

## Finance and Procurement Department Supply Chain Management

### Request for Bids (RFB)

**APPOINTMENT OF SERVICE PROVIDER TO PROVIDE CLEANING AND HYGIENE SERVICES FOR THE SMALL ENTERPRISE FINANCE AGENCY (sefa) HEAD OFFICE IN CENTURION FOR A PERIOD OF TWELVE (12) MONTHS.**

#### Bid Information

<b>Bid Number</b>	sefa : 84/FAC/2024
<b>Bid Submission Date</b>	08 May 2024 at 11:00am
<b>Bid Description</b>	Appointment of service provider to provide cleaning and hygiene services for the small enterprise finance agency (sefa) head office in centurion for a period of twelve (12) Months
<b>Bid Validity Period from Date of Publication</b>	120 days
<b>Non-Compulsory Briefing Session</b>	N/A
<b>Address for Non-Compulsory Briefing Session</b>	N/A
<b>Address for Bid Submission</b>	sefa Head Office Byls Bridge Office Park, Building 14, Block D, Cnr Jean Avenue and Oliventhoutbosch Highveld, Centurion
<b>Bid Contact Person</b>	Elizabeth Loape (012) 748-9623 <a href="mailto:elizabethk@sefa.org.za">elizabethk@sefa.org.za</a> / <a href="mailto:procurement@sefa.org.za">procurement@sefa.org.za</a> / <a href="mailto:lindiwem@sefa.org.za">lindiwem@sefa.org.za</a>
<b>Evaluation Method: Points System</b>	80/20
<b>Deadline for Responding to Clarifications for this bid</b>	
<b>28Fraud Hotline to report any wrongful or criminal deception or coercion intended to result in financial or personal gain by any sefa employee or person involved in this bidding process</b>	0800 000 663 (For <b>anonymous</b> reporting)

## SPECIAL CONDITIONS AND REQUIREMENT OF CONTRACT

### APPOINTMENT OF SERVICE PROVIDER TO PROVIDE CLEANING AND HYGIENE SERVICES FOR THE SMALL ENTERPRISE FINANCE AGENCY (**sefa**) HEAD OFFICE IN CENTURION FOR A PERIOD OF TWELVE (12) MONTHS.

#### 1. INTRODUCTION AND BACKGROUND

- 1.1 Following a Cabinet decision and the State of the Nation address of 2011, the Small Enterprise Finance Agency (SOC) Limited (**sefa**), was established on 01 April 2012 in terms of section 3 (d) of the Industrial Development Corporation Act, No. 22 of 1940 (IDC Act). **sefa** is a wholly owned subsidiary of the Industrial Development Corporation (IDC) and brings together the activities of the three previous structures (Khula, samaf and the IDC small business activities).
- 1.2 **sefa** operates as a Development Finance Institution (DFI) to foster the establishment, development and growth of Small, Micro and Medium Enterprises (SMMEs) and contributes towards poverty alleviation, job creation and economic growth. **sefa** provides products and services to qualifying SMMEs as defined in the National Small Business Act of 1996, as amended in 2004, through a hybrid of wholesale and direct lending channels.
- 1.3 **sefa** is a medium sized organization with a staff complement in Head Office of approximately 250 employees.
- 1.4 **sefa** Head office is situated at Byls Bridge Building 14, Block D, Cnr Oliventhoutbosch and Jean Avenue, in Centurion. **sefa** occupies three floors, measuring 3700m<sup>2</sup>, which comprises of Open plan work space for approximately 205 workstations, five (5) kitchens, eleven (11) small boardrooms, five (5) ten seater boardrooms and one (1) eighteen seater boardroom, six (06) toilet facilities, three (03) ablution for the physically challenged individuals, a balcony, 32 covered parking and 91 basement parking bays.

#### 2. PURPOSE

- 2.1. The cleaning services required by **sefa** can, in a broad sense, be described as, “any work done requiring removal of dirt from, and providing and aesthetic or hygienic improvements to any surface or articles in, or around the **sefa**’s Head Office building. This service is to ensure that the Agency’s assets are maintained in such a manner that their value is not eroded and for maximisation of service length.
- 2.2. **sefa** pride itself in ensuring compliance to all legislated regulations of the Republic, thus **sefa** seeks to appoint a professional cleaning services provider who will provide **sefa** with the management functions and overall supervision of cleaning services and ensure that buildings are kept clean and compliant to regulations governing the cleaning services sector enabling the Agency to focus on its core business.

2.3. The contract is for a period of twelve (12) months effective from the date of appointment.

### 3. **BID SUBMISSION REQUIREMENTS**

3.1. Bids must be submitted in a **sealed envelope and marked** as follows:

#### **ATTENTION: sefa SUPPLY CHAIN MANAGEMENT**

Description of the Bid

Bid Number

Name of the Bidder

#### 3.2. **General Bid requirements**

- a. Bid documents **must** be initialled on every page.
- b. Number of sealed envelopes/files must compose of one (1) **ORIGINAL** and one (1) electronic PDF **copy** of the original bid proposal document on a CD or flash drive.
- c. Submissions of the Bid responses **MUST** be made by depositing the Bid proposal into the Tender Box situated at **sefa** Head Office at the physical address below on or before the closing date as stated on page 1 of this Request for Bid document under Bid Information.
- d. The bidder will bear all expenses associated with the preparation and submission of this bid.

#### 3.3. **sefa Physical Address**

11 Byls Bridge Office Park, Building 14, Block D  
Cnr Jean Avenue and Oliventhoutbosch  
Highveld, **Centurion**  
0157

For more information, please visit the **sefa** website: [www.sefa.org.za](http://www.sefa.org.za)

#### 3.4. **Bid Responses**

3.4.1. Bid Format

3.4.2. Bidders shall submit their bid response in accordance with the requirements as outlined in the Bid Response Template provided in Appendix 1.

3.4.3. Each section must be clearly marked, and the documents must be bound.

3.4.4. The RFB comprises a number of sections and the bidder's proposal must include all the required information and documentation as outlined in this RFB.

### 3.5 General Conditions Of Contract

3.5.1 Completion of all Standard Bidding Documents (SBD by hand, attached in Annexures A, and adhering to all other requirements as outlined on each form. The following SBD and other forms must be duly completed and signed, and returned as part of the Bid Proposal:

- a. **SBD 1:** Invitation to Bid.
- b. **SBD 4:** Declaration of Interest.
- c. **SBD 6.1:** Preference Points Claim Form.
- d. Original and valid **Tax Clearance Certificate(s)** (TCC) or *PIN* issued by SARS.
- e. In bids where Consortium, Joint Ventures and Sub-Contractors are involved; it is required that each party must submit separate proof of Tax Clearance Certificate(s) or *PIN* issued by SARS
- f. Submission of a certified copy of a **valid B-BBEE certificate** issued through a SANAS Accredited Agency, with the exception of Exempted Micro Enterprises (EMEs) and Qualifying Small Enterprises (QSEs). These enterprises need to submit B-BBEE **sworn affidavits** as per the requirements of the Department of Trade and Industry (DTI) for qualifying enterprises except those who fall under the Construction Sector Charter Council (CSCC). Other sworn affidavits will not be accepted. The DTI and CSCC affidavit templates are available under Annexure B.
- g. National Treasury **Central Supplier Database (CSD) registration** (attached proof of registration).
- h. Submission of bidder **Companies & Intellectual Property Commission (CIPC) registration documents**, listing all Directors or Shareholders and certified copies of the Identify Documents (ID) of Directors or Shareholders.

3.5.2 The successful bidder and its staff shall comply with all the laws of the Republic of South Africa and as it relates to this bid.

3.5.3 The bidder staff must be South African citizens and sefa reserves the right to validate citizenship.

### 3.6 Price Proposal

- a. Bidders are required to complete and sign their pricing proposals.
- b. **NB:** Failure to complete and submit a pricing proposal, will lead to disqualification of the bid.

### **3.7 Late Bids**

Bids submitted at the stated bid address, after the closing date & time, shall not be considered under any circumstances.

### **3.8 Counter Conditions**

Bidder's attention is drawn to the fact that amendments to any of the bid conditions or setting of counter conditions by the bidder shall render the bid invalid.

### **3.9 Bid Distribution**

3.9.1 The distribution of this RFB outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFB are advised to familiarise themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither **sefa**, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person or company for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.

3.9.2 Recipients of this RFB document may only distributed it to other parties whom they wish to involve as part of their bidder consortium in submitting a bid.

## **4. PRESENTATIONS**

**sefa** reserves the right to require that any bidder provides a formal presentation of its bid proposal, at a date and time to be determined by **sefa**. All instructions and clarification regarding the purpose and scope of the presentation/demonstration shall be provided by **sefa**. The bidder shall bear all expenses associated with the preparation of such presentations/demonstrations.

## **5. EVALUATION PROCESS**

The bids will be evaluated in five (5) stages as follows:

- Stage 1 - Administrative Compliance Requirements (Initial Screening Process)
- Stage 2 - Mandatory Requirements
- Stage 3 - Functionality Requirements
- Stage 4 - Site visit
- Stage 5 - Evaluation of Price and Preference (Specific Goals)

**5.1 Stage 1: Initial Screening Process**

During this stage, bid responses will be reviewed for purposes of assessing compliance with the RFB requirements including the General Conditions of Contract as outlined in this RFB, stated Special Conditions of Contract.

**5.2 Stage 2: Mandatory Requirements**

Bids will be evaluated on Mandatory as outlined in **Annexure C.**

**NB:** Failure to comply with the requirements in Stage 2 shall lead to disqualification of the bid proposal.

**5.3 Stage 3: Functionality Requirements**

a. Bids will be evaluated on Functionality as outlined in **Annexure D.**

**NB:** Failure to comply with the requirements in Stage 3 shall lead to disqualification of the bid proposal.

**5.4 Stage 4: Site Visit**

All bids that met the minimum functionality qualifying score of 60 points will be evaluated by the evaluation panel independently in terms of the set evaluation as outlined in Annexure D

**5.5 Stage 5 - Evaluation of Price and Preference (Specific Goals)**

5.5.1 Only bidders who met the supplier site inspection will be evaluated on price and preference.

5.5.2 In terms of Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and the amended regulations, responsive bids will be adjudicated by the State on the applicable point system.

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

5.5.3.1 In terms of 80/20 points system, points are awarded to bidders on the basis of:

<b>CRITERIA</b>	<b>POINTS</b>
Price	80
Specific Goals	20
<b>TOTAL</b>	<b>100 POINTS</b>

Specific Goals for this tender and points that may be claimed are indicated per the table below:

CRITERIA	POINTS
	(80/20 System)
Size of enterprise: Micro, Small, Medium enterprises <ul style="list-style-type: none"> <li>• Micro enterprises: maximum 8 points</li> <li>• Small enterprises: 5.6 points</li> <li>• Medium enterprises: 3.2 Points</li> <li>• Large enterprises: 0.8 Points</li> </ul>	8
B-BBEE (Black Ownership)	2
Youth Ownership	6
Spatial: Rural and Township and City- based enterprises	4
<b>TOTAL POINTS</b>	<b>20</b>

**Supporting Document for Claiming of Specific Goals:**

The bidder must submit proof of either a BBEE Certificate accredited by SANAS or a BBEE Certificate issued by the Department of Trade and Industry (DTI) or a Sworn Affidavit. The bidder is also required to submit a PSIRA document showing the number of employees and or Statement of Financial Position of the bidder: Latest Audited Financial Statement of the bidder (Where applicable in terms of Company’s Act) and/or independently reviewed financial statements and/or cashflow budget for the new entities with no financial records. The bidder must also indicate point claims on SBD 6.1.

**Preference Points: 80/20**

For procurement above R 2 000.00 (petty cash) threshold up to R50 million proposed 20 points.

Size of Enterprise: Micro, Small, Medium enterprises: 8/20- leave as is split is as follows:

- Micro enterprises: maximum 8 points or 100% for micro-enterprises
- Small enterprises: 5.6 points or 70% of the 8 points
- Medium enterprises: 3.2 Points or 40%
- Large enterprises: 0.8 Points or 10%

Verification method: PSIRA document showing the number of employees and or Statement of Financial Position of the bidder: Latest Audited Financial Statement of the bidder (Where applicable in terms of Company’s Act) and/or independently reviewed financial statements and/or cashflow budget for the new entities with no financial records.

Enterprises are divided into the following categories:

Sectors	Size or class of enterprise	Total full-time equivalent of paid employees	Total annual turnover
Finance and Business Services	Medium	51-250	<85.0 million
	Small	11-50	<35.0 million
	Micro	0-10	<7.5 million

**Ownership: Maximum 2/20 points. Women/Youth & Persons with Disabilities: (align to BBBEE points allocation)**

Broad-based black economic empowerment means viable economic empowerment of all black people [including], in particular women, workers, youth, people with disabilities, and people living in rural areas.

L1	L2	L3	L4	L5	L6	L7	L8	L0
2	1.75	1.5	1.25	1	0.75	0.50	0.25	0

Verification method: BBBEE certificate and or Sworn Affidavit:

- To accommodate women; youth and persons with disabilities= 2 points for level 1
- Targeted group: Youth and Non-Youth: 6/20 points or 100% with a bias towards women-owned businesses.

**Youth** = 6/20 points which will be allocated follows:

- Youth Less than 30% Youth Owned = Zero Point
- 30% to 49% Youth Owned = 1.8 Points
- 50% to 100% Youth Owned = 6 Points

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

**80/20**

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

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

5.5.4.1 The points scored by a bidder in respect of the level of Specific Goals will be added to the points scored for price.



- 5.5.4.2 Only bidders who have completed and signed the declaration part of the preference claim form and who have submitted documentary evidence such as B-BBEE status level certificate issued by a SANAS accredited verification agency will be considered for preference points.
- 5.5.4.3 **sefa** may, before a bid is adjudicated or at any time, require a bidder to substantiate claims it has made with regard to preference.
- 5.5.4.4 The points scored will be rounded off to the nearest 2 decimals.
- 5.5.4.5 In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of Specific Goals.
- 5.5.4.6 However, when functionality is part of the evaluation process and two or more bidders have scored equal points including equal preference points for Specific Goals, the contract will be awarded to the bidder scoring the highest for functionality.
- 5.5.4.7 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.
- 5.5.4.8 A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.
- 5.5.4.9 **sefa** reserves the right to enter into negotiations with the preferred bidder.

## 6. FRAUD ALERT

- 6.1. **sefa** takes a zero-tolerance approach to fraud, corruption and bribery. **sefa** is committed to acting fairly, with integrity, in all its' relationships and business dealings both internally and externally (with its suppliers, contractors and other stakeholders).
- 6.2. Please note that under no circumstances will **sefa** ever require any payment to secure an award of an RFP or a tender. Individuals that claim that an upfront payment to an individual, third party or a **sefa** official, is a blatant attempt at defrauding bidders and such a scam must immediately be reported to the **sefa** Anti- Corruption line. **sefa** follows a fair, competitive and transparent procurement process in evaluating and awarding bids.
- 6.3. Should you or anyone wish to report any suspected fraud, corruption or bribery, you can BLOW the whistle by calling a free hotline on **0800 000 663**.

## 7. POST AWARD CONDITIONS

- 7.1 Equipment and/or productivity tools brought onto or used on site must comply with the Occupational Health & Safety Act and any regulations promulgated in terms of this Act.
- 7.2 The bidder shall be liable for insuring his/her staff members against any injury or death.

- 7.3 The successful bidder shall submit a monthly statement of all outstanding payments, credit notes issued, and payments made. Such statements shall also contain the order number, the details of the date of the transaction, the invoice number, remittance number and credit note details.
- 7.4 **sefa** shall not be held responsible in any way for any damages, losses, theft of equipment or any valuables of the successful bidder or injury of his/her employees whilst on site or in the execution of their duties.
- 7.5 All procurement related to this service, as outlined in this RFB, shall be conducted by **sefa's** Supply Chain Management department only.

## 8. STAFF REQUIREMENTS

- 7.6 The successful bidder must ensure the following:
- a. That the staff working under this contract are in good health.
  - b. That they are adequately trained prior to the commencement of the contract.
  - c. That replacement staff is available should the need arise. The bidder is obligated to inform **sefa** of any removal and replacement and the replacement of staff can only be done with the formal approval of **sefa**.
  - d. Staff must be dressed appropriately and where required; staff uniforms must be in good condition.
  - e. The bidder's staff must be South African citizens and **sefa** reserves the right to validate citizenship.
  - f. Staff must be able to observe sefa Health and Safety conditions when on site.

## 9. RESOURCE REQUIREMENTS

- Ensure that personnel working under this contract are in good health;
- That they are adequately trained prior to the commencement of the contract;
- Ensure that replacement staff is available should the need arise and inform **sefa** of any removal and placement
- Personnel must be SA citizens and sefa reserves the right to validate citizenship.

## 10. SERVICE LEVEL AGREEMENT

- 10.1 The successful bidder will be required to enter into a Service Level Agreement with **sefa**.
- 10.2 A performance measurement processes will form an integral part of the Service Level Agreement to be signed after the successful bidder has been appointed.

## 11. SUPPLIER SITE VISIT

11.1 **sefa** reserves the right to conduct bidder due diligence to short listed bidders prior to final award or at any time during the contract period. This may include site visits if applicable.

## 12. BID CANCELLATION

12.1 In the case of the cancellation of this RFB, **sefa** shall endeavor to inform all bidders, through the same medium used for the communication of the RFB

## 13. MATERIAL CHANGES

13.1 Any material changes in the control and/or composition of any bidder or any core member of a bidder after submission of a Bid, shall require the prior written approval of **sefa**, and any failure to seek such approval from **sefa** shall result in **sefa** being entitled, in its sole discretion, to exclude the relevant bidder from any further participation in the bid process or to cancel the engagement. This shall be interpreted to include post appointment and subcontracting of work arising out of this bid to complete certain work.

13.2 **sefa** shall be the sole arbiter as to what constitutes a "material change in the control and/or composition of any bidder", and as to what constitutes a "core member of a bidder" for purposes of such approval. Any request for such approval shall be made to **sefa's** Supply Chain Management in writing and shall provide sufficient reasons and information to allow **sefa** to make such a decision. **sefa** reserves the right to accept or reject any such request for approval.

## 14. COMMUNICATION

14.1 **sefa** may communicate with bidders where clarity is sought after the closing date of the bid and prior to the award of the contract, or to extend the validity period of the bid, if necessary. Such communications will be done via the Supply Chain officials listed as the contact persons for this bid process.

14.2 All communication (enquiries/clarifications) relating to this bid shall take place between the bidder and the Supply Chain Management officials listed as the contact persons for this bid process. Such communication shall be done in writing only.

14.3 Communication between the closing date and the award of the bid, between the bidder and other **sefa** officials or persons acting in an advisory capacity for the State, in respect of this bid, is prohibited.

## 15. CONTACT DETAILS

### 15.1 Main Contact

**Name** : Elizabeth Loape  
**Tel** : (012) 748-9623  
**Email** : [elizabethk@sefa.org.za/procurement@sefa.org.za](mailto:elizabethk@sefa.org.za/procurement@sefa.org.za)

**NB:** Communication outside this platform is **strictly prohibited** and should bidders be found to be in contact with any of **sefa's** staff members on matters relating to this bid, such bidders shall automatically be disqualified from this bid process.






## 16. SCOPE OF WORK / TERMS OF REFERENCE

The Scope of Work / Term of Reference is attached as Annexure C.

## 17. ANNEXURES

Annexure A : Standard Bidding Documents: SBD1 to SBD 6 Forms  
Annexure B : Sworn Affidavit Templates for EMEs and QSEs  
Annexure C : Mandatory Requirements  
Annexure D : Functionality Evaluation Criteria  
Annexure E : Scope of Work / Terms of Reference  
Annexure F : Pricing Proposal  
Appendix 1 : Bid Proposal Template

## Standard Bidding Documents: SBD1 to SBD61 Forms

Document Name	Template
<b>National Treasury. Government Procurement: General Conditions of Contract, July 2010</b>	 NT General Conditions of Contr
<b>SBD 1</b>	 SBD 1.pdf
<b>SBD 4</b>	 Standard Bidding Document (SDB) 4_A
<b>SBD 6.1</b>	 SBD 6.1 IN TERMS OF PPR2022-Revised
<b>GCC</b>	 GCC

Sworn Affidavits for EMEs and QSEs

Department of Trade and Industry (DTI) Templates



DTI Sworn Affidavit EME Gen.pdf



New Affidavit-EME-  
Amended ICT.pdf



DTI Sworn Affidavit  
QSE.pdf

Also available from the DTI:

[https://www.thedti.gov.za/economic\\_empowerment/docs/Affidavit-QSE-Gen.pdf](https://www.thedti.gov.za/economic_empowerment/docs/Affidavit-QSE-Gen.pdf)

[https://www.thedti.gov.za/economic\\_empowerment/docs/Affidavit-EME-Gen.pdf](https://www.thedti.gov.za/economic_empowerment/docs/Affidavit-EME-Gen.pdf)

## MANDATORY REQUIREMENTS

NO	DESCRIPTION	COMPLY / NOT COMPLY
1.	The bidder must provide proof of Unemployment Insurance Act (UIF) registration - Please attached valid certified copy of certificate),	
2.	The bidder must provide proof of Compensation for Occupational Injuries and Diseases Act (COIDA registration- Please attached valid certified copy of certificate)	
3.	The bidder must provide proof of Registration with the National Contract Cleaning Association (NCCA - Please attached valid certified copy of certificate) or Bargaining Council for Contract Cleaning Services Industry (BCCCI - Please attached valid certified copy of certificate) or other that is Gazetted etc.	
4.	The bidder must provide proof of public liability insurance minimum of R3 Million or more.	
5	The bidder must provide proof of State proposed salaries for staff as per Department of Labour Minimum Wage Determination. This must be based on the current rates (Attach a proof of current compliance to wage determination i.e. salary advice)	

**Bidder (s) who failed to comply with above Mandatory requirements will not be considered for further evaluation.**

## FUNCTIONAL EVALUATION CRITERIA

Score	Definition
0	No information provided
1	Does not meet the requirements
2	Partially meet the requirements
<b>3</b>	<b>Fully meets the requirements</b>
4	Exceeds the requirements
5	Significantly exceeds the requirements

No	Technical / Functional Requirements	Weightings (Points)												
01	<p><b>Track Record (Experience)</b></p> <p>1. The bidder must have a minimum of three (03) years' experience in the cleaning and hygiene services.</p> <table border="1"> <tbody> <tr> <td>Less than 1 year relevant experience</td> <td>0 Points</td> </tr> <tr> <td>1 year relevant experience</td> <td>1 Points</td> </tr> <tr> <td>2 years relevant experience</td> <td>2 Points</td> </tr> <tr> <td>3 years relevant experience</td> <td>3 Points</td> </tr> <tr> <td>4 years relevant experience</td> <td>4 Points</td> </tr> <tr> <td>More than 4 relevant experience</td> <td>5 Points</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>The Bidder must provide proof, in the form of reference letters confirming that the Bidder has performed cleaning services.</li> <li>The Letter must contain the duration of the contract and must include a contact person and contact details (telephone number and email).</li> </ul> <p>Please note: The reference letter(s) must be in the form of individual letter(s) from the respective previous and current clients.</p>	Less than 1 year relevant experience	0 Points	1 year relevant experience	1 Points	2 years relevant experience	2 Points	3 years relevant experience	3 Points	4 years relevant experience	4 Points	More than 4 relevant experience	5 Points	30
Less than 1 year relevant experience	0 Points													
1 year relevant experience	1 Points													
2 years relevant experience	2 Points													
3 years relevant experience	3 Points													
4 years relevant experience	4 Points													
More than 4 relevant experience	5 Points													



No	Technical / Functional Requirements		Weightings (Points)												
02	<b>Supervisor's Experience</b>	<p>Bidder's proposed Supervisor must have a minimum of three (3) years' experience in the role.3) years' experience in the role.</p> <table border="1" data-bbox="507 389 1246 701"> <tr> <td>Less than one 1 year experience</td> <td>0 Points</td> </tr> <tr> <td>1 years' experience</td> <td>1 Points</td> </tr> <tr> <td>2 years' experience</td> <td>2 Points</td> </tr> <tr> <td>3 years' experience</td> <td>3 Points</td> </tr> <tr> <td>4 years' experience 3 Points</td> <td>4 Points</td> </tr> <tr> <td>More than 4 years' experience</td> <td>5 Points</td> </tr> </table> <p>Bidders must submit a comprehensive CV of the Supervisor to substantiate the years of experience.</p>	Less than one 1 year experience	0 Points	1 years' experience	1 Points	2 years' experience	2 Points	3 years' experience	3 Points	4 years' experience 3 Points	4 Points	More than 4 years' experience	5 Points	20
Less than one 1 year experience	0 Points														
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2 years' experience	2 Points														
3 years' experience	3 Points														
4 years' experience 3 Points	4 Points														
More than 4 years' experience	5 Points														
03	<b>Proposed Methodology (Project Plan / Implementation Plan / Site Takeover Plan)</b>	<p>The bidder must provider a site - takeover plan. The plan must include the following:</p> <ul style="list-style-type: none"> <li>i. Readiness (Logistics, Tools, Uniform, etc.); and</li> <li>ii. Time frame required to take over the site.</li> <li>iii. The bidder must submit the health &amp; safety work plan/methodology, contingency plan (e.g. dealing with absenteeism during strikes), monitoring cleaning procedures, evaluating &amp; maintaining quality of service, including material safety data sheet, OHS compliance</li> </ul> <table border="1" data-bbox="491 1290 1203 1697"> <tr> <td>The proposed methodology does not cover all the required tender scope areas</td> <td>0 Points</td> </tr> <tr> <td>The proposed methodology that meets one requirements of the tender scope</td> <td>1 Points</td> </tr> <tr> <td>The proposed methodology meet two requirements of the tender scope</td> <td>2 Points</td> </tr> <tr> <td>The proposed methodology that meet all the requirements of the tender scope</td> <td>3 Points</td> </tr> </table>	The proposed methodology does not cover all the required tender scope areas	0 Points	The proposed methodology that meets one requirements of the tender scope	1 Points	The proposed methodology meet two requirements of the tender scope	2 Points	The proposed methodology that meet all the requirements of the tender scope	3 Points	20				
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The proposed methodology meet two requirements of the tender scope	2 Points														
The proposed methodology that meet all the requirements of the tender scope	3 Points														
<b>Total</b>		<b>70%</b>													

**Any bidder who scored less than 49 out of 70 points will be eliminated and not be evaluated further.**

**SUPPLIER SITE VISIT**

No	Technical / Functional Requirements		Weightings (Points)										
03	<b>Site Visit</b>	<p><b>sefa</b> will conduct site visit to the shortlisted bidder’s proposed building. Site visit/inspection will be conducted, and the observation will be used as part of the evaluation process. Prospective bidders must avail themselves or their representatives for inspection on the date and time to be communicated by <b>sefa</b>.</p> <p><b>Note:</b> Site Visits will be amongst others focus on the following:</p> <table border="1" data-bbox="453 636 1235 1122"> <tr> <td>Fully Operational offices.</td> <td>6</td> </tr> <tr> <td>Sufficient uniform stock, materials and equipment stock.</td> <td>6</td> </tr> <tr> <td>Material and equipment storage room in line with health and safety.</td> <td>6</td> </tr> <tr> <td>Observation on how business is conducted e.g. Responsiveness and professionalism.</td> <td>6</td> </tr> <tr> <td>General cleanliness of the site</td> <td>6</td> </tr> </table> <p><b>Non-availability of the above on each point will score zero</b></p> <ul style="list-style-type: none"> <li>• Bidder are required to provide one current site where they active contract for the site inspection and evaluation</li> <li>• Bidder will required to make arrangement with their clients for inspection and all cleaning staff presentable and wearing bidder’s uniform.</li> </ul>	Fully Operational offices.	6	Sufficient uniform stock, materials and equipment stock.	6	Material and equipment storage room in line with health and safety.	6	Observation on how business is conducted e.g. Responsiveness and professionalism.	6	General cleanliness of the site	6	30
Fully Operational offices.	6												
Sufficient uniform stock, materials and equipment stock.	6												
Material and equipment storage room in line with health and safety.	6												
Observation on how business is conducted e.g. Responsiveness and professionalism.	6												
General cleanliness of the site	6												
		<b>Total</b>	<b>30%</b>										

**Only bidders who scored a minimum 21 points or more out of 30 points on site visit/inspection will be further evaluated for Price and Specific Goals.**

**PRICE AND PREFERENCE (SPECIFIC GOALS)**

- Only bidders who met the supplier site inspection will be evaluated on price and preference.
- In terms of Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and the amended regulations, responsive bids will be adjudicated by the State on the applicable point system.
- The applicable preference point system for this tender is the 80/20 preference point system.
- In terms of 80/20 points system, points are awarded to bidders on the basis of:

CRITERIA	POINTS
Price	80

Specific Goals	20
<b>TOTAL</b>	<b>100 POINTS</b>

Specific Goals for this tender and points that may be claimed are indicated per the table below:

CRITERIA	POINTS
	(80/20 System)
Size of enterprise: Micro, Small, Medium enterprises <ul style="list-style-type: none"> <li>• Micro enterprises: maximum 8 points</li> <li>• Small enterprises: 5.6 points</li> <li>• Medium enterprises: 3.2 Points</li> <li>• Large enterprises: 0.8 Points</li> </ul>	8
B-BBEE (Black Ownership)	2
Youth Ownership	6
Spatial: Rural and Township and City- based enterprises	4
<b>TOTAL POINTS</b>	<b>20</b>

**Supporting Document for Claiming of Specific Goals:**

The bidder must submit proof of either a BBEE Certificate accredited by SANAS or a BBEE Certificate issued by the Department of Trade and Industry (DTI) or a Sworn Affidavit. The bidder is also required to submit a PSIRA document showing the number of employees and or Statement of Financial Position of the bidder: Latest Audited Financial Statement of the bidder (Where applicable in terms of Company's Act) and/or independently reviewed financial statements and/or cashflow budget for the new entities with no financial records. The bidder must also indicate point claims on SBD 6.1.

**Preference Points: 80/20**

For procurement above R 2 000.00 (petty cash) threshold up to R50 million proposed 20 points.

Size of Enterprise: Micro, Small, Medium enterprises: 8/20- leave as is split is as follows:

- Micro enterprises: maximum 8 points or 100% for micro-enterprises
- Small enterprises: 5.6 points or 70% of the 8 points
- Medium enterprises: 3.2 Points or 40%
- Large enterprises: 0.8 Points or 10%

Verification method: PSIRA document showing the number of employees and or Statement of Financial Position of the bidder: Latest Audited Financial Statement of the bidder (Where applicable in terms of Company's Act) and/or independently reviewed financial statements and/or cashflow budget for the new entities with no financial records.

**Enterprises are divided into the following categories:**

Sectors	Size or class of enterprise	Total full-time equivalent of paid employees	Total annual turnover
<b>Finance and Business Services</b>	Medium	51-250	<85.0 million
	Small	11-50	<35.0 million
	Micro	0-10	<7.5 million

**Ownership: Maximum 2/20 points. Women/Youth & Persons with Disabilities: (align to BBBEE points allocation)**

Broad-based black economic empowerment means viable economic empowerment of all black people [including], in particular women, workers, youth, people with disabilities, and people living in rural areas.

L1	L2	L3	L4	L5	L6	L7	L8	L0
2	1.75	1.5	1.25	1	0.75	0.50	0.25	0

Verification method: BBBEE certificate and or Sworn Affidavit:

- To accommodate women; youth and persons with disabilities= 2 points for level 1
- Targeted group: Youth and Non-Youth: 6/20 points or 100% with a bias towards women-owned businesses.

**Youth** = 6/20 points which will be allocated follows:

- Youth Less than 30% Youth Owned = Zero Point
- 30% to 49% Youth Owned = 1.8 Points
- 50% to 100% Youth Owned = 6 Points

Spatial: Rural and Township and City-based enterprises: 4/20 points

Rural = maximum 4 points or 100%

Township= 1.2 points or 60% is 2.4 and not 1.2

City= 0.8 or 20%

Verification method: Copy of Utility Bill, Lease Agreement, Title Deed, outlining the physical address of the company and official letter with stamp from the local councilor

## 1. SCOPE OF WORK

1.1. The cleaning services contractor will be required to render a comprehensive cleaning and hygiene service, pest control and waste removal. The cleaning services provider will also be required to supply, delivery, installation and maintenance of hygiene equipments. The cleaning services include day-to-day (scheduled/routine) and reactionary cleaning services as and when required.

1.2. The list below is an itemized account of areas and items found in the building. It is the bidder's responsibility to ensure that facilities are kept clean at all times and perform a continuous audit to ensure adequacy in the frequency of cleaning and methodology. Cleaning services will be done as per the standard cleaning methods indicated below:

### 1.2.1. PART A: CLEANING SERVICES

- 1.2.2. Area of Office Space : 3700m<sup>2</sup> (Incl. Passageways, Storerooms, Boardrooms, Foyers, Balconies, Common Areas)
- 1.2.3. Number of Floors : Three (03) Floors.
- 1.2.4. Number of Occupants : Two Hundred and Five (205) Workstations
- 1.2.5. Number of Kitchenettes : Five (05) Kitchenette
- 1.2.6. Number of Boardrooms : Seventeen (17) Boardrooms.
- 1.2.7. Number of Lifts : One (01).
- 1.2.8. Number of Ablution Facilities (Toilet Seats) : Twenty Seven (27) (Men/Female)
- 1.2.9. Ablution Facilities (Disabled) : Three (03)
- 1.2.10. Number of Basins : Nineteen (19)
- 1.2.11. Number of Urinals : Twelve (12)
- 1.2.12. Number of Basement Parking Bays : Ninety One (91).
- 1.2.13. Number of Covered Parking Pays : Thirty Two (32).
- 1.2.14. Excluded Areas : Control Room, Electrical IT / Rooms, Plant & Machinery Rooms
- 1.2.15. Flooring : Carpet and Tiles
- 1.2.16. Walls : Solid and Dry Walls

### 1.2.2 PART B: SERVICE BREAKDOWN AND RESOURCES

1.2.2.1 **sefa** operates on an 8-hour basis from Monday to Friday for all the employees. The service provider needs to conduct cleaning and hygiene services during the day on weekdays, except for deep cleaning / ad hoc cleaning which will be conducted on weekends.

1.2.2.2 Normal working hours for **sefa** for weekdays excluding public holidays are from **07:30 to 16:30**. However, cleaning services will be required from **06:30 to 15:30** week days subject to change due to change in business requirements.

1.2.2.3 Service could be required during weekends and/or public holidays and the Service Provider must make provision for workers to perform additional service as and when required.

Address	Working Time	Days	No of Staff	Responsibility	
Byls Bridge Building 14, Block D, Cnr Oliventhoutbosch and Jean Avenue, in Centurion	06H30 – 15H30	Monday - Friday	5	1	Supervisor
	06H30 – 15H30	Monday - Friday	5	4	Cleaners (One Male)
<b>Total Number of Staff required</b>			<b>5</b>		

### 1.2.3 PART C: STANDARD CLEANING METHODS

Open Plan Work Area			
Items	Standard Cleaning Method	No of Times	Frequency
Desks (Workstations)	Dust and Polish	2	Daily
Dustbins	Emptying and cleaning waste bins	2	Daily
Blinds	Dust and Wipe	1	Daily
Carpets	High and Low Traffic Volumes – Brush and Vacuum	1	Daily
Ceilings	Dust and Wipe air vents	1	Daily
Chairs	Fabric and Leather – Vacuum and Spot clean.	1	Daily
	Wipe with wet cloth and polish	1	Weekly
Screens (Glass and Fabric)	Glass / Window: Dust and damp wipe	1	Daily
	Fabric: Vacuum and Shampoo dry method to avoid electrical connections.		
Desktop	Dust and Damp wipe	1	Daily
Telephone	Dust and damp wipe	1	Daily
Windows (Inside)	Clean	1	Weekly
Skirting	Dust	1	Daily
Doors (Steel, Glass and Wood)	<ul style="list-style-type: none"> <li>○ Clean, Remove finger marks on glass and push / pull plates</li> <li>○ Dust and wipe.</li> </ul>	1	Daily
Lights / Lamps	Dust	1	Daily
Boardrooms			
Tables	Dust and Polish	2	Daily
Blinds	Dust and Wipe	1	Daily
Dustbins	<ul style="list-style-type: none"> <li>○ Emptying and cleaning waste bins.</li> <li>○ Change Bin liner.</li> <li>○ Damp wipe, remove stains and disinfect.</li> </ul>	2	Daily

Carpets	<b><u>Low Traffic Volumes:</u></b> ○ Brush and Vacuum	1	Daily
Skirting	Dust	1	Daily
Windows (Inside)	Clean	1	Weekly
Doors (Steel, Glass and Wood)	○ Clean, Remove finger marks on glass and push / pull plates ○ Dust and wipe.	1	Daily
Lights / Lamps	Dust	1	Daily
<b>Foyers, Passages and Balconies</b>			
Hard Floor Coverings (Ceramic, marble, granite, brick, concrete, etc.)	<b><u>High and Low Traffic Volumes:</u></b> ○ Sweep, Damp mop for spillage, wipe with wet cloth, spray clean / burnish (Wax / Polish). ○ Scrub and dry clean using a mechanized system machine.		Daily
Doors (Steel, Glass and Wood)	○ Clean, Remove finger marks on glass and push / pull plates ○ Dust and wipe.	1	Daily
Lights / Lamps	Dust	1	Daily
Steel Table and Chairs	Wipe with wet cloth and dry		Daily
Sofas (Fabric and Leather)	<b><u>Fabric:</u></b> Vacuum.		Weekly (As and when necessary)
	<b><u>Leather:</u></b> Wipe to remove dust / Wipe with wet cloth and polish.		Weekly (As and when required).
Balcony railings	Regularly dusted and periodically washed		Daily
<b>Ablution Facilities</b>			
Basins / Toilet Bowls / Urinals	○ Remove mineral deposits and spillage from bowl and under flush rim with hard surface cleaner and brush. ○ Wet wash with disinfectant seat and lid, cistern and pipes, etc. ○ Wet wipe doors and walls. ○ Replenish consumables regularly (e.g. toilet paper, hand paper towels, seat sanitizer and soap). ○ Clean and sanitize all toilet bowls, basins and urinal. <b>Note: Consumables will be provided by the bidder.</b>	3	Daily
Doors (Steel, Glass and Wood)	○ Clean, Remove finger marks on glass and push / pull plates ○ Dust and wipe.	1	Daily

Mirrors	Wet wipe and dry.		Daily
Waste Bins / SHE-Bins	Empty Waste Bings / SHE Bins sanitary bins	1	Daily
Lights / Lamps	Dust	1	Daily
<b>Storerooms / Grocery Stores / Stationery Store</b>			
Zipple	Dust Damp wipe		
Doors (Steel, Glass and Wood)	<ul style="list-style-type: none"> <li>○ Clean, Remove finger marks on glass and push / pull plates</li> <li>○ Dust and wipe.</li> </ul>		As and when required
Lights / Lamps	Dust		As and when required
Carpets	<u>Low Traffic Volumes:</u> <ul style="list-style-type: none"> <li>○ Brush and Vacuum</li> </ul>	1	Daily
<b>Kitchenettes</b>			
Floors (Tiles,)	<u>High and Low Traffic:</u> <ul style="list-style-type: none"> <li>○ Sweep, damp mop for spoilage, wipe with wet cloth, spay clean / burnish.</li> <li>○ Scrub and dry clean using mechanized system machine.</li> </ul>		Daily (As and when required)
Walls and Cupboard Doors	Wet wiped and dried.		
Wet wipe and rinse inside microwave and fridges.			
Doors (Steel, Glass and Wood)	<ul style="list-style-type: none"> <li>○ Clean, Remove finger marks on glass and push / pull plates</li> <li>○ Dust and wipe.</li> </ul>	1	Daily
Fridges	Wipe with wet cloth.		Daily
Steel Table and Chairs	Wipe with wet cloth and dry		Daily
<b>Basement Parking</b>			
Floor	Remove Litter		Daily
Floor	Remove dust and wet pipe		When Necessary
Floor	Remove oil spillage with degreaser (Machine scrub dry where and when possible)		When Necessary
<b>Covered Parking</b>			
Floor	Remove Litter.		When Necessary
<b>Fire escapes / stairs / rails</b>			
Hand Rails	Wipe with wet cloth.		Daily
Floor	<u>Low Traffic:</u> <ul style="list-style-type: none"> <li>○ Sweep, damp mop for spoilage, wipe with wet cloth, spay clean / burnish.</li> </ul>		Daily



	<ul style="list-style-type: none"> <li>○ Scrub and dry clean using mechanized system machine.</li> </ul>		
<b>Lifts</b>			
Side Panels	Wipe with wet cloth / apply polish where possible.		Daily
Mirror	Wipe with wet cloth and dry / Spray clean mirror.		Daily
Floor	<p><b>High Traffic Volume:</b></p> <ul style="list-style-type: none"> <li>○ Sweep, damp mop for spoilage, wipe with wet cloth, spray clean / burnish.</li> <li>○ Scrub and dry clean using mechanized system machine.</li> </ul>		Daily
Lights / Lamps	Dust		Daily
<b>Sick Room / Telephone Rooms</b>			
Chairs / Sofas			
Doors (Steel, Glass and Wood)	<ul style="list-style-type: none"> <li>○ Clean, Remove finger marks on glass and push / pull plates</li> <li>○ Dust and wipe.</li> </ul>	1	Daily
Lights / Lamps	Dust		Daily
Floor	<p><b>Low Traffic Volume:</b></p> <ul style="list-style-type: none"> <li>○ Sweep, damp mop for spoilage, wipe with wet cloth, spray clean / burnish.</li> <li>○ Scrub and dry clean using mechanized system machine.</li> </ul>		Daily
Carpets	<p><b>Low Traffic Volumes:</b></p> <ul style="list-style-type: none"> <li>○ Brush and Vacuum</li> </ul>	1	Daily
Balcony railings	Regularly dusted and periodically washed		Daily
<b>General</b>			
Walls	<ul style="list-style-type: none"> <li>○ Glass / Window: Damp wipe and dry.</li> <li>○ Partition: Dust and damp wipe.</li> <li>○ Solid Walls: Dust and wet wipe.</li> </ul>	1	
Uncovered Pipes	Dust and Damp wipe		
Pictures	<ul style="list-style-type: none"> <li>○ Dust Frames.</li> <li>○ Damp wipe frames.</li> <li>○ Clean glass with glass cleaner.</li> </ul>	1	Daily / When Necessary
Ornaments	Dust and damp wipe	1	Daily / When Necessary
Electronic Equipments	Dust, Damp and Wipe.		Weekly
Railings / Balustrades	Dust, Damp wipe railings and panels.		Daily
<b>PS: All door handles, taps and toilet handles in cloakrooms and showers must be washed and disinfected.</b>			

# ADDITIONAL CLEANING & HYGIENE SERVICES GUIDELINES ON ROUTINE & DEEP CLEANING IN LINE WITH COVID-19 REQUIREMENTS

## 1. EXECUTIVE SUMMARY

- 1.1 Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. To reduce the impact of COVID-19 outbreak conditions on businesses, workers, customers, and the public, it is important for all employers to plan now for COVID-19.
- 1.2 **sefa** has a legal obligation in accordance with section 8 of Occupational Health & Safety Act (OSHA), Act No.85 of 1993 as amended to where reasonably practicable, provide a safe work environment that is without risk to employees.

## 2. BACKGROUND

- 2.1 According to the World Health Organization (WHO), the two main routes of transmission of the SARS-CoV-2 is droplet and direct contact transmission. Respiratory droplets are generated when an infected person coughs or sneezes and any person who is in close contact is at risk of being exposed to these droplets. Droplets may also land on surfaces where the virus could remain viable. Therefore, the immediate environment of an infected individual can serve as a source of contact transmission.
- 2.2 The aim of this document is to provide guidance on routine cleaning of non-health care and health care workplaces as well as deep cleaning when COVID-19 positive cases have been identified.

## 3. CLEANING AND HYGIENE SERVICES IN LINE WITH THE COVID-19 REQUIREMENTS

- 3.1 The main way COVID-19 spreads from person to person is through contact with respiratory droplets produced when an infected person coughs or sneezes. The droplets may fall directly onto the person's eyes, nose or mouth if they are in close contact with the infected person. Airborne transmission of COVID-19 can also occur, with the greatest risk in indoor, crowded and inadequately ventilated spaces. A person may also be infected if they touch a surface contaminated with the COVID-19 virus and then touch their mouth, nose or eyes before washing their hands. Research shows that the COVID-19 virus can survive on some surfaces for prolonged periods of time.
- 3.2 A key way you can protect workers and others from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for your workplace. When and how often your workplace should be cleaned and disinfected will depend on the outcome of your risk assessment, including the likelihood of contaminated material being present.
- 3.3 A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus.
- 3.4 It is highly recommended that workplaces are be cleaned at least daily. More frequent cleaning may be required in some circumstances. For example, if your workplace operates in shifts, workplaces should be cleaned between shifts. If equipment is shared between workers, it should be cleaned between uses, where practicable.

- 3.5 Cleaning with detergent and water is usually sufficient for routine cleaning. However for frequently touched surfaces, disinfection in addition to cleaning is recommended.
- 3.6 Once clean, surfaces can be disinfected. When and how often your workplace, or certain surfaces, should be disinfected will depend on the likelihood of contaminated material being present, noting that the COVID-19 virus can survive on some surfaces for prolonged periods of time. This would include any time there has been a case or suspected case of COVID-19 at the workplace, or at workplaces with a high volume of workers, customers or visitors that are likely to touch surfaces. You should priorities cleaning and disinfecting surfaces that many people touch.
- 3.7 Alternatively, you may be able to do a 2-in-1 clean and disinfection by using a combined detergent and disinfectant.

#### 4. CLEANING AND DISINFECTING SOLUTIONS

- 4.1 Cleaning and disinfecting are two different processes:
- a. **Cleaning** means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is a surfactant that is designed to break up oil and grease with the use of water. Anything labelled as a detergent will work.
  - b. **Disinfecting** means using chemicals to kill germs (bacteria and viruses) on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. The following disinfectants are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in): alcohol in a concentration of at least 70%, chlorine bleach in a concentration of 1000 parts per million, oxygen bleach, or wipes and sprays that contain quaternary ammonium compounds. These chemicals will be labelled as 'disinfectant' on the packaging and must be diluted or used following the instructions on the packaging to be effective. For routine workplace cleaning in a non-healthcare workplace, physical cleaning with water and detergent is usually sufficient. Water and physical effort alone will not kill the COVID-19 virus.
- 4.2 A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus in workplaces when cleaning and should be used where there is a high volume of workers, customers or visitors that are likely to touch surfaces.
- 4.3 Cleaning and disinfection should also be undertaken after a person with a confirmed or suspected case of COVID-19 has recently been at the workplace. Those cleaning an area of suspected contamination need to be equipped with appropriate personal protective equipment (PPE). This includes disposable gloves and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaning staff should also wear a disposable apron.
- 4.4 Once cleaning and disinfection is complete, place disposable cloths, PPE and covers in a plastic rubbish bag, place it inside another rubbish bag (double bagging) and dispose of the bag in the general waste.

**Note:** Disinfectants require sufficient contact time to be effective at killing viruses. If no time is specified, the disinfectant should be left for ten minutes before removing.

## 5. USING DISINFECTANTS SAFELY

- 5.1 Follow all manufacturer’s instructions and read the label and the Safety Data Sheet (SDS). Do not use different types of disinfectants together.
- 5.2 Store your disinfectants safely and securely, out of direct sunlight and away from heat sources. Mix your disinfectants in a well-ventilated area. Some concentrated products recommend the use of a local exhaust ventilation system.
- 5.3 For spraying or misting products, spray directly into the cleaning cloth to dampen the cloth for use. Take care not to generate a mist.
- 5.4 Personal protective equipment (PPE) to use when diluting and using disinfectants includes gloves, elbow-length if available, and eye protection (safety glasses, not prescription glasses).

## 6. RECOMMENDED CLEANING BY SURFACE

- 6.1 The following table outlines the recommended minimum frequencies for routine cleaning of various surfaces in the workplace, as well as recommended cleaning and disinfecting following a suspected or confirmed case of COVID-19.
- 6.2 It is applicable to all workplaces, noting some surfaces may not be relevant to all workplaces.
- 6.3 It is highly recommended that workplaces are be cleaned at least daily. More frequent cleaning may be required in some circumstances. For example, if equipment is shared between workers, it should be cleaned between uses, where practicable.
- 6.4 More frequent disinfection may be required at workplaces with a high volume of workers, customers or visitors that are likely to touch surfaces.

	Following Suspected or Confirmed Case		Routine Cleaning			
	Any Surface	Method	Frequently touched surfaces	Method	Infrequently touched surfaces	Method
<b>Soft Plastics</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Damp dust + Detergent
<b>Hard Plastics</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent

	Following Suspected or Confirmed Case		Routine Cleaning			
	Any Surface	Method	Frequently touched surfaces	Method	Infrequently touched surfaces	Method
<b>Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminum)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant* *Uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent
<b>Painted metal surfaces</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent
<b>Deliberately Greased or Oiled metal surfaces</b>	Clean as soon as you become aware	Clean according to manufacturer's recommendations	Clean at least daily or every shift change	Clean according to manufacturer's recommendations	Clean weekly	Clean according to manufacturer's recommendations
<b>Wood</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Damp dust + Detergent
<b>Laminate</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent
<b>Glass</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent

	Following Suspected or Confirmed Case		Routine Cleaning			
	Any Surface	Method	Frequently touched surfaces	Method	Infrequently touched surfaces	Method
<b>Concrete (Polished)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent
<b>Concrete (Rough)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Vacuum (HEPA) or Detergent
<b>Leather</b>	Clean and disinfect as soon as you become aware	Clean and disinfect according to manufacturer's recommendations	Clean and disinfect at least daily or every shift change	Clean and disinfect according to manufacturer's recommendations	Clean weekly	Clean according to manufacturer's recommendations
<b>Fabric</b>	Clean as soon as you become aware	Detergent + Steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent	Clean at least daily or every shift change	Detergent + Steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent	Clean weekly	Vacuum (HEPA) Damp dust + Detergent If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent

	Following Suspected or Confirmed Case		Routine Cleaning			
	Any Surface	Method	Frequently touched surfaces	Method	Infrequently touched surfaces	Method
<b>Paper</b>	Not suitable for cleaning.  Leave undisturbed for a minimum of 72 hours.	Dispose of in the bin (double-bagged), or leave undisturbed for a minimum of 72 hours, longer if possible.	Not suitable for cleaning	Dispose of in the bin (double-bagged), or leave undisturbed for a minimum of 72 hours, longer if possible.  If use is unavoidable, and individual use is not feasible, use a plastic protective sheet over the page.  Clean and disinfect plastic protective sheet at least daily.	Not suitable for cleaning	Use alternate, cleanable options, such as electronic tablets  If use is unavoidable, and individual use is not feasible, use a plastic protective sheet over the page.

## 7. RECOMMENDED CLEANING BY ITEM

- 7.1 The following table outlines the recommended minimum frequencies for routine cleaning of various items in the workplace, as well as recommended cleaning and disinfecting following a suspected or confirmed case of COVID-19.
- 7.2 It is applicable to all workplaces, noting some items may not be relevant to all workplaces. It is highly recommended that workplaces are cleaned at least daily. More frequent cleaning may be required in some circumstances. For example, if equipment is shared between workers, it should be cleaned between uses, where practicable.
- 7.3 It is recommended that workplaces are disinfected regularly. More frequent disinfecting may also be required at workplaces with a high volume of customers or visitors that are likely to touch surfaces.

	Following suspected or Confirmed Case		Routine Cleaning			
	Any item	Method	Frequently touched items	Method	Infrequently touched items	Method
<b>Alcohol-based hand sanitiser dispenser</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent
<b>Call bell / Door bell</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent
<b>Chairs - non-upholstered</b> e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent
<b>Chairs - Upholstered</b> e.g. fabric padded chairs, sofas, office chairs	Clean as soon as you become aware	Detergent + Steam clean	Clean at least daily	Vacuum (HEPA) Damp dust + Detergent	Clean weekly	Vacuum (HEPA) Damp dust + Detergent
<b>Cleaning Equipment</b>	Clean and disinfect after use	Detergent + Disinfectant	Clean and disinfect after use	Detergent + Disinfectant	Clean after use	Detergent
<b>Clipboard / Folders</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect after use	Detergent + Disinfectant	Clean weekly	Detergent
<b>Computer, Keyboard, Mouse Headsets</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant on wipeable cover, or isopropyl alcohol-based wipes/sprays	Clean and disinfect at least daily or when visibly soiled, and between users if equipment is shared	Detergent + Disinfectant on wipeable cover, or isopropyl alcohol-based wipes/sprays	Clean weekly or when visibly soiled	Consider adding a wipeable cover to the device/screen. Refer to manufacturer's recommendations Detergent



	Following suspected or Confirmed Case		Routine Cleaning			
	Any item	Method	Frequently touched items	Method	Infrequently touched items	Method
<b>Door frames</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent
<b>Doorknob / handles</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean daily	Detergent
<b>Drinking Fountains</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean daily	Detergent
<b>Elevator buttons</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent
<b>Floor (non-slip vinyl)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Damp mop daily	Detergent
<b>Floor (polished concrete)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent
<b>Fridges</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Weekly, & defrost to clean as required  Clean and disinfect frequently touched surfaces on fridge (i.e. handles) at least daily	Detergent + Disinfectant	Monthly & defrost as required  Daily spot check—clean when necessary	Refer to manufacturer's recommendations  Detergent

	Following suspected or Confirmed Case		Routine Cleaning			
	Any item	Method	Frequently touched items	Method	Infrequently touched items	Method
<b>Handrails, stair rails</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent
<b>Keys and locks and padlocks</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent
<b>Kitchen appliances (toasters, kettles, sandwich presses, jaffle makers, ovens)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Refer to manufacturer's recommendations Isopropyl alcohol-based wipes/sprays Detergent
<b>Light and Power point Switches</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant Damp dust	Clean and disinfect at least daily	Detergent + Disinfectant Damp dust	Clean weekly	Damp dust + Detergent
<b>Microwave</b>	Clean and disinfect as soon as you become aware	Detergent. Disinfectant on outside surfaces only.	Clean and disinfect frequently touched points on microwave at least daily	Detergent. Disinfectant on outside surfaces only.	Clean daily	Refer to manufacturer's recommendations Detergent
<b>Push/pull doors (with and without a push plate)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent + Disinfectant
<b>Remote controls</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent

	Following suspected or Confirmed Case		Routine Cleaning			
	Any item	Method	Frequently touched items	Method	Infrequently touched items	Method
<b>Sink (hand washing &amp; kitchen)</b>	Clean and disinfect as soon as you become aware	Detergent Disinfectant on areas around sink only, not in sink	Clean and disinfect at least daily	Detergent Disinfectant on areas around sink only, not in sink	Clean daily	Detergent
<b>Tables / desks</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent
<b>Telephone</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant Damp dust	Clean and disinfect at least daily & more regularly if shared by multiple users	Detergent + Disinfectant Damp dust	Clean weekly	Detergent
<b>Toilet</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent + disinfectant
<b>Toilet doors and locks</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent + Disinfectant
<b>TV</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant Damp dust	Clean and disinfect at least daily	Detergent + Disinfectant Damp dust	Clean weekly	Refer to manufacturer's recommendations  Damp dust + Detergent
<b>Window frames (sliding servery window types)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily	Detergent + Disinfectant	Clean weekly	Detergent

**COSTING MODEL : CLEANING AND HYGIENE SERVICES**

**Price Breakdown  
Basic Salary for Supervisor**

Basic Salary for Supervisor	R .....
Overtime x	R .....
Overtime x $\frac{1}{2}$	R .....
Overtime double	R .....
Leave pay	R ...../ year
Sick Pay	R ...../ year
UIF	R .....
Public Holiday	R .....
Levy	R .....
Workman Compensation	R .....
Any other Allowance/s	R .....
Total Monthly Cost for Supervisor	R .....

Total cost for number of supervisors offered	R .....
Transport	R .....

<b>Basic Salary per cleaner</b>	R
Overtime x	R .....
Overtime x $\frac{1}{2}$	R .....
Overtime double	R .....
Leave pay	R ...../ year
Sick Pay	R ...../ year
UIF	R .....
Public Holiday	R .....
Levy	R .....
Workman Compensation	R .....

Any other Allowance/s R .....

Total Monthly Cost per cleaner R .....

Total cost for number of cleaners offered R .....

Transport R .....

All cleaning material/requisites (To be included in the total Bid Price)

Description	QTY	Cost per moth
(i) Stainless Steel Paper Towel Holders and Refills	.....	R.....
(ii) Stainless Steel Sanitizer Drip Master for Urinals	.....	R.....
(iii) Stainless Steel Sanitary Waste Bins and Removal Services / Auto Sanitizers	.....	R.....
(iv) Stainless Steel Hand Towel Waste Bins and Removal Services	.....	R.....
(v) Stainless Steel Hand Soap Dispenser and Refills	.....	R.....
(vi) Air Mist 270ml and Refills	.....	R.....
(vii) Toilet Paper Holders and Refills	.....	R.....
(viii) Safe Seat Dispensers and Refills	.....	R.....
(ix) Hand Hot Air Dryer	.....	R.....
(x) Sanitary Courtesy Bag Dispenser	.....	R.....
(xi) Other equipment cost		R.....
(xii) Overheads ( Including profit)		R.....

**Total Bid price(All costs included)            R ...../month**

**Total Bid price ( All costs included)            R .....12 months (contract period)**

**Annual Fees Escalation Percentage .....%**

This must be inclusive of all materials, equipment, labour and overhead cost

**PART D: POST AWARD**

Bidders are to indicate compliance or non – compliance to the bid specification. Failure to indicate such will be regarded as non- compliance.

ITEM	COMPLY YES/NO	COMMENT
<b>Cleaning Equipments and Consumables</b>		
<p>The successful bidder is expected to use SABS approved material and chemicals that also meet OHS requirements. <b>sefa</b> reserves the right to approve cleaning materials and chemicals prior to the use thereof.</p> <p>The successful bidder must use only SABS approved equipment's &amp; bio-degraded (eco-friendly) chemicals that are suitable for office environment.</p>		
<p>The successful bidder shall provide all general and specialised equipment's required in the provision of this service.</p>		
<p>The successful bidder must ensure that enough cleaning material are kept on site to ensure that there is no shortage of such.</p>		
<b>Supervision and Cleaning Personnel</b>		
<p><b>sefa</b> reserve the right to request the successful bidder and its employees to undergo a security vetting process.</p>		
<p>Cleaning service will be rendered during working hours from Monday to Fridays, excluding weekends and public holidays unless otherwise specified.</p>		
<p>The cleaning service must at all times be executed under full time supervision by the successful bidder's supervisor(s). <b>sefa</b> reserves the right to deploy its official to do supervision and routine inspections.</p>		
<p>The successful bidder shall ensure that the personnel to be deployed at <b>sefa</b> have no criminal records.</p> <p>The bidder shall also inform the designated Representative of <b>sefa</b> of any changes in supervisory and cleaning personnel. The supervisor shall also be contactable at <b>all times</b>.</p> <p>The Supervisor shall be responsible for the accurate attendance and/or replacement of cleaning staff.</p>		

ITEM	COMPLY YES/NO	COMMENT
<p>Attendance register signed by all cleaners &amp; supervisor must be submitted to the Facilities division for record-keeping.</p> <p>The supervisor shall also be responsible for monitoring the quality of work and the completion of the daily, weekly, fortnightly and monthly check sheets.</p> <p>The cleaning staff are prohibited from reading documents or records in the offices or unnecessary handling thereof.</p> <p>Cleaning personnel must ensure safe handling of all office equipment, official documents and any other items when cleaning and should maintain high levels of confidentiality.</p> <p>No information concerning <b>sefa</b> activities may be furnished to the public or news media by the contractor.</p> <p>Cleaning personnel must maintain a professional level of client service at all times.</p> <p>The cleaning staff must have good communication and people skills as they will be in regular contact with clients and observe <b>sefa</b>'s protocols and office rules.</p> <p>Cleaning staff will be responsible for keeping the refuse area reasonably clean and ensuring the refuse is correctly sorted into the relevant bins.</p> <p>The cleaners will ensure that the pre-sorted waste coming out of the building is placed into the correct recycling bins.</p>		
<b>Staff uniform and Personnel Protective Equipments (PPE)</b>		
<p>The successful bidder must ensure that their cleaning staff is always dressed in a distinctive acceptable uniform when on duty.</p> <p>The bidder should ensure that employees are easily identified by providing Name Tags depicting company logo</p>		



ITEM	COMPLY YES/NO	COMMENT
and name of their staff members i.e. company branded Name Tags.		
<p>The successful bidder must ensure that the comply with Occupational Health &amp; Safety Act and Regulations, and other applicable regulations and ensure that their staff supplies with Personal Protective Equipment (PPE)/Safety clothes namely:</p> <ul style="list-style-type: none"> <li>• Safety Boots</li> <li>• Hand Gloves</li> <li>• Masks</li> <li>• Other related PPE's</li> </ul> <p>These areas must be cleaned/maintained at least once a day, but more often if necessary. The contract's supervisor must monitor the situation continually and make arrangements for cleaning services as required.</p> <p>We require proper cleaning cloths for various areas in colour codes, as follows:</p> <ul style="list-style-type: none"> <li>• <b>Yellow</b> – for workstations and equipment</li> <li>• <b>Blue</b> – for lifts, staircases, walls, windows, paintwork, glass</li> <li>• <b>Red</b> – for bathrooms</li> <li>• <b>Green</b> – for kitchens</li> </ul>		
<p>The cleaning of the premises must be done in the following order of preference on daily basis:</p> <ul style="list-style-type: none"> <li>• Toilets</li> <li>• Office/Reception area, Boardrooms</li> <li>• Cleaning the kitchen</li> <li>• Passages</li> <li>• Lifts/Stairways</li> <li>• Cleaning of glass doors and mirrors</li> <li>• Storerooms and etc.</li> </ul>		
The successful bidder is expected to inform its cleaners not to clean the office in the absence of the occupants.		
A lock – up facility will be made available by <b>sefa</b> for the safekeeping of stock and equipment.		

ITEM	COMPLY YES/NO	COMMENT
The successful bidder supervisor(s) must do a daily inspection on the quality and standard of cleaning service rendered. A week & monthly report in this regard must be provided to <b>sefa</b> Facility Manager.		
<p>The successful bidder supervisor(s) must report on a daily basis to <b>sefa</b> (Facility Manager) of any defects in and to the area concerned e.g. broken mirrors, blocked toilets/urinals, broken windows, leaking areas, pests etc. identified during cleaning of the building.</p> <p>The bidder will be required to report all operational incidents to <b>sefa</b> Facilities Manager in writing.</p>		
<p>The successful bidder shall, on monthly basis supply the following:</p> <ul style="list-style-type: none"> <li>• A summarized written report to the <b>sefa</b> Facility Manager on specific problems/challenges</li> <li>• Suggestions on improved work methods and programmers</li> <li>• Clients complaints and remedial action</li> <li>• All other matters related to this agreement</li> </ul>		
The successful bidder will not allowed to store or leave equipment, goods or article on the floor, example in the entrance hall, corridors, arcades, hallways or the steps, other than in the lock up facility to be provided by <b>sefa</b> .		
All waste paper collected from emptying of dustbins etc. is property of <b>sefa</b> and must be separated from the garbage.		
<b>Contractors All Risk and Public Liability Insurance</b>		
<b>sefa</b> will not be held responsible in any way for any damages, losses, theft of equipment or any valuable of the successful bidder or injury of his/her employees while on site or in the execution of their duties.		
The successful bidder will be required, upon appointment to provide appropriate employers and public liability insurance of R5 000 000 to cover the risk of injury to the contractor's staff and / or any third parties including		

ITEM	COMPLY YES/NO	COMMENT
<p>contractors of the bidder who may be injured accidentally or cause damages to the property within the project duration.</p> <p>The successful bidder is to also have contractors all risk insurance amounting to the value of the contract. This will only be required upon appointment and will a condition before commencement of any work on site.</p>		
<b>Statutory Compliance</b>		
<p><b><u>BCEA and LRA:</u></b> The service provider must strictly adhere to all acts and regulations relating to human resources, and remunerate all its employees in line with legislation and statutory requirements. <b>sefa</b> shall not tolerate any unfair labour practices that happen within its premises and/or outside its building or close to its premises. Labour disputes are the sole responsibility of the service provider. i.e Basic Conditions of Employments Act (BCEA) and Labour Relations ACT (LRA).</p>		
<p><b><u>OHSACT:</u></b> The successful bidder will be required to comply with the requirements of the Occupational Health and Safety Act, Act 85 of 1993 and regulations as amended, which includes, but not limited to:</p> <ul style="list-style-type: none"> <li>○ Safety procedure with regard to equipment, stepladders and machinery.</li> <li>○ Procedure with regard to reporting injury on duties.</li> <li>○ Procedure with regard to identifying safety risk and resolving safety risk in workplace as required by law.</li> </ul> <p>The successful bidder is responsible to ensure that the services rendered meet all Occupational Health and Safety requirements, and that at all times there will be no risk for any persons, staff members, members of public with regard to Occupational Health and Safety.</p> <p>The successful bidder must maintain a health and safety file and must be available on site at all times.</p>		

ITEM	COMPLY YES/NO	COMMENT
<p>All cleaning and hygiene services to be undertaken in compliance with the Occupational Health and Safety Act 85 of 1993.</p> <p>A safety file to be approved by <b>sefa</b> and to be kept on site must be submitted upon appointment.</p> <p>Clearly readable warning notices or signs shall be exhibited where needed, where the rendering of the cleaning services may cause injuries to any person(s).</p> <p>The successful bidder shall not use or store any poisonous or highly inflammable substances on the premises without the written consent of <b>sefa</b> for the rendering of the services or any other purposes.</p>		
<p><b>COIDA:</b> The successful bidder is required to have a valid Compensation for Occupational Injuries and Diseases Act, No 130 of 1993 (COIDA) Letter of Good standing throughout the duration of the project.</p>		
<b>General Conditions</b>		
<p>The successful bidder is required to:</p> <ul style="list-style-type: none"> <li>• Conduct business in a courteous and professional manner.</li> <li>• Provide the necessary documentation as requested prior to the Cleaning Service contract being awarded.</li> <li>• Comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, etc. <b>Proof to be submitted within 14 days from awarding the contract by the successful Service Provider.</b></li> <li>• Ensure that all personnel working under this contract are in good health and pose no risk to any personnel in the <b>sefa</b>.</li> <li>• Comply with the <b>sefa</b> security and emergency policies, procedures and regulations.</li> </ul>		

ITEM	COMPLY YES/NO	COMMENT
<ul style="list-style-type: none"> <li>• ENSURE that all work performed and all vehicles, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act of 85 of 1993 and any Regulations promulgated in terms of this Act and the standard instructions of the <b>sefa</b>.</li> <li>• Maintain its equipment in good order so as to comply with the <b>sefa</b>'s occupational health and safety standards.</li> <li>• Ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract.</li> <li>• Provide all personnel working under this contract with uniforms, which state the name of the Service Provider and that can be clearly identified from other Service Providers, <b>sefa</b> personnel, etc. <b>sefa</b> reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement.</li> <li>• Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure these items are worn at all times.</li> <li>• Ensure that the <b>sefa</b> is informed of any removal and replacement of personnel. For security reasons, the <b>sefa</b> reserves the right to vet all personnel working under this contract.</li> <li>• Provide the services of pest control and general cleanliness to the offices and surrounding areas at his/her own cost.</li> <li>• Provide an on-site supervisor, available at all times.</li> <li>• Consider the current personnel that are already on site before new personnel can be recruited by the Service Provider, unless where the current personnel voluntarily leaves the employment.</li> </ul>		

ITEM	COMPLY YES/NO	COMMENT
<b>sefa shall:</b> <ul style="list-style-type: none"> <li>• Conduct business in a courteous and professional manner with the Service Provider.</li> <li>• Not accept responsibility for any damages suffered by the Service Provider or their personnel for the duration of the contract.</li> <li>• Not accept any responsibility of accounts/expenses incurred by the Service Provider that was not agreed upon by the contracting parties.</li> <li>• Shall provide a storage facility for equipment and materials.</li> </ul>		
SUMMARY OF EXPECTED DUTIES	COMPLY YES/NO	COMMENT
<b>DAILY DUTIES</b>		
<ul style="list-style-type: none"> <li>• Emptying and cleaning waste bins twice a day</li> <li>• Remove all waste to a specified area</li> <li>• Replenishing consumables in the toilet facilities three times a day (7:30, 10:30 and 13:30) i.e. toilet paper, soap and paper towel</li> <li>• Dusting of all skirting, windowsills and door. spot cleaning to be done when necessary</li> <li>• Clean and disinfected all telephones</li> <li>• Clean and sanitize all toilet bowls, basins and urinal</li> <li>• Damp wipe all hygiene fittings</li> <li>• Dust handrails and fittings on the staircases</li> <li>• Pick up litter in the parking basement and remove to the dedicated area on daily basis</li> <li>• Daily clean-up of overflow in the refuse area if applicable</li> <li>• Provide refuse bags for the bins daily when required</li> <li>• Empty SHE Bins sanitary bins</li> </ul>		
WEEKLY DUTIES	COMPLY YES/NO	COMMENT
<ul style="list-style-type: none"> <li>• Vacuum all carpeted areas</li> <li>• Heavy Traffic Areas – As when required</li> <li>• Medium Traffic Areas – Alternate Days</li> <li>• Light Traffic Areas – Twice a week</li> </ul>		

ITEM	COMPLY YES/NO	COMMENT
<ul style="list-style-type: none"> <li>• Polished tiled floors according to type of surface</li> <li>• Clean and polish chrome surface</li> <li>• Polish toilet floor</li> <li>• Clean and disinfect the wall of the toilet</li> <li>• Polish desks and office furniture</li> <li>• Replace Toilet Seat Wipes dispensers</li> </ul>		
<p><b>MONTHLY DUTIES</b></p> <ul style="list-style-type: none"> <li>• Vacuum cloth covered furniture</li> <li>• Floor buffing and scrubbing (using the appropriate equipment)</li> <li>• Replenish Air Freshener dispensers</li> <li>• Replace Toilet sanitizing sanitizers inclusive of urinals</li> <li>• Sweep Parking Bays</li> <li>• Replenishment of hygiene products-twice month</li> <li>• All hygiene service maintenance shall happen every fortnight (two weeks)</li> </ul>		
<p><b>QUARTERLY DUTIES</b></p> <ul style="list-style-type: none"> <li>• Pest control / Fumigation Services with SABS approved chemicals suitable for office environment.</li> <li>• Wet deep cleaning (washing) of offices, boardrooms, kitchenettes, toilets, patios, balconies, foyers, lift (all carpeted areas and tiled surfaces).</li> <li>• Deep cleaning of Fabric Chairs / Sofas with relevant SABS Approved detergent suitable for office environment.</li> </ul>		

**Note:**

- **All deep cleaning and fumigation to be executed on weekends.**

**1.2.3 PART E: MINIMUM CLEANING MATERIALS & CHEMICALS**

1.2.3.1 Below is the minimum cleaning materials and chemicals required:

- Disinfectant
- Black bags (heavy duty)
- Liquid hand soap

- Acceptable glass and mirror cleaner
- Degreasing Agents
- Furniture Polish
- Insecticide
- Deep Clean Chemical
- Bin Liners
- Anti-splash Urinal Sanitizers
- Air-fresheners

#### 1.2.4 PART F: MINIMUM CLEANING EQUIPMENT

No.	Description	Quantity
1	Brooms (Exterior/Interior)	
2	Buckets (industrial)	
3	Scrubbing brushes	
4	Vacuum Cleaners	
5	Mops	
6	Buffing Machine/Scrubbing Machines	
7	Dusters /Cloths	
8	Toilet brushes & other cleaning equipment	
9	Safety Signs/Boards	
10	Dust Pans	
11	Polishers	
12	Carpet cleaning machines	
13	Janitorial trolleys	
14	Ladder (long)	
15	Ladder (short)	
16	Industrial steam cleaner	
17	Waste recycling bins	

**Note:**

- All equipment should be of an acceptable quality standard. An acceptable quality standard would be equipment of a brand name that is recognised within the facilities management industry as being durable in construction and reliable in service (e.g. Karcher, Hoover, Wap, Wetrok, etc. or equivalent)
- sefa will inspect the condition of the cleaning equipment that is needed (before the contract starts).
- The successful service provider must ensure that enough back-up cleaning material and equipment, specifically toilet papers, is available.

#### 1.2.5 PART G: HYGIENE / SANITARY CONSUMABLES REQUIREMENTS

##### 1.2.5.1 Restrooms



Provision of the following services/items:

- Supply, deliver, install, commission provision of hygiene services, which includes installation of hygiene equipment
- Supply and replenishment of hygiene service consumables
- All equipment to be kept in safe and good working condition at all times, and must comply with all health and safety regulations
- Any faulty equipment to be replaced/maintained at the service provider's cost in the event of mechanical breakdown/malfunction.

#### 1.2.5.2 Air Fresheners

- Must be mounted on the toilet/bathroom walls;
- Air fresheners must be maintained monthly and refilled at all times;
- Air freshener should spray at intervals of 15 minutes in restrooms and must work at all times;
- **Size:** 75ml or equivalent;
- **Colour:** Cream / White

#### 1.2.5.3 Auto Cut Paper Towel Dispenser

- Paper towels dispenser to be replaced at no cost to **sefa** in the event of mechanical malfunction;
- The paper towel holder must be easy to fill;
- **Colour:** White / Cream

#### 1.2.5.4 Automatic/No Touch Sanitary Bins

- For hygienic disposal of non-flushable waste material;
- A safe, discreet, easy to use, and hygienic sanitary disposal solution;
- Sanitary bins must have self-opening and closing tight fitting lids with trap doors, with non-touch opening/closing mechanism
- Bins are treated with SABS tested chemicals which will sanitize, sterilize and deodorize
- Service provider to supply/refill fragranced sachet, which combats the unpleasant odours inside sanitary bins;
- 7-day service cycle, per bin per month is required;
- Clean and disinfect the bins and replace the bin liner and disinfecting agent used to kill bacteria;
- The service provider must remove the waste from **sefa's** premises in discrete SHE bags / trolleys, and dispose of it in an environmentally friendly manner
- **Size:** 17 litres or equivalent;

- **Colour:** White / Cream.

#### 1.2.5.5 Toilet Sanitizer Seat Cover Dispenser and Toilet Sanitiser Dispenser

- To be positioned next to the toilet roll holder, inside the dispenser, the user can dispense the alcohol-based sanitizer onto a sheet of toilet paper to wipe and clean around the toilet seat before use. This helps to improve hygiene confidence and considerably reduce the risk of contamination.
- Sanitizing solution with ingredients that is clinically proven to kill 99.99% of bacteria and germs commonly found in the toilet;
- Ideal for combating odour in the restrooms and poorly ventilated rooms;
- Must prevent/reduce stains on surfaces;

#### 1.2.5.6 Auto Flush Urinal Dispensers (Plastic / Cream)

- To clean and clear the build-up of uric acid, bad odour and bacteria/germs in in the urinals;
- To provide consistent chemical dosing into urinals and provide fresh fragrance;

#### 1.2.5.7 Sanitary Requirements

Description	QTY	FINISHES
Paper Towel Holders & Refills	05 Paper Towel Holders, 20 Paper Towels per Month	Cream (Plastic)
Sanitizer Drip Master for Urinals	12	Cream
Sanitary (SHE) Waste Bins & Removal Services	21	Cream
Air Mist 270ml and Refills	09	N/A
Safe Seat Dispensers and Refills	30	Cream

### 1.2.6 PART H: PEST CONTROL / FUMIGATION SERVICE

#### 1.2.6.1 Pest Control Services

- Correctly identify pests and assessing the degree of infestation. Pest control measures should include spraying, rodent bait, chemicals and fogging (i.e. treatment measures methods) – **QUARTERLY**.
- Pest control coverage should include, but not limited to fish moths, cockroaches, mosquitoes, ants, mice, rats, flies, termites, booklice, spiders, fruit flies etc.

- Areas of treatment should include, but not limited to the offices, kitchens, boardrooms, meeting rooms, store rooms, filing rooms, library, main entrance areas, fire hydrant closets, toilets, cabling & pipe duct closets, and surrounding areas.
- At the completion of every quarterly service, the service provider must provide **sefa** with a written report and/or logbook, with accurate records of all services.
- Mild and odourless chemicals and equipment used must be human friendly, taking into consideration employees with respiratory medical conditions (e.g. asthma etc.).
- These services must be rendered without impacting the daily operations and activities of sefa, and compromising the health and safety of employees, by unnecessarily exposing them to pesticides.

## **2. EXPECTED DELIVERABLES**

2.1. The following are expected deliverables from the Service Providers:

- Comprehensive Cleaning and Hygiene Services during **sefa** business hours (Day shift, Monday to Friday) on monthly basis. Hygiene Services must be done within a 30-minutes rotation.
- Wet Deep Cleaning services on Quarterly basis.
- Pest Control Services and cleaning of fabric chairs and sofas.

## **3. DURATION OF THE CONTRACT**

The contract is for a period of twelve (12) months, starting from the date of appointment.

## **4. DAMAGES TO sefa PROPERTY**

Care must be given at all times when rendering the service to **sefa**. In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the cleaning service, the service provider undertakes to rectify/repair the damage immediately after notification by the Contract Section and/or Facilities division of the Agency. If the service provider fails to act after notification, sefa will rectify the damages and costs will be recovered from the service provider.

## **5. PROJECT TIMELINES**

The appointed Service Provider will be expected to commence immediately after signing the contract and provide services for the period of twelve (12) months, subject to half-yearly review of service provider's performance.

**APPENDIX 1  
BID PROPOSAL**

**COVER PAGE**

**Bid PROPOSAL APPOINTMENT OF SERVICE PROVIDER TO SUPPLY AND MAINTENANCE OF  
A CONVERGED VOICE, VIDEO AND DATA MPLS NETWORK FOR PERIOD OF 12 MONTHS.**

Bid Number	
Company name	
Contact Person	
Telephone Number	
e-mail address	

## **SECTION 1: LEGISLATIVE REQUIREMENTS**

Attach All Required Documentation Behind This Section.

## **SECTION 2: MANDATORY & FUNCTIONALITY REQUIREMENTS**

The bidder must provide the information set out on mandatory and functionality requirements stated in the bid document.

**SECTION 3: EXPERIENCE**

*Note to the Bidder: The Bidder must complete the information set out below in response to the requirements stated in the bid document. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with this Returnable Schedule.*

**The bidder must provide the following information:**

**Table (a) Details of the bidder's experience in the service categories the bidder they are bidding for (please refer to Annexure D of the Special Condition of Contract):**

Client' Name	Transaction Description	Transaction Value	Project period		Description of service performed and extent of bidder's responsibilities	Name, title and telephone contact of client
			Start Date	End Date		

## SECTION 4: PRICING PROPOSALS (REFER TO ANNEXURE F)

### Pricing Schedule

1. Please indicate your total bid price here: R.....  
(VAT Incl.).
2. **NOTES: All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).**
3. Are the rates quoted firm for the full period of the contract? Yes/No.
4. All additional cost associated the bidder's offer must be clearly specified and included in the Total Bid Price.
5. The pricing proposal should be in line with the minimum wage determination issued by the department of Labour.

### Section 5: Additional Information

Any additional information that is considered pertinent to the proposal can be attached under this section.

### **SUPPORTED BY:**

Name	Designation	Signature	Date
Wendy Rakitla	Head: SCM		
Stanley Manganyi	Facilities Manager		

### **APPROVAL BY:**

Name	Designation	Signature	Date
Nokonwaba Shwala	Executive Manager : Human Capital		