

Request for Proposals (RFP)

For the provision of Cleaning Services to the CSIR

RFP No.: 3177/16/02/2018

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Briefing Session	Friday, 02 February 2018 Venue: CSIR, Building 37 Waterbok Boardroom, Pretoria Time: 10:00 – 12:00	
Closing Date	Friday, 16 February 2018	
Place	Tender box, CSIR Main Reception, Gate 3 (North Gate)	
Enquiries	Strategic Procurement Unit	E-mail: tender@csir.co.za
CSIR business hours	08h00 – 16h30	
Category	Cleaning Services	

TABLE OF CONTENTS

SECTION A – TECHNICAL INFORMATION	3
1 INTRODUCTION	3
2 BACKGROUND	3
3 INVITATION FOR PROPOSAL	3
4 PROPOSAL SPECIFICATION	3
20. FUNCTIONAL EVALUATION CRITERIA	31
21. NATIONAL TREASURY CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION	34
22. VENUE FOR PROPOSAL SUBMISSION	35
23. TENDER PROGRAMME	35
24. SUBMISSION OF PROPOSALS	35
25. DEADLINE FOR SUBMISSION	36
26. AWARDING OF TENDERS	36
27. EVALUATION PROCESS	36
28. PRICING PROPOSAL	37
29. VALIDITY PERIOD OF PROPOSAL	37
30. APPOINTMENT OF SERVICE PROVIDER	37
31. ENQUIRIES AND CONTACT WITH THE CSIR	38
32. MEDIUM OF COMMUNICATION	38
33. COST OF PROPOSAL	38
34. CORRECTNESS OF RESPONSES	38
35. VERIFICATION OF DOCUMENTS	38
36. SUB-CONTRACTING	39
37. ENGAGEMENT OF CONSULTANTS	39
38. TRAVEL EXPENSES	39
39. ADDITIONAL TERMS AND CONDITIONS	40
40. CSIR RESERVES THE RIGHT TO	40
41. DISCLAIMER	41
DECLARATION BY TENDERER	42
RETURNABLE CHECKLIST	43
ANNEXURE A - FUNCTIONALITY EVALUATION	60
ANNEXURE B - ICC CLEANING REQUIREMENTS	65
ANNEXURE C - ENTABENI CLEANING REQUIREMENTS	73
ANNEXURE D - CURRENT CLEANING CONTRACTOR STAFFING SCHEDULE (INFORMATION PURPOSES ONLY)	86

SECTION A – TECHNICAL INFORMATION

1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

2 BACKGROUND

CSIR's Facilities Management Department is responsible for the Cleaning Services at CSIR. It is against this background that the Department is tasked with the responsibility to appoint an experienced and reputable Cleaning Services Service Provider/s to take the overall responsibility of Cleaning Services at CSIR as specified below.

The service provider(s) is/are required to provide all required equipment; SABS approved chemicals, uniforms and anything else necessary to deliver on the mandate of the cleaning contract. This is a full risk contract for the period of five (5) years.

3 INVITATION FOR PROPOSAL

Proposals are hereby invited from cleaning service providers to provide cleaning services to the CSIR as specified in the scope of work.

4 PROPOSAL SPECIFICATION

All proposals are to be submitted in a format specified in this enquiry.

4.1 OBJECTIVES

The objective of the project is to outsource cleaning services to cleaning service provider(s) with the requisite experience, skills and competencies.

The successful service provider(s) will be required to enter into a Service Contract and Service Level Agreement (SLA) with CSIR for a period of **five years (60 months)**. Regular Performance appraisals to monitor the identified Key Performance Indicators shall form part of the SLA.

In light of any changes as envisaged in the Institutional Arrangements, CSIR reserves the right to cede any contract to any future company that may take over the management of any or all areas of the mentioned property.

4.2 EXTENT

The selected service provider(s) shall provide cleaning services for the property portfolio of the CSIR in all CSIR campuses. This comprises office accommodation, research and development facilities, and retail. The service will be required at the following sites.

Note:

Bidders can submit bids for all provinces or individual provinces.

PROVINCE	SITES	STAFF
GAUTENG	Pretoria Scientia campus	Meiring Naude Road, Pretoria
	Pretoria Scientia – ICC	Meiring Naude Road, Pretoria
	Pretoria Scientia – Entabeni Lodge	Meiring Naude Road, Pretoria
	Johannesburg - Carlow Road	Carlow-Corner of Rustenburg and Carlow Road
	Johannesburg - Cottesloe	Johannesburg Corner Newton and Frost Avenue Cottesloe
	CSIR Paardefontein	Paardefontein, Gauteng, Plot 38, Wallmannstal
WESTERN CAPE	Cape Town-Rosebank	15 Lower Hope Road, Rosebank, CapeTown
	Stellenbosch	11 Jan Celliers Street, Stellenbosch
KWAZULU NATAL	Durban	359 King George V (5TH) Avenue, Durban 4000

5. DEFINITION OF INTERPRETATION

- 5.1 Any reference to “this Specification” shall be reference to this Cleaning Services Specification (including the Appendices hereto if applicable).
- 5.2 Where any capitalised term is used in this Specification without being defined below, such term shall bear the meaning assigned to such term.
- 5.3 In this Specification the following words and phrases shall have the following meanings unless the context otherwise requires:

“Operating Times”	Means times as set out by CSIR in this Specification during which the Service Provider shall be required to undertake the Cleaning Service;
“Areas”	Means Specification of all or any of the office areas, boardrooms, conference Centre, laboratories, public areas, undercover garages and walkways, stair ways, storerooms, kitchens, toilets, computer labs, and lifts, change rooms at CSIR Premises;
“Cleaning Services”	Means cleaning and domestic service to be provided in order to maintain a clean, healthy and environmentally friendly atmosphere for staff and visitors in compliance with health, safety and environmental legislation as well as relevant ISO and all regulations and in compliance with this specification
“Consumables”	Means all paper products, refuse bags, and chemicals to be used in respect of the cleaning service. The chemicals and related cleaning products will be environmentally friendly, contain materials safety data sheets (MSDS), non-hazardous and SABS approved.
“Control of Consumables”	Means the control of consumables in accordance with the provision of this Specification.
“Equipment per cleaner”	Means either a janitorial trolley (with bucket, mop, duster, dust pan, broom (soft and hard) hand brush, colour coded clothes, spray bottles and squeegee) or caddy (with spray bottles and cloths).
“General Equipment”	Means polisher / buffer, wet and dry vacuum, double wringer mop, extra vac wet, back pack

	vacuum, scrubbing machine, 1.5m and 1m step ladders, high pressure cleaner and telescopic window cleaning apparatus with attachments.
“Motor Vehicle”	Means vans / trucks to be provided per campus by service provider to be used in the provision of the cleaning and cartage service.
“Control of Materials and Equipment”	Means the control of materials and equipment in accordance with the provisions of this Specification. Equipment to be supplied by the Service Provider.
“Contract Manager”	Means the CSIR Representative that will manage the cleaning related services at the CSIR’s premises.
“CSIR’s Employees”	Means employees employed by CSIR;
“Cleaning Materials”	Means those products necessary for the provision of the Cleaning Services;
“Output Specification”	Means the output based definition of the Services obligations of the Service Provider;
“Scheduled Times”	Means those times specified by the CSIR Representative as being appropriate to ensure that specified Service Standards are achieved at all times;
“Service Standards”	Means the service levels and criteria set out in this Specification and the Appendices to this Specification;
“Routine Cleaning Services”	Means the daily surface dusting, vacuuming, emptying bins, wiping walls, disinfecting telephones and door handles, toilet cleaning, sweeping, cleaning of white and chalk boards and spot wiping of walls and doors in such areas;.
“Specialist Cleaning Services”	Means the periodic cleaning of wall, floor and ceiling surfaces, high level dusting, steam cleaning of carpets, stripping and sealing of floors, cleaning of blinds, cleaning of upholstered furniture, cleaning of light and air con fittings.
“Staff”	Means those persons engaged or employed from time to time by the Service Provider to carry out the Cleaning Services;

“CSIR”	Means the Council for Scientific and Industrial Research
“Waste Removal”	<p>Means the removal of confidential waste, Non-clinical (household) Waste Redundant furniture & equipment, and Recyclable waste each as defined in the Waste Management Service Level Specification.</p> <p>The Service Provider must ensure that paper is separated from other refuse and stored in designated areas. No staff member of the CSIR or the Service Provider may remove any paper from campus for the reason of selling it, or to make it available to any other person or body for whatever reason.</p>
“Window Cleaning”	<p>Shall mean the Window Cleaning Services of all internal and external windows, entrance glass doors, partitions and glass turnstiles.</p> <p>Windows at a reachable height (in- and outside) will be cleaned every three months.</p> <p>Windows at a non-reachable height will be cleaned Bi-annually.</p>
“Cleaning Detergents”	Means all cleaning detergents to be supplied to CSIR according to SABS standards and must be environmentally friendly;
“Disinfectants”	Means all disinfectants to be supplied by the Service Provider;
“Polish”	Means the polish which shall be supplied by the Service Provider for polishing of furniture specified to be polished. The Service Provider will be advised by the CSIR Cleaning representative which furniture, if any may be polished.
“Finishes – (Walls & Floors)”	<p>Vinyl tiles, flooring shall be cleaned in accordance with SABS 1224.</p> <p>Floor sealer for vinyl flooring in accordance with SABS 1042 applied in accordance with the manufacturers’ instructions.</p> <p>Said ceramic tile (flooring) is to be stripped and sealed initially and on request.</p>

	Wipe and strip wooden wall finishes with approved detergent complying with SABS standards.
	Tile surfaces are to be cleaned with approved detergent complying with SABS 525.
	All cleaning and maintenance of floor shall be carried out in accordance with SABS Code of Practice 0170.
	Sweep concrete floors with a heavy duty broom
	Floors to be scrubbed with auto scrubber
“Carpets & Carpet Tiles”	Means the carpet floor finish which must be vacuumed and cleaned with industrial standard equipment as per specifications.
“Dusting, Wiping, Clean, Etc”	Means the following:- Dusting of all ornaments and window sills Polishing of all turnstiles with turnstile polish Polishing of all granite tops with non-slip polish. Wiping all surface areas with a clean damp cloth
“Bin Bags”	Means refuse bags to be supplied by the Service Provider for the purpose of disposal of garbage. Refuse bags to be separated according to the type of waste i.e. household and recyclable.

6. SCOPE OF SERVICES

The successful service provider(s) shall focus on the provision of cleaning services in line with commercial best practice. In particular without limiting the generality of the foregoing, the appointee will be responsible and shall be required to attend to:

- 6.1. The specifications / frequency schedules / attached appendixes/sections provide an indication of the areas and buildings to be serviced for cleaning purposes as well as a guideline to minimum requirements and may be adjusted to ensure better service delivery and end user's requests. Notwithstanding the foregoing all areas with a higher traffic will be expected to be serviced more frequently in order to meet minimum standards. Minimum standards will be considered to be at least the highest standard set for the cleaning industry.
- 6.2. The service Provider(s) will provide a scheduled and reactive (for specific functions or incidents) cleaning service to all areas of the CSIR in accordance with the negotiated

access times to specific areas and with the provision of this specification and the Service Standards, which shall include but not limited to;

- Routine Cleaning Services;
- Specialists cleaning services;
- Submission of a register outlining the name of the cleaning product, the quantity used and the tasks the chemicals was used for shall be provided on a quarterly basis;
- Waste removal, including sorting for recyclable materials from point source of waste generation, as well as the removal of separated waste to the central point on site;
- Use of techniques that utilises minimal amounts of cleaning chemicals, water, electricity and generates less dust;
- Provide certificates of the 3rd party certifications for Quality Management, Health and Safety Management, Environmental management, etc. that meets the standards of a recognized system such as ISO 14001 will be an added advantage;
- Provide an evidence of the appropriate storage, labelling, handling and disposal of empty chemical containers;
- Submission of all training records of the cleaning staff every year;
- The supervisor should regularly inspect and report on all health and safety;
- environmental and quality management requirements and techniques employed by the cleaning staff;
- Window cleaning to accessible and unreachable height;
- Control of consumables including toilet paper; and
- Provision and control of all cleaning staff, cleaning materials and cleaning equipment.

- 6.3.** These are not certified to be fully comprehensive and are only guidelines. The Service Provider(s) must acquaint himself as to the exact situation, boundaries and areas, as well as the diversity of the various groups and buildings. It is recommended that Service Providers make ample time available for a comprehensive walk through of all the groups of buildings to avoid any possible underestimation of the workload and to fully familiarize themselves with the total layout area, requirements and complexities of each of the buildings, during the Tendering period, for all aspect of the service, they are tendering on. To provide everything necessary to fully satisfy the requirements of the tender documents and to ensure a complete, market related and competitive tender is submitted.
- 6.4.** No additions to the tender will be allowed, after the tender is submitted, for any unforeseen costs by the Service Provider(s), during the tender stage.
- 6.5.** No additions to the tender will be allowed, after the tender is submitted, for any unforeseen costs by the Service Provider(s), during the tender stage.

7. WORKING HOURS

- 7.1. Normal working hours for CSIR for weekdays excluding public holidays are from **08:00 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.
- 7.2. The International Convention Centre and Entabeni Lodge working hour's requirements are primarily outside normal working hours with the rest of CSIR. Therefore the supplier has to cater and accommodate their special requirements.
- 7.3. In order to provide for the requirements of CSIR and other relevant bodies, working hours shall be determined by the Service Provider(s) in consultation with the CSIR's Representative at the site concerned and may be adjusted from time to time.
- 7.4. 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.

8. CLEANING SERVICE SPECIFICATIONS

- 8.1. The specifications and frequency schedules below, serve as a general concept for all areas and as a guideline to minimum requirements, but may be adjusted in accordance with CSIR requests, mutual arrangements or to ensure a better service. Areas with a higher traffic should be serviced more frequent in order to ensure an ***"always neat"*** appearance. Furthermore it must be noted that the minimum requirement will be at least the highest standard set for the cleaning industry. In general it is accepted, as far as corporate images are concerned, that the Service Provider will take just as much pride in the neat appearance of the buildings, as CSIR does.
- 8.2. Where in these instructions reference is made to "daily" this generally means a 5 (five)-day week – Saturday, Sunday and public holidays excluded and on 8 hours per day. It could be expected from the Service Provider to provide services during special occasions, after hours, over weekends and public holidays. When service is required on Saturdays and/or Sundays, it will be pointed out to the Service Provider. When service is expected to be provided outside the stipulated hours this will be pointed out to the service provider. The Service Provider must therefore make reference to the operating times schedule provided and provide for the cost accordingly. The Service Provider will also be expected to provide stand by duties in case of flooding due to water / fire 24 hours a day 365 days in a year.
- 8.3. International Convention Centre (ICC) and Entabeni Lodge is a hospitality environment and it requires an exclusive hospitality cleaning requirements which will be different from the rest of CSIR. The latter have separate laundry facilities that will require experienced

staff knowing how to operate the laundry machines and knowledge of handling different linen will be an added advantage. Specification attached as Annexure “B” and “C”.
The cleaning staff required for the ICC and Entabeni Lodge must possess the hospitality experience, relevant qualifications will serve as an added advantage. Specification attached as Annexure “B” and “C”.

8.4. Service Provider’s Responsibilities

Routine cleaning service refers to:

- General vacuuming, dusting and wiping of all surfaces;
- Collection of general waste (recyclable and non-recyclable) and removal to onsite central place / skip;
- Separation of waste generated;
- Cleaning of accessible internal and external windows and glass doors windows up to ALL floor level.
- The Service Provider(s) shall ensure that routine and CSIR processes and all business areas are not adversely affected by the cleaning services.

- 8.4.1. The Service Provider(s) shall comply with the standards laid down by CSIR.
- 8.4.2. Individual Staff are consistently allocated to work on a specific floor in a specific building or within a specific department with minimal changes, save to the extent reasonably required to maintain the Service Standards.
- 8.4.3. The Service Provider(s) shall ensure safe working practices are followed in public areas, laboratories, corridors and stairwells.
- 8.4.4. Appropriate signage is used for warnings of wet floors, etc.
- 8.4.5. The Service Provider(s) shall ensure that meeting rooms are cleaned as necessary and all waste promptly removed, efficiently and in any event prior to the commencement of the next meeting.
- 8.4.6. The Service Provider(s) shall liaise frequently with the CSIR to confirm access times to the meeting rooms and notice of meetings ending.
- 8.4.7. The Service Provider(s) shall provide the routine Cleaning and Cartage Service to all areas of CSIR during the Access Times, to be agreed upon, provided that the Service Provider has a due regard to the operation of the CSIR.
- 8.4.8. The CSIR may advise more detailed access times in writing from time to time.
- 8.4.9. All equipment complies with the relevant SABS Specifications and code of practice.
- 8.4.10. All equipment and Materials are colour coded in line with CSIR colour coding, to indicate specific areas of use.

- 8.4.11. Colour coded cleaning cloths to be used in accordance with HACCP
- 8.4.12. Cleaning procedures and schedules are in place and up to date.
- 8.4.13. Discard procedures are in place and applied in respect of disposable cleaning equipment.
- 8.4.14. Cleaning equipment is clearly defined for specific usage.
- 8.4.15. Cleaning equipment is clean and correctly stored.
- 8.4.16. All cleaning material as may at any time be necessary for the provision of the Cleaning Services are supplied and issued to Staff.
- 8.4.17. Cleaning materials used in a safe and proper manner, in compliance with Health and safety Regulations.
- 8.4.18. Cleaning materials are selected and used so as not to cause any damage to surfaces.
- 8.4.19. Hard floors are free from dust, debris, removable soil, stains and build-up, and have a uniform light-reflective, finish.
- 8.4.20. Soft floors are free from debris, removable soil, stains and odours;
- 8.4.21. Furniture, fixtures and fittings are free from dust, removable soil, smears, spots and spillages.
- 8.4.22. Paintwork, walls and doors are free from dust, removable stains, grease, smears, spots and spillages.
- 8.4.23. Sanitary ware is free of dust, removable soil and stains on inside and outside surfaces. Taps, overflows, outlet, chain and plug are free from grease, scum, debris and deposits.
- 8.4.24. High and low level surfaces are free from dust, cobwebs, removable soil, grease, spots and splashes. All types of refuse holders are free from, soils, grease, spots and spillages on both inside and outside surfaces.
- 8.4.25. Windows, internal glass, panels and partitions are free from dust, grease streaks, smears, spots, splashes, marks and sticky deposits to their full height.
- 8.4.26. Venetian/vertical and roller blinds are free from dust, grease, streaks, smears, spots and splashes.
- 8.4.27. Lift, lift doors and runner are free from dust, grease, streaks, smears, spots and splashes and debris.
- 8.4.28. Telephones are free from dust, grease, smears and streaks and are disinfected on a daily basis.
- 8.4.29. The service provider must submit monthly reports that includes environmental performance (report that outline the quantities of chemicals used (including polishes and detergents), disposal of chemical containers, amount and type of waste generated during cleaning), health safety, quality, service level agreements and employee engagements.
- 8.4.30. Records of regular equipment maintenance must be submitted every year.

9. STANDARD SERVICE REQUIRED AND FREQUENCY

The following table outlines the minimum requirements in terms of cleaning service and the frequency and can be adapted to accommodate changes in circumstances. This information will be used in the development of the Service Level Agreement.

- Daily refers to a minimum of once per day
- Weekly refers to a **minimum of once per week** (Monday – Friday)
- Monthly refers to a minimum of once or twice per month

SERVICE		FREQUENCY	
9.1 Floors		Open & single offices	Public areas
a) Vinyl, asbestos and linoleum	• Mop floors	Alt days	Daily
	• Sweep with a chemically impregnated mop (High traffic areas)	Daily	Daily
	• Wash vinyl floors	Weekly	Weekly
	• Scrub vinyl floors to remove marks	When necessary	When necessary
	• Polish with rotary machine: non-slippery polish must be used i.e. use energy efficient vacuum cleaners and polisher	Alt days	Daily
	• Spray buff	2 x Week	2 x Week
	• Strip and seal	Twice per annum	Twice per annum
	• Where sealing is worn	On Request	On Request
	• Remove chewing gum	Daily	Daily
b) Parquet and Wood floors	The same method to be used as for vinyl floors except that a special wood sealer must be used, and for polishing a non-slippery polish containing wax must be used	Alt days	Daily

c) Marble, terrazzo, ceramic, clay and quarry tiles	• Sweep and damp mop floors	Alt days	Daily
	• Use a mop and clean water to remove marks	Alt days	Daily
	• Buff floors with a rotary machine with approved brushes. Under no circumstances may soap or acidic agents be used – surfaces may be washed with water only. (The CSIR concerned must give permission before any other cleaning method is used)	Alt days	Weekly
9.2 Carpets and rugs	• Vacuum with an approved vacuum cleaner: - Open offices and other open areas	Alt days	Daily
	- Single offices	Weekly	
	• Remove dirty marks	Continuously	Continuously
	Shampoo of carpets with cleaning agents that are environmentally friendly	Once a year	Once a year
9.3 Interior granolite and other ceramic tiles	• Sweep	Daily	Daily
	• Scrub with soap and water	Weekly	Weekly
9.4 Building surroundings and covered areas	• Remove refuse from refuse bins	-	Daily
	• Separate waste according to the CSIR waste separation standards and requirements	Daily	Daily
	• Sweep connecting passages and stoep areas	Weekly	Weekly
	• Wash connecting passages and stoep areas	Daily	Daily
	• Cleaning of covered areas and surroundings includes the removal of paper, bottles, tins and other refuse	2 x Week	2x Week

9.5 Balconies, terraces and service passages	• Sweep terraces, balconies, service passages, etc. outside the building	-	Weekly
	• Where applicable, floors should be treated according to their finish	-	Monthly
	• Balcony railings must be regularly dusted and periodically washed	-	Monthly or when necessary
	• Sweep catwalks		4 x Year
9.6 Refuse removal	• Clean ashtrays	Daily	Daily
	• Empty waste paper baskets	Daily	Daily
	• Wash waste paper baskets	2 x Month	2 x Month
	• Remove all refuse in plastic bags to a designated collection area.	Daily	Daily
	• Remove all waste paper to a designated collection area	Daily	Daily
	• Empty and clean all waste receptacles from bedrooms, bathrooms, kitchenettes and all other common areas (Residences) • Containers of the cleaning materials should be disposed of, reused or recycled according to their instructions and the hazardous waste laws of South Africa. Records of safe disposal should be submitted to the Environmental Office on monthly basis	Daily	
9.7 Dusting	• Use equipment that avoids or generate minimal dust emissions	Alt days	Daily
	• Dust all horizontal surfaces with damp cloth (desks, cupboards, etc.)	Weekly	Weekly
	• Dust high sills/ledges and fittings – offices	Alt days	Daily
	• Dust high sills/ledges and fittings in entrances	Weekly	Weekly
	• Dust all vertical surfaces (walls, passages, cupboards, pictures, etc.)	Monthly	Monthly

	• Dust all window sills	Weekly	Weekly
	• Dust accessible light fittings <i>in situ</i>	Weekly	Weekly
	• Dust picture railings, doors, etc.	Weekly	Weekly
	• Dust blinds	Weekly	Weekly
	• Dust indoor louver windows <i>PS: Dusting accessible areas with feather dusters or dry dusters are not permitted. Dusting to be done with damp cloth.</i>		
9.8 Walls and paintwork	• Clean walls, wood panelling and other partitions with a soft damp cloth	Weekly	Weekly
	• Remove all finger marks from walls, doors and electric switches	3 x Week	Daily
	• High inside walls be cleaned with squeegee (with extension)	-	Monthly
	• Remove all posters, notices, pamphlets, brochures, etc from any surface other than notice boards and report damages to paint or wood	Daily	Daily
9.9 Glass and Metal surfaces	• Remove spots or dirty marks on glass doors, steel cabinets and glass partitions	3 x Week	Daily
	• Clean all shine metal, door handles, name boards, light switches and fittings	2 x Week	2 x Week
9.10 Foyers, Entrances and Verandas (Stoeps)	• Sweep entrance stairs	-	Daily
	• Clean all door mats and spaces into which mats are fitted	-	Weekly
	• Clean main entrance doors	-	Daily
	• Wash entrance stairs	-	2 x Week
	• Wash foyer floors	-	2 x Week
	• Clean and disinfect door handles and railings	-	Daily

9.11 Roller blinds and Louver drapes	<ul style="list-style-type: none"> Wash with antistatic solution and soap 	Quarterly	Quarterly
8.12 Miscellaneous	<ul style="list-style-type: none"> Clean glass fronts of notice boards 	-	Weekly
	<ul style="list-style-type: none"> Wipe telephones with damp cloth and disinfectant 	Weekly	Weekly
	<ul style="list-style-type: none"> Clean drinking fountains (if installed) 	-	Daily
9.13 Hygiene and Waste	<ul style="list-style-type: none"> Replace or replenish toilet paper and soap in cloakrooms 	Daily	Daily
	<ul style="list-style-type: none"> Exchange hand towels or replenish paper towels 	Daily	Daily
	<ul style="list-style-type: none"> Provide waste statistics for each building to the environmental office on monthly basis 	Monthly	
9.14 Windows and Glazed Panels	<ul style="list-style-type: none"> Clean both sides of all windows 	Quarterly or on request	Quarterly or on request
	<ul style="list-style-type: none"> Clean both sides of all glazed panels 	Quarterly or on request	Quarterly or on request
	<ul style="list-style-type: none"> Clean window frames and mullions, vertical surfaces between mullions and putty on both sides 	Quarterly or on request	Quarterly or on request
	<ul style="list-style-type: none"> The external cleaning of windows at unreachable (high). 	Bi - annually	Bi-annually
	<ul style="list-style-type: none"> Clean skylights 	Quarterly or on request	Quarterly or on request
	<ul style="list-style-type: none"> Clean aluminium lover 	Bi -annually	Bi -annually
9.15 Upholstered and other furniture and curtains	<ul style="list-style-type: none"> Vacuum upholstered furniture 	Weekly	Weekly
	<ul style="list-style-type: none"> Remove marks from upholstery 	When necessary	When necessary
	<ul style="list-style-type: none"> Wash vinyl furniture with soap 	Monthly	Monthly
	<ul style="list-style-type: none"> Polish desk tops, tables and other wood furniture 	Monthly	Monthly
	<ul style="list-style-type: none"> Dust desks, chairs and tables with a damp cloth 	Weekly	Weekly
	<ul style="list-style-type: none"> Shampoo upholstered furniture 	Once a year	Once a year

9.16 Vacuum cleaning	• Vacuum cleaners and filters must be cleaned	Daily	Daily
	• Filters must be replaced	On a regular basis	On a regular basis
	• Always use vacuum cleaners that use minimal electricity/energy and avoid dust emissions		
9.17 Kitchens	• Wash floors with mop and soap		Daily
	• Wash work top surfaces with disinfectant		Daily
	• Wash vinyl chairs with soap		Weekly
	• Upholstered furniture		As per spec 9.15
	• Use reusable microfiber cloths instead of disposable cloths		Daily
	• Wash tiles where required with disinfectant		Daily
	• Empty and wash rubbish bins		As per spec 9.6 above
	• Other duties		As and when required
9.18 Safes and Store rooms	• Washing of dishes in all CSIR kitchens (Wash crockery, cutlery, water-bottles and decanters)		Daily
	• Wash floors with mop and soap		When required or on request
	• Wash walls and horizontal surfaces		When required or on request
	• Dusting of all surfaces		On request

10. SPECIFICATIONS AND CLEANING FREQUENCIES FOR SPECIFIC AREAS.

The specifications as mentioned on the previous pages are also applicable in these areas and vice versa. The following specifications are in addition and will be applicable if the mentioned areas and/or facilities are installed or in use

10.1 Toilets, cloakrooms and showers	• Empty and clean all rubbish bins	Daily
	• Wash and disinfect all toilets, wash basins, baths, showers and urinals	Daily
	• Clean mirrors	Daily
	• Clean and disinfect door handles as well as toilet handles and taps	Daily
	• Replenish toilet paper, hand soap and hand towels	Daily
	• Replenish – packet Liners	Weekly
	• Replace seat spray sanitizer	Every 2 weeks
	• Replace urinal sanitizer refills	Every 2 weeks
	• Replace urinal mats	Every 2 weeks
	• Replace batteries for Quadrasan dispensers (six monthly per dispenser)	Six-Monthly
	• Remove marks on walls, doors, partitions and electric switches	Every 2 weeks
	• Wash inside windows with a disinfectant	Daily
	• Dust light fittings and shades	Weekly
	• Buff floors (Where required)	4 X per year or when required
	• Deep clean toilets and ablution facilities in public and highly used areas	July & Dec or when required
	• Strip and seal floors (Where required)	Daily
	• Wash floors with disinfectant	Daily
	• Wash walls with disinfectant	Daily
	• Scrub shower mats with disinfectant	Daily
	• Put shower mats outside in the sun	2 X Month
	• Wash rubbish bins	Weekly

	<ul style="list-style-type: none"> • Clean and polish shiny metal surfaces • High traffic areas (during conferences, etc. In public areas such as cafeterias, etc.) <p><i>PS: All door handles, taps and toilet handles in cloakrooms and showers must be washed and disinfected</i></p>	5 X Day
10.2 Lifts	• Clean mirrors	2 x Week
	• Clean entire interior and control panels, wipe handrails with disinfectant	Daily
	• Clean exterior sides and doors	Daily
	• Wash floors	2 x Week
	• Clean door jambs	Daily
	• Clean door rail grooves (bottom)	Daily
10.3 Stairs	• Wash hand railings with a disinfectant	2 x Week
	• Mop and wash stair surfaces -use microfiber mops	2 x Week
	• Remove bubblegum from stairs	Daily
	• Sweep fire escape stairs	Weekly
	• Remove marks on walls, doors and electric switches	Weekly
	• Scrub fire escape stairs	2 x Month

10.4 Offices	• Empty all rubbish bins and was ashtrays	Daily
	• Empty recyclable bins/box	Daily
	• Polish desk tops and office furniture	Monthly
	• Dust all horizontal surfaces with a damp cloth	Daily
	• Dust high sills/ledges and light fittings	Weekly
	• Wipe and disinfect telephones with a damp cloth	Weekly
	• Dust window sills and lower surfaces with a damp cloth	Weekly
	• Dust picture frames with a damp cloth	Weekly
	• Dust blinds with a damp cloth	Weekly
	• Vacuum carpets with lean equipment that uses less electricity and water	Weekly
	• Walls and metal surfaces	As per spec 9.8 and 9.9 above
	• Clean door handles with a disinfectant	Daily
	• Remove spots on glass doors, steel cabinets	Daily
	• Vacuum carpets with oxine spray	Monthly
	• Dust vertical surfaces (cupboards, cabinets, etc)	Weekly
10.5 Foyers	• Sweep entrance stairs	Daily
	• Clean door mats	Daily
	• Clean entrance doors	Daily
	• Clean door handles with a disinfectant	Daily
	• Wash floors and buff	Daily
	• Dust light fixtures and shades	Weekly
10.6 Library	• Empty and clean all rubbish bins	Daily
	• Dust ledges, racks and books with an acceptable/suitable back pack vacuum cleaner (with low decibels)	Weekly
	• Vacuum carpets in study centre and foyer	Daily
	• Vacuum carpets in offices and rest of library	Weekly
	• Dust light fittings and aircon fittings	Weekly
	• Wash door handles with a disinfectant	Daily

	• Wash vinyl floors	Daily
	• Buff floors	2 x Week
	• Strip and seal floors	July & Dec or when required
	• Walls	As per spec 9.8 above
10.7 Laboratories	• Empty and clean all rubbish bins	Daily
	• Sweep vinyl floors	Daily
	• Wash vinyl floors	Weekly
	• Buff vinyl floors	Weekly
	• Dust lights and fittings	Weekly
	• Clean finger marks on doors, switches	Bi-weekly
	• Wash tiles and door handles with a disinfectant that poses less harm to the environment	Daily
	• Strip and seal floors	July & Dec and on request
	• Walls	As per spec 9.8 above
	• Wash rubbish bins	2x Month
	• Clean and wash green, black and/or white boards	2 x Daily
	• Wash desk, chairs and tables	Weekly
10.8 Lecture Halls / Lecture Venues	• Lecture halls/venues must be cleaned before 07:30 or according to time schedule/arrangement	Daily
	• Wash and clean black, green and/or white boards	2 x Daily
	• Chalk, board erasers must be placed in all lecture halls	Daily
	• Remove bubble gum from tables and chairs	Weekly
	• Mop vinyl floors	Daily
	• Buff vinyl floors	Weekly
	• Scrub vinyl floors to remove marks	When necessary
	• Empty and wash all rubbish bins	Daily

	• Dust tables and chairs with a damp cloth	Daily
	• Polish tables and desktop surfaces	Monthly
	• Clean door handles with a disinfectant	Daily
	• Clean spots on walls and switches	Weekly
	• Dust walls, lights and fittings and aircon fittings	Weekly
	• Strip and seal floors	July & Dec and when required
	• Pick up of all waste and remove to designated areas	Daily
10.9 Computer Labs	• Empty all rubbish bins	Daily
	• Wash rubbish bins	Weekly
	• Sweep and mop vinyl floors	Daily
	• Wash vinyl floors	Weekly
	• Scrub vinyl floors to remove marks	When necessary
	• Vacuum carpets	Weekly
	• Dust desks, chairs and tables with a damp cloth	Daily
	• Dust computers with soft damp cloth	By request only
	• Clean computers with soft damp cloth and ethylated spirits	By request only
	• Clean spots on walls switches, light fittings and air conditioning fittings	Weekly
	• Clean door handles with a disinfectant	Daily
	• Strip and seal floors	July & Dec or when required
	• Walls	As per spec 9.8 above
10.10 Boardroom / Meeting room	• Boardroom must be cleaned before 07:30 or according to time schedule/arrangement	Daily
	• Wash and clean black, green and/or white boards	2 x Daily
	• Remove bubble gum from tables and chairs	Daily
	• Mop vinyl floors	Weekly

	• Buff vinyl floors	Daily
	• Scrub vinyl floors to remove marks	Weekly
	• Empty and wash all rubbish bins	When necessary Daily
	• Dust tables and chairs with a damp cloth	Daily
	• Polish tables and desktop surfaces	Monthly
	• Clean door handles with a disinfectant	Daily
	• Clean spots on walls and switches	Weekly
	• Dust walls, lights and fittings and aircon fittings	Weekly
	• Strip and seal floors	July & Dec and when required
	• Pick up of all waste and remove to designated areas	Daily
10.11 Sport Centre and/or Gymnasium	• Clean equipment with damp cloth and disinfectant	Daily
	• Sweep and mop floors and vacuum carpets	Daily
	• Clean mirrors	Daily
	• Toilets and cloakrooms as under 10.1 above.	

The cleaning frequency must be adjusted during times of high traffic or exceptional use in order to maintain a high level of service and customer satisfaction. The Contractor must establish the location of those areas and make provision for frequent and additional service in order to ensure an always neat, tidy and hygienic facility.

11. EXCLUSIONS

The Cleaning Service shall not include:

- The cleaning of computer and laboratory equipment;
- The cleaning of laboratory benches;
- The cleaning of laboratory tops and sinks;
- The cleaning of lift, electrical etc. plant rooms;
- The cleaning of DB boards and ventilation shafts;
- The cleaning of restricted areas.

12. CLEANING STANDARDS & NORMS

The Service Provider needs to take into account the following cleaning standards and norms which needs to be applied during the course of the service

Cleaning detergents Must be environmentally friendly	Ammoniated liquid detergent cleaners shall comply with SABS 1225. Acidic water bowl cleaner in powder or granule form shall comply with SABS 1256, and Liquid acidic cleaner for sanitary ware shall comply with SABS 1257. Cleaning product containers must be disposed of, reused and recycled appropriately.
Disinfectants	Disinfectant liquids of the coal tar type shall comply with SABS 47. Disinfectants containing stabilised chlorine shall comply with SABS 643 Detergent disinfectants based on stabilised inorganic chlorine compound shall comply with SABS 1032. Disinfectants used for automatic dispensers to toilets and urinals shall comply with CKS 459.
Polish	The Service Provider will be advised by the CSIR representative which furniture, if any may be polished.
Finishes (Walls and floors)	Vinyl tiles, flooring shall be cleaned in accordance with SABS 1224. Floor sealer for vinyl flooring in accordance with SABS 1042 applied in accordance with the manufacturer's instructions. Said ceramic tile (flooring) is to be stripped and sealed initially and on request of the CSIR of SA. Wipe and strip wooden wall finishes with approved detergent complying with SABS standards. Tile surfaces are to be cleaned with approved detergent complying with SABS 525. All cleaning and maintenance of floor shall be carried out in accordance with SABS Code of Practice 0170. Sweep concrete floors with a heavy duty broom. Floors to be scrubbed with auto scrubber.
Carpets and carpet tiles	Carpets must be vacuumed cleaned with industrial standard equipment.
Dusting, Wiping, Clean, Etc	Wipe all surface areas with a clean damp cloth All ornaments, window sills needs to be dusted Turnstiles to be polished with turnstile polish Non-slip polish to be used for the granite top.
Bin Bags	Ensure that clear bins bags are used at all times.

Notes to Service providers:

- The provision of the cleaning services at the offices specified shall implement all the applicable “green cleaning” methodologies and cleaning products as dictated by advances in technology. The Service Provider shall take cognizance of this requirement and make their recommendations on their proposal to CSIR.
- It shall be the Service Provider’s responsibility to maintain clean, safe, healthy office facilities and eliminate contaminants that affect CSIR employees’ health, performance and attendance. CSIR is committed to the implementation of cleaning processes and supplies that protect its employees’ health without harming the environment.
- The Service Provider shall purchase and utilize environmentally sensitive cleaning products below (please note that this list is not exhaustive):
 - **Bathroom Cleaners** – products used to clean hard surfaces in a bathroom such as counters, walls, floors, fixtures, basins, tubs or tile.
 - **Carpet Cleaners** – products used to eliminate dirt and stains on rugs and carpeting.
 - **General Purpose and Hard floor Surface Cleaners** – products used for routine cleaning of hard surfaces, including impervious flooring such as concrete or tile. This category does not include products intended primarily to strip, polish or wax floors and it does not include cleaners intended primarily for cleaning toilet bowls, dishes, laundry, upholstery or wood.
 - **Glass, Window and Mirror Cleaners** – are products used to clean glass, windows, mirrors or metallic or polished surfaces.
 - **Hand Cleaners and Hands Soaps** – are products used for routine, non-specialized hand cleaning?
 - **Paper Products** – are paper towels or other paper used for cleaning and do not include toilet paper, facial tissue or paper towels used for drying hand.

13. PREMISES, & EQUIPMENT

The Service Provider(s) shall have use of water and electricity, storage room, office and a rest room free of charge. The exact allocation of facilities will be agreed upon once the needs of both CSIR and other Service Providers have been determined. The Service Provider’s use of the facilities is subject to the following conditions:

- 13.1.** The premises are maintained in a clean and orderly manner, in keeping with good housekeeping principles.
- 13.2.** The premises are not used for any activities other than those relating to the rendering of the service as specified by this document.
- 13.3.** CSIR retains the rights of inspection.
- 13.4.** The Service Provider(s) must supply all furniture and equipment required.

- 13.5.** The Service Provider(s) shall ensure that all their staff complies with the regulations in terms of use of the facilities.
- 13.6.** In conclusion, CSIR will provide what it deems as adequate office and storage facilities for the Service Provider and the Service Provider shall have access to such facilities for the duration of the contract period only.
- 13.7.** Upon termination and / or conclusion of the contract the Service Provider(s) shall remove all its equipment and material from the premises and hand back keys to CSIR.

14. SANITARY SERVICES

The handling and disposal of the contents of sanitary bins **will not** be performed by the Cleaning Contracted Supplier.

15. STAFF STRATEGY

- Service Providers are to allow for the provision of adequate Managerial and Supervisory staff.
- Service Providers are to allow for the provision of all general staff.
- Service Providers are also to provide for intensive training of all the staff appointed to ensure conformity with CSIR requirements.

16. CLEANING SERVICE PERSONNEL

16.1 Identification

CSIR will issue all of the Service Provider's staff with personal identification tags at the Service Provider's cost. It will be the responsibility of the Service Provider to ensure that all cleaning personnel on site display their identity tags at all times in such a way as to be fully visible. Subject to satisfying the foregoing, staff failing to display their identification tags may be removed from the site. The Service Provider must take responsibility for deactivation of such cards in cases where staff is no longer in the service of the Service Provider or at the expiry of the contract.

16.2. Medical fitness

CSIR reserves the right to require that all Service Provider personnel be certified fit for duty.

16.3. Training

CSIR recognizes the need for training, both induction and during the course of employment, and expects to derive both benefit and value-for-money from all training undertaken by employees of the Service Provider engaged in relation to this contract. The Service Provider shall ensure that the absence from operational duty of staff attending a training course does not affect the satisfactory provision of the specified services and shall provide relief staff to cover the affected areas.

All cleaning staff employed by the contractor must be regularly trained on waste separation at source and best environmental management practices. Records of such training must be submitted to the Environmental Management office on an annual basis.

16.4. Uniforms

- All Service Provider staff is to wear protective uniforms, headgear (including goggles, visors and masks) and fully covered shoes and/or boots and gloves (appropriate to their tasks and functions) whilst on duty. The Service Provider shall supply all uniforms, which shall be of good quality and in a style approved by CSIR. All uniforms must bear the name and logo of the Service Provider. Uniforms are to be worn at all times, without any exception.
- The Service Provider shall ensure that all its personnel employed in rendering of the Service are at all times whilst on duty are neatly dressed, presentable and hygienic.

16.5. Staff Allocation and Management

The Service Provider shall ensure:-

- That Staff is assigned to all offices and/or other accommodation and such other specific departments within the CSIR as the CSIR Representative shall advise and agree with Service Provider and shall ensure continuity in the deployment of such Staff is maintained;
- Individual Staff are consistently allocated to work in a specific area or with a specific department with minimal changes, save to the extent reasonably required to maintain the Service Standards.
- The Service Provider shall not use less than the human resources complement set out in tender submission document.
- The Service Provider shall provide services of high quality and standard to the satisfaction of the CSIR.
- The Service Provider shall ensure **fair labour practice** by complying with the industrial relations and personnel policies of CSIR, where they do not breach the parties' joint labour practices.

16.6. Relief staff

The Service Provider shall provide relief-staff, in the event of labour unrest, seasonal workload peaks or to replace staff on training, leave or sick leave provided that CSIR's Representative is given reasonable notice and details of this. The Service Provider will bear all costs related to the provision of relief staff.

16.7. First Aid

The Service Provider shall be responsible for the provision and replenishment of first aid boxes, which shall be under the control of a trained first aid provider. In cases of emergency, the supervisor on site shall refer the incident to the on-site clinic to access the situation or assistance. Where possible, the CSIR Representative concerned will offer assistance. If there is a cost involved for the provision of such medical emergencies then the Service Provider must bear the costs.

17. COMPLAINTS REGISTER

A complaint register, in which complaints in respect of the service have been recorded, will be made available at an agreed point or points per building. The supervisor must check the entries in the book(s) on a daily basis to ascertain what complaints have been made and to ensure that these receive attention within 24 hours at the most. Complaints must be resolved within 48 hours. All complaints must be registered in writing with the CSIR Representative.

18. CONTROL OF MATERIALS, EQUIPMENT AND CONSUMABLES

- 18.1.** The Service Provider shall be responsible for the replenishing, safe storage, distributions and control of consumables, to agreed inventory levels, of consumables and some non-consumables required by the staff in the provision of the Cleaning Services.
- 18.2.** The Service Provider shall be responsible for safe storage of all consumables. Should any of its staff members found to be pilfering the cost shall be recoverable from the Service Provider.
- 18.3.** Service Provider's supervisor to maintain records of receipts and issues which should be reconciled and report submitted to the CSIR on a monthly basis.
- 18.4.** The Service Provider will be responsible for the, safe storage and use of materials and equipment required for the provision of the cleaning services and for all costs incurred in their safe storage and use.

The Service Provider shall:

- 18.4.1. Ensure any non-compliant cleaning equipment is not used by any person whatsoever in the provision of the cleaning services;
- 18.4.2. Ensure all cleaning materials are designed for specific use in specific areas of CSIR Premises;
- 18.4.3. Ensure all cleaning equipment to be used in a particular area only is clearly designated for such area and under no circumstances used elsewhere;
- 18.4.4. Ensure that its staff is properly trained in the use of cleaning materials and equipment;
- 18.4.5. Ensure that equipment used is safe and does not endanger the operator / s or member of the public in the surrounding areas where the equipment is being used.
- 18.4.6. The service provider must provide an inventory or a register outlining the name of a cleaning product, the quantities used and the chemicals used shall be provided as required
- 18.4.7. Ensure the standards of the equipment shall comply with the following:-
- 18.4.8. All products shall be “fit for the purpose”.
- 18.4.9. In the case of electrically operated equipment, products shall comply with the following applicable SABS standard:

The Service provider shall maintain a colour coding system for equipment and materials to minimize cross contamination from one type of area to the next:-

- **Red** – toilets
- **Yellow** – kitchens
- **Blue** - all other areas

19. RESPONSIBILITIES IF ACCESS TIME CANNOT BE ADHERED TO

In the event that any of the Areas are in use during the Access Times or the access times agreed, the Service Provider shall liaise with the Property Manager to agree on alternative Access Times so as to ensure the Service Provider is able to comply with the terms of this Specification.

20. PRE-QUALIFYING CRITERIA TO ADVANCE CERTAIN GROUPS

20.1 Service Providers that meet one or more of the following pre-qualification criteria may respond;

20.1.1 a service provider having a level 1 or 2 B-BBEE status contributor;

20.1.2 a service provider that will subcontract a minimum of 30% to an EME or QSE that is black owned or black women owned, provided that such service provider has a level 1 or 2 B-BBEE status contributor, but is not black owned.

20.2 A service provider that fails to meet the prequalifying criteria stipulated in paragraph 20.1 is not an acceptable tender.

21. FUNCTIONAL EVALUATION CRITERIA

CSIR will apply a multi-criteria approach in evaluating the prospective tenders. It is envisaged that the following core criteria will amongst others form the basis of the tender evaluation:

21.1. ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Non-attendance of the compulsory briefing session;
- Submission after the deadline;
- Proposals submitted at incorrect location;
- Failure to meet the prequalification criteria to advance certain groups as stipulated in section 20. B-BBEE Certificate or sworn affidavit **must be provided**;
- Failure to submit proof of registration with the National Contract Cleaners Association;
- Failure to submit proof the registration with the Unemployment Insurance Fund;
- Failure to submit proof of public liability cover; and
- Failure to submit the Certificate of Good Standing (COLD) with the Department of Labour.

21.2. FUNCTIONAL/TECHNICAL EVALUATION

The evaluation of the functional / technical detail of the proposal will be based on the following criteria:

Evaluation Criteria	Documents to be submitted	Weighted score
Experience of the cleaning service provider in providing property cleaning services.	Bidder must provide a list of no less than three (3) cleaning contracts in the past five (5) years by current key members of the firm. Include a brief description of each contract, the time period services were performed, contact name, address and phone number of the representative of the client/property owner having knowledge of the firm's work, and the contract value for the services.	30
Experience of the Key staff to be assigned to the contract – Bidder's Staff Proposal	Organogram and profiles/CVs of staff to be assigned to the contract with experience similar to CSIR property portfolio size.	30
Performance on past and current projects	A minimum of three satisfactory letters and any performance rating scores from previous or current clients.	15
Executive summary providing the methodology to achieve the end goal, procedures and processes to provide the scope of services.	Briefly describe the firm's procedures and processes for (a) cleaning of different areas; (b) the products to be used; (c) Equipment to be used; (d) Specialised cleaning services; (c) Managing quality of services offered; (d) Work plan of work to be performed monthly and annual; (e) System for tracking of complaints from client and poor performing areas; (f) Sample of monthly of reports.	25
Total		100

The tenderer shall prepare for a possible presentation should CSIR require such and the tenderer shall be notified thereof no later than 4 (four) days before the actual presentation date.

21.3. Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 70% and less than 70% on any of the individual criteria will be eliminated from further evaluation.

21.4. Refer to Annexure A for the scoring sheet that will be used to evaluate functionality.

22. NATIONAL TREASURY CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION

Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: www.csd.gov.za;
- provide the CSIR of their CSD registration number; and
- provide the CSIR with a certified copy of their B-BBEE certificate. If no certificate can be provided, no points will be scored during the evaluation process. (RSA suppliers only).

SECTION B – TERMS AND CONDITIONS

23. VENUE FOR PROPOSAL SUBMISSION

All proposals must be submitted at:

- **CSIR GATE 03 - Main Reception Area** (in the **Tender box**) at the following address
Council for Scientific and Industrial Research (CSIR)
Meiring Naudé Road
Brummeria
Pretoria

24. TENDER PROGRAMME

The tender program, as currently envisaged, incorporates the following key dates:

- Issue of tender documents: 26/02//2018
 - Compulsory Briefing Session: 02/02/2018
- (Form of identification – ID or license must be brought along for access to the CSIR)**
- Last date for submission of queries: 07/02/2018
 - Closing / submission Date: 16/02/2018
 - Estimate appointment date of successful tenderer: July 2018
 - Estimated contract duration (in months/years): 5 year contract
 - Target start date of the contract: 01 August 2018
 - Target completion date of contract: 31 July 2023

25. SUBMISSION OF PROPOSALS

25.1. All proposals are to be sealed. No open proposals will be accepted.

25.2. All proposals are to be clearly marked with the RFP number and the name of the tenderer on the outside of the main package. Proposals must consist of two parts, each of which is placed in a separate sealed package clearly marked:

PART 1: Technical Proposal: **RFP No.: 3177/16/02/2018.**

PART 2: Pricing Proposal, B-BBEE and other Mandatory Documentation:
RFP No.: 3177/16/02/2018.

25.3. Proposals submitted by companies must be signed by a person or persons duly authorised.

25.4. The CSIR will award the contract to qualified tenderer(s)' whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution, price and B-BBEE.

26. DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than the closing date of **Friday, 16 February 2018** during CSIR's business hours. The CSIR business hours are between 08h00 and 16h30.

Where a proposal is not received by the CSIR by the due date and stipulated place, it will be regarded as a late tender. Late tenders will not be considered.

27. AWARDING OF TENDERS

27.1. Awarding of tenders will be published on the National Treasury e-tender portal or the CSIR's tender website. No regret letters will be sent out.

28. EVALUATION PROCESS

28.1. Evaluation of proposals

All proposals will be evaluated by an evaluation team for functionality, price and B-BBEE. Based on the results of the evaluation process and upon successful negotiations, the CSIR will approve the awarding of the contract to successful tenderers.

A two-phase evaluation process will be followed.

- The first phase includes evaluation of **elimination** and **functionality criteria**.
- The second phase includes the evaluation of **price** and **B-BBEE** status.

Pricing Proposals will only be considered after functionality phase has been adjudicated and accepted. Only proposals that achieved the specified minimum qualification scores for functionality will be evaluated further using the preference points system.

28.2. Preference points system

The tender will be evaluated on either the 80/20 OR 90/10 preference point system will be used where 80/90 points will be dedicated to price and 20/10 points to B-BBEE status

29. PRICING PROPOSAL

- 29.1. Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.
- 29.2. Price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated.
- 29.3. Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable.
- 29.4. Only firm prices* will be accepted during the tender validity period. Non-firm prices** (including prices subject to rates of exchange variations) will not be considered.
- *Firm price is the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax which, in terms of a law or regulation is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;*
- **Non-firm price is all prices other than "firm" prices.*
- 29.5. Payment will be according to the CSIR Payment Terms and Conditions.

30. VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of three (3) months calculated from the closing date.

31. APPOINTMENT OF SERVICE PROVIDER

- 31.1. The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process, except where the law permits otherwise.
- 31.2. In the instance the winning bidder is not a Black Owned (BO) Black Women Owned (BWO) company; the winning bidder will subcontract 30% of the work to a BO or BWO partner.
- 31.3. Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement CSIR reserves the right to appoint an alternative supplier.
- 31.4. Awarding of contracts will be announced on the National Treasury website and no regret letters will be sent to unsuccessful bidders.

32. ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFP shall be submitted in writing to CSIR at tender@csir.co.za with “***RFP No.: 3177/16/02/2018 - The Provision of Cleaning Services to the CSIR***” as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the CSIR as part of the RFP process.

33. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

34. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each tenderer assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. The CSIR is not responsible directly or indirectly for any costs incurred by tenderers.

35. CORRECTNESS OF RESPONSES

- 35.1.** The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 35.2.** The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

36. VERIFICATION OF DOCUMENTS

- 36.1.** Tenderers should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by the CSIR in regard to anything arising from the fact that pages are missing or duplicated.
- 36.2.** **ONE HARD COPY AND ONE ELECTRONIC COPY (CD OR USB MEMORY KEY) OF EACH PROPOSAL MUST BE SUBMITTED.** In the event of a contradiction between the submitted copies, the hard copy shall take precedence.

- 36.3.** Pricing schedule and B-BBEE credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.
- 36.4.** If a courier service company is being used for delivery of the proposal document, the RFP description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered to the tender box, by the stipulated due date.

37. SUB-CONTRACTING

- 37.1.** A tenderer will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than **25%** of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.
- 37.2.** A tenderer awarded a contract may not sub-contract more than **25%** of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

38. ENGAGEMENT OF CONSULTANTS

The consultants will only be remunerated at the rates:

- 38.1.** Determined in the "Guideline for fees", issued by the South African Institute of Chartered Accountants (SAICA); or
- 38.2.** Set out in the "Guide on Hourly Fee Rates for Consultants", by the Department of Public Service and Administration (DPSA); or
- 38.3.** Prescribed by the body - regulating the profession of the consultant.

39. TRAVEL EXPENSES

- 39.1.** All travel expenses for the CSIR's account, be it directly via the CSIR's travel agent or indirectly via re-imbursements, must be in line with the CSIR's travel policy. The following will apply:
 - 39.1.1.** Only economy class tickets will be used.
 - 39.1.2.** A maximum of R1300 per night for accommodation, dinner, breakfast and parking will be allowed.
 - 39.1.3.** No car rentals of more than a Group B will be accommodated.

40. ADDITIONAL TERMS AND CONDITIONS

- 40.1.** A tenderer shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 40.2.** Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 40.3.** In case of proposal from a joint venture, the following must be submitted together with the proposal:
- Joint venture Agreement including split of work signed by both parties;
 - The original or certified copy of the B-BBEE certificate of the joint venture;
 - The Tax Clearance Certificate of each joint venture member;
 - Proof of ownership/shareholder certificates/copies; and
 - Company registration certificates.
- 40.4.** An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 40.5.** Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

41. CSIR RESERVES THE RIGHT TO

- 41.1.** Extend the closing date;
- 41.2.** Verify any information contained in a proposal;
- 41.3.** Request documentary proof regarding any tendering issue;
- 41.4.** Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);
- 41.5.** Award this RFP as a whole or in part; and
- 41.6.** Cancel or withdraw this RFP as a whole or in part.

42. DISCLAIMER

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

DECLARATION BY TENDERER

Only tenderers who completed the declaration below will be considered for evaluation.

RFP No: 3177/16/02/2018

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in **RFP No: 3177/16/02/2018** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

2

DATE:

RETURNABLE CHECKLIST

NOTE: The bidder is required to complete each and every schedule listed below to the best of his ability as the evaluation of tenders and the eventual contract will be based on the information provided by the bidder. Failure of a bidder to complete the schedules and forms to the satisfaction of the CSIR will inevitably prejudice the tender and may lead to rejection on the grounds that the tender is not responsive.

The bidder must complete the following returnable documents:

RETURNABLE DOCUMENTS –			
PART A: TECHNICAL RETURNABLES <i>ONE HARD COPY AND ONE ELECTRONIC COPY (CD OR USB MEMORY KEY)</i>			
Description		Included	
		Yes	No
27	B-BBEE Certificate or sworn affidavit and Declaration by Tenderer		
28	Proof of registration with the National Contract Cleaners Association		
29	Proof the Registration Certificate - Unemployment Insurance Fund		
30	Proof of public liability cover		
31	Certificate of Good Standing (COID) with the Department of Labour		
32	Schedule of the Bidder's Experience for current and past clients where similar work was done (contact details and scope of work to be stipulated, and year contract was awarded) OR Reference letter		
33	Bidder's Staff Proposal, including CVs of key personnel		
34	Reference letters from past and current clients, indicating performance ratings		
35	Bidder's Approach/Methodology and Proposal		
PART B: PRICING PROPOSAL <i>ONE HARD COPY AND ONE ELECTRONIC COPY (CD OR USB MEMORY KEY)</i>			
36	Pricing Proposal		

NOTES:

1. THE DOCUMENTS SHALL BE PROPERLY ANNEXED FOR EASE OF REFERENCE.
2. ANY OTHER REQUESTED DOCUMENTATION REQUESTED IN THIS RFP MUST BE SUPPLIED.
3. IRRELEVANT DOCUMENTATION MUST NOT BE SUPPLIED.

PART A: TECHNICAL RETURNABLE SCHEDULES

These are returnable schedules required for Tender Evaluation Purposes only

43. **B-BBEE Certificate or sworn affidavit to be provided (ONLY LEVEL 1 AND 2) and Declaration by Tenderer**

SIGNATURE:

(of person authorised to sign on behalf of the Bidder)

DATE:

44. PROOF OF REGISTRATION WITH THE NATIONAL CONTRACT CLEANERS ASSOCIATION

SIGNATURE:

(of person authorised to sign on behalf of the Bidder)

DATE:

45. PROOF OF REGISTRATION WITH THE UNEMPLOYMENT INSURANCE FUND

SIGNATURE:

(of person authorised to sign on behalf of the Bidder)

DATE:

46. PROOF OF PUBLIC LIABILITY

SIGNATURE:
(of person authorised to sign on behalf of the Bidder)

DATE:

47. CERTIFICATE OF GOOD STANDING (COID) WITH THE DEPARTMENT OF LABOUR

SIGNATURE:

(of person authorised to sign on behalf of the Bidder)

DATE:

48. SCHEDULE OF THE BIDDER'S EXPERIENCE

The bidder must provide details of the bidder's current experience in providing similar cleaning services to commercial/ corporate establishments.

The Bidder must provide a track record or reference letters from contactable corporate clients (minimum three) where the Bidder has done property cleaning services of similar nature and scope; and also populate Table below and details of the Bidder's current and past experience.

- **NOTE: The reference letters must be on the Bidder's clients' letterheads and duly signed. The reference letters must in detail describe the services offered.**

Documentation	Requirement	Included in required format (Please tick)
Verification of References	Verification of Bidder's Experience	<input type="checkbox"/>

[illegible]

SIGNATURE:
 (of person authorised to sign on behalf of the Bidder)

DATE:

49. BIDDER'S STAFF PROPOSAL

The Bidder shall provide their approach and allocation of resources, an organogram and staffing plan demonstrating experience of the key personnel to be utilized for this contract including their roles and responsibilities in order to meet the CSIR requirements.

The bidder should demonstrate the capacity to acquire the necessary skilled personnel for the contract. Where the Bidder already has the staff in their employ, the bidder can submit the CVs and qualifications of the proposed staff. The bidder should highlight the support organization, accessibility, and quality assurance methods for optimizing staff utilization.

The bidder should indicate availability on ad-hoc, indicating how soon would the company respond to ad-hoc requests?

Documentation	Requirement	Included in required format (Please tick)
Verification of staff proposal	Verification of Bidder's staff proposal	<input type="checkbox"/>

Bidder's proposed staff complement

Personnel	Role	Number

Experience of Management (Key personnel and qualifications)

Category of Employee	Name	Qualifications	Experience

SIGNATURE:

(of person authorised to sign on behalf of the Bidder)

DATE:

**50. REFERENCE LETTERS FROM PAST AND CURRENT CLIENTS, INDICATING
PERFORMANCE RATINGS**

SIGNATURE:

(of person authorised to sign on behalf of the Bidder)

DATE:

51. BIDDER'S APPROACH/METHODOLOGY AND PROPOSAL

The Bidder must provide cleaning services as specified in this RFP document.

An Executive summary providing the methodology to achieve the end goal, procedures and processes to provide the scope of services.

Briefly describe the firm's procedures and processes for:

- (a) cleaning of different areas;
- (b) the products to be used;
- (c) Equipment to be used;
- (d) Specialised cleaning services;
- (c) Managing quality of services offered;
- (d) Work plan of work to be performed monthly and annual;
- (e) System for tracking of complaints from client and poor performing areas;
- (f) Sample of monthly of reports.

Documentation	Requirement	Included in required format (Please tick)
Bidder's Proposal	Verification of the Bidder's Proposal	<input type="checkbox"/>

SIGNATURE:

(of person authorised to sign on behalf of the Bidder)

DATE:

PART B: PRICING PROPOSAL

These are returnable schedules required for evaluation purpose, and will also be incorporated in the Contract.

51. FEE STRUCTURE

- 51.1. The Bidder must submit details regarding the tender price for the Services on the Pricing Schedule form/s attached which completed form/s must be submitted together with the tender documents.
- 51.2. It is a requirement of this tender that the tender price is based **on a fixed price for the duration of 60 months**. It is an express requirement of this invitation to tender that the Service Providers provide some transparency in respect to their pricing approach. In this regard, Service Providers must indicate the basis on which they have calculated their pricing by completing all aspects of the Pricing Schedule. There must be no hidden costs.
- 51.3. Service Providers must also complete the Price Escalation Mechanism Form.
- i. **The price must be fully inclusive based on the scope of services** (Incl. Personnel, Equipment, Consumables etc): Indicate any escalation per annum.
 - ii. **All prices must be VAT inclusive**
 - iii. **Stipulate service provider's pricing for five years, for the tendered provinces.**

SIGNATURE:

DATE:

(of person authorised to sign on behalf of the Bidder)

52. FIXED FEE SCHEDULE

The fixed Total Cleaning services fee is offered as follows:

R _____

(inclusive of VAT for 60 months)

1. TENDER OFFER AND SUPPORTING CALCULATIONS

1.1. Groups for which cleaning services are offered

The buildings on CSIR to be outsourced for cleaning services under this tender is divided into groups and tenderers may tender for more than one group or for all groups, provided a tender price is given for each group.

PROVINCE	SITES	Year 1 Monthly (Incl.) VAT	Year 2 Monthly (Incl.) VAT	Year 3 Monthly (Incl.) VAT	Year 4 Monthly (Incl.) VAT	Year 5 Monthly (Incl.) VAT
GAUTENG	Pretoria Scientia campus					
	Pretoria Scientia – ICC					
	Pretoria Scientia – Entabeni Accommodation					
	Johannesburg - Carlow Road					
	Johannesburg - Cottesloe					
	CSIR Paardefontein					
Yearly Total						
5 - Year Total (Incl. VAT)						

PROVINCE	SITES	Year 1 Monthly (Incl.) VAT	Year 2 Monthly (Incl.) VAT)	Year 3 Monthly (Incl.)	Year 4 Monthly (Incl.)	Year 35Monthly (Incl.)
WESTERN CAPE	Cape Town- Rosebank					
	Stellenbosch					
Yearly Total						
5 - Year Total (Incl. VAT)						

PROVINCE	SITES	Year 1 Monthly (Incl.) VAT	Year 2 Monthly (Incl.) VAT)	Year 3 Monthly (Incl.)	Year 4 Monthly (Incl.)	Year 35Monthly (Incl.)
KWAZULU NATAL	Durban					
Yearly Total						
5 - Year Total (Incl. VAT)						

2. SALARIES

2.1. Give current scale for Cleaners. Calculation per 8 hour shift (Incl. VAT).

Salary Component	Day Shift Cleaner	Night Shift Cleaner
Basic salary	R per hour	R per hour
Leave Contribution	R per hour	R per hour
Unemployment Insurance	R per hour	R per hour
Regional Services Council	R per hour	R per hour
Workmen's Compensation	R per hour	R per hour
Severance pay	R per hour	R per hour
Other (Please specify)	R per hour	R per hour
Other (Please specify)	R per hour	R per hour
TOTAL	R per hour	R per hour

2.2. Salaries for this contract

2.3. Salaries per month for labour and supervision allocated to this contract

Designation	Salary per month (Cost to Company)
Contracts Manager	
Supervisor	
Team Leader	
Cleaner	

2.4. Additional Labour

In the event of additional labour being required, the cost per worker per day:

	Price per worker per 8 hour working day (Incl. VAT)
Normal working days	R
Statutory holidays	R
Saturdays	R
Sundays	R

3. CARPET CLEANING

Price for the cleaning (shampoo, wash, powder clean, etc.) of carpets:

R.....per square meter.

Method used:

This is for additional services and apart from those as specified under specific conditions.

4. INSURANCE COVER

☐ Amount of public liability insurance: R

(Attach a copy of the renewal notice of the insurance policy to your tender)

SIGNATURE:

DATE:

(of person authorised to sign on behalf of the Bidder)

ANNEXURE A - FUNCTIONALITY EVALUATION

Criteria	Sub-criteria		Non-Responsive (0%)	Poor (40%)	Satisfactory (70%)	Good (90%)	Excellent (100%)
EXPERIENCE OF THE CLEANING SERVICE PROVIDER IN PROVIDING CLEANING SERVICES							
Bidder's relevant experience	<i>Previous experience on similar relevant contracts in the past 5 years</i>	Bidder must provide a list of no less than three (3) cleaning service contracts performed in the past five (5) years by current key members of the firm. Include a brief description of each contract, the time period services were performed, contact name, address and phone number of the representative of the client/property owner having knowledge of the firm's work, and the contract value for the services	** failed to address requirements/do not respond	The bidder has limited experience and has failed to demonstrate understanding of the requirements. The bidder has executed less than 3 relevant contracts in scope and size	The bidder has relevant experience and has successfully executed 3-5 relevant contracts in scope and size	The bidder has relevant experience and has successfully executed 6 - 9 relevant contracts in scope and size.	The bidder has relevant experience and has successfully executed 10 and more contracts in scope and size.

Criteria	Sub-criteria		Non-Responsive (0%)	Poor (40%)	Satisfactory (70%)	Good (90%)	Excellent (100%)
EXPERIENCE OF KEY STAFF & STAFFING PROPOSAL							
<i>The bidder's proposed staffing plan/organogram and ability to staff the described structure with team members meeting the minimum prescribed experience of your management in order to manage the site effectively and efficiently</i>		Bidder to submit an Organogram and profiles/CVsof key staff to be assigned to the contract.	** failed to address requirements/do not respond	The bidder's proposed labour structure will not meet the site requirements. The organization chart is sketchy, the staffing plan is weak in important areas. The bidder has not adequately demonstrated ability to provide sufficient resources to manage the site effectively and efficiently	The bidder's proposed structure will adequately meet the site requirements. The staffing plan is complete and detailed, the level and composition of the staffing arrangements are adequate and staffing is consistent with both site requirements, timing of the works and deliverables. The bidder has sufficient resources to deliver as per requirements	The bidder's proposed structure will adequately meet the site requirements. Besides meeting the "satisfactory" rating, staff are well balanced i.e. they show good complimentary skills, clear and defined duties and responsibilities. The bidder has sufficient resources to deliver as per requirements	The bidder's proposed structure will adequately meet the site requirements. The bidder has extensive necessary resources successfully deliver on the contract as required. Besides meeting the "good" rating, the proposed team is well integrated and several members have worked together extensively in the past

Criteria	Sub-criteria		Non-Responsive (0%)	Poor (40%)	Satisfactory (70%)	Good (90%)	Excellent (100%)
PERFORMANCE ON PAST AND CURRENT PROJECTS							
<i>Performance on past or current contracts (minimum of three contactable references not exceeding ten) of contracts of a similar size.</i>		Bidder to submit a list of referrals of cleaning services including references and customer satisfaction rating on the service provided in a similar environment.	** failed to address requirements/did not respond	Poorly rating from clients. Contracts terminated due to non-performance. < 3 satisfactory references	Satisfactory Rating rated by clients. Contracts executed satisfactorily to the clients expectations with not additional costs 3 - 5 satisfactory references	Good Rating from clients. Contracts executed with good quality with no additional costs. 6 - 10 satisfactory references	Excellent Rating from clients. Contracts executed that exceeded the client requirements with no additional costs >10 satisfactory references

Criteria	Sub-criteria	Minimum Qualifying criteria	Non-Responsive (0%)	Poor (40%)	Satisfactory (70%)	Good (90%)	Excellent (100%)
BIDDER'S PROPOSAL TO PROVIDE SERVICE/APPROACH PAPER							
<i>Bidder's proposal which responds to the proposed scope of work/specification and outlines proposed approach / methodology and work plan</i>	Executive summary providing the methodology to achieve the end goal, procedures and processes to provide the scope of services.	Briefly describe the firm's procedures and processes for (a) cleaning of different areas; (b) the products to be used; (c) Equipment to be used; (d) Specialised cleaning services; (c) Managing quality of services offered; (d) Work plan of work to be performed monthly and annual; (e) System for tracking of complaints from client and poor performing areas; (f) Sample of monthly of reports.	** failed to address requirements/did not respond	The proposal is generic and is not tailored to the CSIR operational requirements and is unlikely to satisfy requirements. The Bidder has misunderstood certain aspects of the scope of work and does not deal with the critical aspects	The approach is specifically tailored to address the specific objectives. Critical areas and requirements are addressed. The approach determines quality control procedures to manage quality of outcomes and deliverables. The Bidder should explain their understanding of the objectives of the assignment and the Employer's stated and implied requirements, highlight the issues of importance, the technical approach and methodologies are demonstrated. A quality plan is submitted including the expected deliverables.	The approach is specifically tailored to address the specific and requirements and it demonstrates ingenuity and innovation. The approach determines quality control procedures to manage quality of outcomes and deliverables. Bidder has indicated measures to ensure availability of resources and to manage performance.	Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the Bidder has outstanding knowledge of state-of-the-art approaches. The bidder demonstrates understanding of the CSIR sites and environment, and has addressed all functional requirements as detailed in this RFP document. The proposal provides innovative approach to the provision of cleaning services for the CSIR.

		The bidder's proposed systems and tools in place to successfully execute the contract.	** failed to address requirements/did not respond	The bidder's proposed list of equipment to be provided for this contract will not meet the site requirements. The bidder does not have sufficient resources to deliver as per site requirements and has not demonstrated capacity to necessary provide resources	The bidder's proposed list of equipment to be provided for this contract will meet the site requirements. The bidder has sufficient resources (owned equipment, plant and tools/or has demonstrated capacity to deliver as per site requirements	The bidder's proposed list of equipment to be provided for this contract will meet the site requirements. The bidder has sufficient resources (owned equipment, plant and tools/or has demonstrated capacity to deliver as per site requirements	The bidder's proposed list of equipment to be provided for this contract will meet the site requirements. The bidder has extensive necessary resources successfully sufficient resources (owned equipment, plant and tools/or has demonstrated capacity to source) to deliver as per site requirements
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ANNEXURE B - ICC CLEANING REQUIREMENTS

1. Defining Cleaning Tasks

1.1. Hard Floors

1.1.1. Sweep

To sweep the floors collecting dirt and fluff, paying attention to corners where dust gathers.

1.1.2. Mop

To immerse the mop in an approved cleaning solution, remove and wring almost dry.

Mop floor and remove all marks and stains from the surface. A safety warning sign should be placed in the affected area.

1.1.3. Wet/Damp mop

Laying a cleaning solution using the cotton head mop and wringing bucket, to remove soilage and dirt.

1.1.4. Mechanical Scrub

The use of an appropriate chemical solution applied to the floor and scrubbed using hard brooms. The slurry to be removed with a wet pick-up machine. The floor to be damp – mopped using clean water. The floor to be left in a clean, safe condition.

1.1.5. Strip and reseal

Remove old floor polish from the floor areas, wash and neutralize the floor after rinsing and apply coats of dressing.

Soft Floors

1.1.6. Vacuum clean

Vacuum all areas to remove all types of soiling. Where carpeted areas have heavy stains a spot clean operation will be carried out using an approved cleaning solution to remove any stains.

1.1.7. Wet shampooing

Using an appropriate chemical solution and cleaning equipment, shampoo and clean carpet. The carpet to be left in a safe condition.

2. Miscellaneous

2.1. Damp wipe

The use of a well wrung – out cloth with an application of an approved detergent to remove dust/soil from all surfaces.

2.2. Furniture, fixtures and fittings - dustings

Removal of dust from surfaces by dry or damp methods.

2.3. Furniture - polishing

The application of polish with a dry cloth to remove any dirt and marks and leave clean.

2.4. Graffiti removal

Using a specialized chemical or washing solution, apply liquid to soiled area, rub and rinse clean.

2.5. Spot checks

Remove all visible soil or marks by attention to the affected area.

2.6. Toilet cleaning

Through cleansing and sanitizing of all basins, urinals, mirrors, replenishing of soap, toilet papers, and towels on a regular basis throughout the day where necessary according to the occupancy of the building.

Deep cleansing of toilets to be done monthly.

2.7. Wash

Using sufficient water and approved cleansing material to remove dirt and marks followed by a rinse and dry. All surface soiling including soap residues to be removed and items left in a clean, dry, polished and hygienic condition.

2.8. Waste removal

To empty waste bins, wipe or wash clean and dispose of litter.

2.9. Procedure of removing waste

CSIR International Convention Centre makes efforts to dispose of its waste responsibly, and for all the recyclable waste we sort and put it in the correct bins and get it ready for collection.

All plastic water bottles are to be removed from the venues and taken to the waste area. All water to be thrown out of the bottles and put into the correct bins (no water bottles must go to the kitchen areas).

3. Frequency of Service

The frequency times referred to in this specification are recommended standards to ensure basic Health and Safety.

4. Principle Service Provision

Basic services are provided as required during functions. The ICC is a 7 days, 24hr Working environment which will have 2 split shift, (morning and the night and this refers to also weekends as and when required), and the majority of the cleaning must be done during the night so that the centre will be clean when guests arrive.

Should employees be required to work beyond their normal working hours overtime will be paid to them. Should an employee work on Saturday, a day off will be given to the employee. Should they require to work on Sunday employees will be paid double time.

Due to the nature of our business the team leader will work from 06:00 – 15:00

Weekdays, and when required during the night, on public holidays and weekends.

5. Periodic cleaning

To ensure all floors are maintained, the service provider will undertake to carry out periodic deep cleaning on a regular basis as and when required.

6. Performance Standards

The following table represents the range of acceptable and unacceptable performance standards.

FURNITURE, FIXTURES AND FITTINGS	
ACCEPTABLE	UNACCEPTABLE
Free from all heavy dirt, dust sticky marks, grease, finger marks. Some accumulation of light dust and light finger marks on and around desks door handles, frames and glass door panels arising from the day's activities.	Heavy dust, fluff ingrained dirt deposits, smear marks, heavy finger marks on and around door handles and glass door panels. Dulled wooden surfaces that have not been polished or cleaned regularly, and easily removable stains. Backs of chairs ingrained with dirt and dust or debris.

TOILETS, SHOWERS AND BATHS	
ACCEPTABLE	UNACCEPTABLE
<p>Splash marks, finger marks, soap deposits and smear marks.</p> <p>These areas receive one cleaning visit per day and regular spot checks. There may be evidence of use (e.g a small puddle) between cleans.</p>	<p>Encrusted soap deposits.</p> <p>Removable discolouration on glazed areas.</p> <p>Chrome-finished taps wholly or predominately dull having regards to the general age or state of the taps.</p> <p>Pipes' traps discoloured by ingrained dirt or with a coating of dust</p> <p>Build-up of mould on fixtures and fittings.</p> <p>Mirrors smeared and dull.</p> <p>Graffiti.</p>
(HARD) FLOORS	
ACCEPTABLE	UNACCEPTABLE
<p>Soilage and litter arising from the day's activities taking into account volume of traffic.</p> <p>Some liquid staining, non-removable staining and light scuffing.</p>	<p>Heavy soilage, dust fluff and other debris on surfaces with accumulation in corners.</p> <p>Heavy traffic marks, mop marks, streaks and dried removable stains.</p> <p>Ingrained or impacted dirt particularly in corners, and around furniture and fittings.</p> <p>Dulled appearances on marble, wooden floor</p> <p>All should be free from ingrained dirt.</p>
SOFT FLOORING (CARPETS)	
ACCEPTABLE	UNACCEPTABLE
<p>Soilage and litter arising from the day's activities.</p> <p>Light soilage.</p> <p>Some staining.</p>	<p>Heavy litter. Thick dust, fluff accumulation in corners and around furniture legs.</p> <p>Heavy staining and encrusted surface dirt.</p>
STAIRS AND CORRIDORS	
ACCEPTABLE	UNACCEPTABLE
<p>Soilage and litter arising from the day's activities.</p>	<p>Heavy soiling, grease and thick dust and heavy.</p>

Dust that gathers from the day's activities on the aluminum hand rail.	Heavy dust, fingerprints, grease.
GUEST ELEVATOR & MIRROR	
ACCEPTABLE	UNACCEPTABLE
Soilage and litter arising from the day's activities	Heavy soiling, grease thick dust
Some staining on the carpet	Fingerprints, dirt and fluff on the inside mirrors
Grease on the external of the elevator	
Fingerprints, dirt and fluff on the inside mirrors	
STAINLESS STEEL HAND RAILS	
ACCEPTABLE	UNACCEPTABLE
Dust and marks occurring on the day	Piled up dust and food finger marks
FRONT LAWN & PARKING AREAS	
ACCEPTABLE	UNACCEPTABLE
Cigarette butts dropped at that moment	Cigarette butts left for hours and overnight
Papers/litter dropped at that moment	Papers and litter on the lawns

7. Monitoring Performance

To ensure that these standards are met the following measures will be carried out:

Daily spot check by the cleaning Team leader.

Log of cleaner's tasks as and when completed and to be signed by Team leader.

Random monitoring by CSIR ICC Facilities Manager and Housekeeper and members of staff from the ICC when required.

Feedback from clients as well as staff will be appreciated.

In the bathrooms: There'll be a form that will be provided and the staff will be required to fill with the comment and time, and the assigned cleaning staff for the particular bathrooms and constant check from the Team leader such can be dealt with immediately.

Performance will be monitored and feedback will be given to the Service Provider to check if

standards are being met or not and what decision we take should requirements not be met. No work is to be left unfinished; all the venues, kitchens, bathrooms in the centre to be cleaned before the cleaning staff depart irrespective of the end time of events taking place in the CSIR ICC.

Equipment and Machinery

The service provider needs to provide to supply its employees with all necessary equipment (e.g updated vacuum cleaners, scrubbers for floors etc), mechanical cleaning equipment and all cleaning materials, as well as personal protective clothing (a smart uniform suitable for the hospitality industry, gloves, masks, knee pads etc) and equipment required to carry out all cleaning procedures.

8. ICC Cleaning Frequencies

	FRONT AREAS
Daily Before 06:00 am	Clean thoroughly the front entrance doors and windows
	Sweep outside areas in front of the building and stairs
	Clean spotlessly Handrails in front of the building
	Sweep, Mop the stone floor
	Vacuum all carpets in Conference rooms, VIP area, Reception area, walkways and in lifts timeously
	Spot clean stains on the caperts
	Remove dust and polish lecterns in Conference rooms and Reception area
	Clean and polish wooden desks in Conference rooms
	Check and spot clean chairs in Conference rooms
	Dusting of skritings and all other areas
	Clean and mop Clients stairs and hand railing
	Mop floor in the bathrooms
	Clean and sanitize all bowls, basins and urinal basins
	Clean all mirrors
	Spot clean all walls in the bathrooms
	Replenish all consumables (toilet paper, handtowels, handsoap)

	Empty and clean all recyclable waste from Conference room and offices to the waste area
	Clean the water cooler bottles and refill with water, and cups
	BACK OF HOUSE AREAS
Daily before 06:00am:	Mop the kitchen floors
	Mop the refrigerator floor
	Wipe walls in the kitchens
	Washing of kitchen equipment
	“Spectank” all cooking pans
	Washing of kitchen equipment
	Wash dishes in the kitchen
	Soak cups weekly
	Cleaning of kitchen surfaces
	Ensure consumables are refilled in the kitchens and change rooms
	Empty bins, clean with soap and water, and change bin liners in kitchens, change rooms
	Clean change rooms incl. water basins, dispensers, showers, taps and urinals
	FRONT AREAS
Weekly before 06:00 am:	Wipe and clean Reception area
	Clean and polish skirtings in bathrooms
	Scrub kitchen service lift
	BACK OF HOUSE AREAS
Weekly before 06:00am:	Vacuum offices & boardroom areas
	Clean all window seals in the offices and boardroom areas
	Clean and Mop refrigerator
	Clean shelving in the refrigerator, cupboards, kitchen shelving thoroughly
	Clean air curtains in the refrigerator
	Clean the walls of the refrigerator
	Clean and sanitize all taps, sinks, and showers
	Clean refuse area

	Ensure to dispose recyclable waste streams in the correct bins
	Clean the stairs of the back entrance and the surrounding areas
	Clean litter around the surrounding area of ICC
Bi - weekly before 06:00 or as and when required:	Deep clean stone floors and vacuum away dirty water
	Scrub and Clean the steps in front of the building
	Polish all wooden panels in the foyer
	Vacuum curtains in Conference venues
	Scrub kitchen walls
Quartely:	Window cleaning
Bi-Annual:	Carpet cleaning

ANNEXURE C - ENTABENI CLEANING REQUIREMENTS

9. DEFINING CLEANING TASKS

9.1. Physically Clean

This standard means the area or surface is free from apparent dust and dirt, as when wiped by hand.

9.2. Chemically Clean

This standard means that the area should be free from harmful chemicals on the surface and in the surrounding air.

9.3. Bacterial Clean

This means, the surface should be free from any harmful bacteria that may cause disease or infection. Bacteria must be removed to prevent cross-infection.

9.4. Entomologically Clean

This means that the area should be free from harmful insects, pests dust and dirt.

9.5. Osmologically Clean

This cleaning standard demands that the surface and areas should be free from any organic or inorganic matter that may emit an odour.

	Kitchen	Lounge Bedroom Corridor	Bedlinen	Bathrooms Showers Toilet	Patio
Physically		x			x
Chemically		x			
Entomologically		x			
Osmologically	x			x	
Bacteriologically	x		x	x	

Hard Floors

9.6. Sweep

This means to remove dust and dirt on floors with a broom.

9.7. Wet/Damp mop

Clean with a mop that has been slightly moistened or soaked in water and wrung out. Removing all marks and stains from the surface. A safety warning sign should be placed in the affected area.

9.8. Mechanical Scrub

The use of an appropriate chemical solution applied to the floor and machine scrubbed using a coarse nylon pad and hard brooms. The floor to be damp – mopped using clean water. The floor shall be left in a clean, safe condition.

9.9. Strip and reseal

To remove old floor polish from the floor areas, wash and neutralise the floor after rinsing and apply coats of dressing.

10. PERSIAN CARPETS

10.1. Vacuum Clean

Vacuum all areas to remove all types of soiling. Where carpeted areas have heavy stains a spot clean operation will be carried out using an approved cleaning solution to remove any stains.

10.2. Professional Cleaning

Wash the carpets at a reputable and registered Afghan carpet cleaning company.

11. MISCELLANEOUS

11.1. Damp dust

Damp cloth at the correct level of dampness should be used so as: to avoid leaving smells; wiped as well as dusted; removing any sticky or dirty marks at the same time.

11.2. Furniture, fixtures and fittings – dustings

Remove dust from surfaces by dry or damp methods.

11.3. Furniture – polishing

Apply polish with a dry cloth to remove any dirt and marks and leave clean.

11.4. Graffiti/Mildew/Mould removal

Using specialized chemical or washing solution, apply liquid to soiled area, rub and rinse clean.

11.5. Spot clean

Remove all visible soil or marks by attention to the affected area.

11.6. Disinfection

The removal of harmful bacterial microbes and prevent cross-infection.

11.7. Wash

Using sufficient water and approved cleansing material to remove dirt and marks followed by a rinse and dry. All surface soiling including soap residues to be removed and items left in a clean, dry, polished and hygiene condition.

11.8. Waste removal

Entabeni accommodation will make an effort to dispose waste responsibly, therefore recyclable waste to be sorted and put in the correct bins and get it ready for collection.

Plastic; cans; glass and paper are to be removed from the houses and rooms to be taken to the waste area. Debris and water to be thrown out of plastic, glass bottles and cans and put into the correct bins.

12. FREQUENCY OF SERVICE

- 12.1. The frequency times referred to in this specification are recommended standards to ensure basic Health and Safety.

13. PRINCIPLE SERVICE PROVISION

- 13.1. Due to the nature of our business the Service Provider will work from 07:45 – 16:00 weekdays. On Ad-hoc tasks houses and rooms shall be clean when new guests arrive on a public holiday; Saturday or Sunday, Employees will be required to on these days to ensure that the houses and rooms are ready.

14. PERIODIC CLEANING

- 14.1 To ensure all floors are maintained, the Service Provider will undertake to carry out periodic deep cleaning on a regular basis as and when required.

15. LIAISON

- 15.1 Day to day problems with the level and quality of service provision should be referred to the appropriate Service Provider's Team leader.

16. STANDARD SERVICE REQUIRED AND FREQUENCY

AREA	SERVICE	DAILY	WEEKLY	OTHER
Houses Rooms	Spring cleaning of houses and rooms immediately guest departs. Normally on the 1 st of each month			Beginning of each month and on request
	Cleaning windows of houses and rooms immediately after guest departs. Normally on the 1 st of each month.			Beginning of each month and on request
	Cleaning high level windows			Every 2 nd month
	Spring cleaning: Moving all furniture and deep clean ablution facilities to prevent mold in shower, bathroom and stains in toilet		x	
	Cleaning of windows			Every 2 nd month
	Strip and seal floors			Twice a year
	Buff Doors		x	
	Spot clean all walls	x		
	Clean any mildew or mold on wall	x		
	Check and spot clean all curtains at the doors	x		
	Spot clean all cupboards, doors & door handles	x		
	Clean & sanitize guest relations telephone	x		
	High dusting of Lights and all corners inside house		x	
	Clean and sanitize waste bins	x		
	Clean window sills inside	x		
	Clean window sills outside		x	
	Clean light switches	x		
	Mop floor	x		
	Sweep floor	x		

	Polish all wooden furniture with preferably lemon based polish	x		
	Clean all curtain rails	x		
	Remove all foreign objects on walls: etc. stickers; prestik; crayon or pen writings	x		
	Replenish all consumables (toilet paper, refusal bags etc.)	x		
	Clean skirting & corners	x		
	Report Daily broken/faulty fixture in house to Team Leader or Entabeni office	x		
	Weekly maintenance check list	x		
	Weekly house hold inventory list	x		
	Weekly house hold inventory list	x		
Area	STANDARD SERVICE REQUIRED AND FREQUENCY	DAILY	WEEKLY	OTHER
Lounge	Sweep and mop floors	x		
	Clean marks on lounge area walls	x		
	Clean and polish coffee table frames	x		
	Clean and polish chairs/couch	x		
	Clean coffee table surfaces	x		
	Damp dust coffee and corner tables	x		
	Dust TV	x		
	Clean marks on doors and door handles	x		
	Wipe, clean windows, window sills inside & outside	x		

Kitchen/ SQ Kitchen	Clean stove	x		
	Clean oven and warm drawer		2x	
	Clean hob	x		
	Special cleaning of stainless steel cookware	x		
	Clean toasters	x		
	Washing dishes	x		
	Washing pans and pots	x		
	Damp dust and disinfect surfaces	x		
	Clean kettle	x		
	Clean Microwave: outside and inside	x		
	Clean and disinfect kitchen sink	x		
	Sweep & mop clean kitchen floors	x		
	Clean skirting & corners	x		
	Clean marks on windows and doors	x		
	Clean walls & wall tiles	x		
	Clean horizontal surfaces (ie. Basins, kitchen units)	x		
	Clean & disinfect bins	x		
	Clean fridge outside & on top	x		
	Clean outside kettle and toaster daily	x		
	Clean microwave inside & outside	x		
	Clean Hoover/hob daily	x		
	Wipe clean top of equipment & behind	x		
	Dust clean all high level area with feather dust	x		
	Clean and polish all wooden panels in kitchens and passages	x		

Area	STANDARD SERVICE REQUIRED AND FREQUENCY	DAILY	WEEKLY	OTHER
Bedrooms SQ Single Room	Remove dirty linen from beds & replace with clean linen twice per week	x		
	Clean all bedroom equipment	x		
	Make beds with clean linen	x		
	Vacuum carpets	x		
	Wipe, clean chairs & desks	x		
	Wipe down frame of the wall	x		
	Wipe down frame of the headboard	x		
	Move side tables to clean underneath	x		
	Spot clean & disinfect walls, doors & partitions	x		
	Clean & disinfect bins	x		
	Clean plug and plug hole	x		
	Clean fridge outside & on top	x		
Toilet Bathrooms	Empty and clean all waste bins	x		
	Disinfect toilet bowls (in & out)	x		
	Wash and disinfect doors & door handles	x		
	Spot clean all walls with chemicals, showerheads and pipes	x		
	Replenish all consumables: toilet paper etc.	x		
	Shower doors: to be properly cleaned and without dirty marks or stains	x		
	Disinfect and clean cupboards – lift all items and wipe with wet cloth	x		
	Disinfect and clean bath/shower	x		
	Disinfect and clean hand basins	x		
	Disinfect and clean bins	x		
	Clean & polish metal fittings	x		

	Disinfect and clean plug and plug hole	x		
	Wash & wipe vanity cupboards outside and inside	x		
	Wash & wipe mirrors	x		
	Spot clean walls, doors & partitions	x		
	Disinfect walls, doors & partitions	x		
	Sweep & mop floors	x		
	Dust clean ceiling with feather dust	x		
	Wash bathroom walls with relevant chemicals	x		
	Scrub and clean walls and shower floor to prevent black mold		x	
	Wipe skirting with a damp cloth	x		
SQ Room Patio	Wipe, clean windows, lights, window sills	x		
	Mop floors	x		
Storeroom	Wash mops & cloths daily	x		
	Storeroom – must be neat, tidy and clean	x		
Ad Hoc	Wipe down the outside of cupboards and door handles	x		
	Dust the high level windows & lights	x		
	Clean the stove inside out and the drawers	x		
	Move stove and clean behind		x	
	Move all beds and pedestals		x	
	Tiles –spray marks with chemicals	x		
	Air carpets outside on tables		x	
	Scrub bathroom/shower tiles: Floor and walls		x	
	Turn mattresses			Monthly
	Deep clean toilets preventing stains		x	

	Deep clean showers & bathrooms preventing mould		x	
Special cleaning on 1 st of each month before new guests arrive				x
Daily inspection done by supervisor/team leaders and sign off work done to the required standard				

Area	STANDARD SERVICE REQUIRED AND FREQUENCY	DAILY	WEEKLY	OTHER
Houses Rooms	Clean high level windows, lights and on top of cupboards		x	
	Vacuum carpets	x		
	Vacuum curtains			quarterly
	Spot clean of high level wall marks		x	
	Turning of mattresses			monthly
	Moving fridge: clean inside and behind		x	
	Accompany maintenance employees to houses and rooms with items to be fixed	x		
	Unlock houses and rooms for site inspection visits	x		
	Report broken/faulty fixtures in house to Entabeni office	x		
	Logg calls to Call centre	x		
	Replacing broken items in single rooms, kitchens, 3 and 2 bedroom cottages	x		
	Daily checking and signing off working checklist of room attendants	x		
	Inspection of accommodation and report findings to Entabeni office	x		
Bedrooms	Cleaning of high level wall marks	x		
	Cleaning on top of cupboards		x	
	Vacuum of carpets		x	
	Vacuum of curtains			quarterly

Kitchens	Checking and spot cleaning of fridge inside		x	
	Moving fridge and cleaning behind fridge		x	
	Cleaning on top of kitchen units		x	
	Checking and cleaning inside cupboards		x	
	Cleaning skirting & high level corners		x	
	Deep cleaning of floors (grid)			x
	Cleaning of high level windows			Every 3 rd month
	Cleaning of sliding doors		x	
Showers	Cleaning of showerheads		x	
Lounge	Clean high level lights, windows window sills			Monthly
	Clean high level walls & skirting	x		
Entabeni Office	Wipe & polish office tables, remove dirt on tables & floors	x		
	Clean skirting & dust corners	x		
	Damp dust doors, door handles & door frames	x		
	Damp dust telephone	x		
	Dust window sills	x		
	Clean dust bin	x		
	Damp dust picture frames	x		
	Dust window corners	x		
	Polish desks & remove dust on furniture	x		
	Wipe plug points, wipe electric cords with a damp cloth	x		
	(wipe electric open areas with dry cloth)	x		
	Dust & wipe wall corners with feather dust	x		
	Also wipe outside cupboards	x		

	Empty dust bins & wipe them with a damp cloth and replenish	x		
	Plastic liners	x		
	Wipe table legs with a damp cloth & chair legs, also wipe clean underneath tables	x		
Store Rooms	Cleaning store rooms		x	
Laundry	Supply Laundry detergents	x		
Dishes	Supply dish liquid and necessary equipment to clean dishes	x		
Entabeni	Supply all cleaning agents and equipment	x		
Laundry	Sweep and clean floors	x		
	Clean walls, windows and window sills	x		
	Sweeping the yard at the back	x		
	Wipe the washing machines with a damp cloth	x		
	Clean and disinfect washing machines and tumble dryer	x		
	Clean and disinfect washing basins daily	x		
	Washing sheets, duvet covers and pillowcases	x		
	Washing blankets	x		
	Washing chair covers of lounges	x		
	Ironing sheets and duvet covers	x		
	Ensure a hygienic clean laundry	x		

Laundry Store room	Weekly inventory of bed linen in Laundry	x		
	Pack all linen neatly in clearly marked areas	x		
	Prepare clean linen for each bed daily	x		
	Inventory of bed linen once a month at the houses	x		
	Ensure all linen is fresh and cleaned and packed neatly	x		
	Report broken items and missing linen	x		
	Requesting washing detergent from the office	x		
Storerooms	Sweeping the storerooms floors, cleaning marks on walls	x		
	Wipe door handles with a damp cloth & door area with feather dust	x		
	Wash bathroom carpet, spring clean whole area & complete linen	x		
Changing rooms	Clean staff lockers on the outside, sweep floors	x		
	Door handles & door	x		
	Ensure that all stock & equipment is cleaned & kept neatly	x		
Garden/ Patios	Clean /wash patio table	x		
	Clean /wash patio chairs	x		
	Clean /wash patio		x	
	Clean /wash braai surface		x	
	Clean /wash garden benches		x	
	Clean /wash garden lights		x	
	Clean outside lights at rooms and houses		x	
	Cleaning lights at waste station points		x	
	Cleaning fire box at waste station points		x	

17. ADDITIONAL NOTES

17.1 The service provider will be fulfilling the role of the House keeping division that will be responsible for the cleanliness and maintenance of the accommodation and public areas at Entabeni. They must ensure that all guests rooms and houses are serviced very day and the public areas are kept clean at all times.

The service provider sets the example for cleanliness throughout Entabeni Accommodation and public areas.

Among other things the Service provider cleans these areas too:

- Keep the guest happy by providing a professional and courteous service;
- Ensure that the appearance of the establishment is excellent;
- Promote health and safety in the establishment; and
- Comply with the standards set by the establishment.

18. MONITORING PERFORMANCE

18.1 To ensure that these standards are met the following measures will be carried out:

18.1.1 Daily spot checks by the cleaning Entabeni Manager

18.1.2 Log of cleaners' tasks as ad when completed and to be signed by the Team leader

18.1.3 Monthly surveys are done for client feedback

18.1.4 Performance will be monitored and feedback will be given to the Service provider to check if standards are being met or not and what decision we take should requirements not be met.

18.1.5 No work is to be left unfinished; all the venues, kitchens, bathrooms in the centre to be cleaned before the cleaning staff depart.

19. EQUIPMENT AND MACHINERY

The Service provider needs to provide to supply its employees with all necessary equipment (e.g. updated Hoovers, scrubbers for floors etc.), mechanical cleaning equipment and all cleaning materials, as well as personal protective clothing (a smart uniform suitable for the hospitality industry, gloves, masks, knee pad etc.) and equipment required to carry out all cleaning procedures.

ANNEXURE D - CURRENT CLEANING CONTRACTOR STAFFING SCHEDULE
(INFORMATION PURPOSES ONLY)

PROVINCE	SITES	CURRENT STAFF
GAUTENG	Pretoria Scientia campus	120
	Pretoria Scientia – ICC	13
	Pretoria Scientia – Entabeni Accommodation	5
	Johannesburg - Carlow Road	3
	Johannesburg - Cottosloe	2
	CSIR Paardefontein	1
WESTERN CAPE	Cape Town-Rosebank	3
	Stellenbosch	8
KWAZULU NATAL	Durban	3