



**BID NO: RFP15/23**  
**APPOINTMENT OF A SERVICE PROVIDERS TO RENDER HYGIENE AND CLEANING SERVICES**  
**AT VARIOUS ITHALA PROPERTIES IN KWAZULU-NATAL FOR A PERIOD OF 18 MONTHS**

**CLOSING DATE: 02 MAY 2024 AT 11H00**

**Issued by:**

Ithala Development Finance Corporation Limited  
29 Canal Quay Road (for GPS 29 Signal Road),  
Point Waterfront  
Durban

**Procurement Enquires:**

Supply Chain Management Unit  
Email: [tenders@ithala.co.za](mailto:tenders@ithala.co.za)  
Tel: 031 907 8911

**Name of Bidder: .....**

**For any complaints regarding our supply chain management abuses please contact Larissa Warren at 031 907 8610 or email [Complaints@ithala.co.za](mailto:Complaints@ithala.co.za) alternatively you can lodge an anonymous complaint at our toll-free hotline number 0800 0048 23**

## REQUEST FOR PROPOSALS

**ITHALA DEVELOPMENT FINANCE CORPORATION LIMITED, 29 CANAL QUAY ROAD, POINT, DURBAN (FOR GPRS 29 SIGNAL ROAD)** (Hereinafter referred to as (“Ithala”))

**BID NUMBER:** RFP15/23

**CLOSING DATE:** 02 MAY 2024

**TIME:** 11:00 am

**DESCRIPTION:** APPOINTMENT OF A SERVICE PROVIDERS TO RENDER HYGIENE AND CLEANING SERVICES AT VARIOUS ITHALA PROPERTIES IN KWAZULU-NATAL FOR A PERIOD OF 18 MONTHS

COMPULSORY BRIEFING SESSION

Yes

No

Clusters	Date	Time	Site
Cluster 1	18 April 2024	10h30 – 12h30	Ithala Trade Centre- Knowledge Centre.
Cluster 2	19 April 2024	11h00 – 13h00	Ithala Training Centre, Ezakheni.
Cluster 3	22 April 2024	11h00 – 13h00	Isithebe Conference Centre, Mandeni.
Cluster 4	23 April 2024	11h00 – 13h00	Ithala Centre Makhathini, Jozini.

**Kindly indicate the cluster that you are bidding for:**

REGION	INDICATE ONLY WHERE APPLICABLE
Cluster 1 – Central and South Region	
Cluster 2 – Midlands and Inland Region	
Cluster 3 – Coastal North	
Cluster 4 – Far North	

**NB: A bidder will only be awarded one cluster. Bidders are encouraged to apply for the cluster within where they are located.**

**CONTENTS**

**C.1 TENDER NOTICE AND INVITATION TO TENDER.....4 -6**

**C.2 INTRODUCTION.....7**

**C.3 CONDITIONS OF BID AND CONTRACT .....8-17**

**C.4 CERTIFICATE OF AUTHORITY TO SIGN A BID.....18-21**

**C.5 CERTIFICATE OF ATTENDANCE AT COMPULSORY BRIEFING MEETING.....22**

**C.6 PROCUREMENT TIMELINES.....23**

**C.7 TERMS OF REFERENCE .....24-60**

**C.8 PROPOSED FEES.....59-65**

**C.9 EVALAUTION PROCESS & CRITERIA.....66-71**

**C.10 TAX CLEARANCE REQUIREMENT.....72**

**C.11 CONTRACT FORM - RENDERING OF SERVICES.....73-74**

**C.12 BIDDER’S DISCLOSURE.....75-77**

**C.13 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL  
PROCUREMENT REGULATIONS 2022.....78-82**

**C.14 DEVIATIONS FROM THE REQUEST FOR PROPOSAL.....83**

**C15 BID SUMMARY AND DETAILS.....84**

**ANNEXURE A TEMPLATE .....86-93**

## C.1 TENDER NOTICE AND INVITATION TO TENDER

Ithala Development Finance Corporation Limited seeks to appoint a service provider to render hygiene and cleaning services at various Ithala properties in KwaZulu-Natal

### **COLLECTION OF BID DOCUMENTS**

The bid documents can be obtained online from the Ithala website ([www.ithala.co.za](http://www.ithala.co.za)) or by request from [tenders@ithala.co.za](mailto:tenders@ithala.co.za) at no cost.

### **SUBMISSION OF BID DOCUMENTS**

The proposals shall be submitted in sealed envelopes delivered at Ithala Trade Centre, 29 Canal Quay Road (for GPS use 29 Signal Road), Point, Durban and should be deposited in the box located at the reception. The closing time for receipt of tenders is **02 MAY 2024 AT 11H00**.

### **One original and one electronic (USB) copy of the bid document must be submitted.**

Telegraphic, telephonic, telex, facsimile, e-mail and late tenders will not be accepted. It is important to note that all bids lodged will be examined to determine compliance with the bidding requirements and conditions. Bids with obvious deviation from the requirements, will be eliminated.

Technical and administrative queries relating to these documents may be addressed in writing only quoting the Bid No. for attention: Supply Chain Management Unit by email to [tenders@ithala.co.za](mailto:tenders@ithala.co.za)

Tenders may only be submitted on the original tender documentation that is issued by Ithala written in black ink. This tender document may not be reproduced.

For any complaints regarding our supply chain management abuses please contact Customer Services at 031 907 8610 or email [Complaints@ithala.co.za](mailto:Complaints@ithala.co.za) alternatively you can lodge an anonymous complaint at our toll-free hotline number 0800 0048 23

## PART A - INVITATION TO BID

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)</b>					
BID NUMBER:	RFP15/23	CLOSING DATE:	02 MAY 2024	CLOSING TIME:	11am
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDERS TO RENDER HYGIENE AND CLEANING SERVICES AT VARIOUS ITHALA PROPERTIES IN KWAZULU-NATAL FOR A PERIOD OF 18 MONTHS				
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>					
Ithala Trade Centre					
29 Canal Quay Road					
Point Waterfront					
Durban					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	SCM		CONTACT PERSON	SCM	
TELEPHONE NUMBER	0319078911		TELEPHONE NUMBER	0319078911	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	<a href="mailto:tenders@ithala.co.za">tenders@ithala.co.za</a>		E-MAIL ADDRESS	<a href="mailto:tenders@ithala.co.za">tenders@ithala.co.za</a>	
<b>SUPPLIER INFORMATION</b>					
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:		<b>OR</b>	CENTRAL SUPPLIER DATABASE No:	MAAA
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW ]		
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span> DOES THE ENTITY HAVE A BRANCH IN THE RSA? <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span> DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span> DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span> IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span> <b>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.</b>					

**PART B  
TERMS AND CONDITIONS FOR BIDDING**

<b>1. BID SUBMISSION:</b>
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. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
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
2.4 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.5 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.6 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 WHO ARE PERSONS IN THE SERVICE OF THE STATE.”

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....

DATE: .....

## **C.2 INTRODUCTION**

Ithala is a Development Finance Corporation operating within the confines of the KZN Ithala Development Finance Corporation Act, No 5 of 2013.

Our VISION is “To be the catalyst for growth, economic development and empowerment” and our MISSION is “To drive economic development and empowerment whilst remaining financially sustainable”.

We enable, develop, promote and implement innovative investment and transformation solutions to advance sustainable Black Economic Empowerment.

The objectives of Ithala are to promote, support and facilitate social and economic development in the Province of Kwa-Zulu Natal (KZN) by:

1. Mobilising financial resources and providing financial and supportive services to persons domiciled, ordinary resident, or carrying on business within the KZN Province
2. Planning, executing, financing and monitoring the implementation of development projects and programmes in the province of KZN
3. Promoting, assisting and encouraging the development of the Province’s human resources and its social, economic, financial and physical infrastructure
4. Promoting, encouraging and facilitating private sector investment in the Province and the participation of the private sector and community organisations in development projects and programmes and in contributing to economic growth and development generally
5. Acting as the Government’s agent for performing any development related tasks and responsibilities that the government considers may be more effectively performed by a corporate entity

Our primary mandate is implemented by our two operating divisions and a subsidiary with an external market focus, namely:

1. Properties
2. Ithala SOC Limited
3. Business Finance

The quality, price and service that we provide our customers can only be as good as what we receive from our service providers.

We strive for continuous improvement in our critical business areas and seek to establish relationships with suppliers that are equally passionate in their quest for better quality, price and service. By exceeding our requirements and expectations, you will not only ensure that you maintain the current business; you will be positioning yourself for future business within Ithala.

## **PROCUREMENT PHILOSOPHY**

It is the policy of Ithala, when purchasing goods and obtaining services, to follow a course of optimum value and efficiency by adopting best purchasing practices in supply chain management, ensuring that open and fair competition has prevailed, with due regard being had to the importance of:

- a) The promotion, development and support of businesses from disadvantaged communities (small, medium, micro enterprises, as well as established businesses within those communities) in terms of its BBBEE Policy.
- b) The promotion of national and regional local suppliers and agents before considering overseas suppliers; and
- c) The development, promotion and support for the moral values that underpin the above, in terms of Ithala’s Business Ethics and Guidelines which requires that all commercial conduct be based on ethical and moral values and sound business practice. This value system governs all commercial behaviour within Ithala.

### C.3 CONDITIONS OF BID AND CONTRACT

Bidders must indicate compliance or non-compliance on a paragraph-by-paragraph basis. Indicate compliance with the relevant bid requirements by marking the YES box and non-compliance by marking the NO box. If the contents of the paragraph only need to be noted, please mark the NOTED box the NO box. If the contents of the paragraph only need to be noted, please mark the NOTED box

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
<b>1.</b>	<b>GUIDELINE ON COMPLETION</b>				
1.1	The bidder must clearly state if a deviation from these requirements are offered and the reason, therefore. If an explanatory note is provided, the paragraph reference must be attached as an appendix to the bid submission. Bids not completed in the manner prescribed may be considered incomplete and rejected.				
<b>2.</b>	<b>ITHALA SERVICE LEVEL AGREEMENT</b>				
2.1	The Ithala Service Level Agreement will be the only contract signed by both parties and will form the basis of this contract. Ithala's standard terms and conditions will not be negotiated.				
<b>3.</b>	<b>ADDITIONAL INFORMATION REQUIREMENTS</b>				
3.1	During evaluation of the bids, additional information may be requested in writing from bidders. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to the bid being disregarded.				
<b>4.</b>	<b>CONFIDENTIALITY</b>				
4.1	The bid and all information in connection therewith shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid.				



4.2	All bidders are bound by a confidentially agreement preventing the unauthorised disclosure of any information regarding Ithala or of its activities to any other organisation or individual. The bidders may not disclose any information, documentation or products to other clients without written approval of the accounting authority or the delegate.				
<b>5.</b>	<b>INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT</b>	<b>Yes</b>	<b>No</b>	<b>Noted</b>	<b>If no, indicate deviation</b>
5.1	Copyright of all documentation relating to this assignment belongs to Ithala. The successful bidders may not disclose any information, documentation or products to other clients without the written approval of the accounting authority or the delegate.				
5.2	All the intellectual property rights arising from the execution of this Agreement shall vest in Ithala and the service provider undertakes to honour such intellectual property rights and all future rights by keeping the know-how and all published and unpublished material confidential.				
5.3	In the event that the service provider would like to use any information or data generated in terms of the Services, the prior written permission must be obtained from Ithala.				
5.4	Ithala shall own all materials produced by the service provider during the course of, or as part of the Services including without limitation, deliverables, computer programmes (source code and object code), programming aids and tools, documentation, reports, data, designs, concepts, know-how and other information whether capable of being copyrighted or not ("IP") which IP Ithala shall be entitled to freely cede and assign to parties nominated by Ithala.				
<b>6</b>	<b>PAYMENTS</b>				
6.1	Ithala will pay the service provider for the actual services rendered in line with the contract.				
6.2	The service provider shall from time to time during the duration of the contract, invoice Ithala for the services rendered. No payment will be made to the service provider unless an invoice complying with section 20 of VAT Act No 89 of 1991 has been submitted to Ithala.				

6.3	Payment shall be made into the bidder's bank account or per cheque payment normally 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this bid is awarded).				
<b>7</b>	<b>NON-COMPLIANCE WITH DELIVERY TERMS</b>	<b>Yes</b>	<b>No</b>	<b>Noted</b>	<b>If no, indicate deviation</b>
7.1	As soon as it becomes known to the service provider that he will not be able to deliver the goods/services within the delivery period and/or against the quoted price and/or as specified, Ithala must be given immediate written notice to this effect. Ithala reserves the right to implement remedies as provided for in the SLA.				
<b>8</b>	<b>WARRANTIES</b>				
8.1	The service provider warranties that: It is able to conclude this Agreement to the satisfaction of Ithala.				
8.2	Although the service provider will be entitled to provide services to persons other than Ithala, the service provider shall not without the prior written consent of Ithala, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide the Services.				
8.3	The Service Provider under contract is obligated to ensure that should a resource who is scheduled to carry out work for Ithala or is carrying out work for Ithala and becomes unavailable then that resource should be replaced within 7 days with a resource in possession of the same professional registration and/or qualifications/experience. The replace resource is subject to the vetting of the Ithala project manager.				
<b>9.</b>	<b>PARTIES NOT AFFECTED BY WAIVER OR BREACHES</b>				
9.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this Agreement by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof				
9.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this Agreement shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this Agreement.				

<b>10</b>	<b>SUBMITTING BIDS</b>				
10.1	Supply Chain Management (SCM)				
10.2	An original and electronic copy must be delivered to: ITHALA TRADE CENTRE 29 Canal Quay Road (for GPS use 29 signal road) Point Waterfront, Durban				
<b>11</b>	<b>LATE BIDS</b>	<b>Yes</b>	<b>No</b>	<b>Noted</b>	<b>If no, indicate deviation</b>
11.1	Late submissions will not be accepted. A submission will be considered late if it arrived one second after 11:00 or any time thereafter. The bid (tender) box shall be locked at exactly 11:00 and bids arriving late will not be accepted under any circumstances. Bidders are therefore strongly advised to ensure that bids be dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.				
<b>12.</b>	<b>BID CLARIFICATIONS</b>				
12.1	Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the bid, is to be requested in writing (by e-mail). Please make reference to Bid Notice and Invitation to Tender page of this bid pack for contact details. The bid number should be mentioned in all correspondence. Telephonic requests for clarification will not be accepted. If appropriate, the clarifying information will be made available to all bidders by e-mail only.				
<b>13.</b>	<b>FORMAT OF BIDS</b>				
13.1	Bidders must complete all the necessary bid documents and undertakings required in this bid document. Bidders are advised that their proposal should be concise, written in plain English and simply presented.				
<b>14.1</b>	<b>PART 1: INVITATION TO BID</b>				
<b>14.2</b>	<b>PART 2: PART 2: RFP SUMMARY AND DETAILS</b>				
	Bid summary must be completed and indicate what returnable documents will be submitted.				

14.3	<b>PART 3: COMPLIANCE TO SPECIAL CONDITIONS OF BID AND NOTING OF EVALUATION CRITERIA</b>				
	Bidders must complete C3. Indicating compliance/non-compliance or noted. In case of non-compliance details and referencing to the specific paragraph is required.				
14.4	<b>PART 4: SARS TAX STATUS</b>				
	The bidder must be in compliance with SARS and such information will be verified with Central Supplier Database (CSD). In case of a consortium/ joint venture, or where sub-contractors are utilised, each consortium/ joint venture member <b>and/or sub-contractor</b> (individual) <b>must</b> be in compliance with SARS and the information will be verified on Central Supplier Database (CSD).				
14.5	<b><u>PART 5:</u></b> Certificate of Authority to Sign a Bid Declaration of Interest	<b>Yes</b>	<b>No</b>	<b>Noted</b>	<b>If no, indicate deviation</b>
14.5.1	Bidders must complete and submit the Declaration forms.  A bidder must complete the relevant part of the document and it must indicate who is delegated to communicate or deal with Ithala. Any other irrelevant sections to the tendering entity must be marked 'N/A'.				
14.6	<b>PART 6: JOINT VENTURE/CONSORTIUM AGREEMENT</b>				
14.6.1	A copy of the joint venture/consortium agreement must be included.				
14.7	<b>PART 7: TECHNICAL PROPOSAL/ FUNCTIONALITY PROPOSAL</b>				
14.7.1	Bidders must, at least:				
14.7.1.1	Describe, in detail, exactly how they propose to carry out the activities to achieve the outcomes identified in the terms of reference. They should identify any possible problems that might hinder delivery and indicate how they will avoid or overcome such problems.				

14.7.2	The bidder must confirm, by providing letters of reference from previous/current clients including contact details, for the previous, current or ongoing projects of similar nature. This will be verified by Ithala.				
<b>14.8</b>	<b>PART 8: DEVIATIONS FROM REQUEST FOR BID</b>	<b>Yes</b>	<b>No</b>	<b>Noted</b>	<b>If no, indicate deviation</b>
14.8.1	Please indicate deviations or modifications to this Request for Bid on form <b>C14</b>				
14.8.2	If no deviations are required, please mark the form “Nil” and sign				
<b>14.9</b>	<b>PART 9: PRICING SCHEDULE</b>				
14.9.1	Any budget amount that may be indicated in this document shall be deemed to be a guide only and bidders are expected to submit a costing that is fair and reasonable.				
14.9.2	A proposed pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.				
<b>14.10</b>	<b>PART 10: PROCUREMENT TIMELINES</b>				
14.10.1	This part of a bid documents informs bidders when the bid process is expected to be finalised. It may not necessarily be followed.				
14.10.2	Terms of reference (TOR) are the requirements by Ithala. When a proposal is submitted, a bidder must be certain that TOR are understood and has the capacity to offer a specified service.				
<b>14.11</b>	<b>PART 11: ANNEXURES</b>				
14.11.1	Bidder must insert all their additional annexures in part 11. This can include professional registrations, insurances etc.				
<b>14.12</b>	<b>VAT</b>				
14.12.1	Ithala is a VAT Vendor. Prices quoted must include VAT (where applicable).				
14.12.2	Ithala reserves the right to request the preferred bidder to register for VAT if the award is anticipated to be in				

	excess of R1m for 12 conservative months as the VAT Act requires.				
<b>15</b>	<b>PRESENTATIONS</b>				
15.1	Ithala reserves the right to invite bidders for presentations before the award of the bid.				
15.2	Presentation may affect the points awarded for functionality.				N/A
<b>16</b>	<b>NEGOTIATION</b>	<b>Yes</b>	<b>No</b>	<b>Noted</b>	<b>If no, indicate deviation</b>
16.1	Ithala has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.				
16.2	Ithala shall not be obliged to accept the lowest or any financial offer or proposal. Furthermore, Ithala reserve the right not to award the tender to highest ranking bidder in terms of SCM Policy.				
16.3	All bidders will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.				
<b>17</b>	<b>DOMICILIUM</b>				
17.1	The parties hereto choose <i>domicilium citandi et executandi</i> for all purposes of and in connection with the final contract as follows:				
	Ithala Trade Centre 29 Canal Quay Road (for GPS 29 Signal Road) Point Waterfront Durban				
<b>18</b>	<b>COST OF BID PREPARATION</b>				
18.1	Bidders shall prepare and submit a bid at their own expense.				
<b>19.</b>	<b>SITE INSPECTIONS</b>				
19.1	Ithala reserves the right to carry out site inspections of bidders to establish suitability of properties, vehicles, etc. to perform services effectively and efficiently				
<b>20</b>	<b>BID VALIDITY PERIOD</b>				

20.1	Bid will be valid for a period of 90 days				
20.2	The bidder must hold the tender offer(s) valid for acceptance by the employer at any time during the validity period stated in the tender data after the closing time stated in the tender data.				
20.3	If requested by the employer, the bidder must consider extending the validity period stated in the tender data for an agreed additional period.				
<b>21</b>	<b>ISSUE ADDENDA</b>	<b>Yes</b>	<b>No</b>	<b>Noted</b>	<b>If no, indicate deviation</b>
21.1	If necessary, the employer may issue addenda that may amend or amplify the tender documents to each tenderer during the period from the date that tender documents are available until seven days before the tender closing time stated in the Tender Data. If, as a result a tenderer applies for an extension to the closing time stated in the Tender Data, the Employer may grant such extension and, shall then notify those tendering entities appearing on the attendance list				
21.2	Tenderers must sign the attendance list in the name of the tendering entity. Addenda will be issued to and tenders will be received only from those tendering entities appearing on the attendance list				
21.3	The bidder must acknowledge receipt of addenda to the tender documents, which the employer may issue.				
<b>22</b>	<b>SUBMITTING OF FRAUDULENT DOCUMENTS</b>				
22.1	Ithala will disregard the bid of any bidder if that bidder or any of its directors have abused the institution's supply chain management system and  or committed fraud or any other improper conduct in relation to such system.				
22.2	Ithala will list bidders/ directors in the list of restricted suppliers and they will not conduct any business with an organ of state.				
22.3	All documentation will be verified and bidders who have submitted fraudulent documentation will be disqualified from further evaluation and reported to the relevant authorities.				

		Ye s	No	Noted	If no, indicate deviation
<b>23</b>	<b><u>EVALUATION ON PRICE AND SPECIFIC GOALS</u></b>				
23.1	Price and specific goals evaluation will be performed on bidders who qualified for Stage 2.				
23.2	All prices submitted may be subject to negotiation				
<b>24</b>	<b>ADJUDICATION OF BID</b>				
24.1	The Bid Adjudication Committee will consider the recommendations and make the final award.				
24.2	The bid shall be awarded at the sole and absolute discretion of Ithala. Ithala hereby represents that it is not obliged to award this bid to any bidder. Ithala is entitled to <b>retract</b> this bid at any time as from the date of issue. Ithala is not obliged to award this bid to the bidder that quotes the lowest.				
24.3	A bidder shall be disqualified from bidding if any attempt is made either directly to solicit and/or canvass any information from any employee or agent of Ithala regarding this bid from the date the offer is submitted until the date of award of the bid.				
<b>25</b>	<b>Awarding of contract</b>				
25.1	Ithala reserves the right to award this bid in full or in part.				
25.2	An Ithala SLA will be utilised to manage the relationship, once a scope of works has been issued and agreed upon				
<b>26</b>	<b>CONTRACT PERIOD</b>				
26.1	The contract will be for a period of 18 months from date of appointment.				
<b>27.</b>	<b>SPECIAL CONDITION</b>				
27.1	As part of IDFC's support of the KZN Township and Rural Economies Revitalization Strategy which was approved by the KZN Cabinet on 06 April 2022; and part of IDFC's revenue growth and diversification, IDFC Board approved the revival of the Implementing Agent Unit responsible for mobilizing projects from public and private sectors				



	<p>IDFC's (Ithala) Implementing Agent Unit in Partnership with Economic Development Tourism and Environmental has established Detergents Centres in the province of KZN. These detergents centres are part of KZN Operation Vula flagship program aimed at ensuring sustainable growth and alleviating poverty and unemployment. The programme incubates SMMEs and Cooperative to produce the detergents. At Vula centre, high-quality SABS-approved cleaning and hygiene products are manufactured at 3 premises established in local KZN township areas. As part of ensuring access to market for SMMEs and Cooperatives, Service providers appointed by IDFC to provide cleaning services at all its properties; <b>MUST</b> source the following products only from the Vula Detergent centers: -.</p> <ol style="list-style-type: none"> <li>1. Dishwashing liquid</li> <li>2. Antibacterial Dishwashing liquid</li> <li>3. Hard Surface cleaner</li> <li>4. Pine disinfectant gel</li> <li>5. Pine gel</li> <li>6. Surface disinfectant (Sani pine)</li> <li>7. Liquid pine disinfectant</li> <li>8. Antiseptic cleaner</li> <li>9. Surface Disinfectant</li> <li>10. Household bleach (3,5%)</li> <li>11. Thick Bleach</li> <li>12. Toilet bowl cleaner</li> <li>13. Liquid Drain Cleaner</li> <li>14. Multipurpose Degreaser</li> <li>15. Floor Stripper</li> <li>16. Floor Polish</li> <li>17. Hand Soap</li> <li>18. Antibacterial Hand Soap</li> <li>19. Gel Hand Sanitiser</li> <li>20. Liquid Hand Sanitiser</li> <li>21. Window Cleaner</li> <li>22. Air freshener</li> </ol> <p><b>Vula Detergent centers:</b></p> <ul style="list-style-type: none"> <li>• KwaMashu Motor Park, eThekwini</li> <li>• Gamalakhe Township, Ugu</li> <li>• Esikhawini, King Cetshwayo</li> <li>• Any other Vula Detergent centre that may become available during the contract period</li> </ul>				
--	---	--	--	--	--

**C.4 CERTIFICATE OF AUTHORITY TO SIGN A BID**

Indicate the status of the tenderer by ticking the appropriate box hereunder. The tenderer must complete the certificate set out below for the relevant category.

(I) COMPANY	(II) CLOSE CORPORATION	(III) PARTNERSHIP	(V) SOLE PROPRIETOR	(VI) JOINT VENTURES

**i. CERTIFICATE FOR COMPANY**

I, ....., chairperson of the Board of Directors of ....., hereby confirm that by resolution of the Board (copy attached) taken on ..... 20....., Mr/Ms ....., acting in the capacity of ....., was authorised to sign all documents in connection with this tender and any contract resulting from it on behalf of the company.

**Chairman:** .....

**As Witnesses:** .....

**Date:** .....

**ii. CERTIFICATE FOR CLOSE CORPORATION**

We, the undersigned, being the key members in the business trading as.....

..... Hereby authorise Mr/Ms..... acting  
in the capacity of

....., to sign all documents in connection with the  
tender for

Contract No: ..... and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

**Note: This certificate is to be completed and signed by all of the key members upon whom rests the direction of the affairs of the Close Corporation as a whole.**

**iii. CERTIFICATE FOR PARTNERSHIP**

We, the undersigned, being the key partners in the business trading as, .....  
 ..... hereby authorise Mr/Ms. ....  
 acting in the capacity of ....., to sign all documents in  
 connection with the tender for Contract No ..... and any contract resulting from it on  
 our behalf.

NAME	ADDRESS	SIGNATURE	DATE

**Note: This certificate is to be completed and signed by all of the key partners upon whom rests the direction of the affairs of the Partnership as a whole.**

**iv. CERTIFICATE FOR SOLE PROPRIETOR**

I, ....., hereby confirm that I am the sole owner of the  
 business trading  
 as.....

**Signature** of Sole owner: .....

As Witnesses:

1.....

2.....

Date: .....

**v. CERTIFICATE OF AUTHORITY FOR JOINT VENTURES**

This Returnable Schedule is to be completed by **EACH member** of a joint venture submitting a tender.

We, the undersigned, are submitting this tender offer in Joint Venture and hereby authorise Mr/Ms....., authorised signatory of the Company.....acting in the capacity of lead JV partner, to sign all documents in connection with the tender offer and any contract resulting from it on our behalf as a joint venture.

**NAME OF JV ORGANIZATION**.....

**ADDRESS:** .....

.....

.....

**DULY AUTHORISED SIGNATORY NAME** .....

**DESIGNATION:** .....

**SIGNATURE** .....

**DATE:**.....

**C.5 CERTIFICATE OF ATTENDANCE AT COMPULSORY SITE INSPECTION MEETING**

This is to certify that (tenderer).....  
of (address) .....  
..... was represented by the person(s)  
named below at the compulsory meeting held for all tenderers at: -

<b>Clusters</b>	<b>Date</b>	<b>Time</b>	<b>Site</b>
Cluster 1	18 April 2024	10h30 – 12h30	Ithala Trade Centre- Knowledge Centre.
Cluster 2	19 April 2024	11h00 – 13h00	Ithala Training Centre, Ezakheni.
Cluster 3	22 April 2024	11h00 – 13h00	Isithebe Conference Centre, Mandeni.
Cluster 4	23 April 2024	11h00 – 13h00	Ithala Centre Makhathini, Jozini.

I / We acknowledge that the purpose of the meeting was to acquaint myself / ourselves with the site of the works and / or matters incidental to doing the work specified in the tender documents in order for me / us to take account of everything necessary when compiling our rates and prices included in the tender.

**Particulars of Bidder’s representative attending the meeting:**

Name: ..... Signature: .....  
Capacity: .....

**Attendance of the above person(s) at the meeting is confirmed by the Ithala’s representative, namely:**

Name: ..... Signature: .....  
Capacity: ..... Date and Time: .....

## C.6 PROCUREMENT TIMELINES

PROCUREMENT TIMELINE	DATE	TIME
RFP Release Date	11 April 2024	09h00
Compulsory briefing session	Cluster 1 – 18 April 2024 Cluster 2 – 19 April 2024 Cluster 3 – 22 April 2024 Cluster 4 – 23 April 2024	
Written questions of clarification – closing date	24 April 2024	16h00
Written response to all clarifications	26 April 2024	16h00
Service Provider Proposals Due	02 May 2024	11h00

---

**\*Indicative dates**

## **C.7 TERMS OF REFERENCE**

### **1. PURPOSE**

The purpose of the tender is for the appointment of an experienced service provider to render hygiene and cleaning services at various Ithala properties.

### **2. BACKGROUND**

As one of the largest property portfolio holders in KwaZulu-Natal, Ithala is ideally placed to service the various business sectors, spread through-out the province. Ithala Properties undertakes the development and management of industrial and commercial related projects. These projects relate to the development of new industrial and commercial properties as well as the redevelopment and expansion of existing properties. These activities are geared towards stimulating economic growth.

The portfolio of properties is made up of 1 million square metres of industrial property and 177 000 square metres of commercial shopping facilities, across 22 shopping centres spread throughout the province.

Ithala is the pioneer into many rural areas, bringing services, shopping and banking facilities closer to local communities. The establishment of Ithala commercial centres in remote regions of the province has served as a stimulus for development. Small business has mushroomed around the centres and in some areas, additional shopping malls and facilities have been built.

### **3. OBJECTIVE**

The objective of the Service Provider is to provide professional cleaning, hygiene and garden (selected properties) services for Ithala Properties grouped in:

1. Cluster 1 – Central and South Region
2. Cluster 2 – Midlands and Inland Region
3. Cluster 3 – Coastal North
4. Cluster 4 – Far North



#### 4. SCOPE OF WORK

The service provider will be required to render a comprehensive cleaning, hygiene and garden services to IDFC. The scope of the required services includes the following:

- 4.1 Supply, installation and maintenance of new hygiene equipment, for the duration of the contract the equipment remains the property of the service provider. If the equipment is vandalised, damaged, broken or stolen; it remains the responsibility of the service provider to ensure a replacement unit is installed within 3 working days. At the end of the contract the service provider is responsible for the upliftment of the equipment.
- 4.2 Supply, delivery and refilling of cleaning materials and hygiene consumables - The service provider must ensure that the consumables are timeously replenished, there should be no shortage on site at any time.
- 4.3 Hand Soap, Toilet paper and sanitizer and other frequently utilised consumables must be replenished twice daily on all sites (only applicable where it is part of the site requirements)
- 4.4 Quarterly stripping and deep cleaning of toilets/ablution facilities. The bidder will be required to provide all necessary equipment and consumables.
- 4.5 Carpet cleaning and upholstery to be carried out every 6 months – this should be done after hours and over the weekends (ITC and corporate/commercial offices)
- 4.6 Sanitary waste must be removed weekly – removal and refreshing of sanitary bins must be done in an approved and environmentally compliant manner. Ithala's Risk Office requests proof of disposal on a regular basis.
- 4.7 Hand and surface sanitizer supplied to the site must be SABS approved and compliant to SANS 490
- 4.8 Grass cutting, disposal of garden waste and general upkeep of the garden and landscaped areas must be carried out on as per specified frequency at applicable sites by an off-site team.
- 4.9 Weed control - Roundup or an equivalent systemic, broad-spectrum glyphosate-based herbicide must be applied to all paved and other applicable areas to effectively control the weeds.
- 4.10 Service provider to supply labour and remunerate in terms of the provisions of the Bargaining Council for Contract Cleaning Industry (BCCCI) for sectoral determination 6 as gazetted
- 4.11 All staff to be issued with full uniform and required Personal protective equipment (PPE)
- 4.12 Where staff have taken leave as per provisions of the BCCCI, you are required to ensure a reliever is on site for the duration of the leave.

4.13 Quarterly supply of Covid-19 disinfecting; cleaning; only applies to cleaning and disinfection to prevent the spread of the virus that causes Covid-19. Always follow standard practices and appropriate regulations specific to your type of facility. This is recommended for ITC; Ezakheni and Isithebe office premises.

4.14 High pressure cleaning using high pressure water spray to remove loose paint; mold; grime, dust, mud, and dirt from concrete surfaces. This is recommended for ITC; Ezakheni and Isithebe offices premises.

In addition to the above list of required services, each site will have individual requirements according to the type of site and specific needs per site

## **CONSUMABLES**

Ithala Development Finance Corporation recommends Vula Detergent centres for quality, SABS-approved cleaning and hygiene products. It is recommended that service providers appointed by IDFC to provide cleaning services at all its properties; should source these products only from the Vula Detergent centers located in the following areas: -

- Kwamashu Motor Park, eThekwini.
- Gamalakhe Township, Ugu.
- Esikhawini, King Cetshwayo.
- Any other Vula Detergent centre that may become available during the contract period

## **ITHALA SITE SPECIFIC REQUIREMENTS**

The below requirements are detailed according to type of site and specific needs per site, bidders are requested to visit the site where necessary. The appointed service provider will be responsible to ensure the required equipment is installed or available and the site is serviced with consumables as required.

## **PROPERTY TYPE – ITHALA TRADE CENTRE**

Ithala Trade Centre (ITC) is regarding as Ithala's central administrative office which houses Ithala's executive and management team as well as the administrative staff which are based in the Durban area.

- Property type – Building
- Cluster 1 – Central South Region
- Contact - Zaziwe Zondi - (031) 907 8767/ email: [ZaziweDlamini@ithala.co.za](mailto:ZaziweDlamini@ithala.co.za)
- Cleaning – Yes

- Hygiene – Yes
- Gardening - No
- Address – 29 canal Quay Road, Point Waterfront, Durban
- Description – Office building with a mix of open plan offices, closed offices, boardrooms, meeting rooms, storerooms, ablutions. kitchens, reception and waiting areas
- Square meters - 8670
- Number of floors – 9
- Number of employees – 325
- Estimated visitors per month – 700 to 800 per month
- Floor type – mixed (carpet/laminate/tiled)
- Reception areas
- Common Areas
- All Meeting/Board Rooms (Excluding 2nd – 3rd Floor)
- Ladies, Gents and Paraplegic Toilets
- Kitchenettes
- Accessible Windows Interior and Exterior
- 2nd – 3rd Floor Common Areas including ablutions.

### **SERVICE TIMES AND STAFFING**

- Service Times: Cleaning
- General Cleaning. (Excluding Weekends and Public Holidays.)
- Monday to Friday- 06h30 to 15h00 with a 30-minute break per shift
- A site supervisor must be allocated.
- 8 cleaners including supervisor.

### **HYGIENE REQUIREMENTS**

- 45 x sanitary bins
- 28 x stainless steel hand dryers non-touch (v-dryers)
- 51 x Air Fresheners dispenser's stainless steel
- 51 x hand soap/sanitizer stainless steel drip dispenser
- 68 x stainless steel toilet seat sanitizer dispenser
- 71 x stainless steel 3 tier toilet roll lockable dispenser
- 26 x urinal auto sanitizer stainless steel dispenser
- 1 x hand paper folded towel stainless steel dispenser (9<sup>th</sup> floor)
- 1 x automatic floor standing hand sanitizer stations (ground floor entrance)

## EQUIPMENT, MATERIALS AND EQUIPMENT

- Each floor to be allocated industrial vacuum
- Each floor to be allocated a janitor trolley complete with broom, dustpan and mop per cleaner
- Each floor to be allocated mop, bucket, toilet brushes, cloths for ablutions (this equipment is be used only in the ablutions)
- Colour coded cloths for the different applications
- 

## CONSUMABLES

- All materials and consumables must be SABS approved

The service provider is responsible for an adequate supply of materials and consumables on site at all times.

<b>TASK DESCRIPTION</b>	<b>FREQUENCY</b>
Cleaning floor according to the type	Daily
Dust/ wipe down all horizontal / vertical surfaces with a damp cloth	Daily
Dust desks with a damp cloth	Daily
Wipe all telephones with a suitably diluted disinfectant SABS approved	Bi -weekly
Polish all wooden furniture	Bi -weekly
Steam clean and vacuum upholstered chairs & furniture	Bi-annually
Clean white boards	Weekly
Clean client directory/information boards/signs	Daily
Empty dust bins, wastepaper baskets, wash and replaced plastic Inners	Twice Daily
Clean picture frames/Display units and glass	Weekly
Wash utensils, crockery and cutlery	When required, minimum Weekly
Spot clean marks from walls, doors, paint work and light switches	Weekly
Apply liquid metal polish, to brass door handles, window stays and window fasteners	Monthly
Vacuum Carpets	Bi-Weekly
Deep cleaning of Carpets	Bi-annually
Spot clean all glass; windows and window seals, doors; door knobs and metal work and dust all accessible ledges	Weekly
Cleaning of passages and staircases including skirting and handrails	Daily
Cleaning of toilets (closet pans, urinals, wash bins and mirror) with disinfectant	Hourly

Supply plastic to line toilet bins	Twice-Daily
Washing of toilet floors, walls, doors and pipes	Twice-Daily
Clean both faces of glass, dust curtains, clean blinds	Bi-Weekly
Clean and disinfect Kitchen floor, counter tops, tables and cupboards	Daily
Wash bins with approved soap and detergents and line them with plastic	Daily
Clean and refill urns and water dispensers	Twice-Daily
Microwave ovens must be washed with water and detergent	Daily
Clean coffee machines	Daily
Fridges must be defrosted and washed with water and detergent	Monthly
Separate paper waste from general waste and use designated /labelled bins	Twice-Daily
Wash the waste bins and the refuse area	Bi-weekly
Supply she bins in all ladies toilets ( 1 unit per cubicle),She bins must have self-closing tight fitting lids with trap doors with non-touch opening / closing mechanism- foot pedal operated and replaced with the clean disinfected inner plastic. The sanitary waste must be removed and disposed off, in compliance with the health and safety regulations.	When required, minimum Weekly
Supply and installation of plastic bag dispensers per female toilet cubicle and replenish bags	When required, minimum Weekly
Supply and installation of seat sanitizer dispensers in both female and male toilets. Seat sanitizer must be replenished as and when required and must be drip free and not harsh/ irritable to the skin non-ammoniated	Monthly
Supply and installation of 3-1 lockable toilet paper holders in both female and male toilets (1 per cubicle) and must be replenished twice daily with 1-ply SABS approved toilet paper or as and when required	Twice daily
Supply and installation of soap dispenser in both female and male toilets, Hand soap/sanitiser must be replenished as and when required and must be drip free and not harsh/ irritable to the skin non-ammoniated	Weekly
Supply and installation of hand dryers in both female and male toilets, ensure the dryer is cleed with damp cloth	Daily
Supply and installation of air freshener dispenser in both female and male toilets, Air freshener must be refilled as and when required and must spray at intervals of 15 minutes. Batteries must be supplied when required	Bi-Monthly
Automatic Urinal drip/sanitizer dispenser must be supplied, installed and replenished (1 per urinal)	Weekly

All machinery, Equipment, cleaning materials and consumables must be supplied by the Service provider	Weekly
Each cleaner must always be dressed in company uniform with name badge and company name at all times (all PPE must be supplied)	Daily
Refresh and Replenish tea/coffee stations in boardrooms	When required, minimum weekly
Supply, maintain and replenish automatic hand sanitising station at entrance	When required, minimum weekly
High Pressure cleaning	Weekly
Covid -19 disinfecting	Weekly

## 5.2 PROPERTY TYPE - COMMERCIAL PROPERTIES

The Commercial Property portfolio consists of strategically placed shopping centres and office blocks which operate under Ithala's control, with various options and opportunities for businesses looking to access emerging markets:

Cluster	Property	Address	Contact	Services	Size
3	Ulundi office block	Princess Magogo Street, Ulundi	Nombulelo Beja- (031) 9078660, email: nbeja@ithala.co.za	<b>Cleaning</b> - yes <b>Hygiene</b> -yes <b>Gardening</b> (4 times a month) <b>2</b> cleaners – 6 times a week <b>11</b> – 3 1 lockable stainless toilet roll holders <b>7</b> – non-touch SHE sanitary bins <b>4</b> – soap dispensers <b>4</b> – wall mounted standard waste bins <b>4</b> – automatic airfreshner dispensers	2126 m2
3	Ngwelezana Office Block	Ngwelezana Township	Nombulelo Beja- (031) 9078660, email: nbeja@ithala.co.za	<b>Cleaning</b> - no <b>Hygiene</b> - no	1444m2

				<b>Gardening</b> (2 times a month)	
2	Madadeni Industrial Estate Offices	Site 37 Yellow Street, Madadeni Industrial Estate	Sbu Khwela - (031) 907 8790, email: Skhwela@ithala.co.za	<b>Cleaning</b> - yes <b>Hygiene</b> -yes <b>Gardening</b> -no <b>High Pressure cleaning</b> -no <b>covid - 19 disinfecting</b> – yes. 1 cleaner – 2 times a week <b>9</b> – 3 1 lockable stainless toilet roll holders. <b>1</b> – non-touch SHE sanitary bins 1– soap dispensers <b>2</b> – wall mounted standard waste bins <b>1</b> – automatic air freshener dispensers <b>1</b> – Folded paper towel dispensers	125m2
2	Ezakheni Services Centre (Ithala Offices)	27B Blue Street, Ezakheni Industrial Estate, Ladysmith	Sbu Khwela - (031) 907 8790, email: Skhwela@ithala.co.za	<b>Cleaning</b> - yes <b>Hygiene</b> -yes <b>Gardening</b> -no <b>High Pressure cleaning</b> -yes <b>covid - 19 disinfecting</b> – yes. 2 cleaner – 5 times a week <b>9</b> – 3 1 lockable stainless toilet roll holders. <b>7</b> – non-touch SHE sanitary bins <b>4</b> – soap dispensers	600m2

				<p>2 – wall mounted standard waste bins</p> <p>4 – automatic air freshener dispensers</p> <p>4 – Folded paper towel dispensers</p>	
2	Long Market Street Office Block	149 Long Market Street, Pietermaritzburg	Sbu Khwela - (031) 907 8790, email: Skhwela@ithala.co.za	<p><b>Cleaning</b> - yes</p> <p><b>Hygiene</b> -yes</p> <p><b>Gardening</b> - no</p> <p>1 cleaner – 5 times a week</p> <p>4 – 3</p> <p>1 lockable stainless toilet roll holders.</p> <p>2 – non-touch SHE sanitary bins</p> <p>2 – soap dispensers</p> <p>2 – wall mounted standard waste bins</p> <p>2 – automatic air freshener dispensers</p> <p>2 – automatic hand dryers</p>	763m2
2	Marawa House	Plessislaer, Main Edendale Road, ,	Sbu Khwela - (031) 907 8790, email: Skhwela@ithala.co.za	<p><b>Cleaning</b> - yes</p> <p><b>Hygiene</b> – yes</p> <p><b>Gardening</b> – 2 times a month</p> <p>1 cleaner – 5 times a week</p> <p>1 – 3</p> <p>1 lockable stainless toilet roll holders.</p> <p>1 – non-touch SHE sanitary bins</p> <p>1 – soap dispenser</p>	1524



- Floor type – mixed (carpet/laminate/tiled)
- Reception area
- Common Areas
- All closed offices/Meeting/Board Rooms
- Passages
- Ladies, Gents and Paraplegic Toilets
- Kitchenettes
- Staircases
- Accessible Windows Interior and Exterior

### **SERVICE TIMES AND STAFFING**

- Service Times: Cleaning
- General Cleaning as specified per property.
- One shift time : (06:30am – 15:00) – 8 hours with 30 min break
- Two shifts' times (06:30am – 15:00) – day shift 8 hours with 30 min break.  
(15:00pm – 19:30pm) – late shift 4.5 hours

### **HYGIENE REQUIREMENTS**

- sanitary bins
- hand dryers.
- hand soap/sanitizer drip dispenser.
- 3-tier toilet roll lockable dispenser
- urinal sanitizer/deo blocks/p-mat (any)
- waste bins for ablutions.

### **EQUIPMENT, MATERIALS AND EQUIPMENT**

- Each site to be allocated industrial vacuum (only where cleaning required)
- Each site to be allocated a janitor trolley complete with broom, dustpan and mop per cleaner.
- Each site to be allocated mop, bucket, toilet brushes, cloths for ablutions (this equipment is be used only in the ablutions)
- Colour coded cloths for the different applications

## CONSUMABLES

- All cleaning materials and consumables must be SABS approved.

The service provider is responsible for an adequate supply of materials and consumables on site at all times.

## GARDENING

- As per stipulated timeframes/frequencies (off-site team)
- All equipment must be available – brush cutter, garden tools, blowers, protective equipment
- The service provider to supply consumables, waste bags, fuel for equipment, brooms ,fertilizer and weed-kill (round-up or equivalent)
- The service provider is responsible for removal of garden waste from site
- The service provider is responsible for an adequate supply of materials and consumables on site at all times.

## TASK DESCRIPTION – COMMERCIAL/OFFICE PROPERTIES

TASK DESCRIPTION	FREQUENCY
Cleaning floor according to the type	Daily
Dust/ wipe down all horizontal / vertical surfaces with a damp cloth	Daily
Dust desks with a damp cloth	Daily
Wipe all telephones with a suitably diluted disinfectant SABS approved	Bi -weekly
Polish all wooden furniture	Bi -weekly
Steam clean and vacuum upholstered chairs & furniture	Bi-annually
Clean white boards	Weekly
Clean client directory/information boards/signs	Daily
Empty dust bins, waste paper baskets, wash and replaced plastic Inners	Twice Daily
Clean picture frames/Display units and glass	Weekly
Wash utensils, crockery and cutlery	When required, minimum Weekly
Spot clean marks from walls, doors, paint work and light switches	Weekly
Apply liquid metal polish, to brass door handles, window stays and window fasteners	Monthly
Vacuum Carpets	Bi-Weekly
Deep cleaning of Carpets	Bi-annually

Spot clean all glass; windows and window seals, doors; door knobs and metal work and dust all accessible ledges	Weekly
Cleaning of passages and staircases including skirting and handrails	Daily
Cleaning of toilets (closet pans, urinals, wash bins and mirror) with disinfectant	Hourly
Supply plastic to line toilet bins	Twice Daily
Washing of toilet floors, walls, doors and pipes	Twice Daily
Clean both faces of glass, dust curtains, clean blinds	Bi-Weekly
Clean and disinfect Kitchen floor, counter tops, tables and cupboards	Daily
Wash bins with approved soap and detergents and line them with plastic	Daily
Clean and refill urns and water dispensers	Twice Daily
Microwave ovens must be washed with water and detergent	Daily
Clean coffee machines	Daily
Fridges must be defrosted and washed with water and detergent	Monthly
Separate paper waste from general waste and use designated /labelled bins	Twice Daily
Wash the waste bins and the refuse area	Bi-weekly
Supply she bins in all ladies toilets (1 unit per cubicle), She bins must have self-closing tight fitting lids with trap doors with non-touch opening / closing mechanism- foot pedal operated and replaced with the clean disinfected inner plastic. The sanitary waste must be removed and disposed of, in compliance with the health and safety regulations.	When required, minimum Weekly
Supply and installation of plastic bag dispensers per female toilet cubicle and replenish bags	Daily
Supply and installation of seat sanitizer dispensers in both female and male toilets. Seat sanitizer must be replenished as and when required and must be drip free and not harsh/ irritable to the skin non-ammoniated	Monthly
Supply and installation of 3-1 lockable toilet paper holders in both female and male toilets ( 1 per cubicle) and must be replenished twice daily with 1-ply SABS approved toilet paper or as and when required	Twice daily
Supply and installation of soap dispenser in both female and male toilets, Hand soap/sanitiser must be replenished as and when required and must be drip free and not harsh/ irritable to the skin non-ammoniated	Weekly
Supply and installation of hand dryers in both female and male toilets, ensure the dryer is cleaned with damp cloth	Daily

Supply and installation of air freshener dispenser in both female and male toilets, Air freshener must be refilled as and when required and must spray at intervals of 15 minutes. Batteries must be supplied when required	Bi-Monthly
Automatic Urinal drip/sanitizer dispenser must be supplied, installed and replenished (1 per urinal)	Weekly
All machinery, Equipment, cleaning materials and consumables must be supplied by the Service provider	Weekly
Each cleaner must always be dressed in company uniform with name badge and company name at all times (all PPE must be supplied)	Daily
Refresh and Replenish tea/coffee stations in boardrooms	Weekly

### 5.3 PROPERTY TYPE – RETAIL PROPERTIES

The portfolio consists of strategically placed shopping centres which operate under Ithala's control, with various options and opportunities for businesses looking to access emerging markets:

Cluster	Property	Address	Contact	Services	Size
1	KwaMashu Shopping Centre	350 Mandela Road, P Section, KwaMashu	Zaziwe Zondi - (031) 907 8767, email: ZaziweDlamini@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b> (4 times a week) <b>4</b> cleaners – 7 times a week (day) <b>1</b> cleaner – 7 times a week (late shift) <b>12</b> – 3 1 lockable stainless toilet roll holders <b>6</b> – non-touch SHE sanitary bins <b>4</b> – soap dispensers <b>4</b> – wall mounted standard waste bins <b>4</b> – automatic air freshener dispensers <b>4</b> – Automatic Hand dryers	9324m2
1	Power Centre	29 Lanner Road, New Germany	Zaziwe Zondi - (031) 907 8767. email: ZaziweDlamini@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b> (4 times a week)	5900m2

				<p>2 cleaners – 7 times a week (day)  2 cleaners – 7 times a week (late shift)  <b>7 – 3</b>  1 lockable stainless toilet roll holders.  <b>4 – non-touch SHE</b> sanitary bins  <b>2 – soap dispensers</b>  <b>2 – wall mounted standard waste bins</b>  <b>2 – automatic air freshener dispensers</b>  <b>2 – Automatic Hand dryers</b></p>	
2	Estcourt plaza	Corner of Harding & Albert Street, Estcourt	Sbu Khwela - (031) 907 8790, email: <a href="mailto:Skhwela@ithala.co.za">Skhwela@ithala.co.za</a>	<p><b>Cleaning – yes</b>  <b>Hygiene -yes</b>  <b>Gardening - no</b>  2 cleaners – 7 times a week (day)  <b>7 – 3</b>  1 lockable stainless toilet roll holders  <b>4 – non-touch SHE</b> sanitary bins  <b>2 – soap dispensers</b>  <b>2 – wall mounted standard waste bins</b>  <b>2 – automatic air freshener dispensers</b>  <b>2 – Automatic Hand dryers</b></p>	9786m2
2	Howick	Bell Street, Howick	Sbu Khwela - (031) 907 8790, email: <a href="mailto:Skhwela@ithala.co.za">Skhwela@ithala.co.za</a>	<p><b>Cleaning – yes</b>  <b>Hygiene -yes</b>  <b>Gardening (4 times a week)</b>  1 cleaner – 7 times a week (day) <b>7 – 3</b>  1 lockable stainless toilet roll holders.  <b>4 – non-touch SHE</b> sanitary bins  <b>2 – soap dispensers</b>  <b>2 – wall mounted standard waste bins</b>  <b>2 – automatic air freshener dispensers</b>  <b>2 – Automatic Hand dryers</b></p>	5646m2
2	Madadeni Shopping Centre	Off Nkosi Bhambatha Road, G Section, Madadeni	Sbu Khwela - (031) 907 8790, email: <a href="mailto:Skhwela@ithala.co.za">Skhwela@ithala.co.za</a>	<p><b>Cleaning – yes</b>  <b>Hygiene -yes</b>  <b>Gardening (4 times a week)</b></p>	9684m2

				<p>2 cleaners – 7 times a week (day)  2 cleaner – 7 times a week (late shift)  <b>10 – 3</b>  1 lockable stainless toilet roll holders  <b>5 – non-touch SHE</b> sanitary bins  <b>2 – soap dispensers</b>  <b>2 – wall mounted standard waste bins</b>  <b>2 – automatic air freshener dispensers</b>  <b>2 – Automatic Hand dryers</b></p>	
2	Tugela Ferry Shopping Centre	Main Road, Tugela Ferry	Sbu Khwela - (031) 907 8790, email: Skhwela@ithala.co.za	<p><b>Cleaning – yes</b>  <b>Hygiene -yes</b>  <b>Gardening (4 times a week)</b>  2 cleaners – 7 times a week (day)  1 cleaner – 7 times a week (late shift)  <b>6 – 3</b>  1 lockable stainless toilet roll holders  <b>3 – non-touch SHE</b> sanitary bins  <b>2 – soap dispensers</b>  <b>2 – wall mounted standard waste bins</b>  <b>2 – automatic air freshener dispensers</b>  <b>2 – Automatic Hand dryers</b></p>	4237m2
2	Eshowe Shopping Centre	9-11 Osborne Road, Eshowe	Sbu Khwela - (031) 907 8790, email: Skhwela@ithala.co.za	<p><b>Cleaning – yes</b>  <b>Hygiene -yes</b>  <b>Gardening - no</b>  2 cleaners – 7 times a week (day)  2 cleaner – 7 times a week (late shift)  <b>8 – 3</b>  1 lockable stainless toilet roll holders  <b>5 – non-touch SHE</b> sanitary bins  <b>2 – soap dispensers</b>  <b>2 – wall mounted standard waste bins</b>  <b>2 – automatic air freshener dispensers</b>  <b>2 – Automatic Hand dryers</b></p>	5545m2

3	Nkandla Shopping Centre	Corner of Hadebe & Shezi Street, Nkandla	Sbu Khwela - (031) 907 8790, email: <a href="mailto:Skhwela@ithala.co.za">Skhwela@ithala.co.za</a>	<b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b> (4 times a week) 2 cleaners – 7 times a week (day) 1 cleaner – 7 times a week (late shift) <b>5</b> – 3 1 lockable stainless toilet roll holders <b>3</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins – automatic air freshener dispensers <b>2</b> – Automatic Hand dryers	3071m2
3	Nongoma Plaza	Main Street, Nongoma	Nombulelo Beja- (031) 9078660, email: <a href="mailto:nbeja@ithala.co.za">nbeja@ithala.co.za</a>	<b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b> (2 times a month) 4 cleaners – 7 times a week (day) 2 cleaner – 7 times a week (late shift)	10688m2
3	Ulundi/Ondini Shopping Centre	Princess Magogo Street, Ulundi	Nombulelo Beja- (031) 9078660, email: <a href="mailto:nbeja@ithala.co.za">nbeja@ithala.co.za</a>	<b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b> (4 times a month) 5 cleaners – 7 times a week (day) <b>15</b> 3 1 lockable stainless toilet roll holders <b>11</b> – non-touch SHE sanitary bins <b>6</b> – soap dispensers <b>5</b> – wall mounted standard waste bins <b>5</b> – automatic air freshener dispensers <b>4</b> – Automatic Hand dryers	15674m2
3	Isithebe Commercial Centre	White Street, Isithebe Industrial	Sifiso Radebe - (031) 907 8619, email: <a href="mailto:sradebe@ithala.co.za">sradebe@ithala.co.za</a>	<b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b> (once a month) <b>High pressure cleaning and</b>	1000m2

		Estate, Mandeni		<b>covid-19 disinfecting-</b> when required 1 cleaner – 7 times a week (day) <b>6 – 3</b> 1 lockable stainless toilet roll holders <b>4 – non-touch SHE</b> sanitary bins <b>3 – soap dispensers</b> <b>3 – wall mounted standard</b> waste bins <b>3 – automatic air freshener</b> dispensers <b>3 – Automatic Hand dryers</b>	
4	Jozini Shopping Centre	Main Road, Jozini	Nombulelo Beja- (031) 9078660, email: <a href="mailto:nbeja@ithala.co.za">nbeja@ithala.co.za</a>	<b>Cleaning – yes</b> <b>Hygiene -yes</b> <b>Gardening</b> (4 times a month) 2 cleaners – 7 times a week (day) 1 cleaner – 7 times a week (late shift) <b>7 – 3</b> 1 lockable stainless toilet roll holders <b>4 – non-touch SHE</b> sanitary bins <b>2 – soap dispensers</b> <b>2 – wall mounted standard</b> waste bins <b>2 – automatic air freshener</b> dispensers <b>2 – Automatic Hand dryers</b>	3122m2
4	Makhathini Shopping Centre	Main Road, Jozini	Nombulelo Beja- (031) 9078660, email: <a href="mailto:nbeja@ithala.co.za">nbeja@ithala.co.za</a>	<b>Cleaning – yes</b> <b>Hygiene -yes</b> <b>Gardening</b> (4 times a month) 2 cleaners – 7 times a week (day) 1 cleaner – 7 times a week (late shift)	4764m2
4	Manguzi Shopping Centre	Main Road, Manguzi	Nombulelo Beja- (031) 9078660, email: <a href="mailto:nbeja@ithala.co.za">nbeja@ithala.co.za</a>	<b>Cleaning – yes</b> <b>Hygiene -yes</b> <b>Gardening</b> (4 times a month) 4 cleaners – 7 times a week (day) 1 cleaner – 7 times a week (late shift) <b>9 – 3</b> 1 lockable stainless toilet roll holders <b>5 – non-touch SHE</b> sanitary bins <b>4 – soap dispensers</b>	9341m2



				<p>4 – wall mounted standard waste bins  4 – automatic air freshener dispensers  4 – Automatic Hand dryers</p>	
4	Mbazwana Shopping Centre	Main Road, Mbazwana	Nombulelo Beja- (031) 9078660, email: <a href="mailto:nbeja@ithala.co.za">nbeja@ithala.co.za</a>	<p><b>Cleaning</b> – yes  <b>Hygiene</b> -yes  <b>Gardening</b> (2 times a month)  2 cleaners – 7 times a week (day) <b>6</b> – 3  1 lockable stainless toilet roll holders  <b>4</b> – non-touch SHE sanitary bins  <b>3</b> – soap dispensers  <b>3</b> – wall mounted standard waste bins  <b>3</b> – automatic air freshener dispensers  <b>3</b> – Automatic Hand dryers</p>	3422m2
3	Sundumbili plaza	Main Road, Sundumbili Township, Mandeni	Nombulelo Beja- (031) 9078660, email: <a href="mailto:nbeja@ithala.co.za">nbeja@ithala.co.za</a>	<p><b>Cleaning</b> – yes  <b>Hygiene</b> -yes  <b>Gardening</b> (4 times a month)  4 cleaners – 7 times a week (day)  2 cleaner – 7 times a week (late shift) <b>5</b> – 3  1 lockable stainless toilet roll holders  <b>3</b> – non-touch SHE sanitary bins  <b>2</b> – soap dispensers  <b>2</b> – wall mounted standard waste bins  <b>2</b> – automatic air freshener dispensers  <b>2</b> – Automatic Hand dryers</p>	13884m2
1	Harding Shopping Centre	Musgrave Street, Harding	Zaziwe Zondi - (031) 907 8767, email: <a href="mailto:ZaziweDlamini@ithala.co.za">ZaziweDlamini@ithala.co.za</a>	<p><b>Cleaning</b> – yes  <b>Hygiene</b> -yes  <b>Gardening</b>-no  3 cleaners – 7 times a week (day)  2 cleaner – 7 times a week (late shift) <b>5</b> – 3  1 lockable stainless toilet roll holders  <b>3</b> – non-touch SHE sanitary bins  <b>2</b> – soap dispensers  <b>2</b> – wall mounted standard waste bins</p>	5377m2

				<p>2 – automatic air freshener dispensers 2 – Automatic Hand dryers</p>	
1	Port Shepstone Shopping Centre	29 Nelson Mandela Drive, Port Shepstone	<p>Zaziwe Zondi - (031) 907 8767/ 061 925 3920. email: <a href="mailto:ZaziweDlamini@ithala.co.za">ZaziweDlamini@ithala.co.za</a></p>	<p><b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b>-no 3 cleaners – 7 times a week (day) <b>5</b> – 3 1 lockable stainless toilet roll holders <b>3</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins <b>2</b> – automatic air freshener dispensers <b>2</b> – Automatic Hand dryers</p>	3803m2
1	Wilson's Wharf	14-18 Boatman's Road, Durban	<p>Zaziwe Zondi - (031) 907 8767/ 061 925 3920. email: <a href="mailto:ZaziweDlamini@ithala.co.za">ZaziweDlamini@ithala.co.za</a></p>	<p><b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b>- no 4 cleaners – 7 times a week (day) 2 cleaner – 7 times a week (late shift <b>15</b> – 3 1 lockable stainless toilet roll holders <b>9</b> – non-touch SHE sanitary bins <b>5</b> – soap dispensers <b>5</b> – wall mounted standard waste bins <b>5</b> – automatic air freshener dispensers <b>8</b> – Automatic Hand dryers</p>	4301m2
1	Umlazi V	156 Sibusiso Mdakane Road, Umlazi	<p>Zaziwe Zondi - (031) 907 8767/ 061 925 3920. email: <a href="mailto:ZaziweDlamini@ithala.co.za">ZaziweDlamini@ithala.co.za</a></p>	<p><b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b>- 2 times a month 1 cleaner – 7 times a week (day)</p>	
1	Kwadabeka Shopping Centre	101 Khululeka Drive, Kwadabeka	<p>Zaziwe Zondi - (031) 907 8767/ 061 925 3920. email: <a href="mailto:ZaziweDlamini@ithala.co.za">ZaziweDlamini@ithala.co.za</a></p>	<p><b>Cleaning</b> – yes <b>Hygiene</b> -yes <b>Gardening</b>- once a month 2 cleaner – 7 times a week (day) <b>5</b> – 3-1 lockable stainless toilet roll holders <b>3</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins</p>	

				2 – automatic airfreshner dispensers 2 – Automatic Hand dryers	
3	Liquor Inn - Ulundi	BA 35 Ulundi	Nombulelo Beja- (031) 9078660/083 340 2632, email: <a href="mailto:nbeja@ithala.co.za">nbeja@ithala.co.za</a>	<b>Cleaning</b> – no <b>Hygiene</b> -no <b>Gardening</b> - once a month 0 cleaners	500m2

- Parking and hard surface areas
- Gardens and outside verges
- Ablutions
- Staircases
- Verandas / Walkways
- Guard Houses
- Toilets / basins
- Windows
- Floors
- Bin/waste area

#### **SERVICE TIMES AND STAFFING**

- General Cleaning as specified per property
- One shift times (06:30am – 15:00) – 8 hours with 30 min break
- Two shifts' times (06:30am – 15:00) – day shift 8 hours with 30 min break  
(15:00pm – 19:30pm) – late shift 4.5 hours

#### **HYGIENE REQUIREMENTS**

- sanitary bins
- hand dryers
- hand soap/sanitizer drip dispenser
- 3-tier toilet roll lockable dispenser
- urinal sanitizer/deo blocks/p-mat (any)
- waste bins for ablutions

#### **EQUIPMENT, MATERIALS AND EQUIPMENT**

- Each site to be allocated industrial vacuum (only where cleaning required)
- Each site to be allocated a janitor trolley complete with broom, dustpan and mop per cleaner
- Each site to be allocated mop, bucket, toilet brushes, cloths for ablutions (this equipment is be used only in the ablutions)
- Colour coded cloths for the different applications

## CONSUMABLES

- All cleaning materials and consumables must be SABS approved

The service provider is responsible for an adequate supply of materials and consumables on site at all times.

## GARDENING

- As per stipulated timeframes/frequencies (off-site team)
- All equipment must be available – brush cutter, garden tools, blowers, protective equipment
- The service provider to supply consumables, waste bags, fuel for equipment, brooms ,fertilizer and weed-kill (round-up or equivalent)
- The service provider is responsible for removal of garden waste from site

The service provider is responsible for an adequate supply of materials and consumables on site at all times.

## TASK DESCRIPTION - RETAIL

TASK DESCRIPTION	FREQUENCY
Cleaning floor according to the type	Daily
Clean/disinfect/sanitize all surfaces with a damp cloth	Daily
Clean/mop paved/tarred areas/parking/driveways/walkways	Twice a week
Pressure wash paved/tarred areas/parking/driveways/walkways	Quarterly
Bin/waste area	Twice a week
Machine scrub/buff floors with high traffic at retail centers – (industrial machine to be used with industrial strength cleaning detergent	Monthly
Clean client directory/information boards/signs	Daily
Remove and dispose waste at specified area	Twice Daily
Spot clean glass and metal Surfaces	Weekly
Cleaning of passages and staircases including skirting and handrails	Daily
Cleaning/sanitize toilets (closet pans, urinals, wash bins and mirror) with disinfectant	6 times a day
Supply plastic to line toilet bins	Twice Daily
Supply she bins in all ladies' toilets (1 unit per cubicle), She bins must have self-closing tight fitting lids with trap doors with non-touch opening / closing mechanism- foot pedal operated and replaced with the clean disinfected inner plastic. The sanitary waste must be removed and disposed off, in compliance with the health and safety regulations.	When required, minimum Weekly

Supply and installation of plastic bag dispensers per female toilet cubicle and replenish bags	Weekly
Supply and installation of 3-1 lockable toilet paper holders in both female and male toilets ( 1 per cubicle) and must be replenished twice daily with 1-ply SABS approved toilet paper or as and when required	Twice daily
Supply and installation of soap dispenser in both female and male toilets, Hand soap/sanitiser must be replenished as and when required	Twice daily
Supply and installation of hand dryers in both female and male toilets, ensure the dryer is cleaned with damp cloth	Daily
Urinal sanitizer dispenser must be supplied and replenished. deo blocks, p - mat or appropriate disinfectant	Weekly
All machinery, Equipment, cleaning materials and consumables must be supplied by the Service provider	Weekly
Each cleaner must always be dressed in company uniform including PPE	Daily
Garden beds to be kept neat and tidy	Weekly
Hedges and verges trimmed	Weekly
Garden refuse removed and disposed	Weekly
Cutting of grass	Weekly
Prune plants and trees	Weekly
Remove and dispose all litter	Weekly
Apply fertilizer/compost/herbicide	Weekly
Water plants	Weekly

#### 5.4 PROPERTY TYPE – INDUSTRIAL PARKS

There are 8 industrial parks situated in and around the Durban metropolitan area:

Cluster	Property	Address	Contact	Services	Size
1	Edgecombe Mill	32 Marshall Drive, Mt Edgecombe	Thabisile Buthelezi - (031) 907 8885, email: TPButhelezi@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 2 cleaners – 5 times a week (day) <b>2 – 3</b> 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers	9304m2

				<p>2 – wall mounted standard waste bins  2 – automatic air freshener dispensers  2 – Automatic Hand dryers</p>	
1	Flamingo	83 Intersite Avenue, Springfield Park	Thabisile Buthelezi - (031) 907 8885, email: <a href="mailto:TPButhelezi@ithala.co.za">TPButhelezi@ithala.co.za</a>	<p><b>Cleaning</b> – yes  <b>Hygiene</b> - Yes  <b>Gardening</b>- 2 times a month  1 cleaner – 5 times a week (day)  <b>1 – 3</b>  1 lockable stainless toilet roll holders  <b>1 – non-touch SHE sanitary bins</b>  <b>1 – soap dispensers</b>  <b>1 – wall mounted standard waste bins</b>  <b>1 – automatic air freshener dispensers</b>  <b>1 – Automatic Hand dryers</b></p>	11601m2
1	Kwamashu E1137	30 Ntombela Road, KwaMashu	Thabisile Buthelezi - (031) 907 8885, email: <a href="mailto:TPButhelezi@ithala.co.za">TPButhelezi@ithala.co.za</a>	<p><b>Cleaning</b> – yes  <b>Hygiene</b> - Yes  <b>Gardening</b>- 2 times a month  1 cleaner – 5 times a week (day)  <b>1 – 3</b>  1 lockable stainless toilet roll holders  <b>1 – non-touch SHE sanitary bins</b>  <b>1 – soap dispensers</b>  <b>1 – wall mounted standard waste bins</b>  <b>1 – automatic air freshener dispensers</b>  <b>1 – Automatic Hand dryers</b></p>	3489m2
1	Northmead	10 Moreland Drive, Redhill	Thabisile Buthelezi - (031) 907 8885, email: <a href="mailto:TPButhelezi@ithala.co.za">TPButhelezi@ithala.co.za</a>	<p><b>Cleaning</b> – yes  <b>Hygiene</b> - Yes  <b>Gardening</b>- 4 times a month  2 cleaners – 5 times a week (day) <b>2 – 3</b></p>	21506m2

				1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins <b>2</b> – automatic air freshener dispensers <b>2</b> – Automatic Hand dryers	
1	Paramount Park	75-85 Siphosethu Drive, Mt Edgecombe	Thabisile Buthelezi - (031) 907 8885, email: <a href="mailto:TPButhelezi@ithala.co.za">TPButhelezi@ithala.co.za</a>	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 2 cleaners – 5 times a week (day) <b>1</b> – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins <b>1</b> – automatic air freshener dispensers <b>1</b> – Automatic Hand dryers	7899m2
1	Pinemead	47 Gillits Road (Gates 1&2) and 14 Trafford Road (Gates 3&4) Westmead, Pinetown	Thabisile Buthelezi - (031) 907 8885, email: <a href="mailto:TPButhelezi@ithala.co.za">TPButhelezi@ithala.co.za</a>	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 4 times a month 2 cleaners – 5 times a week (day) <b>1</b> – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins <b>1</b> – automatic air freshener dispensers <b>1</b> – Automatic Hand dryers	18576m2
1	Shepstone Park	2 Blasé Road, New Germany	Thabisile Buthelezi - (031) 907 8885, email: <a href="mailto:TPButhelezi@ithala.co.za">TPButhelezi@ithala.co.za</a>	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 2 cleaners – 5 times a week (day) <b>1</b> – 3	13190m2

				1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins <b>1</b> – automatic air freshener dispensers <b>1</b> – Automatic Hand dryers	
1	The Terrace	1 Goshawk Road, New Germany	Thabisile Buthelezi - (031) 907 8885, email: <a href="mailto:TPButhelezi@ithala.co.za">TPButhelezi@ithala.co.za</a>	<b>Cleaning – yes</b> <b>Hygiene - Yes</b> <b>Gardening- 2 times a month</b> 2 cleaners – 5 times a week (day) <b>1</b> – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins <b>1</b> – automatic air freshener dispensers <b>1</b> – Automatic Hand dryers	11622m2

- Parking and hard surface areas
- Gardens and outside verges
- Ablutions
- Staircases
- Verandas / Walkways
- Guard Houses
- Toilets / basins
- Windows
- Floors
- Bin/waste area

**SERVICE TIMES AND STAFFING**

- General Cleaning as specified per property
- One shift times (07:00am – 16:30) – 8 hours with 30 min break

**HYGIENE REQUIREMENTS**

**At Industrial Properties** – Hygiene only required for Guard toilet



- sanitary bin
- hand dryer
- hand soap/sanitizer drip dispenser
- 3-tier toilet roll lockable dispenser
- urinal sanitizer/deo blocks/p-mat (any)
- waste bins for ablution

**EQUIPMENT, MATERIALS AND EQUIPMENT**

- Each site to be allocated industrial vacuum (only where cleaning required)
- Each site to be allocated a janitor trolley complete with broom, dustpan and mop per cleaner
- Each site to be allocated mop, bucket, toilet brushes, cloths for ablutions (this equipment is be used only in the ablutions)
- Colour coded cloths for the different applications

**CONSUMABLES**

- All cleaning materials and consumables must be SABS approved

The service provider is responsible for an adequate supply of materials and consumables on site at all times.

**GARDENING**

- As per stipulated timeframes/frequencies (off-site team)
- All equipment must be available – brush cutter, garden tools, blowers, protective equipment.
- The service provider to supply consumables, waste bags, fuel for equipment, brooms, fertilizer and weed-kill (round-up or equivalent)
- The service provider is responsible for removal of garden waste from site

The service provider is responsible for an adequate supply of materials and consumables on site at all times.

**TASK DESCRIPTION – INDUSTRIAL PROPERTIES**

<b>TASK DESCRIPTION</b>	<b>FREQUENCY</b>
Cleaning floor according to the type	Daily
Clean/disinfect/sanitize all surfaces with a damp cloth	Daily
Clean/mop paved/tarred areas/parking/driveways/walkways	Twice a week
Bin/waste area	Twice a week
Clean client directory/information boards/signs	Daily
Remove and dispose waste at specified area	Twice Daily
Spot clean all surfaces	Weekly

Cleaning/sanitize toilets (closet pans, urinals, wash bins and mirror) with disinfectant	2 times a day
Supply plastic to line toilet bins	Daily
Supply she bins in all ladies' toilets (1 unit per cubicle), She bins must have self-closing tight fitting lids with trap doors with non-touch opening / closing mechanism- foot pedal operated and replaced with the clean disinfected inner plastic. The sanitary waste must be removed and disposed off, in compliance with the health and safety regulations.	When required, minimum Weekly
Supply and installation of plastic bag dispensers per female toilet cubicle and replenish bags	Weekly
Supply and installation of 3-1 lockable toilet paper holders in both female and male toilets ( 1 per cubicle) and must be replenished twice daily with 1-ply SABS approved toilet paper or as and when required	Twice daily
Supply and installation of soap dispenser in both female and male toilets, Hand soap/sanitiser must be replenished as and when required	Twice daily
Supply and installation of hand dryer and ensure the dryer is cleaned with damp cloth	Daily
Urinal sanitizer must be supplied and replenished. deo blocks, p - mat or appropriate disinfectant	Weekly
All machinery, Equipment, cleaning materials and consumables must be supplied by the Service provider	Weekly
Each cleaner must always be dressed in company uniform including PPE	Daily
Garden beds to be kept neat and tidy	Weekly
Hedges and verges trimmed	Weekly
Garden refuse removed and disposed	Weekly
Cutting of grass	Weekly
Prune plants and trees	Weekly
Remove and dispose all litter	Weekly
Apply fertilizer/compost/herbicide	Weekly
Water plants	Weekly

## 5.5 PROPERTY TYPE – SMME PROPERTIES

The SMME Property portfolio comprises of small industrial units are also located in areas such as Umlazi, KwaMashu, Mini and Plessieslaer in Pietermaritzburg and other areas in KZN.

Cluster	Property	Address	Contact	Services
1	Bhongweni Factory Units	Nkqubela Road, Bhongweni, Kokstad	Bonginkosi Cele - (031) 907 8640, email: Bcele@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 2 – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins
1	Kokstad Factory Units	6 Hawthorn Street, Kokstad	Bonginkosi Cele - (031) 907 8640, email: Bcele@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day)
1	Kwadabeka Factory Units	102 Uhuru Drive, KwaDabekwa	Bonginkosi Cele - (031) 907 8640, email: Bcele@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 2 – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins
1	Kwamashu Motor Park Ph 1 - 4	36 Ntombela Road, Kwamashu,	Bonginkosi Cele - (031) 907 8640, email: Bcele@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 2 cleaners – 5 times a week (day) 2 – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins

1	Magabeni Factory Units	Dzana Road, Magabheni	Bonginkosi Cele - (031) 907 8640, email: Bcele@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 2 – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins
2	Mpumalanga Factory Units F34	F Ben Mkhize Circle, Mpumalanga	Bonginkosi Cele - (031) 907 8640, email: Bcele@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 4 – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins
1	Umlazi Industrial Park Ph 1-3	40 Thabo Morena Street, Umlazi	Bonginkosi Cele - (031) 907 8640, email: Bcele@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 4 cleaners – 5 times a week (day) 38 – 2 1 lockable stainless toilet roll holders <b>20</b> – non-touch SHE sanitary bins <b>20</b> – soap dispensers <b>20</b> – wall mounted standard waste bins <b>8</b> – hand towel dispensers
2	Madadeni Handicraft	G4766, Madadeni,	Mandla Skhosana - (034) 314 0016, email: Mskhosana@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 3 – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins

2	Mpumulelo Handicraft 1 & 2	H96, Yellow Street, Madadeni Industrial Estate,	Mandla Skhosana - (034) 314 0016, email: Mskhosana@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) <b>13</b> – 2 1 lockable stainless toilet roll holders <b>8</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins
2	Nqutu Handicraft Ph 1 & 2	Site 42 Portion 1, Nqutu	Mandla Skhosana - (034) 314 0016email: Mskhosana@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - no 1 cleaner – 5 times a week (day) 4 – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins
2	Osizweni Factory Units A & B	A7283, OSIZWENI,	Mandla Skhosana - (034) 314 0016, email: Mskhosana@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 3 – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins
2	Osizweni Handicraft A & B	A7273, OSIZWENI,	Mandla Skhosana - (034) 314 0016, email: Mskhosana@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 3 – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins

2	Plessislaer Factory Units 1&2	Portion Of Remainder Of Gildown 13690, Edendale,	Mandla Skhosana - (034) 314 0016, email: Mskhosana@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) <b>9</b> – 3 1 lockable stainless toilet roll holders <b>6</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>1</b> – wall mounted standard waste bins
3	Esikhaweni Factory Units 1 - 3	H1075, Esikhawini H, City of Umhlathuze,	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) <b>3</b> – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins
3	Esikhaweni Motor Trade	H3143, Esikhawini H, City of Umhlathuze,	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - no 1 cleaner – 5 times a week (day) <b>3</b> – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>2</b> – wall mounted standard waste bins
4	Hlabisa Factory Units A & B	Lots 266-268, Hlabisa, Kwazulu- Natal	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) <b>4</b> – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>4</b> – soap dispensers <b>2</b> – wall mounted standard waste bins

4	Mbazwana Factory Units Ph 1&2	Area 14, Ubombo, Mbazwane	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 2 – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins
3	Ngwelezana F/Units 2 & 3	A644, Ngwelezana A, City of Umhlatuze,	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 2 – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins
3	Nkandla Factory Units	218, Nkandla,	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 2 – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins
3	Nseleni Factory Units Ph 1	A1419, Nseleni A, City Of Umhlatuze,	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 2 – 3 1 lockable stainless toilet roll holders <b>1</b> – non-touch SHE sanitary bins <b>1</b> – soap dispensers <b>1</b> – wall mounted standard waste bins

3	Sundumbili Factory Units 1 & 2	A663, Sundumbili A, Endondakusuka,	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 4 – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>1</b> – wall mounted standard waste bins
3	Sundumbili Motor Trade	A672, Sundumbili A, Endondakusuka	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week 2 – 3 1 lockable stainless toilet roll holders <b>2</b> – non-touch SHE sanitary bins <b>2</b> – soap dispensers <b>1</b> – wall mounted standard waste bins (day)
3	Ulundi Factory Units Ph 1 & 2	Ba56, Ulundi	Simphiwe Mahlobo - (031) 907 8686, email: SMahlobo@ithala.co.za	<b>Cleaning</b> – yes <b>Hygiene</b> - Yes <b>Gardening</b> - 2 times a month 1 cleaner – 5 times a week (day) 6 – 3 1 lockable stainless toilet roll holders <b>4</b> – non-touch SHE sanitary bins <b>6</b> – soap dispensers <b>4</b> – wall mounted standard waste bins

- Parking and hard surface areas
- Gardens and outside verges
- Ablutions
- Staircases
- Verandas / Walkways
- Guard Houses
- Toilets / basins
- Windows



- Floors
- Bin/waste area

### **SERVICE TIMES AND STAFFING**

- General Cleaning as specified per property
- One shift time (06:30am – 15:00) – 8 hours with 30 mins break

### **HYGIENE REQUIREMENTS**

- sanitary bins
- hand dryers
- hand soap/sanitizer drip dispensers
- 3-tier toilet roll lockable dispensers
- urinal sanitizer/deo blocks/p-mat (any)
- waste bins for ablution

### **EQUIPMENT, MATERIALS AND EQUIPMENT**

- Each site to be allocated industrial vacuum (only where cleaning required)
- Each site to be allocated a janitor trolley complete with broom, dustpan and mop per cleaner
- Each site to be allocated mop, bucket, toilet brushes, cloths for ablutions (this equipment is be used only in the ablutions)
- Colour coded cloths for the different applications

### **CONSUMABLES**

- All cleaning materials and consumables must be SABS approved

The service provider is responsible for an adequate supply of materials and consumables on site at all times.

### **GARDENING**

- As per stipulated timeframes/frequencies (off-site team)
- All equipment must be available – brush cutter, garden tools, blowers, protective equipment.
- The service provider to supply consumables, waste bags, fuel for equipment, brooms, fertilizer and weed-kill (round-up or equivalent)
- The service provider is responsible for removal of garden waste from site

The service provider is responsible for an adequate supply of materials and consumables on site at all times.

## TASK DESCRIPTION – SMME PROPERTIES

TASK DESCRIPTION	FREQUENCY
Cleaning floor according to the type	Daily
Clean/disinfect/sanitize all surfaces with a damp cloth	Daily
Clean/mop paved/tarred areas/parking/driveways/walkways	Twice a week
Bin/waste area	Twice a week
Clean client directory/information boards/signs	Daily
Remove and dispose waste at specified area	Twice Daily
Spot clean all surfaces	Weekly
Cleaning/sanitize toilets (closet pans, urinals, wash bins and mirror) with disinfectant	2 times a day
Supply plastic to line toilet bins	Daily
Supply she bins in all ladies' toilets (1 unit per cubicle), She bins must have self-closing tight fitting lids with trap doors with non-touch opening / closing mechanism-foot pedal operated and replaced with the clean disinfected inner plastic. The sanitary waste must be removed and disposed off, in compliance with the health and safety regulations.	When required, minimum Weekly
Supply and installation of plastic bag dispensers per female toilet cubicle and replenish bags	When required, minimum Weekly
Supply and installation of 3-1 lockable toilet paper holders in both female and male toilets (1 per cubicle) and must be replenished twice daily with 1-ply SABS approved toilet paper or as and when required	Twice daily
Supply and installation of soap dispenser in both female and male toilets, Hand soap/sanitiser must be replenished as and when required	Twice daily
Supply and installation of hand dryer and ensure the dryer is cleaned with damp cloth	Daily
Urinal sanitizer must be supplied and replenished. deo blocks, p - mat or appropriate disinfectant	Weekly
All machinery, Equipment, cleaning materials and consumables must be supplied by the Service provider	Weekly
Each cleaner must always be dressed in company uniform including PPE	Daily
Garden beds to be kept neat and tidy	Weekly
Hedges and verges trimmed	Weekly
Garden refuse removed and disposed	Weekly
Cutting of grass	Weekly

Prune plants and trees	Weekly
Remove and dispose all litter	Weekly
Apply fertilizer/compost/herbicide	Weekly
Water plants	Weekly

## 6. CONTRACT PERIOD

The contract period will be 18 months

## 7 TECHNICAL PROPOSALS

The Technical Proposals must include the following information.

### 7.1 Company Profile and Experience

7.1.1 A company profile demonstrating the bidder's expertise in cleaning, hygiene and gardening services must be provided by the bidder.

### 7.2 Approach and Methodology

The approach and methodology should detail the bidder/s understanding of the scope of work and outline the proposed approach/methodology. It should explain why the approach and methodology is appropriate to achieving the scope of work as well as the objectives of TOR. This section should also set out variables and risks associated with the approach/methodology and any other matters that might affect the achievement of the assignment. The approach and methodology should cover the following areas (but not limited to):

- All the activities that are required prior to commencement/ take-over of the site (recruitment of staff, purchase of equipment and materials, uniforms etc).
- All the activities that are required on the site-take over, this typically will include staff induction, staff training hand-over of uniforms/PPE, installation of hygiene equipment, setting the cleaning schedules and routines.
- All activities that are required to ensure the smooth running of the contract, which includes monitoring, supervision, contingency measures, follow up training etc).
- The approach and methodology should also address measures for combating the Covid-19 virus, you can include any measure that you will take/have taken in the fight against Covid-19.

### **7.3 Training Plan**

The bidder/s should provide a training and skills development plan that the cleaners will receive prior to commencement of work. Detailed plan covering general cleaning, Covid-19, deep-cleaning, use of PPE, and health and safety requirement.

### **7.4 Equipment, Machinery, Consumables and Uniforms**

The Bidder to make a submission inclusive of all Equipment, Machinery, Consumables and Uniforms that will be supplied for the duration of the project. Protective clothing in line with the Occupational Health and Safety Act. This submission must include a detailed description as well as actual pictures or images.

### **7.5 Schedule of Duties**

The bidder must prepare a duty list or schedule of tasks per cleaner to be carried out, this submission can be in the form of a chart demonstrating an understanding of allocation of duties per cleaner as per the cleaning requirements. The requirements for each Property Type (5.1 to 5.5) must be presented separately.

## C.8 PROPOSED FEES

### Pricing Schedule Final Summary - CLUSTER 1 – CENTRAL AND SOUTH REGION

<b>NAME OF BIDDER:</b> _____ _____ <b>OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.</b>
--

### CONSOLIDATED PRICING SCHEDULE

#### Notes:

- The bidder must provide a detailed breakdown of costs for **each site** that they will be bidding for,
- All prices indicated below must be Inclusive of vat @15% where applicable

	SITE	PRICE FOR 18 MONTHS
1	Edgecombe Mill	
2	Flamingo	
3	Kwamashu E1137	
4	Northmead	
5	Paramount Park	
6	KwaMashu Shopping Centre	
7	Pinemead	
8	Shepstone Park	
9	The Terrace	
10	Power Centre	
11	Ithala Trade Centre	
12	Harding Shopping Centre	
13	Port Shepstone Shopping Centre	
14	Wilson's Wharf	
15	Umlazi V	
16	Kwadabeka Shopping Centre	
17	Bhongweni Factory Units	

18	Kokstad Factory Units	
19	Kwadabeka Factory Units	
20	Kwamashu Motor Park Ph 1 - 4	
21	Magabeni Factory Units	
22	Umlazi Industrial Park Ph 1-3	
<b>SUB-TOTAL</b>		
<b>VAT</b>		
<b>TOTAL PRICE (INCLUDING VAT)</b>		

**Tenderer's signature.....**

**Pricing Schedule Final Summary – CLUSTER 2 - MIDLANDS AND INLAND REGION**  
**CONSOLIDATED PRICING SCHEDULE**

**Notes:**

- The bidder must provide a detailed breakdown of costs for **each site** that they will be bidding for,
- All prices indicated below must be Inclusive of vat @15% where applicable

	<b>SITE</b>	<b>PRICE FOR 18 MONTHS</b>
1	Estcourt plaza	
2	Howick Shopping Centre	
3	Madadeni Shopping Centre	
4	Tugela Ferry Shopping Centre	
5	Nkandla Shopping Centre	
6	Nkandla Factory Units	
7	Ezakheni Services Centre	
8	Long Market Street Office Block	
9	Marawa House	
10	Mpumalanga Factory Units F34	
11	Madadeni Handicraft	
12	Mpumulelo Handicraft 1 & 2	
13	Nqutu Handicraft Ph 1 & 2	
14	Osizweni Factory Units A & B	
15	Osizweni Handicraft A & B	
16	Plessislaer Factory Units 1&2	
17	Madadeni industrial estate offices	
	<b>SUB-TOTAL</b>	
	<b>VAT</b>	
	<b>TOTAL PRICE (INCLUDING VAT)</b>	

**Tenderer's signature.....**

## Pricing Schedule Final Summary – CLUSTER 3 - COASTAL NORTH REGION

### CONSOLIDATED PRICING SCHEDULE

**Notes:**

- The bidder must provide a detailed breakdown of costs for **each site** that they will be bidding for,
- All prices indicated below must be Inclusive of vat @15% where applicable

	<b>SITE</b>	<b>PRICE FOR 18 MONTHS</b>
1	Isithebe Commercial Centre	
2	Sundumbili plaza	
3	Ngwelezana Office Block	
4	Esikhaweni Motor Trade	
5	Ngwelezana F/Units 2 & 3	
6	Nseleni Factory Units Ph 1	
7	Sundumbili Factory Units 1 & 2	
8	Sundumbili Motor Trade	
9	Ulundi office block	
11	Nongoma Plaza	
12	Ulundi/Ondini Shopping Centre	
13	Liquor Inn - Ulundi	
14	Esikhaweni Factory Units 1 - 3	
15	Ulundi Factory Units Ph 1 & 2	
16	Eshowe Shopping Centre	
	<b>SUB-TOTAL</b>	
	<b>VAT</b>	
	<b>TOTAL PRICE (INCLUDING VAT)</b>	

**Tenderer's signature.....**



**Pricing Schedule Final Summary – CLUSTER 4 - FAR NORTH REGION**

<p><b>NAME OF BIDDER:</b></p> <p>.....</p>
<p><b>OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.</b></p>

**CONSOLIDATED PRICING SCHEDULE**

**Notes:**

- The bidder must provide a detailed breakdown of costs for **each site** that they will be bidding for,
- All prices indicated below must be Inclusive of vat @15% where applicable

	SITE	PRICE FOR 18 MONTHS
1	Jozini Shopping Centre	
2	Makhathini Shopping Centre	
3	Manguzi Shopping Centre	
4	Mbazwana Shopping Centre	
5	Hlabisa Factory Units A & B	
6	Mbazwana Factory Units Ph 1&2	
	<b>SUB-TOTAL</b>	
	<b>VAT</b>	
	<b>TOTAL PRICE (INCLUDING VAT)</b>	

Tenderer's signature.....

## C.9 EVALUATION PROCESS & CRITERIA

The evaluation shall be conducted into three (3) stages as follows.

C.9.1 Administrative Compliance

C.9.2 Functionality Evaluation

C.9.3 Price and Preference Points

All bids duly lodged will be examined to determine compliance with bidding requirements and conditions. Bids with obvious deviations from the requirements/conditions, may be eliminated from further adjudication.

This phase consists of Mandatory administrative compliance evaluation of all proposals.

		Compliance			
		Yes	No	Noted	If no, indicate deviation
1	<b>EVALUATION PROCESS</b>				
1.1	<b><u>STAGE ONE: ADMINISTRATION COMPLIANCE</u></b>				
	<p>All bids duly lodged will be examined to determine compliance with bidding requirements and conditions. Bids with obvious deviations from the requirements/conditions, will be eliminated from further adjudication.</p> <p><b>Mandatory</b></p> <p>Bids will only be accepted as compliant if bidder has met the following conditions:</p> <ul style="list-style-type: none"> <li>The bidder must be registered as a vendor on the National Treasury Central Supply Database (CSD), which can be found at <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> in compliance with National Treasury with instruction note 4a of 2016/2017, paragraph 4.2</li> <li>The bidder must be in good standing with SARS and such information will be verified through Central Supply Database (CSD) or using SARS e-filing pin in National Treasury compliance with instruction note 9 of 2017/2018 prior to the award of the bid.</li> <li>SBD4 - A completed and duly signed declaration of Interest. Should a conflict of interest not be declared or identified, the bid would be declared non-responsive. NB Bidder must ensure all pages are complete and all questions answered, you are to indicate not applicable (N/A) where appropriate</li> </ul>				

		Compliance			
		Yes	No	Noted	If no, indicate deviation
	<ul style="list-style-type: none"> <li>• Valid registration certificate with the Bargaining Council for Contract Cleaning Industry (BCCCI)</li> <li>• A fully completed Annexure – A pricing template for each site per cluster with detailed breakdown of labour rates inclusive of net salary and all deductions, as well all other costs. The wage rates must comply with the minimum wage rates as stipulated by the BCCCI (Failure to meet the minimum wage rate will result in disqualification) <ul style="list-style-type: none"> <li>- 23 sites (cluster 1)</li> <li>- 17 sites (cluster 2)</li> <li>- 16 sites (cluster 3)</li> <li>- 6 sites (cluster 4)</li> </ul> </li> <li>• COIDA – Valid Letter of good standing (Compensation for Occupational Injuries Disease Act)</li> <li>• Proof of Public Liability Insurance or letter of intent from an insurance company or insurance broker for minimum comprehensive cover of R3M <ul style="list-style-type: none"> <li>✓ Cluster one minimum comprehensive cover of R3M</li> <li>✓ Cluster two minimum comprehensive cover of R3M</li> <li>✓ Cluster three minimum comprehensive cover of R3M</li> <li>✓ Cluster four minimum comprehensive cover of R3M</li> </ul> </li> <li>• Letter of intent from sanitary waste removal company that would be removing and disposing of sanitary waste. The National Regulations on health care risk waste (NEMWA, act 59 of 2008) require that a professional waste removal company must demonstrate the safe management of the health care risk waste. The safe disposal of feminine hygiene waste is furthermore essential to comply with The Occupational Health &amp; Safety Act, 85 of 1993 and The National Environmental Management: Waste Act, 59 of 2008 or proof that the bidder is accredited to perform the service.</li> <li>• Detergents are required to be compliant to the South African National Standards (SANS) as issued by the South African Bureau of standards (SABS), kindly provide material safety data sheet (MSDS) for the following: <b>The</b></li> </ul>				

		<b>Compliance</b>			
		<b>Yes</b>	<b>No</b>	<b>Noted</b>	<b>If no, indicate deviation</b>
	<p><b>Vula Detergents Centre will provide the MSDS and supply the products</b></p> <ul style="list-style-type: none"> <li>- Dishwashing liquid</li> <li>- Dis-infectant (for cleaning)</li> <li>- Sanitiser (SANS 490)</li> </ul> <p><b>Failure to provide any mandatory requirement as requested above will result in the submission being deemed non-responsive. These documents will be verified with the relevant bodies prior to proceeding with stage 2 of the evaluation process. Any fraudulent/invalid documentation/ certificates submitted will lead to automatic disqualification.</b></p>				
<b>1.2</b>	<b>STAGE TWO: FUNCTIONALITY REQUIREMENTS</b>				
1.2.1	Responsive bids will be evaluated according to the criteria indicated in C.8.1.2				
<b>1.3</b>	<b>STAGE 3: PRICE AND SPECIFIC GOALS</b>				
1.3.1	Price evaluation will be performed on bidders who qualified for stage 1 and 2 above				
<b>1.4</b>	<b>ADJUDICATION OF BID</b>				
1.4.1	The Bid Adjudication Committee will consider the recommendations from the Bid Evaluation committee and make the final award.				
1.4.2	The bid shall be awarded at the sole and absolute discretion of Ithala. Ithala hereby represents that it is not obliged to award this bid to any bidder. Ithala is entitled to <b>retract</b> this bid at any time as from the date of issue. Ithala is not obliged to award this bid to the bidder that quotes the lowest.				
1.4.3	A bidder shall be disqualified from bidding if any attempt is made either directly to solicit and/or canvass any information from any employee or agent of Ithala regarding this bid from the date the offer is submitted until the date of award of the bid.				
<b>1.5</b>	<b>Awarding of contract</b>				

		<b>Compliance</b>			
		<b>Yes</b>	<b>No</b>	<b>Noted</b>	<b>If no, indicate deviation</b>
1.5.1	The Bidder is required to submit the Letter of Good standing issued in terms of section 13A of the Pension Funds Act – valid letter from NBC Holdings for provident fund or an equivalent fund administrator must be submitted on award. The bidder will be required to submit within seven (7) working days failure to do so will lead to disqualification.				
1.5.2	Ithala reserves the right to award this bid in full or part				
1.5.3	Both the main contractor and sub-contractor will be party to the service level agreement and the sub-contracting agreement will serve as annexure to the service level agreement				
1.5.4	Payments for services rendered will be made to individual parties where applicable				
1.5.5	A bidder will only be awarded one cluster				
1.5.6	IDFC reserves their rights to reduce/ commence services at sites damaged during public riots as an when these sites are repaired and occupied by tenants				

TECHNICAL CRITERIA	Description	Max Points	Score	Total
<b>Company Profile</b>	<p>A company profile demonstrating the bidder's expertise in cleaning, hygiene and gardening services must be submitted by the bidder.</p> <p><b>Scoring guide</b></p> <p>Company profile with clear expertise described as required = 5  Company profile not complaint with service requirements = 0  Bidder does not make any submission = 0  <i><b>Only company profiles are clear, concise and demonstrates the expertise required will be allocated points</b></i></p>	<b>5</b>		
<b>SERVICE REQUIREMENTS</b>	<p><b>The bidder is required to provide ONE client reference letter that covers cleaning, hygiene, and gardening OR</b>  <b>Three separate letters cover each requirement - cleaning/hygiene/gardening services</b></p>	<b>30</b>		
	<p><b>Cleaning Services:</b></p> <p><b>Scoring Guide</b>  1 client reference letter = 10  No submission/ irrelevant letter = 0</p>	<b>10</b>		
	<p><b>Hygiene services:</b></p> <p><b>Scoring Guide</b>  1 client reference letter = 10  No submission/ irrelevant letter = 0</p>	<b>10</b>		
	<p><b>Gardening Services:</b></p> <p><b>Scoring Guide</b>  1 client reference letter = 10  No submission/ irrelevant letter = 0</p>	<b>10</b>		
<b>Approach and Methodology</b>	<p>The approach and methodology should detail the bidder/s understanding of the scope of work and outline the proposed approach/methodology. It should explain why the approach and methodology is appropriate to achieving the scope of work as well as the objectives of TOR. This section should also set out variables and risks associated with the approach/methodology and any other matters that might affect the achievement of the assignment. (Kindly refer to paragraph 7.2 on page 52 of the bid document for areas to be covered in this section)</p> <p><b>Scoring guide</b></p>	<b>30</b>		

	<p>Detailed approach and methodology covering all areas listed above = points to be 30  Brief or partial approach and methodology not covering all areas listed above = 0  No submission = 0</p>			
<b>Training Plan</b>	<p>The bidder/s should provide a training and skills development plan that the cleaners will receive prior to commencement of work. Detailed plan covering general cleaning, Covid-19, deep-cleaning, use of PPE, and health and safety requirements.</p> <p><b>Scoring guide</b>  Training plan inclusive of all areas listed above = 10  Brief or partial training plan not including all requirements listed above = 0  No submission = 0</p>	<b>10</b>		
<b>Equipment, Machinery, Consumables and Uniforms</b>	<p>The Bidder to make a submission inclusive of all Equipment, Machinery, Consumables and Uniforms that will be supplied for the duration of the project. Protective clothing in line with the Occupational Health and Safety Act. This submission must include a detailed description.</p> <p><b>Scoring Guide:</b>  Detailed Submission = 10  Brief or Partial submission not including all requirements above= 0  No submission = 0</p> <p><b><i>Full points will only be allocated for a submission that is specific to the service requirements and includes all items as listed in the description above</i></b></p>	<b>10</b>		
<b>Task Scheduling</b>	<p>The bidder must prepare a duty list or schedule of tasks per cleaner to be carried out, this submission can be in the form of a chart demonstrating an understanding of allocation of duties per cleaner as per the cleaning requirements. The requirements for each Property Type (5.1 to 5.5) must be presented separately.</p> <p><b>Scoring Guide:</b>  Detailed submission as per above requirements inclusive of task description and frequency = 15  Brief or Partial submission not including all requirements above= 0  No submission = 0</p> <p><b><i>Full points will only be allocated for a detailed submission that is specific to the requirements per property type</i></b></p>	<b>15</b>		
<b>Total</b>		<b>100</b>		
<b>Minimum qualifying score</b>			<b>60</b>	

## **C.10 TAX CLEARANCE REQUIREMENTS**

### **IT IS A CONDITION OF BIDDING THAT**

- The taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with the Receiver of Revenue to meet his/her tax obligations.
- In bids where Consortia/Joint Ventures/Sub-contractors/Partners are involved, each party must be in compliance with SARS and such information will be verified through central supplier database (CSD).



**C.11 CONTRACT FORM - RENDERING OF SERVICES**

**THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.**

**PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)**

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution) ..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
  
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
  - (i) Bidding documents, viz
    - Invitation to bid.
    - Tax clearance certificate.
    - Pricing schedule(s);
    - Filled in task directive/proposal.
    - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011.
    - Declaration of interest.
    - Special Conditions of Contract.
  - (ii) General Conditions of Contract; and
  - (iii) Other (specify)
  
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
  
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
  
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
  
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

<b>WITNESSES</b>	
1	.....
2	.....
DATE:	.....

**CONTRACT FORM - RENDERING OF SERVICES**

**PART 2 (TO BE FILLED IN BY THE PURCHASER)**

1. I..... in my capacity as..... accept your bid under reference number .....dated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT .....ON.....

NAME (PRINT)

.....

SIGNATURE

.....

OFFICIAL STAMP

WITNESSES

1 .....

2 .....

DATE: .....

## C.12 BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

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 and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are 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. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1. If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

<sup>1</sup> 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.

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

2.2.1. If so, furnish particulars:

.....  
.....

2.3. 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

2.3.1 If so, furnish particulars:

.....  
.....

**3 DECLARATION**

I, the undersigned, (name)..... 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 not to be true and complete in every respect.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.

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.

---

<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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 No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.  
 i. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

..... Signature	..... Date
..... Position	..... Name of bid der

### C.13 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

- a) The applicable preference point system for this tender is the 80/20 preference point system.
- b) The 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	80
SPECIFIC GOALS	20
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:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)}
 \end{array}$$

Where

P<sub>s</sub> = Points scored for price of tender under consideration

P<sub>t</sub> = Price of tender under consideration

P<sub>min</sub> = 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:

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

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 (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
≥51%Black Ownership	5	
≥51%Women Ownership	5	
≥51Youth Ownership	5	
≥51%People living with disability Ownership	5	
<b>TOTAL POINTS</b>	<b>20</b>	

**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.

.....	
<b>SIGNATURE(S) OF TENDERER(S)</b>	
<b>SURNAME AND NAME:</b>	.....
<b>DATE:</b>	.....
<b>ADDRESS:</b>	.....
	.....
	.....
	.....

**C.14 DEVIATIONS FROM THE REQUEST FOR PROPOSAL**

Should the bidder desire to make any departures from, or modifications to this Request for Proposal or to qualify its bid in any way, it shall clearly set out its proposals hereunder or alternatively state them in a covering letter attached to its bid and referred to hereunder, failing which the bidder shall be deemed to be unqualified and conform exactly with the requirements of this Request for Proposal.

If no departures or modifications are desired, the Schedule hereunder is to be marked “NIL” and signed by the bidder.

Unless otherwise specified specifically and stipulated in writing, the Contract constitutes the sole memorial of the Contract between the parties and any terms and conditions forming part of the bidder’s Bid or other documentation shall not form part of the Contract and shall be of no force or effect.

<b>PAGE NUMBER</b>	<b>CLAUSE NUMBER</b>	<b>DEVIATION</b>

---

**SIGNATURE OF BIDDER**

---

**DATE**

## C15. BID SUMMARY AND DETAILS

We the undersigned submit this bid in accordance with the conditions contained in the referenced RFP document and attach the documents required:

No.	Description in detail	Documents Attached
A. Commercial Documents		(Yes/ No/ N.A.)
1.	Deviations from Request for Proposal	
2.	Covering letter	
3.	Entire Bid Document	
	BBBEE Certificate/affidavit	
4.	CC or Company Registration Documents or copy of ID if sole propriety	
5.	In good standing with SARS and such information will be verified through Central Supply Database (CSD);	
6.	Declaration of Interest and Declaration of past SCM Practices	
7.	Joint Venture Agreement /Sub-contractor agreement where applicable (Pro-forma)	
8.	Bargaining Council for Contract Cleaning Industry (BCCCI) registration	
9.	A fully completed Annexure - A pricing template for each site per cluster	
10.	COIDA – Valid Letter of good standing (Compensation for Occupational Injuries Disease Act)	
11.	Proof of Public Liability Insurance or letter of intent from an insurance company or insurance broker for minimum comprehensive cover of R3 000 000.00	
12.	Letter of intent from sanitary waste removal company that would be removing and disposing of sanitary waste.	
13.	Material data safety (MSDS) for the following: <ul style="list-style-type: none"> <li>- Dishwashing liquid</li> <li>- Dis-infectant (for cleaning)</li> <li>- Sanitiser</li> </ul> The Vula Detergents Centre will provide the MSDS and supply the products.	
B. Technical Documents		
14.	Proposal: Detailing Company Profile and client reference letters	
15.	Approach and methodology	
16.	Training Plan	
17.	Equipment, Machinery, Consumables and Uniforms	

18.	Duty List	
<b>PRE-AWARD REQUIREMENT</b>		
19	the Letter of Good standing issued in terms of section 13A of the Pension Funds Act – valid letter from NBC Holdings for provident fund or an equivalent fund	

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

(ANNEXURE A -TEMPLATE) NAME OF SERVICE  
 PROVIDER \_\_\_\_\_

NAME OF SITE \_\_\_\_\_

CLUSTER (1)

MANDATORY – YOU REQUIRED TO PREPARE A SEPARATE COST PAGE FOR EACH SITE

Description	CLEANER	
	DAY SHIFT	LATE SHIFT
Hourly rate (current minimum wage rate – R25.58)		
Gross Monthly (hr. rate x 4,33 x hrs.)		
Annual Bonus (Gross monthly x 1.03%)/12		
UIF (1%)		
COVID (0.83%)		
Provident Fund ( 6%)		
Annual Leave (hr. rate x hrs. per day x 15 days)/12		
Sick Leave (7%)		
Uniforms		
Skills Levy (1%)		
Severance (1.92%)		
BCL (0.5%)		
Maternity Leave		
Sunday Work (time and a half)		

Shift allowance (10% x hr. rate ) per hr. worked	N/A	
Reliever (to make provision to relieve permanent cleaners while on leave)		
<b>TOTAL COST PER CLEANER PER MONTH</b>		
<b>QUANTITY OF CLEANERS PER MONTH</b>		
<b>TOTAL MONTHLY LABOUR PRICE (PER SHIFT)</b>		
<b>TOTAL MONTHLY LABOUR PRICE (DAY SHIFT + LATE SHIFT)</b>		
<b>MONTHLY COST (EQUIPMENT, HYGIENE, MACHINERY, OVERHEADS AND CONSUMABLES)</b>		
<b>PROFIT PER MONTH</b>		
<b>TOTAL COST PER MONTH</b>		
<b>TOTAL PRICE FOR YEAR 1</b>		
<b>TOTAL PRICE FOR 6 MONTHS WITH (ESCALATION)</b>		
<b>TOTAL FOR 18 MONTHS (YEAR 1+ 6 MONTHS)</b>		

**Note: The escalation amount will only be affected after 12 months, which is the first year of the contract.**

**\*All prices ex-vat**

**\*\*Total to be carried to price page in bid document.**

**\*\*\* Only BCCCI increases to be considered as and when gazette on labour rates only**

(ANNEXURE A -TEMPLATE) NAME OF SERVICE PROVIDER \_\_\_\_\_

NAME OF SITE \_\_\_\_\_

CLUSTER (2)

MANDATORY – YOU REQUIRED TO PREPARE A SEPARATE COST PAGE FOR EACH SITE

Description	CLEANER	
	DAY SHIFT	LATE SHIFT
Hourly rate (current minimum wage rate – R25.58)		
Gross Monthly (hr rate x 4,33 x hrs)		
Annual Bonus (Gross monthly x 1.03%)/12		
UIF (1%)		
COID (0.83%)		
Provident Fund ( 6%)		
Annual Leave (hr. rate x hrs. per day x 15 days)/12		
Sick Leave (7%)		
Uniforms		
Skills Levy (1%)		
Severance (1.92%)		
BCL (0.5%)		
Maternity Leave		
Sunday Work (time and a half)		



<b>Shift allowance (10% x hr. rate ) per hr. worked</b>	<b>N/A</b>	
<b>Reliever (to make provision to relieve permanent cleaners while on leave)</b>		
<b>TOTAL COST PER CLEANER PER MONTH</b>		
<b>QUANTITY OF CLEANERS PER MONTH</b>		
<b>TOTAL MONTHLY LABOUR PRICE (PER SHIFT)</b>		
<b>TOTAL MONTHLY LABOUR PRICE (DAY SHIFT + LATE SHIFT)</b>		
<b>MONTHLY COST (EQUIPMENT, HYGIENE, MACHINERY, OVERHEADS AND CONSUMABLES)</b>		
<b>PROFIT PER MONTH</b>		
<b>TOTAL COST PER MONTH</b>		
<b>TOTAL PRICE FOR YEAR 1</b>		
<b>TOTAL PRICE FOR 6 MONTHS WITH (ESCALATION)</b>		
<b>TOTAL AMOUNT FOR 18 MONTHS (YEAR 1+6 MONTHS)</b>		

**Note:**The escalation amount will only be affected after 12 months, which is the first year of the contract.

**\*All prices ex-vat**

**\*\*Total to be carried to price page in bid document.**

**\*\*\* Only BCCCI increases to be considered as and when gazette on labour rates only**

ANNEXURE A -TEMPLATE) NAME OF SERVICE PROVIDER \_\_\_\_\_

NAME OF SITE \_\_\_\_\_

CLUSTER (3)

MANDATORY – YOU REQUIRED TO PREPARE A SEPARATE COST PAGE FOR EACH SITE

Description	CLEANER	
	DAY SHIFT	LATE SHIFT
Hourly rate (current minimum wage rate – R25.58)		
Gross Monthly (hr. rate x 4,33 x hrs.)		
Annual Bonus (Gross monthly x 1.03%)/12		
UIF (1%)		
COID (0.83%)		
Provident Fund ( 6%)		
Annual Leave (hr. rate x hrs. per day x 15 days)/12		
Sick Leave (7%)		
Uniforms		
Skills Levy (1%)		
Severance (1.92%)		
BCL (0.5%)		
Maternity Leave		
Sunday Work (time and a half)		
Shift allowance (10% x hr. rate ) per hr. worked	N/A	

Reliever (to make provision to relieve permanent cleaners while on leave)		
TOTAL COST PER CLEANER PER MONTH		
QUANTITY OF CLEANERS PER MONTH		
TOTAL MONTHLY LABOUR PRICE (PER SHIFT)		
TOTAL MONTHLY LABOUR PRICE (DAY SHIFT + LATE SHIFT)		
MONTHLY COST (EQUIPMENT, HYGIENE, MACHINERY, OVERHEADS AND CONSUMABLES)		
PROFIT PER MONTH		
TOTAL COST PER MONTH		
TOTAL PRICE FOR YEAR 1		
TOTAL PRICE FOR 6 MONTHS WITH (ESCALATION)		
TOTAL FOR 18 MONTHS (YEAR 1+ 6 MONTHS)		

**Note:** The escalation amount will only be affected after 12 months, which is the first year of the contract.

\*All prices ex-vat

\*\*Total to be carried to price page in bid document.

\*\*\* Only BCCCI increases to be considered as and when gazette on labour rates only

ANNEXURE A -TEMPLATE) NAME OF SERVICE PROVIDER \_\_\_\_\_

NAME OF SITE \_\_\_\_\_

CLUSTER (4)

MANDATORY – YOU REQUIRED TO PREPARE A SEPARATE COST PAGE FOR EACH SITE

Description	CLEANER	
	DAY SHIFT	LATE SHIFT
Hourly rate (current minimum wage rate – R25.58)		
Gross Monthly (hr. rate x 4,33 x hrs.)		
Annual Bonus (Gross monthly x 1.03%)/12		
UIF (1%)		
COVID (0.83%)		
Provident Fund ( 6%)		
Annual Leave (hr. rate x hrs. per day x 15 days)/12		
Sick Leave (7%)		
Uniforms		
Skills Levy (1%)		
Severance (1.92%)		
BCL (0.5%)		
Maternity Leave		
Sunday Work (time and a half)		
Shift allowance (10% x hr. rate ) per hr. worked	N/A	

Reliever (to make provision to relieve permanent cleaners while on leave)		
TOTAL COST PER CLEANER PER MONTH		
QUANTITY OF CLEANERS PER MONTH		
TOTAL MONTHLY LABOUR PRICE (PER SHIFT)		
TOTAL MONTHLY LABOUR PRICE (DAY SHIFT + LATE SHIFT)		
MONTHLY COST (EQUIPMENT, HYGIENE, MACHINERY, OVERHEADS AND CONSUMABLES)		
PROFIT PER MONTH		
TOTAL COST PER MONTH		
TOTAL PRICE FOR YEAR 1		
TOTAL PRICE FOR 6 MONTHS WITH (ESCALATION)		
TOTAL FOR 18 MONTHS (YEAR 1+6 MONTHS)		

**Note:** The escalation amount will only be affected after 12 months, which is the first year of the contract.

**\*All prices ex-vat**

**\*\*Total to be carried to price page in bid document.**

**\*\*\* Only BCCCI increases to be considered as and when gazette on labour rates only**

