: The contractor will provide each employee of the contractor with a</b></p> <ul style="list-style-type: none"><li>○ <b>Photo Identity Card</b> with the following particulars: Name of firm, Name of an employee, Identity Number of an employee and the signature of the employee.</li><li>○ <b>Shoes:</b> All employees must be given protective shoes by the Contractor.</li><li>○ <b>Overall –Dress (Ladies) and / or Suit (Men):</b> All employees are entitled to a uniform.</li></ul> |
| <p><b>Material (Chemicals / Consumables)</b></p> <p><u>Do not forget to make allowances for:</u></p> <p>Hand soap / liquid soap for soap dispensers; deo block 100 gram round blocks; furniture polish; disinfectant pine; liquid bleach; liquid window cleaning detergent; graffiti remover; cement cleaner; mutton cloth; heavy duty black bags; red pads for polisher; black pads for polisher; floor sealer; floor stripper; penlight AA batteries, etc.</p>  |
| <p><b>Equipment and Machinery:</b></p> <p><u>Do not forget to make allowances for:</u></p> <p>Polisher; scrubbing machine; extension leads; industrial vacuum cleaners; polish applicator; caution signboards (e.g. "floor wet", "slippery"); dust pan; medium platform broom (soft / hard); household broom; rubber hand gloves; mop; bucket; toilet brush; trolley, yellow dusters; all-purpose scrubbing brush steel wool</p> <p><b>NB:</b> Has allowance been made for equipment / machinery at each site?</p>    |

**CHECKLIST FOR COMPILING BID PRICE**

**Toilet Paper and hand Towels:**

A continued supply of toilet paper, hand towels and soap must be supplied to all ablution facilities.

**NB:** Toilet paper: single ply, white only, 1<sup>st</sup> grade – 500 sheet, SABS code 174 – minimum requirement

**Window Cleaning:**

Has allowance been made for internal and external cleaning of windows?

**NB!!** All machinery and equipment needed for the tender to be in place 30 calendar days of receiving your appointment letter.



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**SCHEDULE G**

**CLEANING MATERIAL LIST AND PRODUCT DATA SHEET**

| <b>ITEM</b>                       | <b>PRODUCT NAME</b> | <b>CODE</b> | <b>SABS APPROVED (Y/N)</b> | <b>SUPPLIER NAME</b> |
|-----------------------------------|---------------------|-------------|----------------------------|----------------------|
| Floor liquid cleaner              |                     |             |                            |                      |
| Hand soap / for liquid dispensers |                     |             |                            |                      |
| Metal polish                      |                     |             |                            |                      |
| Amonia base cleaner               |                     |             |                            |                      |
| Deo blocks                        |                     |             |                            |                      |
| Furnisher polish spray            |                     |             |                            |                      |
| Disinfectant Pine                 |                     |             |                            |                      |
| Bleach liquid                     |                     |             |                            |                      |
| Window cleaning liquid            |                     |             |                            |                      |
| Graffiti remover                  |                     |             |                            |                      |
| Cement cleaner                    |                     |             |                            |                      |
| Liquid soap                       |                     |             |                            |                      |
| Mutton cloth                      |                     |             |                            |                      |
| Heavy duty black bags             |                     |             |                            |                      |
| Red pads for polisher             |                     |             |                            |                      |
| Black pads for polisher           |                     |             |                            |                      |
| Floor sealer                      |                     |             |                            |                      |
| Floor stripper                    |                     |             |                            |                      |
| Drain cleaner                     |                     |             |                            |                      |
| Surface disinfectant cleaner      |                     |             |                            |                      |
| Toilet paper white                |                     |             |                            |                      |
| Hand Paper Towels (kimdri)        |                     |             |                            |                      |

**SCHEDULE C (PART 1A)**

**PRICING SCHEDULE**

**NORTON ROSE BUILDING HOUSE**

- NB:** 1. THIS SECTION MUST BE COMPLETED IN FULL AND IS TO BE SUBMITTED TOGETHER WITH THE BID.  
 2. FAILURE TO COMPLETE THIS SECTION IN FULL WILL RESULT IN DISQUALIFICATION FROM THE BIDDING PROCESS.  
 3. **3 CLEANER** SHOULD BE APPOINTED FOR NORTON ROSE BUILDING.

**SALARIES AND WAGES: BIDDER'S OWN PERSONNEL / MONTHLY**

| DESCRIPTION   | LEGISLATIVE RATES                        | QTY      | LEGISLATIVE RATE PER MONTH   | TOTAL BID OFFER (OVER THREE MONTH PERIOD) |
|---|--|----------|--|---|
| <b>EXAMPLE:<br/>CLEANER</b>   | <b>R27.97 PER HOUR</b>                   | <b>1</b> | <b>R27.97 PER HOUR<br/>X 8HOURS<br/>=R223.76 PER DAY<br/>X 5 DAYS<br/>= R1 790.08 X 4.33<br/>MONTHLY RATE =<br/>R 7 751.05</b> | <b>R23 253.10</b>                         |
| <b>Cleaner</b>  | @ R27.97 per hour                        | 3        | R  | R   |
| <b>Annual Bonus (Cleaner)</b>   | 4.33 weeks of monthly salary ÷ 12 months | 3        | R  | R   |
| <b>UIF (Cleaner)</b>  | 1% of basic monthly Salary               | 3        | R  | R   |
| <b>Compensation for Occupational Injuries &amp; Disease Act (C.O.I.D.A) (Cleaner)</b> | 1.6% of total monthly salary/wage        | 3        | R  | R   |
| <b>Skills Development Levy (S.D.L.) (Cleaner)</b>                                     | 1% of monthly Salary/wage                | 3        | R  | R   |
| <b>Provident Fund (Cleaner)</b>   | 5.25% of basic monthly salary/wages      | 3        | R  | R   |
| <b>Annual Leave (Cleaner)</b>   | 4 weeks of monthly salary ÷ 12 months    | 3        | R  | R   |
| <b>Sick Leave (Cleaner)</b>   | 12 days per Annum ÷ 12 months            | 3        | R  | R   |
| <b>Family Responsibility Leave (Cleaner)</b>  | 5 days per annum ÷ 12 months             | 3        | R  | R   |
| <b>Total Salaries and Allowances</b>  | <b>3 Cleaners</b>                        |          | <b>R</b>   | <b>R</b>                                  |

**IMPORTANT NOTICE  
OVERHEADS AND COST / MONTHLY**

| <b>OPERATIONAL COSTS</b>  | <b>QTY</b> | <b>COSTS PER MONTH<br/>Excl VAT</b> | <b>TOTAL AMOUNT<br/>(4 MONTHS)<br/>Excl VAT</b> |
|---|------------|-------------------------------------|---|
| <i>Transport Costs</i>  |            | R                                   | R   |
| <i>Cleaning Material</i>  |            | R                                   | R   |
| <i>Consumables: Toilet Paper<br/>Hand Paper Towel</i>   |            | R                                   | R   |
| <b>Window Cleaning:</b><br><i>NB: All equipment to be used must be included for internal &amp; external</i> | <b>1</b>   | R                                   | R   |
| <b>Deep Cleaning:</b><br><i>NB: All equipment to be used must be included</i>                               | <b>1</b>   | R                                   | R   |
| <b>Profit</b><br><i>(This amount includes hiring of any cleaning machinery required)</i>                    |            | R                                   | R   |
| <b>Total Operational Costs</b>  |            | R                                   | R   |
| <b>VAT 15% (IF VAT VENDOR)</b>  |            | R                                   | R   |
| <b>Sub Total</b>  |            | R                                   | R   |
| <b>Total Salaries &amp; Allowances</b>  |            | R                                   | R   |
| <b>Grand Total: Operational costs<br/>Salaries &amp; Allowances</b>   |            | R                                   | R   |

- **TOTAL OFFER TO BE CARRIED OVER TO THE PA32**
- **FAILURE TO TRANSFER TOTAL OFFER FROM PRICING SCHEDULE TO PA32 WILL RESULT TO ELIMINATION**

**IMPORTANT NOTICE: (EQUIPMENT TO BE USED)**

**Window cleaning to be done x1 (once)**

Extended squeegee, extended ladders, scaffolding when necessary and if above 2metres full harness and safety gear, but limited to.

**Deep Cleaning to be done x1 (once)**

Buff machine, wet/dry vacuum cleaners for carpets, extended feather dusters, high pressure spray machines for outside areas, but not limited to.

**SCHEDULE C (PART 1B)**

**PRICING SCHEDULE**

**UNION CASTLE**

- NB:** 1. THIS SECTION MUST BE COMPLETED IN FULL AND IS TO BE SUBMITTED TOGETHER WITH THE BID.  
 2. FAILURE TO COMPLETE THIS SECTION IN FULL WILL RESULT IN DISQUALIFICATION FROM THE BIDDING PROCESS.  
 3. **2 CLEANER** SHOULD BE APPOINTED FOR ATTERBURY HOUSE.

**SALARIES AND WAGES: BIDDER'S OWN PERSONNEL / MONTHLY**

| DESCRIPTION   | LEGISLATIVE RATES                        | QTY      | LEGISLATIVE RATE PER MONTH   | TOTAL BID OFFER (OVER THREE MONTH PERIOD) |
|---|--|----------|--|---|
| <b>EXAMPLE:<br/>CLEANER</b>   | <b>R27.97 PER HOUR</b>                   | <b>1</b> | <b>R27.97 PER HOUR<br/>X 8HOURS<br/>=R223.76 PER DAY<br/>X 5 DAYS<br/>= R1 790.08 X 4.33<br/>MONTHLY RATE =<br/>R 7 751.05</b> | <b>R23 253.10</b>                         |
| <b>Cleaner</b>  | @ R27.97 per hour                        | 2        | R  | R   |
| <b>Annual Bonus (Cleaner)</b>   | 4.33 weeks of monthly salary ÷ 12 months | 2        | R  | R   |
| <b>UIF (Cleaner)</b>  | 1% of basic monthly Salary               | 2        | R  | R   |
| <b>Compensation for Occupational Injuries &amp; Disease Act (C.O.I.D.A) (Cleaner)</b> | 1.6% of total monthly salary/wage        | 2        | R  | R   |
| <b>Skills Development Levy (S.D.L.) (Cleaner)</b>                                     | 1% of monthly Salary/wage                | 2        | R  | R   |
| <b>Provident Fund (Cleaner)</b>   | 5.25% of basic monthly salary/wages      | 2        | R  | R   |
| <b>Annual Leave (Cleaner)</b>   | 4 weeks of monthly salary ÷ 12 months    | 2        | R  | R   |
| <b>Sick Leave (Cleaner)</b>   | 12 days per Annum ÷ 12 months            | 2        | R  | R   |
| <b>Family Responsibility Leave (Cleaner)</b>  | 5 days per annum ÷ 12 months             | 2        | R  | R   |



| DESCRIPTION                          | LEGISLATIVE RATES | QTY | LEGISLATIVE RATE PER MONTH  | TOTAL BID OFFER (OVER THREE MONTH PERIOD) |
|--------------------------------------|-------------------|-----|---|---|
| EXAMPLE:<br>CLEANER                  | R27.97 PER HOUR   | 1   | R27.97 PER HOUR<br>X 8HOURS<br>=R223.76 PER DAY<br>X 5 DAYS<br>= R1 790.08 X 4.33<br>MONTHLY RATE =<br>R 7 751.05 | R23 253.10                                |
| <b>Total Salaries and Allowances</b> | <b>2 Cleaners</b> |     | <b>R</b>  | <b>R</b>                                  |

**IMPORTANT NOTICE  
OVERHEADS AND COST / MONTHLY**

| OPERATIONAL COSTS   | QTY      | COSTS PER MONTH<br>Excl VAT | TOTAL AMOUNT<br>(4 MONTHS)<br>Excl VAT |
|---|----------|-----------------------------|--|
| <i>Transport Costs</i>  |          | R                           | R                                      |
| <i>Cleaning Material</i>  |          | R                           | R                                      |
| <i>Consumables: Toilet Paper<br/>Hand Paper Towel</i>   |          | R                           | R                                      |
| <b>Window Cleaning:</b><br><i>NB: All equipment to be used must be included for internal &amp; external</i> | <b>1</b> | R                           | R                                      |
| <b>Deep Cleaning:</b><br><i>NB: All equipment to be used must be included</i>                               | <b>1</b> | R                           | R                                      |
| <b>Profit</b><br><i>(This amount includes hiring of any cleaning machinery required)</i>                    |          | R                           | R                                      |
| <b>Total Operational Costs</b>  |          | R                           | R                                      |
| <b>VAT 15% (IF VAT VENDOR)</b>  |          | R                           | R                                      |
| <b>Sub Total</b>  |          | R                           | R                                      |
| <b>Total Salaries &amp; Allowances</b>  |          | R                           | R                                      |
| <b>Grand Total: Operational costs<br/>Salaries &amp; Allowances</b>   |          | R                           | R                                      |

- **TOTAL OFFER TO BE CARRIED OVER TO THE PA32**
- **FAILURE TO TRANSFER TOTAL OFFER FROM PRICING SCHEDULE TO PA32 WILL RESULT TO ELIMINATION**

**IMPORTANT NOTICE: (EQUIPMENT TO BE USED)**

**Window cleaning to be done x1 (once)**

Extended squeegee, extended ladders, scaffolding when necessary and if above 2metres full harness and safety gear, but limited to.

**Deep Cleaning to be done x1 (once)**

Buff machine, wet/dry vacuum cleaners for carpets, extended feather dusters, high pressure spray machines for outside areas, but not limited to.

**SCHEDULE C (PART 2)**

**FINAL SUMMARY PAGE**

- NB:** 1. THE TOTAL BID PRICE FOR THIS SERVICE MUST INCLUDE ALL LABOUR AND MATERIAL REQUIRED FOR THE PROPER EXECUTION OF THE WORK AND SHALL BE CARRIED OVER TO THE BID FORM WHICH MUST BE RETURNED TOGETHER WITH THIS DOCUMENT
2. THE VALIDITY PERIOD IS **30 CALENDER DAYS** FROM THE CLOSING HOUR AND DATE OF THE BID

| <b>BUILDING</b>  | <b>PAGE NO.</b> | <b>AMOUNT</b> |
|--|-----------------|---------------|
| <b>NORTON ROSE BUILDING</b>  | <b>22-23</b>    | <b>R</b>      |
| <b>UNION CASTLE BUILDING</b>   | <b>24-25</b>    |               |
| <b>TOTAL:</b><br>(To be carried forward to the Invitation to Bid Form PA-32) |                 | <b>R</b>      |