

## ERRATUM ADVERT SASSA: 07-22-CS-HO

### INVITATION TO BID

#### SASSA: 07-22-CS-HO: TERMS OF REFERENCE FOR THE PROVISION OF CLEANING AND SANITATION SERVICES FOR SASSA HEAD OFFICE

**A NON-COMPULSORY BRIEFING SESSION:** Service providers are invited to a non-compulsory virtual information session as per the advert to be held on 12 July 2022, through Microsoft teams at 10:00. Bidders to register from the date of an advert and at least a day before briefing session as per the advert by providing company name, contact details and at least one representative to enable SASSA to provide bidders with a link. Details must be sent to email address: [ramasekiwat@sassa.gov.za](mailto:ramasekiwat@sassa.gov.za)

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

: SASSA Head Office  
Ground Floor  
501 Prodinsa Building  
(Cnr. Steve Biko and Pretorius)  
Arcadia  
0083  
**PUBLICATION DATE:** 07 July 2022  
**CLOSING DATE :** 29 July 2022  
**TIME :** 11:00

**TECHNICAL ENQUIRIES :** Mr Katlego Karabo Molosiwa  
**EMAIL ADDRESS :** [KatlegoMo@sassa.gov.za](mailto:KatlegoMo@sassa.gov.za)

#### SUPPLY CHAIN MANAGEMENT ENQUIRIES CAN BE DIRECTED TO:

**CONTACT PERSON :** Mr Ramasekiwa Tshokwe  
**CONTACT NUMBER :** 012 400 2413  
**EMAIL ADDRESS :** [RamasekiwaT@sassa.gov.za](mailto:RamasekiwaT@sassa.gov.za)

**NB:** uploaded ANNEXURE E, F, G to the National Treasury e-portal, and SASSA's website

**Stamp Out Social Grants Fraud and Corruption**  
**Call 0800 60 10 11/ 0800 701 701**



*[ paying the right social grant, to the right person,  
at the right time and place. N/A!LO! ]*



**sassa**

SOUTH AFRICAN SOCIAL SECURITY AGENCY

**TERMS OF REFERENCE FOR THE  
PROVISION OF CLEANING AND SANITATION  
SERVICES FOR SASSA HEAD OFFICE FOR A  
PERIOD OF THREE (03) YEARS**

## Bidders Initials

### TERMS OF REFERENCE FOR THE PROVISION OF CLEANING AND SANITATION SERVICES FOR SASSA HEAD OFFICE

#### 1. OBJECTIVE

1.1 The main objective is to procure the cleaning and sanitation services for SASSA Head Office for a period of three (3) years.

**NB:** Details on the square meters and floor plan for Head Office are on **Head Office Annexure D**.

#### TOTAL SQUARE METRES FOR HEAD OFFICE

Office	Overall Square Meters for all floors	Total Number of Staff	Total Number of walk-ins
SASSA Head Office	9756 m <sup>2</sup>	+/- 408	+/- 30 people per day

Please note there is a possibility of scope variation and relocation of SASSA Head Office, within a 30KM radius from the current SASSA Head Office premises.

The appointed service provider will be notified of the variations and relocation as and when they happen, to adjust the pricing accordingly.

#### 2. BACKGROUND

2.1 SASSA was established in terms of the South African Social Security Agency Act, 2004 (Act no. 9 of 2004) to administer social security grants in terms of the Social Assistance Act, 2004 (Act no. 13 of 2004). The Agency is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants such that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well the integrity of the whole system.

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

## Bidders Initials

### 3. TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
1. Definitions	4
2. Scope of work on cleaning and sanitation services	5
2.1 Part A – Office Services Requirements	5
2.2 Part B – Sanitary Equipment & Consumables Requirements	9
2.3 Part C – General Cleaning Equipment Required	10
2.4 Specifications for the baby changing facilities	11
2.4.1 Changing Table	11
2.4.2 Nappy Bin	11
2.4.3 Every Worker must have	11
3. Key aspects of the Bid Proposal	12
4. Responsibilities	14
5.1 Responsibilities of the Service Provider	14
5.2 Responsibilities of SASSA	15
5. Evaluation Method	16
6. Stage one: Phase 01: Pre-Qualification	16
7. Stage one: Phase 02: Special Conditions	17
8. Stage one: Phase 03: Administrative Compliance	18
9. Stage one: Phase 04: Technical Proposal (Functionality)	18
10. Stage two: Phase 01: Price and B-BBEE Preference Points	19
11. Bid Conditions	20
12. Project Co-Ordination Arrangements	21
13. Project Period	21
14. Enquiries	21
15. Annexure A <u>Table of Experience</u>	22
16. Annexure B <u>Checklist for required documentation</u>	23
17. Annexure C <u>Price Structure Template</u>	27
18. Annexure D <u>Floor Plans of the Building</u>	35
19. Annexure E <u>Monitoring Tool (Separate Attachment)</u>	
20. Annexure F <u>Letter of Commitment: Employees (Separate Attachment)</u>	
21. Annexure G <u>Letter of Commitment: Services &amp; Equipment (Separate Attachment)</u>	

## **Bidders Initials**

### **1. DEFINITIONS**

- |                    |  |
|--------------------|--|
| 1.1 BBBEE          | - Broad Based Black Economic Employment          |
| 1.2 CSD            | - Central Supplier Database                      |
| 1.3 COIDA          | - Compensation of Injuries and Diseases Act      |
| 1.4 CV             | - Curriculum Vitae                               |
| 1.5 CIPC           | - Companies and Intellectual Property Commission |
| 1.6 EME            | - Exempted Micro Enterprise                      |
| 1.7 M <sup>2</sup> | - Square Meters                                  |
| 1.8 NCCA           | - National Contract Cleaners Association         |
| 1.9 SABS           | - South African Bureau of Standards              |
| 1.10 SANAS         | - South African National Accreditation System    |
| 1.11 SASSA         | - South African Social Security Agency           |
| 1.12 SBD           | - Standard Bidding Documents                     |
| 1.13 TOR           | - Terms of Reference                             |
| 1.14 UIF           | - Unemployed Insurance Fund                      |
| 1.15 QSE           | - Qualifying Small Enterprise                    |

## Bidders Initials

## 2. SCOPE OF WORK ON CLEANING AND SANITATION SERVICES

### 2.1 PART A – Office Cleaning Services Requirements

#### **STANDARD CLEANING ACTIVITIES** **FLOOR MAINTENANCE:**

##### **RESILIENT FLOORS:**

- |                    |               |
|--------------------|---------------|
| ○ Sweep.           | Daily         |
| ○ damp mop         | Daily         |
| ○ Machine burnish. | When required |

##### **STONE FLOORS (CERAMIC TILES):**

- |                  |                         |
|------------------|-------------------------|
| ○ Sweep.         | Daily                   |
| ○ Damp Mop.      | Daily and when required |
| ○ Machine Buff.  | When required           |
| ○ Machine scrub. | When required           |

##### **RUGS AND CARPETING:**

- |                            |       |
|----------------------------|-------|
| ○ Vacuum clean thoroughly: |       |
| - heavy traffic areas.     | Daily |
| - medium traffic areas.    | Daily |
| - light traffic areas.     | Daily |

##### **DUSTING:**

- |   |        |
|---|--------|
| ○ Dust all surface (low level).           | Daily  |
| ○ Dust all high ledges and fittings.      | Weekly |
| ○ Dust all surfaces (wall, cabinet, etc.) | Weekly |
| ○ Dust all window ledges.                 | Daily  |
| ○ Dust telephones.                        | Daily  |
| ○ Clean and disinfect telephones.         | Daily  |

##### **WASTE DISPOSAL:**

- |  |                         |
|--|-------------------------|
| ○ Provide refuse bags for the bins                 | Daily and when required |
| ○ Empty and clean all waste receptacles.           | Twice a day             |
| ○ Remove all waste to specified areas.             | Daily                   |
| ○ Remove all waste papers.                         | Daily                   |
| ○ Wipe clean the waste bins under the workstations | Daily and when required |
| ○ Wipe clean the waste bins in kitchens            | Daily and when required |
| ○ Wipe clean the waste bind in pause areas         | Daily and when required |

##### **WALLS AND PAINTWORK:**

- |  |       |
|--|-------|
| ○ Spot clean all low surface, i.e. glass, walls, doors and light switches. | Daily |
|--|-------|

## **Bidders Initials**

### **GLASS AND METAL WORK:**

- Spot clean glass doors. Daily

### **ENTRANCE AND RECEPTION:**

- Sweep entrance steps and entrance. Daily
- Clean doormats and wells. Daily
- Wash steps. Daily
- Clean Front and Back Courtyards Weekly
- Cleaning of forecourt around the Building Weekly

### **TOILETS AND REST ROOMS:**

#### **Normal usage toilets and rest rooms**

- Provide toilet brushes for all toilets Once off and when required
- Provide Anti-splash urinal screen (slash guards) for male urinals Monthly
- Maintain floors according to types. Daily
- Deep clean normal usage toilets Quarterly
- Damp mop floors with disinfectant. Four (04) X a day
- Empty and clean all waste receptacles. Daily
- Empty and clean sanitary bins. Weekly
- Empty and clean nappy bins Weekly
- Clean and sanitize all bowls, basins, urinals, showers and baths (where applicable). Four (04) X a day
- Clean all mirrors. Daily
- Clean all metal fittings. Daily
- Spot clean walls, doors, partitions and lockers where applicable. Daily
- Replenish consumables i.e. (toilets papers, Soap, seat sanitizers and towel cabinets). Daily and as and when required)
- Beneficiary toilets Hourly

### **LIFTS AND LIFT FOYERS:**

- Completely clean interior of all lifts including indicator boards. Daily
- Clean lift door tracks. Daily

### **STAIRCASES:**

- Dust and sanitize handrails and fittings. Daily
- Maintain landings, treads and risers according to finish. Daily
- Clean fire escape (Staircase) Weekly

## **Bidders Initials**

### **WINDOW CLEANING:**

- |   |                              |
|---|------------------------------|
| ○ Clean interior and faces of all accessible windows.     | Quarterly (only on weekends) |
| ○ External Windows in the ground floor (only on weekends) | Quarterly                    |
| ○ Clean partition glass.                                  | Weekly                       |

### **BLINDS:**

- |                                    |              |
|------------------------------------|--------------|
| ○ Dust.                            | Twice a week |
| ○ Ensure that blinds are in place. | Daily        |
| ○ Wipe Using the blind cleaner     | Weekly       |

**NB: The service provider will be held accountable for the blinds damaged by the cleaners**

### **STOREROOMS:**

- |   |                                 |
|---|---------------------------------|
| ○ Scrub the floor.                            | Twice a month and when required |
| ○ Dust all areas                              | Twice a month and when required |
| ○ Remove all unwanted papers and other items. | Twice a month and when required |

### **WALKWAY/BUILDING SURROUNDINGS:**

- |   |        |
|---|--------|
| ○ Pick up litter and remove to agreed area.               | Daily  |
| ○ Sweep.  | Weekly |
| ○ Clean and sweep the courtyard area in front of Building | Weekly |

### **REFUSE AREA:**

- |  |                               |
|--|-------------------------------|
| ○ Operate compactor.   | When required (If applicable) |
| ○ Maintain compactor / refuse area in a clean and hygienic condition.                      | When required (If applicable) |
| ○ Sweep and keep the refuse area tidy (maintain refuse area in a clean hygienic condition) | Daily                         |

### **DINING / PAUSE AREA:**

- |  |                  |
|--|------------------|
| ○ Maintain and clean floors according to type.                   | Daily            |
| ○ Dust all vertical and horizontal surfaces to a height of 2.5m. | Daily            |
| ○ Damp wipe furniture.   | Two (02) X a Day |
| ○ Empty and clean receptacles.                                   | Twice a day      |



## Bidders Initials

- Collect dirty dishes and wash them in the kitchen. As and when required
- (Only for cellular offices and Boardrooms)

## KITCHENS:

- Maintain and clean floors (inside and outside). Daily
- Wash all the dishes in the kitchen including Lunch boxes in the kitchen. Four (04) X a day and when Required
- Disinfect microwaves, Water coolers, Fridge door Handles and Kitchen taps. Four (04) X a day and when Required
- Clean the fridges. Fortnightly and when required
- Clean the water cooler bottles. Fortnightly and when required
- Defrost and Deep Clean fridges Quarterly
- Clean the microwaves. Daily
- Clean and re-fill water boilers. Daily

**NB:** Dishwashing material (Kitchen Detergents) **MUST NOT BE INCLUDED IN THE BID PROPOSAL** (dishwashing liquid, multi-surface cleaner, bleach, dishwashing cloths, scourers).

## BOARDROOMS:

- Maintain and clean floors. Daily
- Dust all boardroom tables and chairs. Daily
- Collect dirty dishes and wash them in the kitchen As and when required

## OFFICES

### In addition to the standard cleaning activities for offices

- Collect dirty dishes and wash them in the kitchen As and when required
- Wash water jugs and glasses and re-fill water jugs Daily

## WATER COOLERS:

- Clean and re-fill water coolers Daily
- Disinfect water coolers Four (04) X Daily

## SERVICE TIMES:

- Day cleaning - Monday to Friday from **06h30 to 14h30**.
- Night cleaning is not allowed.
- Cleaning assistant who will be stationed at the Executive Office/floor will be required to work flexible hours amounting to a total of 8 hours a day.

## MISCELLANEOUS:

- Polish/disinfect desks and office furniture. Daily
- Wash vinyl covered furniture. Monthly
- Vacuum cloth covered furniture. Monthly

## Bidders Initials

- |  |               |
|--|---------------|
| ○ Removal of empty boxes   | When required |
| ○ Dry cleaning of the bathroom towels (CEO's and Minister's Offices)     | When required |
| ○ Disinfection of affected areas after a reported Covid 19 positive case | When Required |

## QUARTERLY CLEANING EXERCISES

- |   |   |
|---|---|
| ○ Carpet cleaning (deep cleaning)<br><b>For the beneficiaries waiting area weekends)</b>                                      | Quarterly (only on weekends)<br><b>Monthly (only on</b> |
| ○ Clean interior part of windows  | Quarterly (only on weekends)                            |
| ○ Clean exterior part of windows on ground floor  | Quarterly (only on weekends)                            |
| ○ Deep Cleaning of Couches (95)   | Six monthly (only on weekends)                          |
| (Numbers may increase or decrease)  |   |
| ○ Pest & Rodents Control<br><b>(Follow up exercises after 6 weeks of each exercise)</b>                                       | Quarterly (only on weekends)                            |
| ○ Deep cleaning of chairs (1312)<br>(Number may increase or decrease)   | Six monthly (only on weekends)                          |
| ○ Deep toilet, foyer, kitchen floors, pause area floors cleaning <b>(stripping)</b><br><b>(Clean, wash and machine scrub)</b> | Quarterly (only on weekends)                            |
| ○ <b>Pressure cleaning courtyards (Front and back)</b><br>Deep cleaning of the stair case <b>(stripping)</b>                  | Quarterly   |

## DISINFECTION OF COMMON AREAS

- |   |                   |
|---|-------------------|
| ○ Disinfection of common areas<br>(ie. Microwaves, fridges, water coolers, bathroom doors, entrance doors, kitchen door handles). | Four (04) X a day |
|---|-------------------|

## DAILY CLEANING DISINFECTING CHEMICALS

- Sanitizing and disinfecting objects, surfaces and workstations using the basic minimum requirements:
  - Germ guard
  - Disinfectant containing **0.5% sodium hypochloride;**

### After a confirmation of a Positive Case

- Surface sanitizer with a minimum of **75% alcohol content.**
- Germ guard

**(In compliance to the World Health Organization and Department of Health minimum requirements)**

## Bidders Initials

### EXCLUDED AREAS:

- Electrical and mechanical plant rooms.

## 2.2 **PART B – SANITARY EQUIPMENT & CONSUMABLES REQUIREMENTS**

### 2.2.1 The service provider must install and maintain the following sanitary equipment and consumables required:

- Toilet Paper Holders and Refills;  
**Toilet Paper Quality must comply with SANS 1887 Part 2**
- Sensor & Battery Operated Hand Towels and Refills  
**Hand Towel Quality must comply with SANS 1887 Part 2**
- Foam Seat Spray Dispensers (Foam) and Refills;
- Sanitizer Drip Master for Urinals;
- Sanitizer Drip Master for ladies bathrooms (toilets buckets);
- Sensor & Battery operated Sanitary Waste Bins and Removal Service (weekly);
- Sensor & Battery Operated Hand Soap Dispenser (Foam) and Refills;
- Hand Towel Waste Bins and Removal Service;
- Auto Flush Units for Urinals (Battery Operated);
- Air Freshener Dispensers (Digital & Battery Operated) and Refills.
- Baby changing Facilities (Changing table, sanitizing wipes (lockable sanitizing wipes dispenser and nappy bin) – maintenance, refills and removal service, **female beneficiary bathrooms** only.
- Automated Hand Sanitizer dispensers (**X 60 hand sanitizer dispensers**) for liquids and Refills (Battery Operated)
  - All entrance doors;
  - Next to all central photocopying machines;
  - Boardrooms entrances;
  - Beneficiary waiting area.
  - **Quantity (X 60 hand sanitizer dispensers)**

### 2.2.2 OTHER AIR FRESHENERS

- Air Fresheners (Digital) for Reception area;
- Air Fresheners (Digital) for corridor– Customer Care (beneficiary waiting area)

### 2.2.3 BATTERY SPECIFICATIONS

- Extended-life Alkaline batteries

**N.B:** The service provider will be expected to properly monitor the usage of the above mentioned and ensure that **THERE IS NO SHORTAGE OF BATTERIES AT ALL TIMES.** Extra box of batteries must always be kept in the storeroom for emergencies.

## **Bidders Initials**

### **2.3 PART C - GENERAL CLEANING EQUIPMENT REQUIRED**

2.3.1 Industrial Heavy duty carpet cleaner (wet and dry);

2.3.2 Industrial vacuum cleaners (less noise).

#### **2.3.3 Specifications for the Industrial Vacuum Cleaners**

- Wet and dry vacuum cleaner with max power – 2400 (w);
- Sound level - very low;
- Wet and dry nozzle – 360mm.

**NB: The number of vacuum machines allocated must enable cleaners to vacuum in line with the requirements in PART A – Office Cleaning Services Requirements. THERE MUST BE NO SHORTAGE OF VACUUM CLEANERS and must be functional at all times.**

#### **2.3.4 Equipment for the deep cleaning exercises:**

- Six (06) Disc stripping machine or Rotaries (For deep cleaning exercises);
- Four (04) Carpet blowers for drying the carpet during the carpet cleaning exercise;
- Seven (07) Carpet suction machines;
- Mop trolleys;
- Extendable brooms;
- And all other necessary equipment.

2.3.5 Number of cleaners during deep cleaning activities should be in line with number of cleaners on a daily basis (i.e. 22 in total).

#### **2.3.6 Additional Chemicals**

- Carpet perfume (liquid)
- Carpet freshener (powder)

### **2.4 Specifications for the Baby Changing Facilities**

#### **2.4.1 Changing Table**

- Wall mounted horizontally;
- Foldable design and compliant with safety standards;
- Large deep bed with adjustable safety belt;
- Dimensions when open (86.2 X 55.7 48.3cm);
- Dimensions when closed (86.2 X 12.0 X 55.7cm);
- Weight 11 kg;
- Sanitizing wipes to be replenished as and when required;
- Lockable baby wipe dispenser.

#### **2.4.2 Nappy Bin**

- 16 Litre Capacity;
- Bin lid;
- White colour;

## **Bidders Initials**

- Plastic;
- Dimensions 23 X 23 X 49.5cm;
- Weight 2.01 kg;
- Refill packs.

### **2.4.3 Every worker must have the following:**

- Latex gloves;
- Broom;
- Mop trolley;
- Scrubbing brushes;
- Buckets;
- Furniture polish;
- Multipurpose cleaner;
- Toilet cleaner;
- Disinfectant soap;
- Dusters;
- Scourers;
- Micro fibre blind cleaner;
- Surface sanitizer;
- Face masks
- Goggles;
- And all other necessary cleaning material

2.5 Every worker must be clothed in full uniform and name tags depicting the name of the cleaner.

2.6 Strict adherence to the Colour Coding Guide in the provision of Cleaning and Sanitation Services in SASSA Head Office as follows:

- **RED** - most often used in high-sanitary (high risk of spreading infection) applications or in restroom cleaning, such as with toilets and urinals;
- **YELLOW** - for sinks, counters and washroom surfaces; also used for speciality cleaning (such as service counters, mirrors, and metal works);
- **BLUE** - in lower risk areas of a building, such as desktops, ledges, walls & tiles, window cleaning and high and low dusting;
- **GREEN** - used in food processing and food serving areas, such as kitchens & canteens, pause areas.

## **3. RESPONSIBILITIES**

### **3.1 The Service Provider will:**

3.1.1 Conduct business in a courteous and professional manner.

## **Bidders Initials**

- 3.1.2 Comply with all relevant employment legislation and applicable bargaining council agreement, including UIF, etc. SASSA will monitor compliance for the duration of the contract and implement penalties for non-compliance, e.g. payment of cleaners in line with the relevant Sectoral Determination including payment for overtime work.
- 3.1.3 Manage the internal disputes among his/her staff such that SASSA is not affected by those disputes.
- 3.1.4 Ensure that at least 60% of cleaning staff compliment to have 1 (one) year of cleaning experience in an office environment.
- 3.1.5 Comply with all SASSA policies, procedures and regulations.
- 3.1.6 Not make use of fire hose reels or other fire extinguishers in offices for the purpose of executing project activities.
- 3.1.7 Not use equipment, utensils or chemicals that may damage fittings, persons or any other contents in offices. SASSA has a right to reject any such equipment, utensils or chemicals that are detrimental to its property and staff.
- 3.1.8 Not use any poisonous or highly inflammable substances without the written consent of SASSA.
- 3.1.9 Ensure that all work performed and all equipment used on site are in compliance with the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993) and any regulations promulgated in terms of this Act and Terms of Reference.
- 3.1.10 Maintain cleaning equipment in good order so as to comply with the SASSA's Occupational Health and Safety Standards (a copy will be available on request).
- 3.1.11 Re-fill, empty, and clean machines and equipment only at such places as indicated/designated.
- 3.1.12 Ensure that SASSA is informed of any removal and replacement of staff.
- 3.1.13 For security reasons, SASSA reserves the right to screen all persons working under this contract.
- 3.1.14 The project manager of the appointed cleaning company must attend the following meetings organized by SASSA:
  - Occupational Health and Safety (OHS) meetings;
  - Ad-hoc meetings organized as and when necessary;
  - Progress review meetings to be held on a monthly basis;
  - Site service and compliance monitoring on a weekly basis;
  - Attend any other emergency meetings.

## Bidders Initials

3.1.15 The supervisor must draw up timetables and work schedules on a daily basis, and will be expected to rotate staff allocations between the bathrooms and floors accordingly.

3.1.16 **Disaster Management, Urgent Services & Emergencies:** In the event of flooding or any other incident, which may occur requiring cleaning and sanitation services which are not specified in this bid document, the cleaning and sanitation service must be undertaken by the appointed service provider, in line with the applicable SCM Procedures as and when required.

### 3.2 SASSA will:

3.2.1 Manage the contract in a professional manner.

3.2.2 Monitor the service provider if he/she pays the cleaners in line with the Sectoral Determination 1: Contract Cleaning Sector and take steps against the service provider if there is non-compliance. This will be done through inspections conducted by the Department of Labour.

3.2.3 **Require the service provider to warrant that the remuneration (costs of labour) structure on its financial proposal for its employees is the actual remuneration that it will pay to its employees during the subsistence of the services subject to the necessary and other applicable annual adjustments.**

3.2.4 Provide appropriate information as and when required and only in situations where it is required by the service provider to fulfill their duties.

3.2.5 Not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.

3.2.6 Provide a storage facility for equipment and materials where possible.

3.2.7 If necessary request the withdrawal of a staff member/cleaner if he/she poses a threat or anything to SASSA employees or because of continuous poor performance.

3.2.8 SASSA will not be held liable for any injuries or death incurred by the Service Provider staff whilst on duty on the SASSA premises.

## 4. EVALUATION METHOD

4.1 The bid will be evaluated in accordance with 80/20 preference point system.

4.2 The evaluation will be conducted in two (02) stages as follows:

### 4.2.1 Stage One: 04 Phases:

4.2.1.1 Phase 1: Pre-Qualification;

## Bidders Initials

- 4.2.1.2 Phase 2: Special Conditions;
- 4.2.1.3 Phase 3: Administrative Compliance;
- 4.2.1.4 Phase 4: Functionality Evaluation.

### 4.2.2 Stage two: 01 Phase:

- 4.2.2.1 Phase 1: Price and BBBEE Status Level Contributor.

## 5. Stage One: Phase 1: PRE QUALIFICATION

- 5.1 Only bidders with a minimum B-BBEE status level contributor of **Level 1(one) to 2 (two)** are eligible to submit their proposals.
- 5.2 Bidders are required to submit proof of B-BBEE status level of contributor. Proof includes:
  - Bidders other than EMEs
    - (i) Valid BBBEE Certificate issued by Verification agencies accredited by SANAS; or
  - Bidders who qualify as EMEs or QSEs
    - (i) Sworn affidavit signed by the EME representative and attested by a Commissioner of oaths; or
    - (ii) B-BBEE certificate issued by the Companies and Intellectual Property Commission.
- 5.3 A consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate for this bid.
- 5.4 **Failure to meet the above requirements will invalidate your bid.**

## 6. Stage One: Phase 2 - Special Conditions:

### 6.1 The bidder's requirements:

- 6.1.1 The bidder is required to have an experience of providing cleaning and sanitation services of a minimum capacity of a **10 000m<sup>2</sup>** office space per building (**ie. office park building/office complex**).
- 6.1.2 A minimum of **One (1) Reference letter** is required from the bidder's clients confirming the square meters for office space building of **10 000m<sup>2</sup>** and above that they have previously cleaned and nature of services provided. The reference letter must be in the letterhead of the client indicating the following:
  - Dated and signed letter from the bidder's clients (**signature date must not be older than 3 months**);
  - Name of the client/organisation;
  - Contract period;
  - Name and contact details of Cleaning and Sanitation Contract Manager;
  - Specify services provided (Cleaning and Sanitation, etc.);
  - Square meters of office space building (10 000 m<sup>2</sup>).



## Bidders Initials

**\*NB. If the above stated information is not included in the letter, bidders will be disqualified.**

6.1.3 A letter of commitment from the service provider to provide for the following **(Complete Annexure F)**:

6.1.3.1 A **Project Manager** is required to have a minimum of 3 (three) years' Project Management experience/skills in the cleaning and sanitation services industry.

6.1.3.2 A **Supervisor** is required to have a minimum of 3 (three) years' supervisory experience/skills in the cleaning and sanitation services industry.

6.1.3.3 **60% of cleaning staff compliment** to have 1 (one) year of cleaning experience in an office environment.

**\*NB failure to comply with the above requirements will disqualify the bid.**

### 7. Stage One: Phase 3 - ADMINISTRATIVE COMPLIANCE:

#### Administrative Compliance

Bidders must submit the following:

- Tax Compliance Status Pin
- Proof of registration with Central Supplier Database.
- Fully completed and signed Standard Bidding Documents.
- COIDA (Valid/Current Letter of Good Standing from Department of Labour)
- UIF (Valid/Current Certificate of Compliance from the Department of Labour)
- Letter of registration to the National Contract Cleaners Association (NCCA) or any other Employers' Associations of the Contract Cleaning Sector.
- Letter confirming that only SABS approved cleaning and sanitation equipment, material and equipment will be used to clean the building **(Refer to Part A, B and C of Terms of Reference).(Complete Annexure G)**
- Valid Public Liability Insurance confirmation/proof **(R 5 000 000.00 minimum cover)**

**NB:** Failure to submit the above documents may invalidate the bid

## Bidders Initials

### 8. Stage One: Phase 4 – Technical Proposal (Functionality)

#### 8.1 EVALUATION CRITERIA for functionality are listed below:

**Values: 1 = Poor, 2 = Average, 3 = Good, 4 = Very Good, 5 = Excellent**

Phase One – Functionality Criteria	100
<p>1. Experience in the provision of cleaning and sanitation services <b>(NB: To be assessed on the basis of the listed experience on the provided <u>Table of Experience – Annexure A and/or proposal and must be supported by reference letter/s from the bidders clients</u>):</b></p> <p>1.1 Number of years of experience will be allocated values as follows:</p> <ul style="list-style-type: none"> <li>(i) 0 to 1 year – 1</li> <li>(ii) Above 1 year to 3 years – 2</li> <li>(iii) Above 3 years to 4 years – 3</li> <li>(iv) Above 4 years to 5 years – 4</li> <li>(v) above 5 years – 5</li> </ul>	(15)
2. Project Implementation Plan. The Project Implementation Plan must include, but not limited to the following:	(35)
2.1 Activities during Pre-Project Implementation Phase;	15
2.2 Activities during Project Implementation and Close-Out Phases (indicate how the services will be executed, in terms of outputs, time lines and training plan)	20
3. Maintenance plan for the following:	(25)
3.1 Cleaning and sanitation equipment;	10
3.2 Ensuring adequate supply of all cleaning and sanitation consumables.	10
3.3 Ensuring adequate supply of hand sanitizers in the building and regular disinfection of surfaces or common areas.	05
4. Contingency Plan during project execution (measures to be implemented during industrial actions, leave and absenteeism).	(10)
5. Emergency Response Procedures	(15)
5.1 Occupational Health & Safety Plan (Must include but not limited to the following)	(3)
➤ Commitment to train (2) two cleaners as First Aiders	(3)
➤ Procedures for Injury On Duty for cleaners on site	(3)
➤ Transportation for cleaners to hospital in – emergencies	(3)
➤ Contact person when the cleaners are injured	(3)
➤ Provide First Aid Box on the premises	(3)

**NB: Bidders must score a minimum of 70 points on functionality. Bidders who score less than 70 points for functionality will be disqualified and will not be subjected to further evaluation.**

## Bidders Initials

### 9. Stage Two: Phase 1 – Price and B-BBEE Status Level of contribution

<b>Phase Two - Price and Preference</b>	<b>100</b>
Price	80
BBBEE Status Level of Contribution	20

#### Points awarded for B-BBEE Status Level of Contribution

- In terms of Regulation 5(2) and 6(2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Bidders must submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African National Accreditation System (SANAS) or tenders who qualify as Exempted Micro Enterprise (EME's) to submit a sworn affidavit signed by the EME representative and attested by a commissioner of oaths or BBBEE certificate issued by CIPC.

**NB: Failure to submit will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.**

## 10. BID CONDITIONS

10.1 Bidders must submit their bid proposals in line with the bid specifications and the attached annexures.

10.2 In order to evaluate and adjudicate bids effectively, it is imperative that bidders comply with all conditions pertaining to this bid and to complete all the mandatory response fields for the individual items specified.

## **Bidders Initials**

10.3 Appointment of the service provider is subject to positive Security Screening results.

10.4 **SASSA** reserves the right:

10.4.1 Not to award or cancel this Bid at any time and will not be bound to accept the lowest or any bid.

10.4.2 To negotiate price with the successful bidder.

10.4.3 To carry out site visits, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidders, whether before or after adjudication of the bid and without notification.

10.4.4 To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the preferred bidders have been notified of their status as such.

10.4.5 To award a bid based on which bidder is offering the best value for money, even if such bid is not the lowest priced bid.

10.4.6 To verify the authenticity of reference letters.

10.5 The Labour costs for the cleaning staff (Supervisor and cleaners) must not be below the approved Sectoral Wage Determination as determined by the Department of Labour, which is applicable at a time of submitting a Bid Proposal.

10.6 Bidder (s) will be disqualified if found to have misrepresented information on the bid documents.

10.7 **INFORMATION / NON-COMPULSORY VIRTUAL BRIEFING SESSION** - Bidders will be required to attend / Non-Compulsory Virtual briefing session, as per SASSA's invitation to bid.

**\*NB: Non-compliance with the above mentioned Bid Conditions may invalidate the bid for all the item(s) concerned.**

## **11. PROJECT CO-ORDINATION ARRANGEMENTS**

The General Support Services Unit, based at SASSA Head Office will be responsible for the coordination of this project. The physical address is as follows:

**Head Office  
501 Prodinsa Building  
Pretorius Street  
Arcadia  
0183**

## **Bidders Initials**

### **12. PROJECT PERIOD**

The project will commence after signing the contract. The service provider will be expected to provide cleaning and sanitation services for a period of Three (03) years.

### **13. ENQUIRIES**

13.1 *All enquiries may be directed to:*  
**Supply Chain Management**

- |                  |                          |
|------------------|--------------------------|
| • Name & Surname | Mr Ramasekiwa Tshokwe    |
| • E-mail Address | RamasekiwaT@sassa.gov.za |
| • Contact        | (012) 400 2413           |

**ANNEXURE A – TABLE OF EXPERIENCE**

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information will result in disqualifying the bid proposal.

<b>TABLE OF EXPERIENCE CURRENT AND PAST CONTRACTS (CLIENT BASE)</b>					
A list of current and past contracts of cleaning and sanitation services provided in office space buildings which are 10 000m <sup>2</sup> and above, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full. <b>Failure to complete the table correctly may invalidate the bid.</b> Indicate all the current and past contracts in the table below executed in office space buildings of 10 000m <sup>2</sup> and above. <b>ONLY</b> those relevant to the cleaning and sanitation services required in the bid specifications. Only the relevant experience will be considered for bid evaluation purposes.					
Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2016 to 31 March 2019	Nature of services provided (cleaning, sanitation)	Project Manager and telephone numbers of your client	Square Meters of Project Site	Total Cost of the Contract

## **ANNEXURE B - CHECKLIST FOR REQUIRED DOCUMENTATION**

**ALL THE INFORMATION REQUESTED ON THIS DOCUMENT HAS REFERENCE TO THE SERVICE INDICATED ON THE PRICING SCHEDULE OF THE BID SPECIFICATIONS.**

**According to SASSA Requirements:**

- Each floor must have a dedicated cleaner. The number of cleaners required is twenty one (21).
- There must be one (1) full time Supervisor,
- The total number of cleaners required is twenty two (22) cleaners including supervisor.
- There must be a Project Manager (Part time), however he/she must always be available as and when required to attend to contract related matters.

<b>Personnel for the Project</b>	<b>Response</b>
<b>Project Manager available</b> <ul style="list-style-type: none"> <li>• Part Time Manager</li> </ul>	Yes / No _____
<b>Supervisor available</b> <ul style="list-style-type: none"> <li>• Full Time (offered for this service)</li> </ul>	Yes / No _____
<b>Number of cleaners offered for providing the service</b> <ul style="list-style-type: none"> <li>• Full Time cleaners</li> </ul>	Indicate the number _____
<b>Training</b>  Indicate the training that will be provided as well as where and when training will be given <ul style="list-style-type: none"> <li>○ On duty Training</li> <li>○ Any other Training</li> </ul>	Specify training courses / programmes (categorize in line with bullets 1 & 2)  Yes / No _____
<b>Equipment</b>  Equipment and chemicals to be used for cleaning services. Sanitary equipment and consumables must also be listed according to the bid specifications.	List the equipment and chemicals which will be used.

### Bidders Initials

	yes / No _____
<b>Project Implementation Plan</b>	
Did you attach a detailed Project Implementation Plan	Yes / No _____
<b>REQUIRED DOCUMENTATION</b>	
Bidders must submit the following:	Failure to attach these documents will invalidate the bid
<ul style="list-style-type: none"> <li>➤ Tax Compliance Status Pin</li> <li>➤ Proof of registration with Central Supplier Database</li> <li>➤ Fully completed and signed Standard Bidding Documents</li> <li>➤ COIDA (Valid/Current Letter of Good Standing from Department of Labour)</li> <li>➤ UIF (Valid/Current Certificate of Compliance from the Department of Labour)</li> <li>➤ Letter of registration to the National Contract Cleaners Association (NCCA) or any other Employers' Associations of the Contract Cleaning Sector.</li> <li>➤ Letter confirming that only SABS approved cleaning and sanitation equipment, material and equipment will be used to clean the building (<b>Refer to Part A, B and C of Terms of Reference</b>).(<b>Complete Annexure G</b>)</li> <li>➤ Valid Public Liability Insurance confirmation/proof (<b>R 5 000 000.00 minimum cover</b>)</li> <li>➤ <b>Annexure A - TABLE OF EXPERIENCE</b></li> <li>➤ Dated and signed letter of commitment from the service provider (<b>Annexure F</b>):</li> <li>➤ One (1) Reference letter from the bidder's current and past clients confirming the square meters for office space building of <b>10 000m<sup>2</sup></b> and above that they have previously cleaned and nature of services provided. Dated and signed letter from the bidder's clients (<b>signature date must not be older than 3 months</b>) (<b>Annexure A</b>)</li> </ul>	<p>Yes / No _____</p> <p>Yes / No _____</p>



## Bidders Initials

<ul style="list-style-type: none"> <li>• Company' Plans in place, in relation to the service (e.g. Occupational Health &amp; Safety Plan)</li> </ul>	Yes/ No _____
<b>Price Structure</b> <ul style="list-style-type: none"> <li>○ Is the bid price fixed for the duration of the contract?</li> <li>○ Is your price structure in relation to staff costs in line with the Sectoral Determination 1: Contract Cleaning Sector?</li> </ul>	Yes / No _____  Yes / No _____  If no, specify reasons _____ _____ _____
<ul style="list-style-type: none"> <li>○ Did you complete all necessary SBD forms and in line with the Terms of Reference?</li> </ul>	Yes / No _____
<b>Compliance with labour legislation</b>  Do you comply with all applicable legislation to the Contract Cleaning Industry	Yes / No _____

## Bidders Initials

### **ANNEXURE – C - PRICE STRUCTURE TEMPLATE**

**N.B. ALL Bid Price Proposals must be completed in line with the following requirements:**

- The Head Office Bid price proposal must be based on **ALL OF THE TERMS OF REFERENCE AND NOTHING MUST BE LEFT OUT.**
- A **Bid Price Proposal** excluding some of the required services (as outlined in the Terms of Reference) **will not be accepted.**
- The Labour costs for the cleaning staff (**Supervisor and cleaners**) must not be below the approved Sectoral Wage Determination as determined by the Department of Labour, which is applicable at a time of submitting a Bid Proposal.

**ONLY PRICE PROPOSALS SUBMITTED IN LINE WITH THIS TEMPLATE WILL BE ACCEPTED**  
**SASSA Head Office**

<b>All prices must include VAT</b>		
<b>LABOUR COSTS:</b>		
<b>Project Manager (Only part time costs)</b>		<b>Part Time</b>
Basic Salary		R.....
Provident Fund		R.....
Sick leave		R.....
SDL		R.....
Leave		R.....
COIDA		R.....
UIF		R.....
CCA		R.....
Any Other Allowances		R.....
		<b>Total monthly cost for the Project Manager</b>
		R.....

<b>Supervisor (Only a full time Supervisor required)</b>  Basic Salary Provident Fund Sick leave SDL Leave COIDA UIF CCA Bonus Any Other Allowances  	<b>Full Time</b>  R..... R..... R..... R..... R..... R..... R..... R..... R..... R..... <b>Total monthly cost for Supervisor</b> R.....	
Cleaner (Indicate number of full time cleaners) <b>Number of Cleaners</b> .....  Basic Salary Provident Fund Sick leave SDL Leave COIDA UIF CCA	<b>Full Time</b>   <b>Per Cleaner</b> R..... R..... R..... R..... R..... R..... R..... R.....	

Bonus	R.....	
Any Other Allowances	R.....	
	<b>Total monthly cost per Cleaner</b>	
	R.....	
	<b>Total cost for number of Cleaners offered per month</b>	
	R.....	

OVERTIME COSTS (In line with the Basic Conditions of Employment Act)		
<b>PROJECT MANAGER</b>		
<b><u>Saturday</u></b>		
Number of sessions (refer to Terms of Reference for overtime cleaning activities)	Total cost for Project Manager per overtime session.	
.....	R.....	
Overtime x ½		
	Overall cost for all Project Manager's <b>Saturday</b> overtime sessions (Per day).	
	R.....	
<b><u>Sunday</u></b>		
Number of sessions (refer to Terms of Reference for overtime cleaning activities)	Total cost for Project Manager per overtime session (Per day).	
.....	R.....	
Overtime Double		

		Overall cost for all Project Manager's <b>Sunday</b> overtime sessions. R.....	
<b>TOTAL COST FOR PROJECT MANAGER'S OVERTIME WORK (Aligned to the Terms of Reference)</b> R.....			
<b>OVERTIME COSTS (In line with the Basic Conditions of Employment Act)</b>			
<b>SUPERVISOR</b>			
<u><b>Saturday</b></u>  <b>Number of sessions (refer to Terms of Reference for overtime cleaning activities)</b> .....  Overtime x ½		Cost for Supervisor per overtime session (Per day).  R.....  Total cost for all Supervisor's <b>Saturday</b> overtime sessions (Per day).  R.....	
<u><b>Sunday</b></u>  <b>Number of sessions (refer to Terms of Reference for overtime cleaning activities)</b> .....  Overtime Double		Cost for Supervisor per overtime session Per day).  R.....  Total cost for all Supervisor's <b>Sunday</b> overtime sessions (Per day).  R.....	

OVERTIME COSTS FOR CLEANERS (In line with the Basic Conditions of Employment Act)				
<b><u>Saturday</u></b>  Number of sessions (refer to Terms of Reference for overtime cleaning activities)  .....  Overtime x ½			Cost per cleaner per overtime session.  R.....  Total cost per cleaner for all <b>Saturday</b> overtime sessions (Per day).  R.....	
<b><u>Sunday</u></b>  Number of sessions (refer to Terms of Reference for overtime cleaning activities)  .....  Overtime Double			Cost per cleaner per overtime session (Per day).  R.....  Total cost per cleaner for all <b>Sunday</b> overtime sessions.  R.....	
<b>TOTAL COST FOR ALL CLEANERS OVERTIME WORK (Aligned to the Terms of Reference)</b>  R.....				
<b>TOTAL COST FOR OVERTIME (COMBINED – Project Manager, Supervisor and Cleaners)</b>  R.....				

CLEANING MATERIAL AND SANITARY CONSUMABLES AND SANITARY EQUIPMENT (REFER TO PART A, B & C FOR SERVICES REQUIRED)	
Description of the cleaning chemicals/requisites <u>(Attach a table reflecting individual units to be utilized per month and the cost of each unit)</u>	Total Cost of units to be utilized per month R.....  <b>Total Cost p/month</b> R.....
Description of sanitary consumables to be used and sanitary equipment to be installed	Cost p/unit x number of units R.....  <b>Total Cost p/month</b> R.....
Dry cleaning of bathroom towels) (Office of the CEO & Minister) Face Towel Hand Towel Bath Towel	Cost p/unit x number of units R.....  <b>Total Cost p/item</b> R.....
Pest & Rodents Control & follow up exercise after 6 weeks	Cost p/quarter x square meters R.....  <b>x 4 quarters</b> R.....
Deep Cleaning of Couches	Cost p/couch p/term x number of couches R.....  <b>x 2 terms (6 MONTHLY)</b> R.....
Deep Cleaning of Chairs	Cost p/chair p/term x number of chairs R.....  <b>x 2 terms (6 MONTHLY)</b> R.....
Deep Cleaning of Carpet	Cost p/quarter x square meters R.....

	<b>X 4 quarters</b> R.....
Deep Cleaning of Windows	Cost p/quarter x floor R..... <b>X 4 quarters</b> R.....
Deep Toilet & Foyer Cleaning	Cost p/quarter x floor R..... <b>X 4 quarters</b> R.....
Deep Cleaning of the Stairs	Cost per floor (stairs) area (300sqm) R..... <b>As and when requested</b>
Overheads	<b>Total Cost p/month</b> R.....
<b>TOTAL COST</b>	R.....
<b>Total Bid Price (All Costs Included)</b>	
Total Bid Price p/month: R.....	
Total Bid Price for the 1 <sup>st</sup> Year: R.....	
<b>TOTAL BID PRICE FOR THE FIRST 12 MONTHS (1<sup>st</sup> Year) – to be carried over to the SBD 3.1 Form</b>	
<b>DISASTER MANAGEMENT &amp; EMERGENCIES (AS PER Section 4.1.16)</b>  <b>N.B.</b> For the services listed below, the service provider must only claim for the work done. The invoice must reflect this accordingly. Proof of request for emergency services must be attached to the main invoice for the affected months).  <b>*Other types of emergencies – The service provider will submit a quotation. Specify the cost per service as requested below</b>	
Pest & Rodents Control	Cost p/square meter R.....
Deep Cleaning of Couches	Cost p/couch R.....



Deep Cleaning of Chairs	Cost p/chair R.....
Deep Cleaning of Carpet	Cost p/square meter R.....
Flooding	Cost p/square meter R.....
Deep Cleaning of Toilets	Cost p/square meter R.....
Deep Cleaning of Foyer	Cost p/square meter R.....
Washing of interior windows	Cost p/square meter R.....
Deep Cleaning of the Stairs	Cost per floor (stairs) area (300sqm) R..... <b>As and when requested</b>
Disinfection after a Positive Covid-19 case	Cost p/square meter R.....

**\*NB: PRICE AND PRICE ADJUSTMENTS (ANNEXURE C)**

- All prices charged must be **inclusive of VAT**.
- The bid proposal must clearly indicate the total price for the first year of the contract.
- Price adjustments will be done annually in line with the following:
  - Consumer Price Index approved by STATSSA after the anniversary of the contract, on the cost of services rendered;
  - Sectoral Determination as promulgated by the Department of Labour for the labour costs.

## **ANNEXURE – D FLOOR PLANS AND SQUARE METERS FOR THE SASSA HEAD OFFICE**

### **MAIN BUILDING**

#### **a) GROUND FLOOR**

Offices:	6 x Offices
Open plan Workstations:	48 Workstations
Kitchens:	1x 6 m <sup>2</sup>
Ablution Facilities:	1x Male (2 water closets, 2 urinals and 2 hand wash basins) 1x Female (2 water closets, 2 hand wash basins)
Reception Area:	225 m <sup>2</sup>
Registry:	1 x 50 m <sup>2</sup>
Store room	1x Shelves
Carpeted Area:	459 m <sup>2</sup>
Front Entrance Foyer	80 m <sup>2</sup>
Back Entrance Foyer	200 m <sup>2</sup>

---

**Total Square meters for the ground floor = 789 m<sup>2</sup>**

#### **b) FIRST FLOOR**

Offices:	7 x Offices
Open plan Workstations:	50 Workstations
Kitchens:	2x 3 m <sup>2</sup>
Ablution Facilities:	1x Male (2 water closets, 2 urinals and 2 hand wash basins) 1x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms
Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Carpeted Area:	511 m <sup>2</sup>

---

**Total Square meters for the first floor = 564 m<sup>2</sup>**

#### **c) SECOND FLOOR**

Offices:	9 x Offices
Open Plan Workstations:	39 Workstations
Kitchens:	2 x 3 m <sup>2</sup>
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms
Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Carpeted Area:	511 m <sup>2</sup>

---

**Total Square meters for the second floor = 564 m<sup>2</sup>**

**d) THIRD FLOOR**

Offices:	8 x Offices
Open Plan Workstations:	49 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms
Pause Area:	1 x Pause area
Storerooms:	4 x Storerooms
Carpeted Area:	475 <sup>m2</sup>

---

**Total Square meters for the third floor = 528 m<sup>2</sup>**

**e) FOURTH FLOOR**

Offices:	10 x Offices
Open Plan Workstations:	55 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
Bathrooms:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Ablution Facilities:	2 x Boardrooms
Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Carpeted Area:	511 <sup>m2</sup>

---

**Total Square meters for the fourth floor = 564 m<sup>2</sup>**

**f) FIFTH FLOOR**

Offices:	14 x Offices
Open Plan Workstations:	60 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms (used as workstations)
Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Carpeted Area:	511 <sup>m2</sup>

---

**Total Square meters for the fifth floor = 564 m<sup>2</sup>**

**g) SIXTH FLOOR**

Offices:	11 x Offices
Open Plan Workstations:	52 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms (used as registry office)
Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Board room	1x Office size
Carpeted Area:	511 <sup>m2</sup>

---

**Total Square meters for the sixth floor = 564 m<sup>2</sup>**

**h) SEVENTH FLOOR**

Offices:	10 x Offices
Open Plan Workstations:	40 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms
Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Carpeted Area:	533 <sup>m2</sup>

---

**Total Square meters for the seventh floor = 586 m<sup>2</sup>**

**i) EIGHTH FLOOR**

Offices	12 x Offices
Kitchens	2x3 <sup>m2</sup>
Ablution	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Store rooms	Not identified
Board rooms	1x Board room
Carpeted Area:	489 <sup>m2</sup>

---

**Total Square meters for the eighth floor = 542 m<sup>2</sup>**

**j) NINTH FLOOR**

Offices:	15 x Offices
Kitchens:	2 x 3 <sup>m2</sup>
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins) Additional: (2 water closets, 2 hand wash basins, 2 showers)
Boardrooms:	2 x Boardrooms
Meeting room:	1 x Meeting room
Storerooms:	2 x Storerooms
Carpeted Area:	433 <sup>m2</sup>

---

**Total Square meters for the ninth floor = 452 <sup>m2</sup>**

**PODIUM BUILDING**

The carpeted area in the whole of the Podium is: 880<sup>m2</sup>

**GROUND FLOOR**

Offices:	2 x Offices
Training Rooms	3 x Training rooms
Resource Centre:	1 x Resource centre
Ablution Facilities:	1 x Female (2 water closets, 2 hand wash basins) 1 x Male (1 water closets, 2 hand wash basins, 1 urinal) 1 x Unisex (2 water closets, 1 hand wash basin)
Patio:	1
Security Control Room:	1 Security control room

---

**Total Square meters for the ground floor Podium = 449 <sup>m2</sup>**

**FIRST FLOOR**

Offices:	6 x Offices
Open plan workstations:	18 Workstations
Bathroom:	1 x Female (2 water closets, 2 hand wash basins) 1 x Male (1 water closets, 2 hand wash basins)

---

**Total Square meters for the first floor Podium = 449 <sup>m2</sup>**

## SECOND FLOOR

Recreational Area:	1
Bathroom:	1 x Female (1 water closet, 1 hand wash basin) 1 x Male (1 water closet, 1 hand wash basin)
Kitchen:	1 x 5 m <sup>2</sup>
Patio:	1

---

***Total Square meters for the second floor Podium = 150 m<sup>2</sup>***

## PENCARDIA II BUILDING

## THIRD FLOOR

Training rooms	3 x Training rooms
Pause Area	1 x Pause Area
Offices	7 x Offices
Board room	1 x Board room
Kitchen	1 x Kitchen
Bathroom:	1 x Female (3 water closets/toilets, 2 hand wash basins, 1 Toilet for the disabled with a hand wash basin. 1 x Male (3 urinals, 3 water closets, 2 hand wash basins, 1 toilet for the disabled with a hand wash basin.
Carpeted Area:	880m <sup>2</sup>

---

***Total Square meters for Pencardia II third floor = 1242 m<sup>2</sup>***

## FOURTH FLOOR

Pause Area	2 x Pause Areas
Offices	2 x Offices
Board room	1 x Board room
Kitchen	1 x Kitchen
Reception area	1 x Open plan 1x reception counter
Call Centre Rooms	3x Open plan 22 Work stations
Waiting area	1x Open plan
Bathroom:	1 x Female (water closets/toilets 2 x Hand wash basins 1 x Toilet for the disables with a hand Wash basin 1 x Male (3 urinals, 3 water closets, 2 Hand wash basins) 1 x toilet for the disabled with a hand Wash basin.
Carpeted Area:	531m <sup>2</sup>

**Total Square meters for Pencardia II fourth floor = 1163 m<sup>2</sup>**

**BASEMENT**

**FIRST BASEMENT**

Storeroom: 234 m<sup>2</sup>  
Archive Room: 234 m<sup>2</sup>

Trash Room: 14.4 m<sup>2</sup>

**SECOND BASEMENT**

First Storeroom: 27 m<sup>2</sup>  
Second Storeroom: 42 m<sup>2</sup>

**THIRD BASEMENT**

Storeroom: 12m<sup>2</sup>

**TOTAL SQUARE METRES FOR HEAD OFFICE**

Office	Overall Square Meters for all floors	Total Number of Staff	Total Number of walk-ins
SASSA Head Office	9756 m <sup>2</sup>	+/- 408	+/- 30 people per day

**\*NB: Please note there is a possibility of scope variation and relocation of SASSA Head Office, within a 30KM radius from the current SASSA Head Office premises.**

The appointed service provider will be notified of the variations and relocation as and when they happen, to adjust the pricing accordingly.

**Cleaners Floor Allocations**

Cleaners	Floors	SQM
1	Prodinsa - Ground Floor	789m <sup>2</sup>
	Front entrance foyer	80 m <sup>2</sup>
	Back entrance foyer	200 m <sup>2</sup>
1	Prodinsa - 1 <sup>st</sup> Floor	564m <sup>2</sup>
1	Prodinsa - 2 <sup>nd</sup> Floor	564m <sup>2</sup>
1	Prodinsa - 3 <sup>rd</sup> Floor	528m <sup>2</sup>
1	Prodinsa - 4 <sup>th</sup> Floor	564m <sup>2</sup>
1	Prodinsa - 5 <sup>th</sup> Floor	564m <sup>2</sup>
1	Prodinsa - 6 <sup>th</sup> Floor	511m <sup>2</sup>
1	Prodinsa - 7 <sup>th</sup> Floor	586m <sup>2</sup>
1	Prodinsa - 8 <sup>th</sup> Floor	542m <sup>2</sup>
1	Prodinsa - 9 <sup>th</sup> Floor	452m <sup>2</sup>
1	Podium Ground Floor	449m <sup>2</sup>
1	Podium 1 <sup>st</sup> Floor	599m <sup>2</sup>
1	Pen-Cardia 2, 3 <sup>rd</sup> Floor	
1	Pen-Cardia 2, 3 <sup>rd</sup> Floor	1242m <sup>2</sup>
1	Pen-Cardia 2, 4 <sup>th</sup> Floor	
1	Pen-Cardia 2, 4 <sup>th</sup> Floor	1163m <sup>2</sup>
5	Bathrooms only ( Prodinsa, Podium & PenCardia)	
	Staircase	300m <sup>2</sup>

## **ANNEXURE E – SERVICE LEVEL AGREEMENT**

### **1.1 Key Performance Areas and Indicators**

- 1.1.1 THE SERVICE PROVIDER is expected to comply 100% to the contractual agreement and SASSA is also expected to pay full amount charged by the service provider on a monthly basis, for services rendered.
- 1.1.2 Where there are failures in meeting any of the KPAs, a Rectification Order will be issued by SASSA to the SERVICE PROVIDER.
- 1.1.3 THE SERVICE PROVIDER then shall be given a specified amount of time to rectify the issue raised in the Rectification Order.
- 1.1.4 Independent quality audits may be carried by an external consultant at SASSA's request. The aim will be to measure the cleaning performance in the building.
- 1.1.5 If there is a failure to rectify the issue within the prescribed time frame, penalty points shall be deducted for each failure as detailed under the penalty point value.
- 1.1.6 Monthly meetings are to be held to review contract performance based on the KPAs.

### **1.2 Penalties**

- 1.2.1 Each KPA is allocated 100 points.
- 1.2.2 If issues in the Rectification Orders are not addressed within the Rectification Time the penalty points, shall be deducted as follows:

PENALTIES				
KEY PERFORMANCE AREA	TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
A. Cleanliness standards in the following key service areas: <ul style="list-style-type: none"><li>• Bathrooms;</li><li>• Kitchens (sink/fridges/microwaves)</li><li>• Water Coolers;</li><li>• Workstations (chairs, tables);</li></ul>	<ul style="list-style-type: none"><li>• All key service areas cleaned in line with the specifications.</li></ul>	<ul style="list-style-type: none"><li>• Justifiable and verified complaints</li><li>• Inspections conducted by both Project Managers and Supervisor</li><li>• Quarterly Survey</li></ul>	2 hours	70
	<ul style="list-style-type: none"><li>• 85% of officials rating the overall service good or above.</li></ul>			



PENALTIES				
KEY PERFORMANCE AREA	TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
<ul style="list-style-type: none"> <li>• Carpeted/Tiled Floors;</li> <li>• Pause Area;</li> <li>• Lifts;</li> <li>• Boardrooms;</li> <li>• Storerooms;</li> <li>• Dustbins;</li> <li>• Waste Room;</li> <li>• Window Seats;</li> <li>• Glass Doors/Walls; and all other areas as per specifications</li> </ul>				
B. Cleaners Daily Work Attendance	<ul style="list-style-type: none"> <li>• Supervisor or Assistant Supervisor always available</li> <li>• 100% of staff are available for their contracted hours of work</li> <li>• Competent Relievers for absent cleaners and those on leave reporting for duty before 08:30</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring of the Daily Attendance Register by SASSA's Project Manager and Supervisor</li> <li>• Justifiable and Verified Complaints</li> </ul>	1 hour	85
C. Provision and Maintenance of Sanitary Equipment and Consumables	<ul style="list-style-type: none"> <li>• SABS approved sanitary equipment and consumables</li> <li>• Sanitary equipment functioning at all times</li> <li>• Sanitary Waste Bins emptied weekly</li> <li>• No shortage of sanitary consumables in ablution</li> </ul>	<ul style="list-style-type: none"> <li>• SABS approved certificates submitted quarterly</li> <li>• Justifiable and verified complaints</li> <li>• Servicing schedule for sanitary equipment.</li> <li>• Inspections conducted by SASSA's Project Manager and Supervisor</li> <li>• Justifiable and verified complaints.</li> <li>• Inspections conducted by SASSA's Project Manager and Supervisor</li> <li>• Justifiable and confirmed complaints.</li> </ul>	24 hours  24 hours  1 hour  1 hour	100

PENALTIES				
KEY PERFORMANCE AREA	TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
	facilities.			
	<ul style="list-style-type: none"> <li>Daily refills done before 07:00 a.m.</li> </ul>	<ul style="list-style-type: none"> <li>Inspections conducted by SASSA's Project Manager and Supervisor.</li> </ul>		
D. Provision of Quarterly Cleaning Exercises	<ul style="list-style-type: none"> <li>Order of e.g. chairs, tables, dustbins in offices and workstations restored after chairs and deep carpet cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>Inspections conducted by either Project Managers or their delegates.</li> <li>Justifiable and verified complaints.</li> </ul>	2 hours	70
	<ul style="list-style-type: none"> <li>Chairs and carpet cleaned in line with specifications</li> </ul>	<ul style="list-style-type: none"> <li>Inspections conducted by SASSA's Project Manager and Supervisor.</li> <li>Cleanliness checklists and signed off attendance registers</li> <li>Justifiable and verified complaints</li> </ul>	168 hours	
	<ul style="list-style-type: none"> <li>All Quarterly Exercises (Deep Carpet Cleaning, Chair Cleaning, Pest Control, Interior Windows Cleaning, Foyer &amp; Deep Carpet Cleaning) completed in line with set time frames and specifications.</li> </ul>	<ul style="list-style-type: none"> <li>Inspections conducted by SASSA's Project Manager and Supervisor.</li> <li>Justifiable and verified complaints.</li> </ul>	168 hours	
E Provision and Maintenance of General Cleaning Equipment and Supplies	<ul style="list-style-type: none"> <li>SABS approved cleaning equipment and supplies</li> <li>Functional and adequate cleaning equipment at all times</li> </ul>	<ul style="list-style-type: none"> <li>SABS approved certificates submitted quarterly</li> <li>Inspections conducted by SASSA's Project Manager and Supervisor.</li> <li>List of equipment for each cleaner.</li> <li>Signed off delivery note of stock.</li> <li>Justifiable and verified complaints.</li> </ul>	24 hours 24 hours 3 hours	100
F Presentation and Uniform	<ul style="list-style-type: none"> <li>No shortage of general cleaning supplies</li> <li>All staff well presented in company uniform.</li> <li>Cleaners having winter and</li> </ul>	<ul style="list-style-type: none"> <li>Inspections conducted by SASSA's Project Manager and Supervisor</li> <li>Justifiable and verified complaints</li> </ul>	24 hours	70

PENALTIES				
KEY PERFORMANCE AREA	TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
G Safety Management and Public System Liability	summer uniform.			
	<ul style="list-style-type: none"> <li>Cleaners wearing name tags always.</li> </ul>			
	<ul style="list-style-type: none"> <li>Signage – clear and visual signs of safety (wet floor signs)</li> </ul>	<ul style="list-style-type: none"> <li>Inspections conducted by SASSA's Project Manager and Supervisor</li> <li>Justifiable and verified complaints</li> </ul>	20 minutes	100
	<ul style="list-style-type: none"> <li>Protective Clothing – usage of safety clothing (e.g. gloves, masks, shoes etc.) by cleaners.</li> </ul>		48 hours	
	<ul style="list-style-type: none"> <li>Cleaners promptly attend to spills</li> </ul>		Immediately	
	<ul style="list-style-type: none"> <li>First aid kit and one of staff members trained on first aid.</li> </ul>		24 hours	
	<ul style="list-style-type: none"> <li>Proactive measures by Service Provider to prevent damage or injury</li> </ul>	<ul style="list-style-type: none"> <li>Complete first aid kit.</li> <li>Assessment of the Company's Measures to prevent injury and damage.</li> </ul>	120 hours	
	<ul style="list-style-type: none"> <li>Public liability certificates submitted to SASSA annually</li> <li>Efficient processing of claims</li> </ul>	<ul style="list-style-type: none"> <li>Assessment of Company's Claims Handling Procedure.</li> <li>Monitoring the processing of SASSA's claims.</li> </ul>	24 hours Immediately	
H Training Competence of Staff	<ul style="list-style-type: none"> <li>Supervisor, cleaners and relievers trained on cleaning all areas as per specifications and competent.</li> </ul>	<ul style="list-style-type: none"> <li>Inspection of training records by both Project Managers – training certificates.</li> <li>Experience of sub-contractor</li> <li>Justifiable and confirmed complaints</li> </ul>	120 hours	100
	<ul style="list-style-type: none"> <li>Supervisor trained on supervisory role and competent.</li> </ul>		120 hours	
	<ul style="list-style-type: none"> <li>Supervisor/cleaners/sub-contracted companies experienced and competent in the performance of deep carpet cleaning, pest control, interior window cleaning, foyer and deep toilet cleaning.</li> </ul>			
	<ul style="list-style-type: none"> <li>Supervisor, cleaners and relievers trained on: ✓ Occupational Health &amp; Safety;</li> </ul>			

PENALTIES				
KEY PERFORMANCE AREA	TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
	<ul style="list-style-type: none"> <li>✓ Operation of equipment;</li> <li>✓ Mixing of chemicals;</li> <li>✓ And other appropriate training as per cleaning and sanitation industry requirements.</li> </ul>			
I Stability and Consistency in the provision of Cleaning and Sanitation Services	<ul style="list-style-type: none"> <li>• Expert and competent Supervisor and Cleaners regardless of the changes.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance to the service standards</li> </ul>	48 hours	70
	<ul style="list-style-type: none"> <li>• Timeous notification on changes of staff from the service provider.</li> </ul>	<ul style="list-style-type: none"> <li>• Justifiable and confirmed complaints</li> </ul>	Immediately	
	<ul style="list-style-type: none"> <li>• Swift replacement of incompetent staff</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback on change notifications from SASSA Project Manager</li> <li>• Consistent poor staff performance</li> </ul>	24 hours	
J Customer Service	<ul style="list-style-type: none"> <li>• Individual cleaners conducting themselves in a professional manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from staff (justifiable)</li> </ul>	24 hours	70
	<ul style="list-style-type: none"> <li>• Company Director and Project Manager conducting themselves in a professional manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Inspections conducted by SASSA's Project Manager and Supervisor</li> <li>• Justifiable and confirmed complaints from the SASSA Project Manager.</li> </ul>	24 hours	

### 1.3 Penalty and Reward System

- 1.3.1 THE SERVICE PROVIDER will be penalized if more than 101 points are issued per month:
- 1.3.1.1 Either in one KPA or in various KPAs, particularly if the Rectification Order(s) issues were not completed in the specified time frame.
- 1.3.1.2 THE SERVICE PROVIDER shall also receive a complimentary/compliance letter where compliance to the KPAs is achieved and Rectification Orders are completed within the stated time frame on a monthly basis.
- 1.3.1.3 The table below sets out penalties which shall be levied:

POINTS VALUE	PERFORMANCE DEDUCTIONS
420	Contract Review at Risk
390	80% of Monthly Payment at Risk
360	70% of Monthly Payment at Risk
330	60% of Monthly Payment at Risk
300	50% of Monthly Payment at Risk
270	40% of Monthly Payment at Risk
240	30% of Monthly Payment at Risk
210	20% of Monthly Payment at Risk
180	10% of Monthly Payment at Risk
150	5% of Monthly Payment at Risk
120	1% of Monthly Payment at Risk
100	Threshold
Less than 100	Compliance Letter

**THUS DONE AND SIGNED** by or on behalf of the **PARTIES**, in the presence of the undersigned witnesses, at the places appearing in the appropriate spaces below, on the dates as specified.

<b>FOR SASSA:</b> Full names and surname:	<b>FOR THE SERVICE PROVIDER:</b> Full names and surname:
Designation:	Designation:
Signature:	Signature:
Date:	Date:
Place:	Place:
<b>AS WITNESSES</b> (Full name and surname)	<b>AS WITNESSES</b> (Full name and surname)
1.	1.
2.	2.

**Rectification order no. 01**

**Date.....**

No.	Service description	Rectification time
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

\_\_\_\_\_  
**SASSA Rep**  
**Date**

\_\_\_\_\_  
**Cleaners Supervisor**  
**Date**

## **ANNEXURE F - Letter of confirmation of experience of the employees**

Supply Chain Management  
Head Office  
SASSA House  
501 Prodinsa Building  
Cnr Steve Biko and Pretorius Streets  
Arcadia

**Re: Letter of confirmation of experience of the employees.**

Dear Sir

I \_\_\_\_\_ (Initials and Surname), the **CEO/Managing Director** of \_\_\_\_\_ (Company name) hereby confirm that, if appointed as the cleaning and sanitation service provider for SASSA Head Office, in relation to the **SASSA bid.....** we will provide the Project Manager and Supervisor for the SASSA Head Office site, in line with the requirements specified in the Terms of Reference as follows:

1. **Project Manager must have a minimum of three (03) years of experience in the cleaning services industry;**
2. **Supervisor must have a minimum of three (03) years of experience in the cleaning services industry;**
3. **60% of cleaning staff compliment to have 1 (one) year of cleaning experience in an office environment.**

Kind regards

(Signature)\_\_\_\_\_

(Initials and Surname)\_\_\_\_\_

Date\_\_\_\_\_



## **ANNEXURE G - Letter of Confirmation to comply with SASSA Head Office requirements**

Supply Chain Management  
Head Office  
SASSA House  
501 Prodinsa Building  
Cnr Steve Biko and Pretorius Streets  
Arcadia

**Re: Letter of Confirmation to comply with SASSA Head Office requirements.**

Dear Sir

I Mr/s \_\_\_\_\_ (Initials and Surname), the **CEO/Managing Director** of \_\_\_\_\_ (Company name) hereby confirm that, if appointed as the cleaning and sanitation service provider for SASSA Head Office, in relation to the **SASSA bid.....** we will fully comply with the requirements of the SASSA Head Office site, as specified in the Terms of Reference as follows:

- 1. Part A – Office Services Requirements;**
- 2. Part B – Sanitary Equipment & Consumables Requirements;**
- 3. Part C – General Cleaning Equipment Required.**

Kind regards

\_\_\_\_\_(Signature)

Mr/s \_\_\_\_\_ (Initials and Surname)

Date \_\_\_\_\_