# SASSA:16-26-CS-WC

# INVITATION COVER

**SASSA:16-26-CS-WC: TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES TO THE SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) WESTERN CAPE REGION FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

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

South African Social Security Agency: Western Cape Region
11 Adderley Street
5th Floor
Cape Town 8000

PUBLICATION DATE: 20 November 2026

CLOSING DATE: 14 December 2026

CLOSING TIME: 11H00

**COMPULSORY BRIEFING SESSION**

| BRIEFING DATE | BRIEFING VENUE | BRIEFING TIME |
|---|---|---|
| **30 November 2026** | **11 Adderley Street, 7th Floor, CAPETOWN 8000** | **10H00** |
| **02 December 2026** | **Mosselbay Thusong Centre, 101 Marsh Street, Mosselbay** | **10H00** |

TECHNICAL ENQUIRIES: Leonie Lester
EMAIL ADDRESS: LeonieL@sassa.gov.za

SUPPLY CHAIN MANAGEMENT ENQUIRIES CAN BE DIRECTED TO:

CONTACT PERSON: Nandipha Mlonyeni
EMAIL ADDRESS: WCBids@sassa.gov.za

# PART A
# INVITATION TO BID

| YOU ARE HEREBY INVITED TO BID FOR THE REQUIREMENTS OF THE *(NAME OF DEPARTMENT/ PUBLIC ENTITY)* | | | | | |
|---|---|---|---|---|---|
| BID NUMBER: | SASSA: 16-26-CS-WC | CLOSING DATE: | 14 DECEMBER 2026 | CLOSING TIME: | 11h00 |
| DESCRIPTION | TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES TO THE SOUTH AFRICA SOCIAL SECURITY AGENCY (SASSA) WESTERN CAPE REGION FOR A PERIOD OF THIRTY–SIX (36) MONTHS | | | | |

**BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)***

**South African Social Security Agency: Western Cape Region**

**5th Floor**

**11 Adderley Street**

**Cape Town 8000**

| BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO | | TECHNICAL ENQUIRIES MAY BE DIRECTED TO: | |
|---|---|---|---|
| CONTACT PERSON | **Nandipha Mlonyeni** | CONTACT PERSON | **Leonie Lester** |
| TELEPHONE NUMBER | **Not Applicsble** | TELEPHONE NUMBER | **Not Applicable** |
| FACSIMILE NUMBER | **Not Applicable** | FACSIMILE NUMBER | **Not Applicable** |
| E-MAIL ADDRESS | **WCBids@sassa.gov.za** | E-MAIL ADDRESS | **Leoniel@sassa.gov.za** |

**SUPPLIER INFORMATION**

| | | | | | |
|---|---|---|---|---|---|
| NAME OF BIDDER | | | | | |
| POSTAL ADDRESS | | | | | |
| STREET ADDRESS | | | | | |
| TELEPHONE NUMBER | CODE | | NUMBER | | |
| CELLPHONE NUMBER | | | | | |
| FACSIMILE NUMBER | CODE | | NUMBER | | |
| E-MAIL ADDRESS | | | | | |
| VAT REGISTRATION NUMBER | | | | | |
| SUPPLIER COMPLIANCE STATUS | TAX COMPLIANCE SYSTEM PIN: | | OR | CENTRAL SUPPLIER DATABASE No: | MAAA |
| ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED? | ☐Yes ☐No [IF YES ENCLOSE PROOF] | | ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED? | ☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW] | |

**QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS**

| | |
|---|---|
| IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? | ☐ YES ☐ NO |
| DOES THE ENTITY HAVE A BRANCH IN THE RSA? | ☐ YES ☐ NO |
| DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? | ☐ YES ☐ NO |
| DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? | ☐ YES ☐ NO |
| IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? | ☐ YES ☐ NO |

**IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.**

# PART B
# TERMS AND CONDITIONS FOR BIDDING

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

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

SIGNATURE OF BIDDER: .....

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

DATE: .....

sassa

# SBD 3.1

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

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

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

| | |
|---|---|
| Name of bidder..... | Bid number: SASSA: 16-26-CS-WC |
| Closing Time: 11h00 | Closing Date: 14 December 2026 |

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

| ITEM NO: | QUANTITY | DESCRIPTION | BID PRICE IN RSA CURRENCY (All Applicable Taxes included) |
|---|---|---|---|
| 1. | | | |

- Required by: .....
- At: .....
  .....
- Brand and model .....
- Country of origin .....
- Does the offer comply with the specification(s)? *YES/NO
- If not to specification, indicate deviation(s) .....
- Period required for delivery .....
  *Delivery: Firm/Not Firm
- Delivery basis .....

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

** **"all applicable taxes"** includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

* **Delete if not applicable**

## BIDDER'S DISCLOSURE

## 1. PURPOSE OF THE FORM

1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

1.2 If a person is listed in the Register for Tender Defaulters and/or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

## 2. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**

2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

| Full Name | Identity Number | Name of organ of state |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

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

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

2.3.1 If so, furnish particulars:

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

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

2.4.1 If so, indicate all companies registered in the CSD in the table below:

| **Supplier registration number (MAAA)** | **Status (active/inactive/deleted)** |
|---|---|
| | |
| | |
| | |
| | |
| | |

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

## 3 GENERAL DECLARATION

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

3.1 I have read and I understand the contents of this disclosure.

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found to be false.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

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

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

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

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

| | |
|---|---|
| ..... | ..... |
| Signature | Date |
| ..... | ..... |
| Designation | Name of bidder |

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

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

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

---

## 1. GENERAL CONDITIONS

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

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

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

(*delete whichever is not applicable for this tender*).

a) The applicable preference point system for this tender is the 90/10 preference point system.

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

c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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

(a) Price; and

(b) Specific Goals.

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

The maximum points for this tender are allocated as follows:

| | POINTS |
|---|---|
| **PRICE** | 90 |
| **SPECIFIC GOALS** | 10 |
| **Total points for Price and SPECIFIC GOALS** | **100** |

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2. DEFINITIONS

(a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

*(c)* **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

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

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

**80/20** **or** **90/10**

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right) \text{ or } \quad Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

### 3.2.1. POINTS AWARDED FOR PRICE

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

**80/20** **or** **90/10**

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

## 4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

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

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

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

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

| The specific goals allocated points in terms of this tender | Number of points allocated (90/10 system) (To be completed by the organ of state) | Number of points allocated (80/20 system) (To be completed by the organ of state) | Number of points claimed (90/10 system) (To be completed by the tenderer) | Number of points claimed (80/20 system) (To be completed by the tenderer) |
|---|---|---|---|---|
| B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership | 10 | 20 | | |
| B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership | 9 | 18 | | |
| B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership | 8 | 16 | | |
| B-BBEE Status Level 1 - 2 contributor | 7 | 14 | | |
| B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership | 5 | 12 | | |
| B-BBEE Status Level 3 - 4 contributor | 3 | 8 | | |
| B-BBEE Status Level 5 - 8 contributor | 2 | 4 | | |
| OTHERS | 0 | 0 | | |
| Note: In the event of a bidder claiming more than one specific goal category, the Agency will allocate points based on specific goal with the highest points. The highest points will be confirmed with the BBBEE Certificate/Sworn Affidavit submitted by bidder/CIPC etc. | | | | |

## DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

☐ Partnership/Joint Venture / Consortium

- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

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

i) The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

.....

**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

.....

.....

20 YEARS OF SASSA ANNIVERSARY 2006-2026
Restoring dignity and transforming lives

sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

**TERMS OF REFERENCE:**

# APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES TO THE SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) WESTERN CAPE REGION FOR A PERIOD OF THIRTY-SIX (36) MONTHS



South African Social Security Agency
Regional Office

SASSA • 11 Adderley Street, 5th Floor, Cape Town, 8001
Cape Town • Private Bag X9189 • Cape Town, 8000
Tel: +27 21 469 0200• Fax: +27 21 469 0260
www.sassa.gov.za

**TABLE OF CONTENTS**

**Section**


| | | Page |
|---|---|---|
| 1. | Acronyms | 3 |
| 2. | Glossary of Terms | 4 |
| 3. | Introduction | 5 |
| 4. | Duration | 5 |
| 5. | Scope of work on cleaning and hygiene services | 5 - 6 |
| 6. | Bidding Conditions | 6 |
| 6.8 | Public Liability | 7 |
| 6.9 | Legislative Requirements | 7 |
| 7. | Bid Evaluation | 7 |
| | Stage one: Phase 01: Mandatory Requirement | 7 - 8 |
| | Stage one: Phase 02: Administrative Compliance | 8 |
| | Stage one: Phase 03: Technical Proposal (Functionality) | 9 - 10 |
| | Stage two: Phase 01: Price and specific goals points | 10 |
| 8. | Submission of Bids | 11 - 12 |
| 9. | Bid Award and Contracting | 12 |
| 10. | Contact Details | 12 |

## 1. ACRONYMS

| Acronym | Description |
|---|---|
| **RO** | Regional Office |
| **LO** | Local Office |
| **SASSA** | South African Social Security Agency |
| **SBD** | Standard Bidding Document |
| **SCM** | Supply Chain Management |
| **SA** | Services Agreement (Contract) |
| **HVAC** | Heating, Ventilation and Air Conditioning |
| **OHS** | Occupational Health and Safety |
| **BBBEE** | Broad Based Black Economic Empowerment |
| **CSD** | Central Supplier Database |
| **COIDA** | Compensation for Occupational Injuries and Diseases Act |
| **CV** | Curriculum Vitae |
| **CIPC** | Companies and Intellectual Property Commission |
| **EME** | Exempted Micro Enterprise |
| **$M^2$** | Square Meters |
| **NCCA** | National Contract Cleaners Association |
| **SABS** | South African Bureau of Standards |
| **SANAS** | South African National Accreditation System |
| **TOR** | Terms of Reference |
| **UIF** | Unemployment Insurance Fund |
| **QSE** | Qualifying Small Enterprise |

## 2. GLOSSARY OF TERMS (Add definition for fixed sites and service points)

| Terms | Definitions |
|---|---|
| **Bid** | Means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services or goods |
| **Bidders** | Means any enterprise, consortium or person, partnership, company, close corporation, firm or any other form of enterprise or person, legal or natural, which has been invited by SASSA to submit a bid in response to this bid invitation |
| **Disability** | Means, in respect of a person, a permanent impairment of a physical, intellectual, or sensory function, which results in restricted, or lack of, ability to perform an activity in the manner, or within the range, considered normal for a human being |
| **Service Provider** | In this document reference to Service Provider also means Bidder and vice versa |
| **Fixed Sites** | Refers to SASSA's permanent, established offices from which the Agency conducts its administrative functions and provides ongoing social assistance services to clients. These include the Regional Office, District Offices, Local Offices, Thusong Centres and Service Offices. |
| **Services Points** | Refers to designated locations where SASSA provides social assistance services to communities on scheduled days. These locations may include community halls, libraries, recreation centres or other approved community facilities. |
| **Response Template** | Templates provided by SASSA to all Bidders to complete (e.g. Annexures and SBD forms) |
| **Office Space** | Office Park building/office complex and multiple office buildings |
| **Stripping** | The process of completely removing an existing protective coating, like wax or sealant, from a surface, usually a floor, using a harsh chemical solution to expose the bare surface underneath, allowing for a fresh layer of finish to be applied |
| **Deep Cleaning** | Deep cleaning is the process of thoroughly cleaning a space, removing dirt, mold, grime, and bacteria |

## 3. INTRODUCTION AND BACKGROUND

3.1. SASSA is an Agency of the National Department of Social Development (NDSD), mandated by the Social Assistance Act 13 of 2004 to administer, manage, and for the disbursement of social assistance grants.

3.2. The SASSA Western Cape Region is currently structured as follows:

3.2.1. **Fixed Sites:** Permanent, established SASSA offices from which administrative functions and ongoing social assistance services are delivered, including:

3.2.1.1. Regional Office;

3.2.1.2. District Offices;

3.2.1.3. Local Offices;

3.2.1.4. Thusong Centres; and

3.2.1.5. Service Offices.

3.2.2 **Service Points**: Designated community-based locations where SASSA provides social assistance services on scheduled days. These may include community halls, libraries, recreation centres or other approved facilities.

3.3. According to Section 8 (1) of the Occupational Health and Safety Act No. 85 of 1993 (as amended), SASSA is required to provide as far as reasonably practicable, a working environment that is safe and without risk to the health of its employees.

3.4. The Agency seeks to appoint a service provider for the provision of cleaning and hygiene services for a period of thirty-six (36) months at SASSA Western Cape.

## 4. DURATION

The required service provider will be appointed for a period of thirty-six (36) months at SASSA Western Cape.

## 5. SCOPE OF WORK

5.1. The successful bidder must provide cleaning and hygiene services in all SASSA Western Cape Office as per **Annexure A: SASSA Fixed Sites** and

SASSA Service Points as per **Annexure B: SASSA Service Points**. These services must be provided in-line with **Annexure C Section One: Office Cleaning and Hygiene Service Activities and Required Consumables**

5.2. The successful bidder must provide quarterly deep cleaning services at all SASSA Western Cape as per **Annexure A: SASSA Fixed Sites**. Deep Cleaning services must be provided in-line with **Annexure C Section Two: Quarterly Deep Cleaning (Weekends Only)**

5.3. The bidder must appoint one area manager per district to oversee the cleaning and hygiene services namely:

5.3.1. District 1: Metropole (Regional Office, Metro 1 and Metro 2)

5.3.2. District 2: Eden Karoo

5.3.3. District 3: West Coast, and

5.3.4. District 4: Boland Overberg

5.4. The successful bidder must have representation during key engagements which include, quarterly contract management meetings, Regional OHS and District management meetings.

5.5. The successful bidder must install, maintain, collect and dispose of sanitary (she bins) bins, nappy bins and hazardous waste bins as per **Annexure C Section Three: Cleaning and Hygiene Services: Sanitary Equipment and Consumables.** The successful bidder must provide the necessary proof or certification to confirm incineration.

5.6. The successful bidder must ensure that functional cleaning and hygiene equipment is at each fixed site as per **Annexure C Section Four: Cleaning and Hygiene Services Equipment**

5.7. SASSA reserves the right to source quotations from other service providers for services outside the specified scope of work.

## 6. BIDDING CONDITIONS

6.1 Bidders must submit their bids on or before the stipulated closing date, place and time. Late bids will not be considered.

6.2 The bid received is subject to the GCC (General Conditions of Contract) which can be found on the National Treasury Website: www.treasury.gov.za and any other specific conditions of contract as stated by the agency.

6.3 Bid proposals submitted must be bound or in a lever arch file. Each page must be numbered.

6.4 To ensure a bid will be regarded as responsive, it is imperative to comply with all mandatory requirements.

6.5 Each bid, once submitted, constitutes a binding and irrevocable offer to provide the services on the terms set out in the bid, which offer cannot be amended after its date of submission.

6.6 SASSA may at any time during the selection process, request any Bidder to supply further information and documentation.

6.7 In accordance with Section 8, (2) of the Public Administration Management Act No 11 of 2014, an employee of the state may not conduct business with the state or be a director of a public or private company conducting business with the State.

6.8 **Public Liability**

6.8.1 The bidder must submit Public Liability Insurance from a registered insurance company or letter of intent, prior to the award of the bid.

6.8.2 The cover must be a minimum value of R 2 million for the duration of services.

6.9 **Legislative Requirements**

Bidders are to comply with, inter alia the following legislation:

6.9.1 Compensation Fund, as per Compensation for Occupational Injuries and Diseases Act No.103 of 1993.

6.9.2 Conditions as contained in the Occupational Health and Safety Act No. 85 of 1993.

6.9.3 Unemployment Insurance Fund as per the Unemployment Insurance Contributions Act No. 4 of 2002.

6.9.4 National Environmental Management, Waste Act No. 59 of 2008 and any Environmental Bi –Laws, (Waste Generation, Transportation and Incineration).

6.9.5 All certified documents must not be older than 3 months as at date of bid closure.

## 7. BID EVALUATION

## 7.1 STAGE ONE: BID EVALUATION STAGE (MANDATORY, ADMINISTRATIVE AND FUNCTIONALITY)

### 7.1.1 PHASE ONE: MANDATORY REQUIREMENTS BIDDERS MUST SUBMIT MANDATORY REQUIREMENTS INLINE WITH ANNEXURE D: MANDATORY REQUIREMENTS CHECKLIST

| |
|---|
| Bidders **MUST** attend at **least one** Mandatory briefing session and sign the attendance register. The briefing session will commence at 10h00. **NO BIDDERS WILL BE ALLOWED TO ENTER THE BRIEFING VENUE AFTER 10H00 AS THE DOORS WILL BE CLOSED.** The compulsory briefing session provides bidders with an opportunity to clarify aspects of the terms of reference as set out in this document. |
| Bidders **MUST** submit a completed Annexure **E, comprising of 4 sheets** (Pricing schedule for fixed sites: Offices and Area Manager, and Service Points) per item. |
| Bidders **MUST** submit CV's of the following key personnel highlighting their years of experience in the cleaning and hygiene services namely:<br>a. Area Manager Metros (Regional Office, Metro 1 and Metro 2).<br>b. Area Manager Eden Karoo<br>c. Area Manager West Coast.<br>d. Area Manager Boland Overberg |
| Bidders **MUST** submit completed Annexure **F** (References) indicating current and/or past contracts relevant to cleaning and hygiene services required in this bid TOR.<br><br>**NB* Combined years of company experience referenced should be limited to the last 15 years (as from 2011).** |

**NB* Service Providers who fail to comply with the above-mentioned mandatory requirements will be disqualified and not proceed to Phase Two of the evaluation.**

### 7.1.2 PHASE TWO: ADMINISTRATIVE COMPLIANCE

Bidders must submit the following documents:

| **Administrative Requirement (Returnable Documents)** |
|---|
| • Completed and signed SBD 1 **(Invitation to bid) CSD No and Tax Pin to be inserted** |
| • Completed SBD 3.1 **(Pricing Schedule – Firm prices)** |
| • Completed and signed SBD 4 **(Declaration of Interest)** |
| • Completed and signed SBD 6.1 **(Preference points claim form i.t.o. the preferential procurement regulations 2022)** |

**Note: The above-listed Administrative Document Requirements are compulsory and are to be submitted as part of the bid proposal when responding to this bid.**

### 7.1.3 PHASE THREE: TECHNICAL EVALUATION (FUNCTIONALITY)

The following table will demonstrate the criteria to be used for allocation of points for functionality as outlined below.

<table>
<tr><th>FUNCTIONAL EVALUATION CRITERIA – COMPANY EXPERIENCE<br>RATING: 1 = Poor; 2 = Fair; 3 = Good; 4 = Very Good; 5 = Excellent</th><th>WEIGHT</th></tr>
<tr><td>Company Experience: Years of Experience<br><br>Combined years of experience as stated in Annexure F, in the provision of cleaning and hygiene services will be evaluated.<br><br>Number of years of experience shall be allocated as follows:<br><br>
<table>
<tr><th>Years of experience</th><th>Rating</th><th>Score</th></tr>
<tr><td>Up to 2 years of experience</td><td>1</td><td>6 points</td></tr>
<tr><td>More than 2 and up to 5 years of experience</td><td>2</td><td>12 points</td></tr>
<tr><td>More than 5 and up to 8 years of experience</td><td>3</td><td>18 points</td></tr>
<tr><td>More than 8 and up to 10 years of experience</td><td>4</td><td>24 points</td></tr>
<tr><td>More than 10 years of experience</td><td>5</td><td>30 points</td></tr>
</table>
</td><td>30</td></tr>
<tr><td>Company Experience:<br><br>Bidders must complete Annexure F with all required information of current and/or past contracts. Bidders will be evaluated on their capability to clean size of the building(s) as per bid requirements –<br>Square meters of the bidders' current and/or past contracted sites shall be allocated values as follows:<br><br>
<table>
<tr><th>Size of Project Site/s</th><th>Rating</th><th>Score</th></tr>
<tr><td>2000 - 5000 $m^2$</td><td>1</td><td>4 points</td></tr>
<tr><td>5001 – 10000 $m^2$</td><td>2</td><td>8 points</td></tr>
<tr><td>10001 – 20000 $m^2$</td><td>3</td><td>12 points</td></tr>
<tr><td>20001 - 30000 $m^2$</td><td>4</td><td>16 points</td></tr>
<tr><td>30001 m2 and above</td><td>5</td><td>20 points</td></tr>
</table>
</td><td>20</td></tr>
</table>

| FUNCTIONAL EVALUATION CRITERIA – PERSONNEL PROFILE DETAILS<br>**RATING**: 1 = Poor; 2 = Fair; 3 = Good; 4 = Very Good; 5 = Excellent | **WEIGHT** |
|---|---|
| **Project Plan illustrating the capacity of bidder to execute services required from bid award. (Refer to Annexure C Section One, Two, Three and Four)**<br><br>Project plan must illustrate the following:<br><br>Project and Resource Plan – 10<br>Task and Scheduling Plan – 10<br>Communication Plan – 10<br>Risk Identification and Contingency plan – 10<br>Quality Control Measures and training plan – 10 | **50** |

| | |
|---|---|
| **GRAND TOTAL** | **100** |

**NB: Failure to submit the above document requirements will result in no point scoring being allocated by the evaluation committee.**

Bidders must obtain a minimum of 70 points on technical / functionality evaluation to qualify for further evaluation on Price and Preference points for specific goals.

## 7.2 STAGE TWO – PRICE AND SPECIFIC GOALS

**Price and Specific Goals**

The 90/10 preference points system will apply in the evaluation of bid proposals submitted.

**Price and Specific Goals**

(a)

| **Price and Specific Goals** | **100** |
|---|---|
| **Price** | **90** |
| **Specific Goals** | **10** |

Points awarded for Specific Goals contribution will be evaluated as follows: Specific goals for the tender and points claimed are indicated in the table below.

(Note: Where the 90/10 preference point system is applicable, corresponding points must also be indicated as such.

**Points awarded for Specific Goals contribution will be evaluated as follows:**

| The specific goals allocated points in terms of this tender | Number of points allocated 90/10 system) (To be completed by the Organ of state) |
|---|---|
| B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership | 10 |
| B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership | 9 |
| B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership | 8 |
| B-BBEE Status Level 1 - 2 contributor | 7 |
| B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership | 5 |
| B-BBEE Status Level 3 - 4 contributor | 4 |
| B-BBEE Status Level 5 - 8 contributor | 2 |
| OTHERS | 0 |

| Returnable Document to Claim Points |
|---|
| 1. B-BBEE Certificate |
| 2. Affidavit (EME or QSE) |

(b) Together with the bid, the bidder must submit a valid BBBEE Verification Certificate from a verification agency accredited by the SANAS, or a valid original sworn affidavit signed by the EME or QSE representative and attested by a Commissioner of Oath, or a barcoded certificate. Failure to submit will be interpreted to mean that preference points for specific goals contribution are not claimed. The BBBEE verification certificate and the affidavit must have been issued within 12 months.

## 8. SUBMISSION OF BIDS

Bidders must submit their bids on the stipulated closing date, place, and time. The tender box will be open from Monday to Friday (excluding public holidays), between 07h30- 16h00.

Address where bids must be submitted:

South African Social Security Agency: Western Cape Region

05th Floor

11 Adderley Street

Cape Town 8000

All bids must be submitted on or before the closing date. NB late bids will not be considered

## 9. BID AWARD AND CONTRACT

9.1 The bidder will be expected to enter into a Service Agreement (SA) with the Agency

9.2 The start date of the services will be specified in the appointment letter for a period of 36 months.

9.3 SASSA reserves the right to award the bid in whole, or in part, or not to award the bid at all.

## 10. The contact details below in respect of enquiries will apply:

10.1 **Enquiries:**

All enquiries, questions and requests for clarification that may arise in relation to this TOR must be submitted in writing no later than 3 working days before the closing date and addressed to: **wcbids@sassa.gov.za**.

| Email Address |
| --- |
| WCBids@sassa.gov.za |

**N.B. Any bidder(s) who misrepresents itself in the bidding documents shall be disqualified and blacklisted in terms of relevant/applicable National Treasury Practice Note(s).**

## ANNEXURE A: SASSA Fixed Sites

| DISTRICT | NO | LOCAL OFFICE AREA | SITE | TOWN/ SUBURB | STREET ADRESS | SQUARE METERS OF OFFICES | OPERATING SCHEDULE PER MONTH | SUPERVISOR | CLEANING STAFF |
|---|---|---|---|---|---|---|---|---|---|
| REGIONAL OFFICE | 1 | CAPE TOWN | Regional Office | Cape Town | 11 Adderley Street, 5th Floor | 3500 | 22 | 1 | 3 |
| METRO 1 | 2 | ATHLONE | Local Office | Athlone | Melofin Centre, Klipfontein Road, Athlone | 825 | 22 | 1 | 1 |
| | 3 | WYNBERG | Local Office | Wynberg | 272 Main Road, Wynberg | 685 | 22 | 1 | 1 |
| | 4 | CAPE TOWN | Local Office | Cape Town | Metador Building, C/o Long & Strand Streets, Cape Town | 1218 | 22 | 1 | 2 |
| | 5 | BELLVILLE | Local Office | Bellville | Fintrust Building, C/o Petrusa and Mazzur Streets, Bellville | 1150 | 22 | 1 | 2 |
| | 6 | BELLVILLE | Service Office | Delft | Corner 94 Voorbreg and Akkerdraai Road, Delft | 250 | 22 | 0 | 1 |
| | 7 | KHAYELITSHA | Local Office | Khayelitsha | Khuyasa Library, Walter Sisulu Drive, Khayelitsha | 500 | 22 | 1 | 2 |
| | 8 | GUGULETHU | Local Office | Gugulethu | C/o Bishops Court & Fezeka Streets, Gugulethu | 500 | 22 | 1 | 1 |
| METRO 2 | 9 | GUGULETHU | Service Office | Gugulethu | Beautiful Gate Stock Road Lower Crossroads | 250 | 22 | 1 | 1 |
| | 10 | EERSTE RIVER | Local Office | Eerste River | 42 Main Road, Eersteriver | 665 | 22 | 1 | 1 |
| | 11 | MITCHELLS PLAIN | Local Office | Mitchells Plain | 45 Alpha Street, Wesport Park | 710 | 22 | 1 | 2 |
| WEST COAST | 12 | VREDENBURG | District and Local Office | Vredenburg | 33 Bree Street, Vredenburg | 415 | 22 | 1 | 2 |
| | 13 | | Thusong Centre | Piketberg | Piketberg Youth Centre, Piketberg | 114 | 22 | 0 | 1 |
| | 14 | | Thusong Centre | Malmesbury | Illingelethu Thusong Centre, Malmesbury | 100 | 22 | 0 | 1 |
| | 15 | | Thusong Centre | Atlantis | 1 Nottingham Road, Atlantis | 329 | 22 | 1 | 1 |
| | 16 | VREDENDAL | Local Office | Vredendal | Old BMW Building, 10 Voortrekker Road | 654 | 22 | 1 | 1 |
| BOLAND OVERBERG | 17 | WORCESTER | Local Office | Worcester | 92 Durban Road, Worcester | 1018 | 22 | 1 | 2 |
| | 18 | | Thusong Centre | Robertson | Corner Paddy and Wesley Streets, Robertson | 149 | 22 | 0 | 1 |
| | 19 | | Thusong Centre | Witzenberg | Witzenberg Thusong Centre, 31 Lycester Street, Ceres | 103 | 22 | 0 | 1 |
| | 20 | CALEDON | Local Office | Caledon | Cemetery Street, Caledon | 594 | 22 | 1 | 1 |
| | 21 | | Thusong Centre | Grabouw | Gerald Wright Memorial Hall, Grabouw Thusong Centre | 103 | 22 | 0 | 1 |
| | 22 | | Thusong Centre | Bredasdorp | C/o Long and Ou Meule Streets, Bredasdorp | 146 | 22 | 0 | 1 |
| | 23 | PAARL | District Office | Paarl | Standard Bank Building, Lady Grey Street, Paarl | 350 | 22 | 0 | 1 |
| | | | Local Office | Paarl | Paarl East Mall, 7 New St, Esterville, Paal | 868 | 22 | 1 | 2 |
| | | GEORGE | District Office | George | 42 Rentzburghof, Courtney Street, George | 200 | 22 | 0 | 1 |
| EDEN KAROO | 26 | | Local Office | George | 42 Rentzburghof, Courtney Street, George | 700 | 22 | 1 | 1 |
| | 27 | | Thusong Centre | Mossel Bay | Mossel Bay Thusong Centre | 180 | 22 | 0 | 1 |
| | 28 | | Thusong Centre | Kwanokathula | 1 Xipula Street, Simunye Thusong Centre, Kwanokuthula, Plettenberg Bay | 235 | 22 | 0 | 1 |
| | 29 | | Thusong Centre | Thembalethu | 7053 Jeriko St, Thembalethu, George | 214 | 22 | 0 | 1 |
| | 30 | BEAUFORT WEST | Local Office | Beaufort West | 10 Garcia Street, Beaufort West | 517 | 22 | 1 | 1 |
| | 32 | | Thusong Centre | Prins Albert | 64 Mark Street, Prince Albert | 114 | 22 | 0 | 1 |
| | 33 | OUDTSHOORN | Thusong Centre | Bongolethu | 3 - 12th Avenue, Bongolethu, Oudtshoorn | 255 | 22 | 1 | 1 |
| | 34 | | Thusong Centre | Kannaland | Kannaland Thusong Centre, Ladismith | 158 | 22 | 0 | 1 |
| | 35 | | Thusong Centre | Riversdale | Oranje Heide Library Building, Van Den Street, Riversdale | 91 | 22 | 0 | 1 |
| TOTALS | | | | | | **17 860** | | **19** | **43** |

# ANNEXURE B: SASSA Service Points

| DISTRICT | NO | LOCAL OFFICE AREA | SITE | TOWN/ SUBURB | ADDRESS | SQUARE METERS PER OFFICE | AVERAGE NUMBER OF STAFF AND BENEFICIARIES PER MONTH | CLEANING STAFF REQUIRED | DAY PER MONTH |
|---|---|---|---|---|---|---|---|---|---|
| METROS | 1 | ATHLONE | Service Point | Heideveld | Cathkin Communicity Centre, Heideveld Road, Heideveld | 200 | 1 204 | 1 | 5 |
| | 2 | | Service Point | Langa | Johnson Ngwevela Hall, Washington Street, Langa | 200 | 1 754 | 1 | 9 |
| | 3 | WYNBERG | Service Point | Retreat | Retreat Civic Centre, C/o Retreat & Toring Road, Retreat | 200 | 1 204 | 1 | 5 |
| | 4 | | Service Point | Fish Hoek | Fish Hoek Civic Centre, 65B Cental Circle | 200 | 704 | 1 | 5 |
| | 5 | | Service Point | Lotus River | Lotus Sport Recreation | 200 | 704 | 1 | 4 |
| | 6 | | Service Point | Hout Bay (Hangberg) | Hout Bay Sports & Recreation Centre, Karbonkel Road, Hangberg, Hout Bay | 200 | 704 | 1 | 5 |
| | 7 | BELLVILLE | Service Point | Bishop Lavis | 1 Vygie Street, Centre of Exellence, Bishop Lavis | 200 | 1 700 | 1 | 22 |
| | 8 | | Service Point | Elsies River | Ican Centre, Halt Road, Elsies River | 200 | 160 | 1 | 4 |
| | 9 | | Service Point | Parow Valley | MC Dick Hall, 76 Joubert Str, Parow | 200 | 160 | 1 | 2 |
| | 10 | | Service Point | Goodwood | Goodwood Library, Church Street, Goodwood | 200 | 160 | 1 | 2 |
| | 11 | | Service Point | Fisantekraal | C/o Dulah Omar & Pieter Mokaba Street, Fisantekraal | 200 | 704 | 1 | 5 |
| | 12 | MITCHELLS PLAIN | Service Point | Tafelsig | Thusong Centre, Kilomanjaro Street, Mitchells Plain | 200 | 1 754 | 1 | 4 |
| | 13 | | Service Point | Woodlands | Woodlands Community Hall, 100 Mitchell Avenue, Woodlands | 200 | 1 754 | 1 | 4 |
| | 14 | | Service Point | Westridge | Westridge Civic Centre, Mitchells Plain | 200 | 1 754 | 1 | 4 |
| | 15 | EERSTE RIVER | Service Point | Strand | Civic Centre, 45 Main Road, Strand | 200 | 2 004 | 1 | 18 |
| | 16 | | Service Point | North Pine | North Pine Community Hall | 200 | 2 004 | 1 | 5 |
| | 17 | | Service Point | Kraaifontein | Civic Centre, Kraaifontein | 200 | 2 004 | 1 | 12 |
| | 18 | CAPE TOWN | Service Point | Du Noon | 93 Waxberry Street, Du Noon | 200 | 2 004 | 1 | 3 |
| | 19 | | Service Point | Joe Slovo | Joe Slovo Sports and Recreation Centre, Freedom Way, Joe Slovo | 200 | 2 004 | 1 | 3 |
| | 20 | | Service Point | Aurora | Community Hall, Hoog Street, Aurora | 200 | 304 | 1 | 1 |
| | 21 | | Service Point | Porterville | Community Hall, Jakaranda Street, Porterville | 200 | 304 | 1 | 2 |
| | 22 | | Service Point | Piketberg | Community Hall, Zebra Street, Piketberg | 200 | 304 | 1 | 2 |
| | 23 | | Service Point | Velddrift | Velddrift Community Hall, C/o Noord Avenue and Albatros Street, Velddrift | 200 | 304 | 1 | 2 |
| | 24 | | Service Point | Riebeeck-West | Riebeeck-Wes Town Hall | 200 | 304 | 1 | 2 |
| | 25 | | Service Point | Riebeek Kasteel | Community Hall, Lelie Street, Riebeeck Kasteel | 200 | 304 | 1 | 2 |

| DISTRICT | NO | LOCAL OFFICE AREA | SITE | TOWN/ SUBURB | ADDRESS | SQUARE METERS PER OFFICE | AVERAGE NUMBER OF STAFF AND BENEFICIARIES PER MONTH | CLEANING STAFF REQUIRED | DAY PER MONTH |
|---|---|---|---|---|---|---|---|---|---|
| WEST COAST | 26 | VREDENBURG | Service Point | Moreesburg | Community Hall, Sentrum Avenue, Rosenhof, Morreesburg | 200 | 304 | 1 | 2 |
| | 27 | | Service Point | Darling | Community Hall, Somerset Street, Darling | 200 | 304 | 1 | 2 |
| | 28 | | Service Point | Eendekuil | Community Hall, Hoof Street, Eendekuil | 200 | 304 | 1 | 1 |
| | 29 | | Service Point | Redelinghuys | Community Hall, Voortrekker Street, Redelinghuys | 200 | 304 | 1 | 1 |
| | 30 | | Service Point | Malmesbury | Malmesbury Satellite Office | 200 | 304 | 1 | 8 |
| | 31 | | Service Point | Saldanha Bay | White City Multi Purpose Centre, 41 Trichardt Road, Saldanha | 200 | 304 | 1 | 3 |
| | 32 | | Service Point | Goedverwacht | Sport Club Hall, Goedverwacht | 200 | 304 | 1 | 2 |
| | 33 | | Service Point | Hopefield | Thusong Centre, Dwars Street, Hopefield | 200 | 304 | 1 | 1 |
| | 34 | | Service Point | Laingville | Laingville | 200 | 304 | 1 | 1 |
| | 35 | | Service Point | Langebaan | Thusong Centre, Antonio Street, Langebaan | 200 | 304 | 1 | 1 |
| | 36 | | Service Point | Piket-Bo-Berg | Genadenberg Church Hallm, Piket-Bo-Berg | 200 | 304 | 1 | 1 |
| | 37 | VREDENDAL | Service Point | Citrusdal | Thusong Centre, Bohemia Street, Citrusdal | 200 | 450 | 0 | 3 |
| | 38 | | Service Point | Clanwilliam | Thusong Centre, 3 Bloekom Avenue, Clanwilliam | 200 | 300 | 0 | 2 |
| | 39 | | Service Point | Lamberts Bay | Community Hall, Ferreira Street, Lamberts Bay | 200 | 100 | 0 | 1 |
| | 40 | | Service Point | Elands Bay | Community Hall, Main Road, Elands Bay | 200 | 100 | 0 | 1 |
| | 41 | | Service Point | Graafwater | Library Hall, 57 Van der Stel Street, Graafwater | 200 | 100 | 0 | 1 |
| | 42 | | Service Point | Wupperthal | Community Hall, Wupperthal | 200 | 50 | 0 | 1 |
| | 43 | | Service Point | Paleisheuwel | Community Hall, Paleisheuwel | 200 | 50 | 0 | 1 |
| | 44 | | Service Point | Algeria | Community Hall, Algeria | 200 | 50 | 0 | 1 |
| | 45 | | Service Point | Klawer | Community Hall, Alpha Street, Klawer | 200 | 150 | 0 | 1 |
| | 46 | | Service Point | Vanrhynsdorp | Thusong Centre, Vanrhynsdorp | 200 | 100 | 0 | 1 |
| | 47 | | Service Point | Lutzville | Community Hall, Uitky Street, Lutzville | 200 | 100 | 0 | 1 |
| | 48 | | Service Point | Ebenhaeser | Community Hall, Ebenhaeser | 200 | 50 | 0 | 1 |
| | 49 | | Service Point | Koekenaap | Community Hall, Koekenaap | 200 | 50 | 0 | 1 |
| | 50 | | Service Point | Doringbay | Community Hall, Doringbay | 200 | 50 | 0 | 1 |
| | 51 | | Service Point | Nuwerus | Cummunity Hall, Nuwerus | 200 | 50 | 0 | 1 |
| | 52 | | Service Point | Bitterfontein | Community Hall, Bitterfontein | 200 | 50 | 0 | 1 |
| | 53 | | Service Point | Kliprand | Community Hall, Kliprand | 200 | 50 | 0 | 1 |

| DISTRICT | NO | LOCAL OFFICE AREA | SITE | TOWN/ SUBURB | ADDRESS | SQUARE METERS PER OFFICE | AVERAGE NUMBER OF STAFF AND BENEFICIARIES PER MONTH | CLEANING STAFF REQUIRED | DAY PER MONTH |
|---|---|---|---|---|---|---|---|---|---|
| | 54 | | Service Point | Putsekloof | Community Hall, Putsekloof | 200 | 50 | 0 | 1 |
| | 55 | | Service Point | Molsvlei | Community Hall, Molsvlei | 200 | 50 | 0 | 1 |
| | 56 | | Service Point | Stofkraal | Community Hall, Stofkraal | 200 | 50 | 0 | 1 |
| | 57 | WORCESTER | Service Point | Ashton | Bernard Community Hall | 200 | 704 | 1 | 4 |
| | 58 | | Service Point | Montagu | Wilhelm Thys Community Hall | 200 | 704 | 1 | 4 |
| | 59 | | Service Point | Tulbagh | Tulbagh Community Hall | 200 | 704 | 1 | 4 |
| | 60 | | Service Point | De Doorns | Hexvalley Community Hall | 200 | 704 | 1 | 8 |
| | 61 | | Service Point | McGregor | McGregor Community Hall | 200 | 704 | 1 | 1 |
| | 62 | | Service Point | Bonnievale | Happy Valley Community Hall | 200 | 704 | 1 | 4 |
| | 63 | | Service Point | Op Die Berg | Nyukubtaba Community Hall | 200 | 704 | 1 | 4 |
| | 64 | | Service Point | Wolseley, Pine Valley | Pine Valley Community Hall | 200 | 704 | 1 | 4 |
| | 65 | | Service Point | Touwsrivier | Community Hall, Dwarfs Street, Touwsrivier | 200 | 704 | 1 | 4 |
| | 66 | CALEDON | Service Point | Napier | Napier | 200 | 704 | 1 | 1 |
| | 67 | | Service Point | Struisbaai | Struisbaai | 200 | 704 | 1 | 1 |
| | 68 | | Service Point | Arniston | Arniston | 200 | 704 | 1 | 1 |
| | 69 | | Service Point | Barrydale | Barrydale | 200 | 704 | 1 | 1 |
| | 70 | | Service Point | Buffelsjagrivier | Buffelsjagrivier | 200 | 704 | 1 | 1 |
| | 71 | | Service Point | Swellendam | Swellendam | 200 | 704 | 1 | 3 |
| | 72 | | Service Point | Riviersonderend | Riviersonderend | 200 | 704 | 1 | 1 |
| BOLAND | 73 | | Service Point | Suurbrak | Suurbrak | 200 | 704 | 1 | 1 |
| | 74 | | Service Point | Hawston | Hawston Thusong Centre, Hawston | 200 | 704 | 1 | 1 |
| | 75 | | Service Point | Kleinmond | Proteadorp Hall, Kleinmond | 200 | 704 | 1 | 1 |
| | 76 | | Service Point | Gansbaai | Blompark Hall, Gansbaai | 200 | 704 | 1 | 2 |
| | 77 | | Service Point | Hermanus | Moffat Hall, Hermanus | 200 | 704 | 1 | 4 |
| | 78 | | Service Point | Stanford | Community Hall, Stanford | 200 | 704 | 1 | 1 |
| | 79 | | Service Point | Villiersdorp | Villiersdorp | 200 | 704 | 1 | 2 |
| | 80 | | Service Point | Botriver | Botriver | 200 | 704 | 1 | 1 |
| | 81 | PAARL | Service Point | Wellington | Breedt Hall, 36 Parl Street, Wellington | 200 | 704 | 1 | 9 |
| | 82 | | Service Point | Saron | Saron Community Hall, Saron | 200 | 704 | 1 | 4 |
| | 83 | | Service Point | Gouda | Gouda Community Hall, Malva Street, Gouda | 200 | 704 | 1 | 2 |
| | 84 | | Service Point | Klapmuts | Klapmuts Multi-purpose Centre, Merchant Street, Klapmuts | 500 | 430 | 0 | 4 |
| | 85 | | Service Point | Kylemore | Kylemore Community Hall, 50 Skool Street, Kylemore | 300 | 1 090 | 0 | 8 |

| DISTRICT | NO | LOCAL OFFICE AREA | SITE | TOWN/ SUBURB | ADDRESS | SQUARE METERS PER OFFICE | AVERAGE NUMBER OF STAFF AND BENEFICIARIES PER MONTH | CLEANING STAFF REQUIRED | DAY PER MONTH |
|---|---|---|---|---|---|---|---|---|---|
| | 86 | | Service Point | Franschhoek | Franschhoek Community Hall, 29 Stiebeuel Street, Groendal, Franschhoek | 500 | 470 | 0 | 4 |
| | 87 | | Service Point | Mbekweni | Mbekweni Community Hall, 43 Mphakalasi Street, Mbekweni | 500 | 230 | 2 | 2 |
| EDEN KAROO | 88 | BEAUFORT WEST | Service Point | Merweville | Merweville | 200 | 704 | 1 | 1 |
| | 89 | | Service Point | Nelspoort | Nelspoort Advice Office | 200 | 704 | 1 | 1 |
| | 90 | | Service Point | Klaarstroom | Klaaarstroom Comm Hall | 200 | 704 | 1 | 1 |
| | 91 | | Service Point | Laingsberg | Laingsberg Thusong Centre | 200 | 704 | 1 | 3 |
| | 92 | | Service Point | Murraysburg | Murraysburg | 200 | 704 | 1 | 3 |
| | 93 | | Service Point | Matjiesfontein | Matjiesfontein Community Hall | 200 | 704 | 1 | 1 |
| | 94 | | Service Point | Vleiland | Vleiland Sports Hall | 200 | 704 | 1 | 1 |
| | 95 | | Service Point | Leeu Gamka | Leeu Gamka | 200 | 704 | 1 | 2 |
| | 96 | | Service Point | Beaufort West | 1 Ngesi Avenue, KwaMandlenkosi, Beaufort West 6970 | 200 | 704 | 1 | 4 |
| | 97 | GEORGE | Service Point | Sedgefield | Sedgefield, Police Station | 200 | 704 | 1 | 4 |
| | 98 | | Service Point | Hornlee | Hornlee | 200 | 704 | 1 | 4 |
| | 99 | | Service Point | Khayalethu | Khayalethu | 200 | 704 | 1 | 4 |
| | 100 | | Service Point | Rheedendal, Municipal Hall | Rheedendal, Municipal Hall | 200 | 704 | 1 | 4 |
| | 101 | | Service Point | Karatara | Karatara | 200 | 704 | 1 | 1 |
| | 102 | | Service Point | Witterdrift | Witterdrift, Community Hall | 200 | 704 | 1 | 2 |
| | 103 | | Service Point | Kranshoek | Kranshoek Community Hall | 200 | 704 | 1 | 2 |
| | 104 | | Service Point | The Crags | The Crags, Municipal Hall | 200 | 704 | 1 | 2 |
| | 105 | | Service Point | Groot Brak Rivier Munipal Hall | Groot Brak Rivier Munipal Hall | 200 | 704 | 1 | 4 |
| | 106 | | Service Point | Heidelberg | Heidelberg Community Hall | 200 | 704 | 1 | 4 |
| | 107 | | Service Point | Gouritzmond | Gouritzmond | 200 | 704 | 1 | 1 |
| | 108 | | Service Point | Albertinia | Albertinia | 200 | 704 | 1 | 3 |
| | 109 | | Service Point | Melkhoutfontein | Melkhoutfontein | 200 | 704 | 1 | 2 |
| | 110 | | Service Point | Waboomskraal | Waboomskraal | 200 | 704 | 1 | 1 |
| | 111 | | Service Point | Touwsranteen | Touwsranteen | 200 | 704 | 1 | 4 |
| | 112 | | Service Point | De Rust | De Rust Community Hall | 200 | 704 | 1 | 3 |
| | 113 | | Service Point | Dysselsdorp | Dysselsdorp Community Hall | 200 | 704 | 1 | 4 |
| | 114 | | Service Point | Uniondale | Uniondale Community Hall | 200 | 704 | 1 | 4 |
| | 115 | | Service Point | Haarlem | Haarlem Community Hall | 200 | 704 | 1 | 4 |
| | 116 | | Service Point | Calitzdorp | Calitzdorp Community Hall | 200 | 704 | 1 | 4 |
| | 117 | | Service Point | Zoar | Sports Centre | 200 | 704 | 1 | 4 |
| | | | | | | **24 400** | **73 956** | **95** | **352** |

| CONTRACT VALUE | | | |
|---|---|---|---|
| **ANNEXURES** | **MONTHLY COST** | **ANNUAL COST** | **36 MONTHS** |
| | | | |
| Fixed Sites | R0,00 | R - | R - |
| Service Points | R0,00 | R - | R - |
| **TOTAL** | **R0,00** | **R -** | **R -** |



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

# OFFICE CLEANING AND SANITATION SPECIFICATIONS FOR SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) WESTERN CAPE

## Annexure C: Section 1

## Office Cleaning and Hygiene Service Activities and Required Consumables

## SECTION 1 – CLEANING AND HYGIENE SERVICE ACTIVITIES, EQUIPMENT AND REQUIRED CONSUMABLES

This section sets out the minimum cleaning and hygiene service activities, required equipment, consumables and service frequencies applicable to SASSA Western Cape offices. The service provider must ensure that all cleaning activities are performed consistently, safely and in accordance with the specifications below.

### EQUIPMENT REQUIRED

- Industrial Heavy duty carpet cleaner (wet and dry) for deep cleaning;
- Industrial vacuum cleaners (low noise). NB: The number of vacuum cleaners allocated must be sufficient to enable cleaners to vacuum in **line with the cleaning activities outlined below. THERE MUST BE NO SHORTAGE OF VACUUM CLEANERS and they must be functional at all times;**
- Buffing machine (as per office requirements);
- Mops (flat and spaghetti mops);
- Mop trolleys; and
- All other necessary equipment.

**Every cleaner must have the following:**

- Broom;
- Mops (flat and spaghetti mops), with separate mops clearly identified for kitchen and toilets;
- Mop trolley;
- Scrubbing brushes;
- Buckets;
- Steel wool;
- Industrial vacuum cleaner;
- Furniture polish;
- Multipurpose cleaner;
- Toilet cleaner;

- Disinfectant soap;
- Dusters;
- Scourers;
- Step ladders (5 steps);
- All other necessary cleaning material & equipment; and
- Every cleaner must be clothed in full uniform, depicting the name of the company.

## Scope of Work (Cleaning Activities)

| Service Specifications | Standard Method | Frequency |
|---|---|---|
| Basins | Wet wipe with hard surface cleaner | Daily |
| | Remove mineral deposits | Monthly |
| | Fill liquid soap holders | Daily |
| Blinds | Vertical – remove dust | Weekly |
| | Horizontal- damp wipe | Weekly |
| Chairs & couches | Cloth - Vacuum | Daily |
| | - Spot clean | As necessary |
| | - Shampoo | Deep cleaning (Quarterly) |
| | Vinyl and leather – dust | Daily |
| | - Damp wipe | Daily |
| Doors | Remove fingermarks on glass and push plates with a degreasing agent and equipment that will not scratch the surface | Daily |
| | Remove dirty spots on wooden and metal doors | Daily |
| | Polish doorknobs with an approved metal polish | Daily |

| Service Specifications | Standard Method | Frequency |
|---|---|---|
| | Dust or damp wipe | Daily |
| | Damp wipe door handles | Weekly |
| Elevators | Dust, damp wipe with disinfectant of the hand rails, floors and glass | Daily – where applicable |
| Elevated cleaning | Ensure that all areas, up to three (3) meters in height is regularly inspected and cleaned | Weekly |
| Escalators | Wipe control panels | Daily – where applicable |
| | Specialised cleaning of the steps to clean stains, spillages and grime build-up. Equipment and chemicals to be approved by mechanical department | |
| Entrance (walk–off mats) | Remove litter | Twice Daily |
| | Sweep | Twice Daily |
| | Vacuum | Twice Daily |
| | Maintains as per manufacturer's instruction | |
| Fire Escapes | Tread – sweep, mop and remove litter | Daily |
| | Handrails – damp wipe with disinfectant | Daily |
| Floors resilient (vinyl, PVC, linoleum, sealed wood, laminated etc.) | No bubble-gum, stickers, stains, oil marks, spillages, dust, litter, water/streak marks to be present at any time | Daily |
| High traffic (Tiles) | Remove dust with mop- or disposable cloth sweeper | Continuous |
| | Damp mop for soilage | Continuous |
| | Spray clean or burnish using a mechanised system | Daily |

| Service Specifications | Standard Method | Frequency |
|---|---|---|
| | Light scrub and apply maintenance coat | As necessary |
| | Strip clean and reseal: Strip and seal exercise: To detail clean floors by chemical stripper using a SABS approved sealant | Deep cleaning (Quarterly) |
| | Buff floors during off-peak periods to maintain sealed floors | Weekly |
| Low traffic (Tiles) | Remove dust with mop or disposable cloth sweeper | Daily |
| | Damp mop for soilage | As necessary |
| | Spray clean or burnish using mechanised system | Monthly |
| | Light scrub and apply maintenance coat | As necessary |
| | Strip clean and reseal: Strip and seal exercise: To detail clean floors by chemical stripper using a SABS approved sealant | As necessary |
| | Buff floors during off-peak periods to maintain sealed floors | Deep cleaning (Quarterly) |
| Floors- Hard (ceramic, marble, granite, brick, concrete, etc.) | Remove bubble-gum, stains, oil marks, spillages | Daily |
| | Dust, litter, water/streak marks must not be present at any time | |
| High traffic (Floors rugs & carpeting Carpet) | Vacuum carpets thoroughly | Daily |
| | Clean/remove soilage or spills | Immediately |
| Low traffic (Floors rugs & carpeting Carpet) | Vacuum carpets | Twice per week |
| | Clean/Remove for soilage or spills | Immediately |
| Laminated floors | Sweep and use laminated floor cleaner and mop | Daily |
| Furniture, desk, counters, noticeboards, fixtures and fittings | Natural unsealed wood – dust, polish and damp wipe | Daily |
| | Sealed wood – polish | Daily |
| | Scaled wood /glass/Formica | Daily |

| Service Specifications | Standard Method | Frequency |
|---|---|---|
| | - Dust or damp wipe | Daily |
| | - Polish | Weekly |
| Kitchens | All containers, crockery and cutlery, washed, dried and stored | As necessary |
| | Floors swept and washed with antiseptic | Daily |
| | Cleaning substance | |
| | Work surfaces wiped and dried | |
| | Walls and cupboard doors wiped with damp cloth | Twice weekly |
| | Cupboard storage must be cleaned and disinfected | Monthly |
| Light switches | Damp wipe | Weekly |
| Mirrors | - wet wipe and dry | As necessary |
| | - use glass cleaner | Weekly |
| Ornaments | Dust and damp wipe | Twice weekly |
| Ovens, stoves, fridges and microwaves | Wet wipe hot plates with hard surface cleaner | Daily |
| | Wet wipe and clean inside surfaces of ovens, stoves microwaves and fridges | Daily |
| Partitions | Spot clean | As necessary |
| | Wet wipe washable surface | Monthly |
| | Clean glass with glass cleaner | As necessary |
| Paving | Sweep, remove litter, stains, bubble-gum | Daily |
| | High pressure cleaning | Monthly |
| Pictures or paintwork | Dust frames | Fortnightly |
| | Damp wipe frames and clean glass | Monthly |
| Plugs | Damp wipe | Weekly |
| Power skirt | Dust and damp wipe | Weekly |

| Service Specifications | Standard Method | Frequency |
|---|---|---|
| Public or reception areas | Security and information counters, podiums | Daily |
| | Dust sweep, vacuum, clean windows and remove litter | |
| Entrances (walk-in) | Sweep entrance steps and entrance | Daily |
| | Clean doormats and walls | Daily |
| | Wash steps | Daily |
| Railings | Dust and damp wipe | Daily |
| Rubbish bins (dust bins) | Empty and damp wipe with disinfectant every two hours | As indicated |
| | Deep clean weekly or as required | |
| | Replace bin liner weekly | |
| | Rubbish removed from these containers should be placed in other suitable containers or bags and may not be dragged across floors or carpet tiles. | |
| | Office rubbish should be removed neatly in bags and deposited in the rubbish bins provided for this purpose | |
| | Only clear bags are allowed | |
| | Remove stains and disinfect | Weekly or as necessary |
| Shelves, glass displays | Remove items and damp wipe shelves | As necessary |
| Bookcases and interiors of cupboards | Dust, ingrained dirt, streak marks, smears or heavy build up particularly in corner areas | |
| Sinks | Wet wipe | As necessary |
| Skirting | Dust | Twice weekly |
| | Damp wipe | Weekly |
| Stairs | Sweep, dust, mop or vacuum | Daily |
| Taps | Wet wipe with hard surface cleaner (SABS approved) | Continuously |

| Service Specifications | Standard Method | Frequency |
|---|---|---|
| | Remove mineral deposits to prevent from scratching | Monthly |
| | Clean of rust/dirt and build up | |
| Toilets | Ensure usability and replenish consumable (toilet paper) | Daily or as necessary |
| | Remove soilage from bowl and under flush rim with hard surface cleaner and a non-abrasive brush | As necessary |
| | Remove mineral deposits | As necessary |
| | Wet wash seat and lid, cistern etc. | As necessary |
| | Disinfect all components | Continuously |
| | Wet wipe doors and walls | Weekly |
| | Removal of litter from the public toilets | As necessary |
| | Color coded micro fibre cloth to be used for basins | |
| | Tiles and urinals: Marked/colour coded spray bottles to be used | |
| | Deep cleaning of toilets, seats, covers, basins, tiles | Weekly |
| | Windows and doors: Wipe with damp and dry cloth and maintain high gloss | |
| | Provide toilet brushes | Daily |
| Urinals | Wet wipe with hard surface cleaner or disinfectant | As necessary |
| | Wet wipe and dry pipes and flushing mechanisms | Daily |
| | Deep clean with acid-based detergent | Twice monthly |
| | Mop step or floor at urinal with disinfectant | As necessary |
| | Remove mineral deposits from gullies and drains | Weekly |
| | No ammoniac-based products to be utilised | |

| Service Specifications | Standard Method | Frequency |
|---|---|---|
| Walls | Remove all spots, graffiti and fingerprints on walls, painted surfaces and electric switches, etc. | As necessary |
| | Wet wipe and dry washable surfaces | Monthly |
| Waste paper | Remove all wastepaper from containers to identified storage areas on site | As necessary |
| Windows, glass partitions and doors | Cleaning inside faces with glass cleaner or squeegee | As necessary |
| | Wipe with damp and dry cloth and maintain high gloss | |
| | High density areas must receive constant attention | |
| Storerooms | Scrubs the floor | Quarterly |
| | Vacuum and dust all areas | Twice a month & when required |
| | Remove all unwanted papers and other items | Twice a month & when required |
| Foyers | Clean foyers | Daily |
| | Clean indicator boards lift door tracks | Daily |
| Pause area | Maintain and clean floors according to type | Daily |
| | Dust all vertical and horizontal surfaces to a height of 2.5m | Daily |
| | Damp wipe furniture | Daily |
| | Empty and clean receptacles | Twice daily |
| Kitchen (Office Area) | Collect dirty dishes and wash them in the kitchen (no personal dishes, lunch boxes, crockery will be collected) | After tea breaks, lunch breaks before end shift (15H30) |
| Building surroundings | Pick up litter and remove to agreed area | Daily |
| | Sweep | Weekly |
| Boardrooms | Maintain and clean floors | Twice a week |

| Service Specifications | Standard Method | Frequency |
|---|---|---|
| | Dust all boardroom tables and chairs | Twice a week |
| | Collect dirty dishes and wash them in the kitchen | As and when required. |
| Water coolers | Clean and re-fill water coolers | Daily or if applicable |
| Fire Escapes | Sweep / mop and remove litter | Weekly |



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

# OFFICE CLEANING AND SANITATION SPECIFICATIONS FOR SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) WESTERN CAPE

## Annexure C: Section 2

## QUARTERLY DEEP CLEANING (WEEKENDS ONLY)

## SECTION 2 – QUARTERLY DEEP CLEANING (WEEKENDS ONLY)

The quarterly deep cleaning service must be performed to restore hygiene, remove accumulated deposits, sanitise high-contact and sanitary areas, and leave all cleaned areas safe, odour-free, and ready for normal business operations on the next working day.

**Toilets**

- Descale and remove algae, bacteria and uric encrustations from all areas
- Clean and disinfect both internal and external areas
- The service provider must ensure that these units are deep cleaned on a quarterly basis as agreed upon
- The service provider shall attend to emergency deep cleaning at no extra cost to SASSA.

**Urinals**

- Descale and remove algae, bacteria and uric encrustations from all areas
- Remove urinal traps where possible and clean/disinfect and clear away waste around and inside the trap
- Clean and disinfect both internal and external areas
- The service provider to ensure that these units are deep cleaned on a quarterly basis as agreed upon
- The service provider shall attend to emergency deep cleaning at no cost to SASSA.

**Hand Basins, Showers and Sinks**

- Remove all scale deposits and algae from surfaces
- Clean and disinfect both internal and external surfaces of the fitments
- Clear overflows and waste pipes of accumulated waste deposits
- Clear and disinfect all taps, plugs, chains and outlets

- The service provider shall ensure that these units are deep cleaned as agreed upon.

**Floors and Carpets**

- Deep clean toilet, kitchen, pause area and waiting room floors
  - Stripping
  - Clean, wash and machine scrub
- Deep clean carpets, couches and chairs
- Wash interior walls

**NB. Quarterly Deep Cleaning exercises are conducted on weekends. Therefore, will be facilitated in line with the Basic Conditions of Employment Act No. 75 of 1997, amended in 2026. Service provider must ensure that the employees work eight hours on Saturday and eight hours on Sunday and must also ensure compliance to section 10 of the Basic Conditions of Employment Act No. 75 of 1997, amended in 2026.**



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

# OFFICE CLEANING AND SANITATION SPECIFICATIONS FOR SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) WESTERN CAPE

## Annexure C: Section 3

## Cleaning and Hygiene Services: Sanitary Equipment and Consumables

## SECTION 3 – CLEANING AND HYGIENE SERVICES: SANITARY EQUIPMENT AND CONSUMABLES

This section specifies the minimum sanitary equipment, hygiene consumables, servicing requirements, reporting obligations, and response standards required for SASSA Western Cape offices. The service provider must ensure continuous availability, safe operation, compliant disposal, and reliable replenishment of all specified units and consumables throughout the contract period.

- The service provider must ensure that sufficient consumables are stocked at all times and that all equipment remains fully operational.
- The service provider must provide a hygiene programme to SASSA and a schedule for hygiene operations must be pre-determined, unless additional services are required.
- The service provider must provide SASSA with a full-service report.
- All products and consumables must be SABS approved.
- Routine calls will be attended to within 24 hours.
- The service provider must comply with the Occupational Health and Safety Act 85 of 1993 (as amended) and as per Environmental legislation for safe works execution and hazardous waste disposal.
- The service provider must provide proof of incineration of the contents of the sanitary and nappy bins.

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

- 3 (Three) Tier Toilet Paper Holders and Refills (toilet paper to be 2 ply);
- Baby changing Station.

**Toilet Sanitising Dispenser/Unit and Refills: STAFF TOILETS**

- The service provider must supply and install toilet sanitising units and liquid toilet seat dispensers **(not impregnated wipes)** as scheduled to SASSA premises.
- These units must be serviced as and when required.
- After each treatment / service, the service provider will advise SASSA by way of a service report detailing the following:
    - Date of unit service
    - SASSA's rating of service

- Additional services rendered

**Automated Sanitary and Nappy bins**

- The service provider must supply, deliver and replace automated sanitary and nappy bins at regular intervals as scheduled with SASSA.
- After each treatment / service, the service provider will advise SASSA by way of a service report detailing the following:
  - Date of unit service
  - SASSA's rating of service
  - Additional services rendered

**NB: Note that in high traffic areas Sanitary bins are to be changed twice a month and nappy bins to be changed weekly, unless additional services are required.**

**Air Freshener Units**

- The service provider must supply, install and service the air freshener units or odor neutralizers in all SASSA waiting room, boardroom, kitchen, back-office reception and pause areas.
- The service must include replacing batteries and refilling the units with formulated deodorisers.
- At the end of the month, the service provider will advise SASSA by way of a service report detailing the following:
  - Date of unit service
  - SASSA's rating of service
  - Additional services rendered

**Hand Soap Dispenser Units (Foam)**

- The service provider must supply and install hand soap dispenser units as scheduled in SASSA premises.
- The service provider should include replacing batteries and refilling the units with formulated hand lotion foam soap.

**Automated Hand Sensor Hand Towel Dispensers (Toilets and Kitchens)**

- The service provider must supply and install automated hand sensor hand towel dispensers (Toilets and Kitchens).
- The service provider must include replacing batteries and refilling the units with hand towels.

**Automated Hand Sensor Sanitisers (Entrances, Boardrooms, Toilets, Kitchens and Back Offices)**

The service provider must supply and install automated hand sensor sanitisers (Entrances, Boardrooms, Toilets, Kitchens and Back Offices).

- The service provider must include replacing batteries and refilling the units with sanitisers.

**Service Standards / Equipment types** (These units shall be serviced at regular intervals.)

- **NB: The service provider must ensure that these units are serviced and maintained on a regular basis as agreed upon.** The service provider must attend to calls free of charge when requested to attend to dispenser units that have malfunctioned and will replace them at no cost with SASSA.
- After each treatment / service, the service provider must advise SASSA by way of a service report detailing the following:
    - Date of unit service
    - SASSA's rating of service
    - Additional services rendered

**N.B: The service provider must be expected to properly monitor the usage of the above-mentioned and ensure that THERE IS NO SHORTAGE AT ALL TIMES.**



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

# OFFICE CLEANING AND SANITATION SPECIFICATIONS FOR SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) WESTERN CAPE

## Annexure C: Section 4

## Cleaning and Hygiene Services Equipment

## SECTION 4 – CLEANING AND HYGIENE SERVICES CLEANING EQUIPMENT

This section sets out the minimum cleaning and hygiene equipment requirements that the service provider must comply with to ensure effective daily cleaning, quarterly deep-cleaning activities, uninterrupted service delivery, proper equipment control, and compliance with health and safety requirements.

### EQUIPMENT REQUIRED

- The service provider must ensure that every cleaner is equipped with the necessary equipment to perform their daily and quarterly deep cleaning duties.
- The service provider must properly monitor the usage of the equipment and ensure that it is in good condition.
- The service provider must maintain sufficient backup cleaning equipment at each site to ensure uninterrupted cleaning and hygiene services when equipment is being repaired, serviced or replaced.

**Specifications for the Industrial Vacuum Cleaners**

- Industrial Heavy duty carpet cleaner (wet and dry).
- Industrial vacuum cleaners (low noise).
- Wet and dry vacuum cleaner with max power – 2400W.
- Sound level - very low.
- Wet and dry nozzle – 360mm.

**NB: The number of vacuum cleaners allocated must enable cleaners to vacuum in line with the requirements and there should be no shortage of vacuum cleaners, and they must always be functional.**

**Equipment for the deep cleaning exercises**:

- Disc stripping machine or rotaries (For deep cleaning exercises).
- Carpet suction machines.
- Mop trolleys.
- Extendable brooms.
- Adjustable 5-meter step ladders.

- 50-meter quality (in safe working order) extension cord.
- And all other necessary equipment.
- All electrical cleaning equipment, extension cords, ladders, and machinery shall be safe for use, maintained in good working order, and operated only by trained personnel in accordance with applicable occupational health and safety requirements.

**Number of cleaners during deep cleaning activities should be double in line with number of cleaners daily. All cleaners should be able to operate both rotary and suction machines.**



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

# OFFICE CLEANING AND SANITATION SPECIFICATIONS FOR SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) WESTERN CAPE

## Annexure D:

## CLEANING AND HYGIENE SERVICES: MANDATORY REQUIREMENTS CHECK LIST

| MANDATORY REQUIREMENT: CHECK LIST | CONFIRMATION | |
|---|---|---|
| | YES | NO |
| Bidders **MUST** attend at **least one** Mandatory briefing session and sign the attendance register. The briefing session will commence at 10h00. **NO BIDDERS WILL BE ALLOWED TO ENTER THE BRIEFING VENUE AFTER 10H00 AS THE DOORS WILL BE CLOSED.** The compulsory briefing session provides bidders with an opportunity to clarify aspects of the terms of reference as set out in this document. | | |
| Bidders **MUST** submit a completed Annexure **E** (Pricing schedule for fixed sites: offices and area Manager) per item. | | |
| Bidders **MUST** submit a completed Annexure **E1** (Pricing schedule for service points) per item. | | |
| Bidders **MUST** submit CV's of the following key personnel highlighting their years of experience in the cleaning and hygiene services namely:<br>a. Area Manager Metros (Regional Office, Metro 1 and Metro 2).<br>b. Area Manager Eden Karoo<br>c. Area Manager West Coast.<br>d. Area Manager Boland Overberg | | |
| Bidders **MUST** submit completed Annexure **F** (References) indicating current and/or past contracts relevant to cleaning and hygiene services required in this bid TOR.<br><br>**NB* Combined years of company experience referenced should be limited to the last 15 years (as from 2011).** | | |

**Annexure 'E'. Detailed Cost Breakdown for The South African Social Security Agency.**
**All other pricing assumptions, excluded and unknown costs must be clearly documented.**

## AREA MANAGERS

| Annexure 'E'. Detailed Cost Breakdown for The South African Social Security Agency | Quantity | Unit Cost | Monthly Cost | Annual Cost | 36 Months |
|---|---|---|---|---|---|
| **Salaries Breakdown** | | | | | |
| | | | | | |
| x Project Managers | 4 | | R - | R - | R - |
| Overtime: x1½ | 4 | | R - | R - | R - |
| Overtime Double | 4 | | R - | R - | R - |
| UIF | 4 | | R - | R - | R - |
| SDL | 4 | | R - | R - | R - |
| COID | 4 | | R - | R - | R - |
| Provident Fund | 4 | | R - | R - | R - |
| NCA Membership Fees | 4 | | R - | R - | R - |
| Bonus | 4 | | R - | R - | R - |
| Sick Leave | 4 | | R - | R - | R - |
| Family Responsibility Leave | 4 | | R - | R - | R - |
| Leave Pay | 4 | | R - | R - | R - |
| Uniform and complate protective clothing | 4 | | R - | R - | R - |
| | | | | | |
| ***Monthly Contract Grand Total (excl VAT)*** | | | ***R -*** | ***R -*** | ***R -*** |
| ***15% VAT*** | | | R - | R - | R - |
| ***Total Monthly Billing Including VAT*** | | | ***R -*** | ***R -*** | ***R -*** |

**Annexure 'E'. Detailed Cost Breakdown for The South African Social Security Agency.**
**All other pricing assumptions, excluded and unknown costs must be clearly documented.**

## WESTERN CAPE REGION

| Annexure 'E'. Detailed Cost Breakdown for The South African Social Security Agency | Quantity | Unit Cost | Monthly Cost | Annual Cost | 36 Months |
|---|---|---|---|---|---|
| **Salaries Breakdown** | | | | | |
| **Cleaners (Urban)** | | | | | |
| x Urban Cleaners @ R /hour x 40 hours/week | **17** | | R - | R - | R - |
| Overtime: x1½ | **17** | | R - | R - | R - |
| Overtime Double | **17** | | R - | R - | R - |
| UIF | **17** | | R - | R - | R - |
| SDL | **17** | | R - | R - | R - |
| COID | **17** | | R - | R - | R - |
| Provident Fund | **17** | | R - | R - | R - |
| NCA Membership Fees | **17** | | R - | R - | R - |
| Bonus | **17** | | R - | R - | R - |
| Sick Leave | **17** | | R - | R - | R - |
| Family Responsibility Leave | **17** | | R - | R - | R - |
| Leave Pay | **17** | | R - | R - | R - |
| Uniform and complate protective clothing | **17** | | R - | R - | R - |
| | | | R - | R - | R - |
| **Cleaners (Rural)** | | | | | |
| x Rural Cleaners @ R /hour x 40 hours/week | **26** | | R - | R - | R - |
| Overtime: x1½ | **26** | | R - | R - | R - |
| Overtime Double | **26** | | R - | R - | R - |
| UIF | **26** | | R - | R - | R - |
| SDL | **26** | | R - | R - | R - |
| COID | **26** | | R - | R - | R - |
| Provident Fund | **26** | | R - | R - | R - |
| NCA Membership Fees | **26** | | R - | R - | R - |
| Bonus | **26** | | R - | R - | R - |
| Sick Leave | **26** | | R - | R - | R - |
| Family Responsibility Leave | **26** | | R - | R - | R - |
| Leave Pay | **26** | | R - | R - | R - |
| Uniform and complate protective clothing | **26** | | R - | R - | R - |
| | | | R - | R - | R - |
| **Supervisor (Urban)** | | | | | |
| x Urban Supervisor/s @ R/hour x 40 hours/week | **11** | | R - | R - | R - |
| Overtime: x1½ | **11** | | R - | R - | R - |
| Overtime Double | **11** | | R - | R - | R - |
| UIF | **11** | | R - | R - | R - |
| SDL | **11** | | R - | R - | R - |
| COID | **11** | | R - | R - | R - |
| Provident Fund | **11** | | R - | R - | R - |
| NCA Membership Fees | **11** | | R - | R - | R - |
| Bonus | **11** | | R - | R - | R - |
| Sick Leave | **11** | | R - | R - | R - |
| Family Responsibility Leave | **11** | | R - | R - | R - |
| Leave Pay | **11** | | R - | R - | R - |
| Uniform and complate protective clothing | **11** | | R - | R - | R - |
| | | | R - | R - | R - |
| **Supervisor (Rural)** | | | | | |
| x Rural Supervisor/s @ R/hour x 40 hours/week | **9** | | R - | R - | R - |
| Overtime: x1½ | **9** | | R - | R - | R - |
| Overtime Double | **9** | | R - | R - | R - |
| UIF | **9** | | R - | R - | R - |
| SDL | **9** | | R - | R - | R - |
| COID | **9** | | R - | R - | R - |
| Provident Fund | **9** | | R - | R - | R - |
| NCA Membership Fees | **9** | | R - | R - | R - |
| Bonus | **9** | | R - | R - | R - |
| Sick Leave | **9** | | R - | R - | R - |
| Family Responsibility Leave | **9** | | R - | R - | R - |
| Leave Pay | **9** | | R - | R - | R - |
| Uniform and complate protective clothing | **9** | | R - | R - | R - |
| | | | R - | R - | R - |
| | | | R - | R - | R - |
| **Total Cost for Human Capital** | | | **R -** | **R -** | **R -** |

| Monthly Rental of Sanitary Equipment | | | | | |
|---|---|---|---|---|---|
| **Item** | **Quantity** | **Unit Cost** | **Monthly Cost** | **Annual Cost** | **36 Months** |
| Toilet Paper Roll Holders (lockable 3 rolls holder ) | | | R - | R - | R - |
| Automated Sensor Hand Soap Dispenser (including batteries) | | | R - | R - | R - |
| Automated Sensor Hand Towel Dispenser (including batteries) | | | R - | R - | R - |
| Hand Towel Waste Bin | | | R - | R - | R - |
| Automated Air Freshener (including batteries) | | | R - | R - | R - |
| Urinals Drip Master | | | R - | R - | R - |
| Automated Sensor She Bins | | | R - | R - | R - |
| Automated Sensor Foam Seat Sanitary Dispenser | | | R - | R - | R - |
| Nappy Bin With Lid | | | R - | R - | R - |
| Baby Changing Station | | | R - | R - | R - |
| Toilet Brush With Holder | | | R - | R - | R - |
| | | | R - | R - | R - |
| **Total Cost for Sanitary Equipment** | | | **R -** | **R -** | **R -** |

| Supply of Chemicals and Cleaning Equipment | | | | | |
|---|---|---|---|---|---|
| **Item** | **Quantity*** | **Unit Cost** | **nn** | **Annual Cost** | **36 Months Cost** |
| Dishwashing Liquid (25 L) | | | R - | R - | R - |
| Bleach (25L) | | | R - | R - | R - |
| All Purpose Cleaner (25L) | | | R - | R - | R - |
| Toilet Disinfection Bowl Cleaner (5L) | | | R - | R - | R - |
| Furniture Polish (300 ml) | | | R - | R - | R - |
| Window/Glass Cleaner (5L) | | | R - | R - | R - |
| Laminated Floor Cleaner (5L) | | | R - | R - | R - |
| Air freshner Refills (180 ml) | | | R - | R - | R - |
| Handsoap foam (600 ml) | | | R - | R - | R - |

| | | | | | |
|---|---|---|---|---|---|
| Clear Waste Bags | | | R - | R - | R - |
| Bin Liners | | | R - | R - | R - |
| 6 rolls of Hand Towels | | | R - | R - | R - |
| 48 Bale of Two Ply Toilet Paper | | | R - | R - | R - |
| Dish Cloths (Small and Big) | | | R - | R - | R - |
| Dust Cloths | | | R - | R - | R - |
| Cleaning Cloths (Different Colours) | | | R - | R - | R - |
| Green Scourer Pads | | | R - | R - | R - |
| Latex Rubber Gloves | | | R - | R - | R - |
| Surgical Gloves (100 per box) | | | R - | R - | R - |
| Spray Bottles | | | R - | R - | R - |
| Brooms(Quarterly) | | | R - | R - | R - |
| Mops (Quarterly) | | | R - | R - | R - |
| Scoop and Broom Sets (Quarterly) | | | R - | R - | R - |
| Flicker Duster | | | R - | R - | R - |
| Extension Leads( Per Year) | | | R - | R - | R - |
| Wet Floor Sign(Per Year) | | | R - | R - | R - |
| Ringer Bucket Set | | | R - | R - | R - |
| Low Noise Industrial Vacuum Cleaners | | | R - | R - | R - |
| Scrubber / Polish Machines | | | R - | R - | R - |
| Sealer (Quarterly) (25L) | | | R - | R - | R - |
| Stripper (Quarterly) (25L) | | | R - | R - | R - |
| Floor scrub and polish pads (Black and Red) | | | R - | R - | R - |
| Step Ladders (5 step) per year | | | R - | R - | R - |
| Surface Disinfectant (25L) | | | R - | R - | R - |
| Disposable Cloth Rolls (Different colours) | | | R - | R - | R - |
| **Total Cost for Chemicals and Cleaning Equipment** | | | **R -** | **R -** | **R -** |

| Deep Cleaning and Disinfection | | | | | |
|---|---|---|---|---|---|
| **Item** | **Quantity*** | **Unit Cost** | **Quarterly Cost** | **Annual Cost** | **36 Months Cost** |
| Deep cleaning and disinfection of all areas | **34** | | R - | R - | R - |
| Adhoc disinfection | **34** | | R - | R - | R - |
| **Total Cost for Deep Cleaning and Disinfection** | | | **R -** | **R -** | **R -** |

| Overheads | | | | | |
|---|---|---|---|---|---|
| **Item** | **Quantity*** | **Unit Cost** | **Monthly Cost** | **Annual Cost** | **36 Months Cost** |
| Overheads | **34** | | R - | R - | R - |
| **Total Cost for Overheads** | | | **R -** | **R -** | **R -** |

| | | | |
|---|---|---|---|
| ***Area Manager Cost*** | R - | R - | R - |
| ***Monthly Contract Grand Total (excl VAT)*** | **R -** | **R -** | **R -** |
| ***15% VAT*** | R - | R - | R - |
| ***Total Monthly Billing Including VAT*** | ***R -*** | ***R -*** | ***R -*** |

**Annexure 'E'. Detailed Cost Breakdown for The South African Social Security Agency.**
**All other pricing assumptions, excluded and unknown costs must be clearly documented.**

| DISTRICT | NO | LOCAL OFFICE AREA | SITE | TOWN/ SUBURB | ADDRESS | SQUARE METERS PER OFFICE | AVERAGE NUMBER OF STAFF AND BENEFICIARIES PER MONTH | CLEANING STAFF REQUIRED | | DAY PER MONTH | DAILY LABOUR | LABOUR PER MONTH | CHEMICALS AND CONSUMABLES PER MONTH | EQUIPMENT PER MONTH | OVERHEADS PER MONTH | TOTAL CHEMICALS, CONSUMABLES, EQUIPMENT AND OVERHEADS | TOTAL PER MONTH EXCL. VAT | VAT | TOTAL PER MONTH INCL. VAT | ANNUAL AMOUNT INCL. VAT | 36 MONTHS |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | URBAN | RURAL | | | | | | | | | | | | |
| METROS | 1 | ATHLONE | Service Point | Heideveld | Cathkin Communicity Centre, Heideveld Road, Heideveld | 200 | 1 204 | 1 | 0 | 5 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 2 | | Service Point | Langa | Johnson Ngwevela Hall, Washington Street, Langa | 200 | 1 754 | 1 | 0 | 9 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 3 | WYNBERG | Service Point | Retreat | Retreat Civic Centre, C/o Retreat & Toring Road, Retreat | 200 | 1 204 | 1 | 0 | 5 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 4 | | Service Point | Fish Hoek | Fish Hoek Civic Centre, 65B Cental Circle | 200 | 704 | 1 | 0 | 5 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 5 | | Service Point | Lotus River | Lotus Sport Recreation | 200 | 704 | 1 | 0 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 6 | | Service Point | Hout Bay (Hangberg) | Hout Bay Sports & Recreation Centre, Karbonkel Road, Hangberg, Hout Bay | 200 | 704 | 1 | 0 | 5 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 7 | BELLVILLE | Service Point | Bishop Lavis | 1 Vygie Street, Centre of Exellence, Bishop Lavis | 200 | 1 700 | 1 | 0 | 22 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 8 | | Service Point | Elsies River | Ican Centre, Halt Road, Elsies River | 200 | 160 | 1 | 0 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 9 | | Service Point | Fisantekraal | C/o Dulah Omar & Pieter Mokaba Street, Fisantekraal | 200 | 704 | 1 | 0 | 5 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 10 | MITCHELLS PLAIN | Service Point | Tafelsig | Thusong Centre, Kilomanjaro Street, Mitchells Plain | 200 | 1 754 | 1 | 0 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 11 | | Service Point | Woodlands | Woodlands Community Hall, 100 Mitchell Avenue, Woodlands | 200 | 1 754 | 1 | 0 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 12 | | Service Point | Westridge | Westridge Civic Centre, Mitchells Plain | 200 | 1 754 | 1 | 0 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 13 | EERSTE RIVER | Service Point | Strand | Civic Centre, 45 Main Road, Strand | 200 | 2 004 | 1 | 0 | 18 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 14 | | Service Point | North Pine | North Pine Community Hall | 200 | 2 004 | 1 | 0 | 5 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 15 | | Service Point | Kraaifontein | Civic Centre, Kraaifontein | 200 | 20 004 | 2 | 0 | 12 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 16 | CAPE TOWN | Service Point | Du Noon | 93 Waxberry Street, Du Noon | 200 | 2 004 | 1 | 0 | 3 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 17 | | Service Point | Joe Slovo | Joe Slovo Sports and Recreation Centre, Freedom Way, Joe Slovo | 200 | 2 004 | 1 | 0 | 3 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| WEST COAST | 18 | VREDENBURG | Service Point | Aurora | Community Hall, Hoog Street, Aurora | 200 | 304 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 19 | | Service Point | Porterville | Community Hall, Jakaranda Street, Porterville | 200 | 304 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 20 | | Service Point | Piketberg | Community Hall, Zebra Street, Piketberg | 200 | 304 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 21 | | Service Point | Velddrift | Velddrift Community Hall, C/o Noord Avenue and Albatros Street, Velddrift | 200 | 304 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 22 | | Service Point | Riebeeck-West | Riebeeck-Wes Town Hall | 200 | 304 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 23 | | Service Point | Riebeek Kasteel | Community Hall, Lelie Street, Riebeeck Kasteel | 200 | 304 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 24 | | Service Point | Moreesburg | Community Hall, Sentrum Avenue, Rosenhof, Morreesburg | 200 | 304 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 25 | | Service Point | Darling | Community Hall, Somerset Street, Darling | 200 | 304 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 26 | | Service Point | Eendekuil | Community Hall, Hoof Street, Eendekuil | 200 | 304 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 27 | | Service Point | Redelinghuys | Community Hall, Voortrekker Street, Redelinghuys | 200 | 304 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 28 | | Service Point | Malmesbury | Malmesbury Satellite Office | 200 | 304 | 0 | 1 | 8 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 29 | | Service Point | Saldanha Bay | White City Multi Purpose Centre, 41 Trichardt Road, Saldanha | 200 | 304 | 0 | 1 | 3 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 30 | | Service Point | Goedverwacht | Sport Club Hall, Goedverwacht | 200 | 304 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 31 | | Service Point | Hopefield | Thusong Centre, Dwars Street, Hopefield | 200 | 304 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 32 | | Service Point | Laingville | Laingville | 200 | 304 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 33 | | Service Point | Langebaan | Thusong Centre, Antonio Street, Langebaan | 200 | 304 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 34 | | Service Point | Piket-Bo-Berg | Genadenberg Church Hallm, Piket-Bo-Berg | 200 | 304 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| BOLAND | 35 | WORCESTER | Service Point | Ashton | Bernard Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 36 | | Service Point | Montagu | Wilhelm Thys Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 37 | | Service Point | Tulbagh | Tulbagh Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 38 | | Service Point | De Doorns | Hexvalley Community Hall | 200 | 704 | 0 | 1 | 8 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 39 | | Service Point | McGregor | McGregor Community Hall | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 40 | | Service Point | Bonnievale | Happy Valley Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 41 | | Service Point | Op Die Berg | Nyukubtaba Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 42 | | Service Point | Wolseley, Pine Valley | Pine Valley Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 43 | | Service Point | Touwsrivier | Community Hall, Dwarfs Street, Touwsrivier | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 44 | CALEDON | Service Point | Napier | Napier | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 45 | | Service Point | Struisbaai | Struisbaai | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 46 | | Service Point | Arniston | Arniston | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 47 | | Service Point | Barrydale | Barrydale | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |

| DISTRICT | NO | LOCAL OFFICE AREA | SITE | TOWN/ SUBURB | ADDRESS | SQUARE METERS PER OFFICE | AVERAGE NUMBER OF STAFF AND BENEFICIARIES PER MONTH | CLEANING STAFF REQUIRED | | DAY PER MONTH | DAILY LABOUR | LABOUR PER MONTH | CHEMICALS AND CONSUMABLES PER MONTH | EQUIPMENT PER MONTH | OVERHEADS PER MONTH | TOTAL CHEMICALS, CONSUMABLES, EQUIPMENT AND OVERHEADS | TOTAL PER MONTH EXCL. VAT | VAT | TOTAL PER MONTH INCL. VAT | ANNUAL AMOUNT INCL. VAT | 36 MONTHS |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | URBAN | RURAL | | | | | | | | | | | | |
| BOLAND | 48 | CALEDON | Service Point | Buffelsjagrivier | Buffelsjagrivier | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 49 | | Service Point | Swellendam | Swellendam | 200 | 704 | 0 | 1 | 3 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 50 | | Service Point | Riviersonderend | Riviersonderend | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 51 | | Service Point | Suurbrak | Suurbrak | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 52 | | Service Point | Hawston | Hawston Thusong Centre, Hawston | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 53 | | Service Point | Kleinmond | Proteadorp Hall, Kleinmond | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 54 | | Service Point | Gansbaai | Blompark Hall, Gansbaai | 200 | 704 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 55 | | Service Point | Hermanus | Zwelihle Community Hall, Hermanus | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 56 | | Service Point | Hermanus | Moffat Hall, Hermanus | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 57 | | Service Point | Stanford | Community Hall, Stanford | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 58 | | Service Point | Villiersdorp | Villiersdorp | 200 | 704 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 59 | | Service Point | Botriver | Botriver | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 60 | PAARL | Service Point | Wellington | Breedt Hall, 36 Parl Street, Wellington | 200 | 704 | 0 | 1 | 9 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 61 | | Service Point | Saron | Saron Community Hall, Saron | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 62 | | Service Point | Gouda | Gouda Community Hall, Malva Street, Gouda | 200 | 704 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 63 | | Service Point | Mbekweni | Mbekweni Community Hall, 43 Mphakalasi Street, Mbekweni | 500 | 230 | 0 | 2 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| EDEN KAROO | 64 | BEAUFORT WEST | Service Point | Merweville | Merweville | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 65 | | Service Point | Nelspoort | Nelspoort Advice Office | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 66 | | Service Point | Klaarstroom | Klaarstroom Comm Hall | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 67 | | Service Point | Laingsberg | Laingsberg Thusong Centre | 200 | 704 | 0 | 1 | 3 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 68 | | Service Point | Murraysburg | Murraysburg | 200 | 704 | 0 | 1 | 3 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 69 | | Service Point | Matjiesfontein | Matjiesfontein Community Hall | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 70 | | Service Point | Vleiland | Vleiland Sports Hall | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 71 | | Service Point | Leeu Gamka | Leeu Gamka | 200 | 704 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 72 | | Service Point | Beaufort West | 1 Ngesi Avenue, KwaMandlenkosi, Beaufort West 6970 | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 73 | GEORGE | Service Point | Sedgefield | Sedgefield, Police Station | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 74 | | Service Point | Hornlee | Hornlee | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 75 | | Service Point | Khayalethu | Khayalethu | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 76 | | Service Point | Rheedendal, Municipal Hall | Rheedendal, Municipal Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 77 | | Service Point | Karatara | Karatara | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 78 | | Service Point | Witterdrift | Witterdrift, Community Hall | 200 | 704 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 79 | | Service Point | Kranshoek | Kranshoek Community Hall | 200 | 704 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 80 | | Service Point | The Crags | The Crags, Municipal Hall | 200 | 704 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 81 | | Service Point | Groot Brak Rivier Munipal Hall | Groot Brak Rivier Munipal Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 82 | | Service Point | Heidelberg | Heidelberg Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 83 | | Service Point | Gouritzmond | Gouritzmond | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 84 | | Service Point | Albertinia | Albertinia | 200 | 704 | 0 | 1 | 3 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 85 | | Service Point | Melkhoutfontein | Melkhoutfontein | 200 | 704 | 0 | 1 | 2 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 86 | | Service Point | Waboomskraal | Waboomskraal | 200 | 704 | 0 | 1 | 1 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 87 | | Service Point | Touwsranteen | Touwsranteen | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 88 | | Service Point | De Rust | De Rust Community Hall | 200 | 704 | 0 | 1 | 3 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 89 | | Service Point | Dysselsdorp | Dysselsdorp Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 90 | | Service Point | Uniondale | Uniondale Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 91 | | Service Point | Haarlem | Haarlem Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 92 | | Service Point | Calitzdorp | Calitzdorp Community Hall | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | 93 | | Service Point | Zoar | Sports Centre | 200 | 704 | 0 | 1 | 4 | | 0 | | | | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 | R0,00 |
| | | | | | | **18 900** | **88 350** | **18** | **77** | **310** | | **R0,00** | **R0,00** | **R0,00** | **R0,00** | **R0,00** | **R0,00** | **R0,00** | **R0,00** | **R0,00** | **R0,00** |

# ANNEXURE F: CLIENT REFERENCES TEMPLATE – COMPLETION IS COMPULSORY

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

**NOTE:** Testimonial letters from current and previous clients will serve as added evidence to the listed references completed.

| **Name of client / organization where contract is being executed/was executed** | **Contract period (indicate start and end dates)** e.g. 1 April 2012 to 31 March 2013 | **Is the contract Current or Past? (please indicate accordingly)** | **Are you the Sole Service Provider** (are you the only provider for cleaning and sanitation services?) **Yes/No** | **Contact person: of your client** | **Contact number: of your client** | **Square Meters of Project Site** |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

**NB: SASSA reserves the right to verify the contents of this list directly with the bidders' clients and also conduct site inspections.**

# THE NATIONAL TREASURY

## Republic of South Africa




---

# GOVERNMENT PROCUREMENT:

# GENERAL CONDITIONS OF CONTRACT

## July 2010

## NOTES

The purpose of this document is to:

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

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

- The General Conditions of Contract will form part of all bid documents and may not be amended.

- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if (applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

# TABLE OF CLAUSES


1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

## General Conditions of Contract

**1. Definitions**

1. The following terms shall be interpreted as indicated:

1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.

1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.

1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7 "Day" means calendar day.

1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.

1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.

1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of

origin and which have the potential to harm the local industries in the RSA.

1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14 "GCC" means the General Conditions of Contract.

1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.

1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.

1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.

1.20 "Project site," where applicable, means the place indicated in bidding documents.

1.21 "Purchaser" means the organization purchasing the goods.

1.22 "Republic" means the Republic of South Africa.

1.23 "SCC" means the Special Conditions of Contract.

1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance,

training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

**2. Application**

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

**3. General**

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

**4. Standards**

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

**5. Use of contract documents and information; inspection.**

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

**6. Patent rights**

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights

arising from use of the goods or any part thereof by the purchaser.

**7. Performance security**

7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
(b) a cashier's or certified cheque

7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections, tests and analyses**

8.1 All pre-bidding testing will be for the account of the bidder.

8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.

8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

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

**9. Packing**

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

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

**10. Delivery and documents**

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

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

**11. Insurance**

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

**12. Transportation**

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

**13. Incidental services**

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

(a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
(b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
(c) furnishing of a detailed operations and maintenance manual

for each appropriate unit of the supplied goods;

(d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

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

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

**14. Spare parts**

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

(a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and

(b) in the event of termination of production of the spare parts:

(i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

(ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

**15. Warranty**

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

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

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

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

15.5 If the supplier, having been notified, fails to remedy the defect(s)

within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

**16. Payment**

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

**17. Prices**

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

**18. Contract amendments**

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

**19. Assignment**

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

**20. Subcontracts**

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

**21. Delays in the supplier's performance**

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure outside of the contract small quantities

or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

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

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

**22. Penalties**

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

**23. Termination for default**

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

(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;

(b) if the Supplier fails to perform any other obligation(s) under the contract; or

(c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

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

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

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

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

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

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

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

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

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

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

terms of the contract or any other contract or any other amount which may be due to him

**25. Force Majeure**

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

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

**26. Termination for insolvency**

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

**27. Settlement of Disputes**

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

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

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

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

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

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

**28. Limitation of liability**

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

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

(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

**29. Governing language**

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

**30. Applicable law**

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

**31. Notices**

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

**32. Taxes and duties**

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

**33. National Industrial Participation (NIP) Programme**

33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

**34 Prohibition of Restrictive practices**

In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.