

Request for Proposals (RFP)

The Provision of cleaning services to all CSIR sites for a period of sixty (60) months

RFP Number: 3584/04/09/2023

Date of Issue	Tuesday, 01 August 2023	
Compulsory On-Line Briefing Session	Date and Time	Wednesday, 16 August 2023 @ 10H00 Link: Click here to join the meeting
Non-Compulsory Physical Site Visit	Requests for site visits must be sent to tender@csir.co.za . Last date for site visits requests is: Friday, 25 August 2023	
Enquiries	Strategic Procurement Unit	E-mail: tender@csir.co.za Please use RFP No and RFP Description as subject reference
Last date for submission of enquiries/clarifications	Monday, 28 August 2023	
Electronic Submission	tender@csir.co.za (If tender submission exceeds 25MB, multiple emails can be sent)	
CSIR business hours	08h00 – 16h30	
Category	Cleaning Services	
Closing Date and Time	Monday, 04 September 2023 @ 23h30	
Bid Validity Date	120 calendar days from closing date of RFP	

Cover Letter

The Provision of cleaning services to all CSIR sites for a period of sixty (60) months

RFP Number: 3584/04/09/2023

NB. All bidders must return this cover page which must be duly signed.

PLEASE SELECT BELOW WHICH REGION YOU ARE BIDDING FOR		
Region	Areas	Tick applicable
In-Land Region	Pretoria campus, Kloppersbos, Paardefontein, Cottesloe, Carlow Road	
Coastal Region	Durban, Stellenbosch, and Rosebank	

NB: The CSIR reserves the right to award in part/s and/or to multiple bidders.

BIDDING COMPANY: _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE:

SIGNED at _____ on this _____ day of _____ 20_____

Signature: _____

Name: _____

Designation: _____

TABLE OF CONTENTS
SECTION A

SECTION A	5
GENERAL RFP TERMS AND CONDITIONS	5
1 INTRODUCTION	5
2 SUBMISSION OF PROPOSALS	5
3 COUNTER CONDITIONS	6
4 FRONTING	6
5 PRICING PROPOSAL	7
6 APPOINTMENT OF SERVICE PROVIDER	7
7 SERVICE LEVEL AGREEMENT	8
8 ENQUIRIES AND CONTACT WITH THE CSIR	8
9 MEDIUM OF COMMUNICATION	9
10 CORRECTNESS OF RESPONSES	9
11 VERIFICATION OF DOCUMENTS	9
12 RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL	9
13 ADDITIONAL TERMS AND CONDITIONS	10
14 SPECIAL CONDITIONS	10
15 CONFLICT OF INTEREST, CORRUPTION AND FRAUD	11
16 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT	12
17 PREPARATION COSTS AND LIMITATION OF LIABILITY	13
18 INDEMNITY	13
19 PRECEDENCE	13
20 TAX COMPLIANCE	14
21 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS	14
22 GOVERNING LAW	14
23 CONFIDENTIALITY	14
24 AVAILABILITY OF FUNDS	15
25 PERSONAL INFORMATION	15
26 DISCLAIMER	16
SECTION B	17
EVALUATION METHODOLOGY	17
27 TERMS OF REFERENCE	17

28	EVALUATION CRITERIA	17
29	OBJECTIVE CRITERIA	22
30	NATIONAL TREASURY CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION	22

RFP STRUCTURE

SECTION A: GENERAL RFP TERMS AND CONDITIONS
SECTION B: EVALUATION METHODOLOGY / PROCESS

LIST OF ANNEXURES

- Annexure A – Standard Bidding Document (SBD) 1 Form
- Annexure B1 – Technical Specification
- Annexure B2 –International Convention Centre, Knowledge Commons and Entabeni Specific Requirements.
- Annexure C1 – Technical Evaluation Matrix/Rubrics
- Annexure C2 – Presentation Evaluation Matrix/Rubrics
- Annexure D – Project List
- Annexure E1 – Pricing Schedule (In-land Region)
- Annexure E2 – Pricing Schedule (Coastal Region)
- Annexure F – SHEQ File Content
- Annexure G – Proposal Form and List of Returnable Documents
- Annexure H – Certificate of Acquaintance with RFP, Terms & Conditions & Applicable Documents
- Annexure I – Preference Points Award Form
- Annexure J – RFP Clarification Request Form
- Annexure K – Standard Bidding Document (SBD) 4 Form
- Annexure L – RFP Declaration and Breach of Law Form
- Annexure M – Mutual Non-Disclosure Agreement
- Annexure N – Draft Service Level Agreement

SECTION A

GENERAL RFP TERMS AND CONDITIONS

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, the 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 SUBMISSION OF PROPOSALS

2.1 All proposals are to be submitted electronically to tender@csir.co.za. No late proposals will be accepted.

2.2 All proposals will only be considered if received by the CSIR by the closing date and time (*as indicated on the cover page*). The CSIR business hours are between **08h00** and **16h30**.

2.3 All proposals to be submitted are to be clearly referenced with the **RFP number and RFP Description**. Proposals must consist of two parts, each of which must be sent in two separate emails with the following subject:

PART 1: Technical Proposal (Please indicate the RFP Number on each File/Folder)

PART 2: Pricing Proposal, Specific Goals claim documentation: RFP No.: (Please indicated the RFP Number on each Files/Folder)

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

2.5 Proposals submitted at incorrect location and/or address, will not be accepted for considerations.

- 2.6** Proposals received after the closing date and time, at the address indicated in the bid documents, or by any other means, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).
- 2.7** All dates and times in this bid are South African standard time.
- 2.8** Any time or date in this bid is subject to change at the CSIR's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the CSIR to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the CSIR extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.
- 2.9** Documents submitted via cloud solutions such as: WeTransfer, Google Drive, Dropbox, etc. will not be considered.
- 2.10** The naming / labelling syntax of files or documents must be short and simple.
- 2.11** The CSIR will award the contract to qualified tenderers' whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution, price, specific goals and objective criteria.

3 COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the RFP Conditions or setting of counter conditions by Bidders or qualifying any RFP Conditions will result in the invalidation of such bids.

4 FRONTING

- 4.1** Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.

4.2 The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the RFP evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade, Industry and Competition, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the CSIR may have against the Bidder / contractor concerned.

5 PRICING PROPOSAL

5.1 Pricing must be provided in South African Rand (including all applicable taxes less all unconditional discounts).

5.2 Prices that are subject to escalation and exchange rate fluctuations are to be clearly indicated, the currency and rate of Exchange used in the quotation must be clearly indicated.

5.3 Price should include additional cost elements such as travel cost, freight, insurance until acceptance, duty where applicable, etc.

5.4 Payment will be according to the [CSIR Payment Terms and Conditions](#).

5.5 Please provide a detail pricing using a Pricing Schedule/Bill of Quantities outlined under **Annexure E. Pricing must strictly be in accordance with the Pricing Schedule.**

6 APPOINTMENT OF SERVICE PROVIDER

6.1 The contract will be awarded to the bidder/s who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

6.2 Appointment as successful service provider/s 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/s.

6.3 Awarding of contract/s will be published on the same platform where the bid was published, and no regret letters will be sent to unsuccessful bidders.

7 SERVICE LEVEL AGREEMENT

7.1 Upon award the CSIR and the successful bidders will conclude a Service Level Agreement in line with applicable form of contract (i.e. [Draft Supplier Agreement](#)) regulating the specific terms and conditions applicable to the services being procured by the CSIR, more or less in the format of the draft Service Level Indicators (**Annexure N**)

7.2 Bidder(s) are requested to:

7.2.1. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;

7.2.2. Explain each comment and/or amendment; and

7.2.3. Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.

7.3 The CSIR reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to the CSIR or pose a risk to the organisation.

8 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFP shall be submitted in writing to CSIR to the email and format outlined in the table on cover page of this RFP document.

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.

9 MEDIUM OF COMMUNICATION

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

10 CORRECTNESS OF RESPONSES

10.1 The bidder 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.

10.2 The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

11 VERIFICATION OF DOCUMENTS

11.1 Bidders should check the numbers of the pages to satisfy themselves that none is 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.

11.2 Pricing schedule and specific goals credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.

12 RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that the CSIR allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and the CSIR will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

13 ADDITIONAL TERMS AND CONDITIONS

13.1 A bidder 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.

13.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.

13.3 In case of proposal/s from a joint venture, the following must be submitted together with the proposal/s:

- A joint venture agreement signed by both parties clearly indicating the lead partner, including split of work;
- Copy of a valid certificate or consolidated B-BBEE score card;
- The Tax Compliance Status (TCS) or CSD Report of each joint venture partner;
- Proof of company ownership/shareholder certificates/copies; and
- Company registration certificate/s.

13.4 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.

13.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

14 SPECIAL CONDITIONS

The CSIR reserves the right to:

14.1 Extend the closing date of this RFP;

14.2 Correct any mistakes before closing date and time of the tender that may have been in the Bid documents or occurred at any stage of the tender process;

14.3 Verify any information contained in the bidder's submission;

14.4 Request documentary proof regarding the bidder's submission;

- 14.5 Carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the product/service offered by the bidder(s) or verify any information whether before or after the adjudication of this RFP;
- 14.6 Award this tender to a bidder that did not score the highest total number of points, only in accordance with Section 2(1)(f) of the PPPFA (Act 5 of 2000);
- 14.7 Request audited financial statements or other documents for the purpose of a due diligence exercise to determine if the bidder will be able to execute the contract;
- 14.8 Award this RFP as a whole or in part;
- 14.9 Award this RFP to multiple bidders;
- 14.10 Cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such;
- 14.11 Post tender negotiate on any elements on the bid, including but not limited to technical, transformation, price, Service Level Agreement and contractual terms and conditions; and
- 14.12 Not to award a contract to a bidder who is associated with a security breach that materially adversely affects other entities or if any directors or officers of a bidder are formally charged of fraudulent or illegal conduct which, would harm the CSIR's reputation by its continued association with the bidder.

15 CONFLICT OF INTEREST, CORRUPTION AND FRAUD

- 15.1 The CSIR reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of CSIR or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

- a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- d. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- e. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- f. has in the past engaged in any matter referred to above; or
- g. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

16 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

- 16.1** The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that the CSIR relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

16.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by the CSIR against the bidder notwithstanding the conclusion of the Service Level Agreement between the CSIR and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

17 PREPARATION COSTS AND LIMITATION OF LIABILITY

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing the CSIR, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

A bidder participates in this bid process entirely at its own risk and cost. The CSIR shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

18 INDEMNITY

If a bidder breaches the conditions of this bid and, as a result of that breach, the CSIR incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds the CSIR harmless from any and all such costs which the CSIR may incur and for any damages or losses the CSIR may suffer.

19 PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

20 TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. The CSIR reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award or has submitted a fraudulent Tax Clearance Certificate to the CSIR, or whose verification against the Central Supplier Database (CSD) proves non-compliant. The CSIR further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

21 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The CSIR reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

22 GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

23 CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with the CSIR's examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for

the purpose of preparing a Tender. This bid and any other documents supplied by the CSIR remain proprietary to the CSIR and must be promptly returned to the CSIR upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure the CSIR's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

24 AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this bid, the CSIR may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

25 PERSONAL INFORMATION

25.1 Each Party consents to the other Party holding and processing "personal information" (as defined in the POPI Act) relating to it for legal, personnel, administrative and management purposes (including, if applicable, any "special personal information" relating to him/her, as defined in the POPI Act). Notwithstanding the generality of the aforesaid, each Party hereby undertakes to comply with all relevant provisions of the POPI Act and any other applicable data protection laws. The bidder further agrees to comply with all CSIR's reasonable internal governance requirements pertaining to data protection.

25.2 Each Party consents to the other Party making such information available to those who provide products or services to such parties (such as advisers, regulatory authorities, governmental or quasi-governmental organisations and potential purchasers of such Party or any part of their business).

25.3 While performing any activity where a Party is handling personal information as a “responsible party” (as defined in the POPI Act), each Party undertakes that it will process the personal information strictly in accordance with the terms of the POPI Act, this Contract, and the other Party’s instructions from time to time, and take appropriate operational measures to safeguard the data against any unauthorised access.

25.4 Each Party acknowledges that in the course of conducting business with each other, each Party intends to maintain and process personal information about the other Party in an internal database. By signing this Contract, each Party consents to the maintenance and processing of such personal information.

Where relevant, the bidder shall procure that all of its personnel, agents, representatives, contractors, sub-contractors and mandataries shall comply with the provisions of this clause 30 (Personal Information). The CSIR shall be entitled on reasonable notice to conduct an inspection or audit bidders compliance with the requisite POPI Act safeguards.

26 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, bidders 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 bidder concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the bidder or any other party in connection therewith.

SECTION B

EVALUATION METHODOLOGY

27 TERMS OF REFERENCE

This RFP is for the provision of cleaning services to all CSIR sites for a period of sixty (60) months. The service offering must include all requirements as set out in **Annexure B1 and B2**.

28 EVALUATION CRITERIA

The CSIR has set minimum standards that a bidder needs to meet in order to be evaluated and selected as a successful bidder.

The minimum standards consist of the following:

Elimination Criteria (Phase 1)	Technical Evaluation Criteria (Phase 2)	Presentation (Phase 3)	Price and Preference Points Evaluation (Phase 4)	Objective Criteria
Only bidders that are not eliminated as per criteria set on paragraph 28.1 on Phase 1 below will proceed to Technical/Functional Evaluation (Phase 2).	<p>Bidder(s) are required to achieve a predetermined minimum threshold on each of the individual criteria, and a predetermined minimum threshold as on paragraph 28.2.</p> <p>In-land Region - Only bidder (s) who met and/or exceeded the minimum threshold points on Phase 2 below will proceed to Presentation (Phase 3) refer to Annexure C2.</p> <p>Coastal Region - Only bidder (s) who met and/or exceeded the minimum threshold points on Phase 2 below will proceed to Price and Preference Points (Phase 4)</p>	Bidders will be evaluated out of 100 points and must obtain a minimum of 50 points as per Annexure C2. Only bidder (s) who met and/or exceeded the minimum threshold points on Phase 2 below will proceed to Price and Preference Points Evaluation. (Phase 4)	Bidder(s) will be evaluated out of 100 points i.e. 80 or 90 points for Price and 20 or 10 points for Preference Points.	The CSIR reserves the right to award this tender to a bidder that did not score the highest total number of points in accordance with Section (2) (1) (f) of the PPPFA (Act 5 of 2000).

28.1 Elimination Criteria (Phase 1)

Proposals will be eliminated under the following conditions:

- a) Bidders that submit late bids will not be considered.
- b) Bidders that submit to an incorrect email address will not be considered.
- c) Bidders that are listed on the NT database of restricted suppliers will not be considered.
- d) Bidders that are registered on the NT Register of Tender Defaulters will not be considered.
- e) Bidders that do not submit any one of the mandatory returnable documents as per **Annexure G: Proposal Form and List of Returnable Documents. (Mandatory Returnable Documents Table)**. Only bidders that are not eliminated on Phase 1 will proceed to the next phase of evaluation.

28.2 Technical Evaluation Criteria (Phase 2)

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

Functional Factors	Criteria Description	Weighting (%)	
		In-land	Coastal
Company Experience	<p>The bidder must demonstrate the company's relevant experience in providing similar cleaning services to commercial / corporate establishments.</p> <ul style="list-style-type: none"> • The bidder must provide a list of projects for a period between 2015 and 2023, (use Annexure D to populate the information) with multi-storey buildings or multiple complex buildings to deliver an effective and efficient cleaning services to Description of CSIR Properties in paragraph 3.2. • A minimum of five (5) relevant projects is required. • Excellence award from the Cleaning Services Industry will be advantageous. 	20	20

Functional Factors	Criteria Description	Weighting (%)	
		In-land	Coastal
Experience of Contract Manager (In-land region only)	<p>The CV of the Contract Manager that will be supervising and managing the operations of the contract must be included. The CV must be indicative of:</p> <ul style="list-style-type: none"> • Minimum Matric certificate (Grade 12) or equivalent (attach a copy); • A certificate in one of these training courses: certificate in office cleaning and hygiene unit standard (243204) or certificate in providing good customer services in a cleaning services environment unit standard (243195) or certificate in the use of chemicals in cleaning services service environment unit standard (243203) or equivalent cleaning qualification (attach a copy). • A minimum of 5 years work experience in managing cleaning services of multi-storey buildings or multiple complex buildings. • Outline of assignments/experience that has a bearing on the CSIR scope of work. 	20	N/A
Supervisor (Coastal region)	<p>The CV of the Supervisor that will be supervising and managing the operations of the contract must be included. The CV must be indicative of:</p> <ul style="list-style-type: none"> • Minimum Matric certificate (Grade 12) or equivalent (attach a copy); • A certificate in one of these training courses: certificate in office cleaning and hygiene unit standard (243204) or certificate in providing good customer services in a cleaning services environment unit standard (243195) or certificate in the use of chemicals in cleaning 	N/A	20

Functional Factors	Criteria Description	Weighting (%)	
		In-land	Coastal
	<p>services service environment unit standard (243203) or equivalent cleaning qualification (attach a copy).</p> <ul style="list-style-type: none"> • A minimum of 3 years work experience in supervising cleaning services of multi-storey buildings or multiple complex buildings. 		
Assistant Contract Manager: Conferencing and Accommodation (In-land Region only)	<p>The CV of the Assistant Contract Manager that will be supervising and managing the operations of the contract must be included. The CV must be indicative of:</p> <ul style="list-style-type: none"> • Minimum Matric certificate (Grade 12) or equivalent (attach a copy); • A training certificate in housekeeping operations course or equivalent qualification in hospitality management. • A minimum of 3 years work experience in supervising and managing cleaning services in hospitality industry. 	20	Not applicable
Methodology and Approach	<p>Methodology and approach to be used in execution or implementation supported by method statement, organogram, detailed project plan and service schedule/ work plan, including but not limited to:</p> <ul style="list-style-type: none"> • A demonstration of understanding of the key requirements and expectations of CSIR as outlined in this tender document. • A detailed approach, green cleaning methodologies and tools on how they will assist CSIR in achieving the objectives of this request must be provided. • Capacity to perform the cleaning services, including the skills, chemicals, equipment, staff, 	30	50

Functional Factors	Criteria Description	Weighting (%)	
		In-land	Coastal
	and organogram to carry out the contract. <ul style="list-style-type: none"> • SABS approved cleaning consumables, and cleaning products as dictated by advances in cleaning technology. • Demonstration of customer-centric standard operating procedures to be implemented. • System for tracking and resolving of complaints from clients. 		
SHE Plan, SHE Policy Statement and SHE Risk Register	<ul style="list-style-type: none"> • Company SHE Policy statement • SHE plan taking into consideration the impact of the cleaning activities on humans, climate, animals and flora within CSIR sites as guided by the SHEQ File Content (Annexure F). • SHE Risk Register for planned activities at the CSIR sites. 	10	10
TOTAL		100	100

In-land Region - Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 70% and less than 50% on any of the individual criteria will be eliminated from further evaluation on **Presentation**, which will be conducted on - line. Only bidders with an overall of 50% on presentation will be evaluated further on Price and Preference Points.

Coastal Region - Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 70% and less than 50% on any of the individual criteria will be eliminated from further evaluation on Price and Preference Points.

Refer to Annexure C1 (Technical Evaluation Matrix/Rubrics) for the scoring ranges/rubrics that will be used to evaluate functionality and Annexure C2 (Presentation Evaluation Matrix/Rubrics) for scoring ranges/rubrics that will be used to evaluate presentations.

28.3 Presentation (Phase 3)

Only Bidders that are bidding for the In-land region and have met the minimum thresholds on Technical/functional Evaluation will be evaluated for Presentation. The Presentation phase will be evaluated as per **Annexure C2** Presentation Evaluation Criteria.

28.4 Price and Preference Points Evaluation (Phase 4)

Only Bidders that have met the minimum thresholds on technical /functional evaluation and presentation for Inland Region will be evaluated for price and preference points. Price and Preference Points will be evaluated as per **Annexure I: Preference Points Award Form**.

Only Bidders that have met the minimum thresholds on technical /functional evaluation for Coastal Region will be evaluated for price and preference points. Price and Preference Points will be evaluated as per **Annexure I: Preference Points Award Form**.

29 OBJECTIVE CRITERIA

The CSIR reserves the right to award this tender to a bidder that did not score the highest total number of points in accordance with Section (2) (1) (f) of the PPPFA (Act 5 of 2000)", under the following conditions:

- The bidder must have a healthy business credit score greater than 50.
- The directors, shareholders or officers of the bidder must not be formally charged of fraudulent or illegal conduct which could harm the CSIR's reputation by associating with the bidder.

30 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION

Respondents are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. Business may not be awarded to a Respondent who has failed to register on the CSD. Only foreign suppliers with no local registered entity need not register on the CSD. In order to enable the CSIR to verify information on the CSD, Respondents are required to provide the unique registration reference number.

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.

ANNEXURE A

Standard Bidding Document (SBD) 1

PART A: INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE CSIR					
BID NUMBER:	3584/04/09/2023	CLOSING DATE:	04 September 2023	CLOSING TIME:	23:30
DESCRIPTION	The Provision of cleaning services to all CSIR sites for a period of sixty (60) months				
BID RESPONSE DOCUMENTS TO BE SUBMITTED AS STIPULATED IN THE RFP DOCUMENT					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Strategic Procurement Unit		CONTACT PERSON	Strategic Procurement Unit	
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	tender@csir.co.za		E-MAIL ADDRESS	tender@csir.co.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?					<input type="checkbox"/> YES
<input type="checkbox"/> NO					
DOES THE ENTITY HAVE A BRANCH IN THE RSA?					<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?					<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?					<input type="checkbox"/> YES <input type="checkbox"/> NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? YES NO
IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B: TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER’S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

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

SIGNATURE OF BIDDER:

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

DATE:

ANNEXURE B1 – Technical Specification

Provision of Cleaning Services to all CSIR sites for a period of sixty (60) months

RFP No. 3584/04/09/2023

1. INVITATION FOR PROPOSAL

Proposals are hereby invited for the provision of cleaning services to all CSIR sites for a period of sixty (60) months.

The purpose of the Request for Proposal (RFP) is to obtain capability, pricing and general information on the business of potential Contractors for the CSIR to determine the Contractors most capable of providing the service.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidders required by the CSIR. This RFP does not constitute an offer to do business with the CSIR, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

Responses to this Request for Proposal (RFP) (hereinafter referred to as a Bid or a Proposal) are requested from suitably qualified entities (hereinafter referred to as a Respondent or Bidder) for the provision of cleaning services to all CSIR sites for a period of sixty (60) months.

2. PROPOSAL REQUIREMENTS

All proposals are to be submitted in a format specified in this enquiry. However, bidders are welcome to submit additional / alternative proposals over and above the originally specified format.

2.1. Technical Proposal

The following must be submitted as part of the **technical** proposal:

- a) Cover letter on company letterhead.
- b) List of projects of the service provider for a period between 2015 and 2023, with multi-storey buildings or multiple complex buildings like the CSIR scope of work as described in **paragraph 3.2 (Description of CSIR properties)**; above. The list must include company name, scope of work, contract value and project period.

Information must be completed as indicated in Annexure D. Excellence Award from the Cleaning Industry will be advantageous.

- c) Submit detailed CV of Service Provider's Contract Manager (In-land region only)
- Minimum Matric certificate (Grade 12) or equivalent (attach a copy);
 - Must have a minimum of 5 years work experience in managing cleaning contracts with multi-storey buildings or multiple complex buildings.
 - The CV must indicate companies worked for and periods in the cleaning industry.
 - A certificate in one of these training courses: certificate in office cleaning and hygiene unit standard (243204) or certificate in providing good customer services in a cleaning services environment unit standard (243195) or certificate in the use of chemicals in cleaning services service environment unit standard (243203) or equivalent cleaning qualification (attach a copy);
- d) Submit detailed CV of Service Provider's Assistant Contract Manager (**In-land region only**):
- Minimum Matric certificate (Grade 12) or equivalent (attach a copy);
 - A training certificate in housekeeping operations course or equivalent qualification in hospitality management
 - A minimum of 3 years work experience in supervising and managing cleaning services in hospitality industry.
- e) Submit detailed CV of Service Provider's Supervisor (**Coastal region only**)
- Minimum Matric certificate (Grade 12) or equivalent (attach a copy);
 - A training certificate in housekeeping operations course or equivalent qualification in hospitality management
 - A minimum of 3 years work experience in supervising cleaning services.
- f) The bidder must submit a detailed methodology and approach.
- g) The bidder must submit a SHE plan and SHE risk register for planned activities as well as company SHE policy statement.

2.2. Financial Proposal:

The following must be submitted as part of the **financial** proposal:

- a) Cover Letter on company letterhead;
- b) Completed Pricing Schedule (**Annexure E1 and E2**) on official company letterhead.
- c) CSD registration report (RSA suppliers only)
- d) The pricing must be fixed for a minimum period of 120 days and inclusive of all costs to render the required service.

3. PROPOSAL SPECIFICATION

3.1. SCOPE OF WORK

The detailed scope of work, incorporating the tasks and responsibilities of the potential Service Provider(s) (hereinafter, the Service Provider/s), required by the CSIR for cleaning services, and the operational and specification for cleaning services to be rendered on the specified properties/sites of the CSIR.

The successful service provider/s shall focus on the provision of cleaning services in line with commercial best practices and cleaning norms, standards and specifications. In particular without limiting the generality of the foregoing, the successful bidder will be responsible and shall be required to attend to:

- A) The technical specifications, frequency schedules and attached annexures provide an indication of the areas and buildings to be serviced for cleaning purposes as well as a guideline to minimum requirements. CSIR may adjust these to ensure better service delivery and end user 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.
- B) 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 outside building or 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 and ISO 45001 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 including refresher training 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;
- Ensure the supplier and its employees have valid certificates and maintain competency throughout the term of the contract regarding Working at Heights, Fall Arrest (US229998), Fall Rescue (US229995) and Fall Protection Plan (US229994);
- Control of consumables including toilet paper; and
- Provision and control of all cleaning staff, cleaning materials and cleaning equipment.

All cleaners shall be issued with the following minimum Personal Protective Equipment (PPE), cleaning general equipment/tools and consumables in order to execute the cleaning work safely, efficiently and effectively:

Personal Protective Equipment	Equipment/ Tools	Consumables
<ul style="list-style-type: none"> • Protective rubber gloves and specialized PPE in high risk areas such as labs, workshops, etc. as per safety requirements. • Uniform including safety boots 	<ul style="list-style-type: none"> • Industrial vacuum cleaner • Pulse Mop • Scoop and Broom • Duster (long and short handle) • Cleaning cloths, sponges and scourers (colour coded, i.e Microfiber cloth -red, yellow, blue, and green) • Complete window cleaning kit (long and short handles) • Wet floor signs • Chemical caddy • Single or Double bucket mop trolley. • Small cleaning bucket • Floor scrubbing brush • Toilet cleaning brush • Standard Speed Scrubbing Machine • Waste removal trolleys for removal of waste from conference venues/buildings • Venetian blinds cleaners • 4FT Step ladders 	<ul style="list-style-type: none"> • Tile cleaning detergent • carpet shampoo • Laminate flooring cleaner • Floor polish • Urinal mats • Seat sanitiser liquid • Toilet cleaning chemicals/ disinfectants • Furnisher polish • Bathroom hand soap, • Laundry soap, • Environmentally friendly disinfectants, degreaser, etc.) • Specialised cleaning product for labs such as D-Limonine, Germ Guard, etc. • Office bin liners • Wheelie Bin Refuse liners (heavy duty).

Note to Bidders:

- The above cleaning consumables and equipment list is not exhaustive and each CSIR site /building may require a different equipment/chemical for provision of cleaning services.
 - Provision of motor vehicles and drivers for staff deployment and delivery of cleaning consumables – the service providers shall ensure that staff have transport to remote CSIR sites as well.
 - Develop and implement cleaning procedures and work instructions per CSIR site to ensure consistent provision of and quality cleaning services.
 - Special cleaning team shall be well trained and equipped with the following minimum equipment: Industrial extraction vacuum cleaner, Floor machine (for strip and seal) and Window cleaning equipment.
 - Provision of afterhours (inclusive of night shift, weekends and public holidays) cleaning services to CSIR Security Services and Conferencing and Accommodation.
 - Provision of normal and specialized carpet and upholstery cleaning methods. This includes but not limited to dry host cleaning method.
 - Provision of high-level window cleaning for multi-storey buildings/ high rise buildings warranting working at heights and continuous compliance with the SHEQ requirements.
 - The successful supplier shall sign a Service Level Agreement (SLA) with the CSIR to ensure scope of work is achieved and continually monitor the quality of the cleaning services rendered through a monthly performance measurement scorecard.
 - Penalties will be imposed on sub-standard or unacceptable work. Poor contractor performance, if not resolved timeously within stipulated time frames and to the satisfaction of CSIR management, could result in termination of the contract.
- C) 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.

- D) 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.
- E) 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.

3.2. DESCRIPTION OF CSIR PROPERTIES

The successful service providers shall provide cleaning services for the property portfolio of the CSIR in all CSIR campuses. This comprises multi-storey /multi-complex building office accommodation; research and development facilities such as labs, workshops; sports and recreation facilities, residential accommodation, food, and conferencing facilities. The scope of work is limited to the CSIR Properties in the following areas:

Province	Site	Physical Address	No of Buildings	Total Floor Area
GAUTENG	Pretoria	Scientia: Meiring Naude Road, Brummeria	52	213 195.61 square meter
		Entabeni Residence	16 units	
		CSIR: International Convention Centre (ICC)	1 Conference facility	
		Pardefontein: Farm Paardefontein, 282JR Portion 6 & 7, Wallmansthal	2	176 square meter
		Klobbersbos: 120JR, portion 6 & 7, Wallmansthal	2	789 square meter
	Johannesburg	Carlow Road: Cnr Rusternburg and Carlow Road, Auckland Park	8	5 888.42 square meter
		Cottesloe: Cnr Newton and Frost Avenue, Cottesloe	1	3 836.62 square meter
WESTERN CAPE	Cape Town	Stellenbosch: 11 Jan Cilliers Street	116	23 996.90 square meter
		Rosebank: 15 Lower Hope Road	19	2 892.40 square meter
KWA-ZULU NATAL	Durban	Glenwood: 359 Mazisi Kunene Road	2	3 544.08 square meter

3.3. INTERPRETATION OF CLEANING SPECIFICATIONS

3.3.1 Any reference to “this Specification” shall be reference to this Cleaning Services Specification (including the Appendices hereto if applicable).

3.3.2 Where any capitalised term is used in this Specification without being defined below, such term shall bear the meaning assigned to such term.

3.3.3 In this Specification the following words and phrases shall have the following meanings unless the context otherwise requires.

Word	Definition
“Operating Times”	Means times as set out by CSIR in this Specification during which the Service Provider(s) 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 services 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/bin liners, and chemicals to be used in respect of the cleaning service. The chemicals and related cleaning products will be environmentally friendly, contain safety data sheets (SDS), 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, bin liners and squeegee) or caddy (with spray bottles and cloths).
“General Equipment”	Means polisher / buffer, wet and dry vacuum, double wringer mop, extra vac wet, backpack 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(s) 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.
“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 and replacing bin bags (liners) as well as waste removal (dropping full refuse/waste bags) to the outside building wheelie waste coded 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(s) to carry out the Cleaning Services;
“Waste Removal”	Means the removal of confidential waste, Non-clinical (household) Waste Redundant furniture & equipment, and recyclable waste including waste paper bins. The Service Provider(s) must ensure that paper is separated

	from other refuse and stored in designated areas. No staff member of the CSIR or the Service Provider(s) 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.
“Window Cleaning”	Shall mean the Window Cleaning Services of all internal and external windows, entrance glass doors, partitions and glass turnstiles. Windows at a reachable height (in- and outside) will be cleaned every three months. Windows at a non-reachable height will be cleaned Bi-annually.
“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(s) for polishing of furniture specified to be polished. The Service Provider(s) 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. Floor sealer for vinyl flooring in accordance with SABS 1042 applied in accordance with the manufacturers’ instructions. Said ceramic tile (flooring) is to be stripped and sealed initially and on request.</p> <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.</p>
“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 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.

<p>“Bin Bags”</p>	<p>Means refuse bags to be supplied by the Service Provider(s) for the purpose of disposal of garbage. Refuse bags to be separated according to the type of waste i.e. household and recyclable.</p>
--------------------------	--

3.4. WORKING HOURS

- 3.4.1. 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.
- 3.4.2. The Conferencing and Accommodation (C&A) Group comprising of International Convention Centre, Knowledge Commons and Entabeni Lodge working hour’s requirements are primarily outside normal working hours with the rest of CSIR. With the C&A Group the cleaning services are required from 06h00 until 23h00, weekend work and night shift including public holidays. Therefore, the Service Provider(s) must cater and accommodate their special requirements as per **Annexure B2**.
- 3.4.3. In order to provide for the requirements of the CSIR and other relevant bodies, working hours shall be determined by the Service Provider(s) in consultation with the CSIR’s Project/Contract Manager and relevant Regional Support Manager/Business Support Officer / Housekeeper at the site concerned and may be adjusted from time to time.
- 3.4.4. Service could be required during weekends and/or public holidays and the Service Provider(s) must make provision for workers to perform additional services as and when required.

3.5. CLEANING SERVICE SPECIFICATIONS

- 3.5.1. 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 higher traffic should be serviced more frequent in order to ensure an **“always neat”** appearance. Furthermore, it must be noted that the minimum requirements 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(s) will take just as much pride in the neat appearance of the buildings, as CSIR does.

3.5.2. 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(s) 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(s) must therefore make reference to the operating times schedule provided and provide for the cost accordingly. The Service Provider(s) 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.

3.5.3. Conferencing and Accommodation Group portfolio comprising of International Convention Centre (ICC), Knowledge Commons (KC) and Entabeni Lodge is a hospitality environment and it requires exclusive hospitality cleaning requirements which will be different from the rest of CSIR as per Annexure **B2**. 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. The cleaning staff required for the ICC, KC and Entabeni Lodge must possess the hospitality experience, relevant qualifications will serve as an added advantage.

3.6. SERVICE PROVIDER’S OBLIGATIONS

The Service Provider(s) shall:

3.6.1. Provide routine cleaning services to all CSIR properties/sites. The service includes, amongst others, the following:

- General vacuuming, dusting and wiping of all surfaces;
- Collection of general waste (recyclable and non-recyclable) and removal to on-site 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.
- 3.6.2. Comply with the cleaning service standards laid down by the CSIR.
- 3.6.3. Ensure 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.
- 3.6.4. Ensure safe working practices are followed in public areas, laboratories, corridors and stairwells.
- 3.6.5. Ensure appropriate signage is used for warnings of wet floors, etc.
- 3.6.6. 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.
- 3.6.7. Liaise frequently with the CSIR Contract/Project Manager and Business Support Officers to confirm access times to the meeting rooms and notice of meetings ending.
- 3.6.8. 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(s) has a due regard to the operation of the CSIR.
- 3.6.9. Advise the CSIR on more detailed access times in writing from time to time.
- 3.6.10. Ensure all equipment complies with the relevant SABS Specifications and code of practice.
- 3.6.11. Ensure all equipment and materials are colour coded in line with CSIR colour coding, to indicate specific areas of use.
- 3.6.12. Ensure colour coded cleaning cloths to be used are in accordance with Hazard Analysis Critical Control Point (HACCP) principles.
- 3.6.13. Ensure cleaning procedures and schedules are in place and up to date.
- 3.6.14. Ensure discard procedures are in place and applied in respect of disposable cleaning equipment.
- 3.6.15. Ensure cleaning equipment is clearly defined for specific usage.
- 3.6.16. Ensure cleaning equipment is clean and correctly stored.
- 3.6.17. Ensure all cleaning material as may at any time be necessary for the provision of the Cleaning Services are supplied and issued to Staff.

- 3.6.18. Ensure cleaning materials are used in a safe and proper manner, in compliance with Safety, Health and Environmental (SHE) legislation and regulations.
- 3.6.19. Ensure correct cleaning materials are selected and used so as not to cause any damage to surfaces.
- 3.6.20. Ensure hard floors are free from dust, debris, removable soil, stains and build-up, and have a uniform light-reflective, finish.
- 3.6.21. Ensure soft floors are free from debris, removable soil, stains and odours;
- 3.6.22. Ensure furniture, fixtures and fittings are free from dust, removable soil, smears, spots and spillages.
- 3.6.23. Ensure paintwork, walls and doors are free from dust, removable stains, grease, smears, spots and spillages.
- 3.6.24. Ensure 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.
- 3.6.25. Ensure 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.
- 3.6.26. Ensure windows, internal glass, panels and partitions are free from dust, grease streaks, smears, spots, splashes, marks and sticky deposits to their full height.
- 3.6.27. Ensure venetian/vertical and roller blinds are free from dust, grease, streaks, smears, spots and splashes.
- 3.6.28. Ensure lift, lift doors and runner are free from dust, grease, streaks, smears, spots and splashes and debris.
- 3.6.29. Ensure telephones are free from dust, grease, smears and streaks and are disinfected on a daily basis.
- 3.6.30. Submit monthly cleaning service 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.
- 3.6.31. Ensure records of regular equipment maintenance are submitted every year.

3.7. 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.

CLEANING SERVICE TYPE		FREQUENCY	
3.7.1. Floors		Open & single offices	Public areas
a) Vinyl, asbestos and linoleum	• Mop floors	Daily	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	Daily	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	Daily	Daily
c) Marble, terrazzo, ceramic, clay and quarry tiles	• Sweep and damp mop floors	Daily	Daily
	• Use a mop and clean water to remove marks	Daily	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)	Weekly	Weekly
3.7.2 Carpets and rugs	• Vacuum with an approved vacuum cleaner: - Open offices and other open areas	Daily	Daily
	- Single offices	Weekly	Weekly
	• Remove dirty marks	Continuousl y	Continuousl y
	Shampoo of carpets with cleaning agents that are environmentally friendly	Twice a year	Twice a year
3.7.3 Interior granolite and other ceramic tiles	• Sweep	Daily	Daily
	• Scrub with soap and water	Weekly	Weekly
3.7.4	• Remove refuse from refuse bins	Daily	Daily

Building surroundings and covered / entrance areas	<ul style="list-style-type: none"> Separate waste according to the CSIR waste separation standards and requirements 	Daily	Daily
	<ul style="list-style-type: none"> Sweep connecting passages and stoep areas 	Weekly	Weekly
	<ul style="list-style-type: none"> Wash connecting passages and stoep areas 	Daily	Daily
	<ul style="list-style-type: none"> Cleaning of covered areas and surroundings includes the removal of paper, bottles, tins and other refuse 	2 x Week	2x Week
3.7.5 Balconies, terraces and service passages	<ul style="list-style-type: none"> Sweep terraces, balconies, service passages, etc. outside the building 	-	Weekly
	<ul style="list-style-type: none"> Where applicable, floors should be treated according to their finish 	-	Monthly
	<ul style="list-style-type: none"> Balcony railings must be regularly dusted and periodically washed 	-	Monthly or when necessary
	<ul style="list-style-type: none"> Sweep catwalks 		4 x Year
3.7.6 Refuse removal	<ul style="list-style-type: none"> Clean ashtrays 	Daily	Daily
	<ul style="list-style-type: none"> Empty waste paper baskets 	Daily	Daily
	<ul style="list-style-type: none"> Wash waste paper baskets 	2 x Month	2 x Month
	<ul style="list-style-type: none"> Remove all refuse in plastic bags to a designated collection/drop-off area. 	Daily	Daily
	<ul style="list-style-type: none"> Remove all wastepaper to a designated collection/drop-off area 	Daily	Daily

	<ul style="list-style-type: none"> • 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 CSIR Contract Manager and SHE Manager on monthly basis 	Daily	
3.7.7 Dusting	<ul style="list-style-type: none"> • Use equipment that avoids or generate minimal dust emissions 	Daily	Daily
	<ul style="list-style-type: none"> • Dust all horizontal surfaces with damp cloth (desks, cupboards, etc.) 	Weekly	Weekly
	<ul style="list-style-type: none"> • Dust high sills/ledges and fittings – offices 	Daily	Daily
	<ul style="list-style-type: none"> • Dust high sills/ledges and fittings in entrances 	Weekly	Weekly
	<ul style="list-style-type: none"> • Dust all vertical surfaces (walls, passages, cupboards, pictures, etc.) 	Monthly	Monthly
	<ul style="list-style-type: none"> • Dust all window sills 	Weekly	Weekly
	<ul style="list-style-type: none"> • Dust accessible light fittings <i>in situ</i> 	Weekly	Weekly
	<ul style="list-style-type: none"> • Dust picture railings, doors, etc. 	Weekly	Weekly
	<ul style="list-style-type: none"> • Dust blinds 	Weekly	Weekly
	<ul style="list-style-type: none"> • Dust indoor louver windows <p><i>PS: Dusting accessible areas with feather dusters or dry dusters are not permitted. Dusting to be done with damp cloth.</i></p>		
3.7.8	<ul style="list-style-type: none"> • Clean walls, wood panelling and other partitions with a soft damp cloth 	Weekly	Weekly

Walls and paintwork	<ul style="list-style-type: none"> Remove all finger marks from walls, doors and electric switches 	3 x Week	Daily
	<ul style="list-style-type: none"> High inside walls be cleaned with squeegee (with extension) 	-	Monthly
	<ul style="list-style-type: none"> Remove all posters, notices, pamphlets, brochures, etc from any surface other than notice boards and report damages to paint or wood 	Daily	Daily
3.7.9 Glass and Metal surfaces	<ul style="list-style-type: none"> Remove spots or dirty marks on glass doors, shopfronts, steel cabinets and glass partitions 	3 x Week	Daily
	<ul style="list-style-type: none"> Clean all shine metal, door handles, name boards, light switches and fittings 	2 x Week	2 x Week
3.7.10 Foyers, Entrances and Verandas (Stoeps)	<ul style="list-style-type: none"> Sweep entrance stairs 	-	Daily
	<ul style="list-style-type: none"> Clean all door mats and spaces into which mats are fitted 	-	Weekly
	<ul style="list-style-type: none"> Clean main entrance doors 	-	Daily
	<ul style="list-style-type: none"> Wash entrance stairs 	-	2 x Week
	<ul style="list-style-type: none"> Wash foyer floors 	-	2 x Week
	<ul style="list-style-type: none"> Clean and disinfect door handles and railings 	-	Daily
3.7.11 Roller blinds and Louver drapes	<ul style="list-style-type: none"> Wash with antistatic solution and soap 	Quarterly	Quarterly
3.7.12 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
3.7.13	<ul style="list-style-type: none"> Replace or replenish toilet paper and soap in cloakrooms 	Daily	Daily

Hygiene and Waste	<ul style="list-style-type: none"> Exchange hand towels or replenish paper towels, and always rinse soap dispenser with hot water before replenishing soap. 	Daily	Daily
	<ul style="list-style-type: none"> Provide waste statistics for each site/building to the CSIR Contract Manager and SHEQ office on monthly basis 	Monthly	
3.7.14 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
3.7.15 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 	Twice a year	Twice a year
3.7.16 Vacuum cleaning	<ul style="list-style-type: none"> Vacuum cleaners and filters must be cleaned 	Daily	Daily
	<ul style="list-style-type: none"> Filters must be replaced 	On a regular basis	On a regular basis

	<ul style="list-style-type: none"> Always use vacuum cleaners that use minimal electricity/energy and avoid dust emissions 	On a regular basis	On a regular basis
3.7.17 Kitchens	<ul style="list-style-type: none"> Wash floors with mop and soap 		Daily
	<ul style="list-style-type: none"> Wash work top surfaces with disinfectant 		Daily
	<ul style="list-style-type: none"> Wash vinyl chairs with soap 		Weekly
	<ul style="list-style-type: none"> Upholstered furniture 		As per spec above
	<ul style="list-style-type: none"> Use reusable microfiber cloths instead of disposable cloths 		Daily
	<ul style="list-style-type: none"> Wash tiles where required with disinfectant 		Daily
	<ul style="list-style-type: none"> Empty and wash rubbish bins 		As per spec above
	<ul style="list-style-type: none"> Other duties 		As and when required
	<ul style="list-style-type: none"> Washing of dishes in all CSIR kitchens (Wash crockery, cutlery, water-bottles and decanters) 		Daily
3.7.18 Safes and Store rooms	<ul style="list-style-type: none"> Wash floors with mop and soap 		When required or on request
	<ul style="list-style-type: none"> Wash walls and horizontal surfaces 		When required or on request
	<ul style="list-style-type: none"> Dusting of all surfaces 		On request

3.8. 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:

3.8.1 Toilets, cloakrooms and showers	<ul style="list-style-type: none"> • Empty and clean all rubbish bins 	Daily
	<ul style="list-style-type: none"> • Wash and disinfect all toilets, wash basins, baths, showers and urinals 	Daily
	<ul style="list-style-type: none"> • Clean mirrors 	Daily
	<ul style="list-style-type: none"> • Clean and disinfect door handles as well as toilet handles and taps 	Daily
	<ul style="list-style-type: none"> • Replenish toilet paper, hand soap and hand towels 	Daily
	<ul style="list-style-type: none"> • Replenish – packet Liners 	Weekly
	<ul style="list-style-type: none"> • Replace seat spray sanitizer 	Every 2 weeks
	<ul style="list-style-type: none"> • Replace urinal sanitizer refills 	Every 2 weeks
	<ul style="list-style-type: none"> • Replace urinal mats 	Every 2 weeks
	<ul style="list-style-type: none"> • Replace batteries for Quadrasan dispensers (six monthly per dispenser) 	Six-Monthly
	<ul style="list-style-type: none"> • Remove marks on walls, doors, partitions and electric switches 	Every 2 weeks
	<ul style="list-style-type: none"> • Wash inside windows with a disinfectant 	Daily
	<ul style="list-style-type: none"> • Dust light fittings and shades 	Weekly
	<ul style="list-style-type: none"> • Buff floors (Where required) 	4 X per year or when required
	<ul style="list-style-type: none"> • Deep clean toilets and ablution facilities in public and highly used areas 	July & Dec or when required
<ul style="list-style-type: none"> • Strip and seal floors (Where required) 	Daily	
<ul style="list-style-type: none"> • Wash floors with disinfectant 	Daily	

	<ul style="list-style-type: none"> Wash walls with disinfectant 	Daily
	<ul style="list-style-type: none"> Scrub shower mats with disinfectant 	Daily
	<ul style="list-style-type: none"> Put shower mats outside in the sun 	2 X Month
	<ul style="list-style-type: none"> 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
3.8.2 Lifts	<ul style="list-style-type: none"> Clean mirrors 	2 x Week
	<ul style="list-style-type: none"> Clean entire interior and control panels, wipe handrails with disinfectant 	Daily
	<ul style="list-style-type: none"> Clean exterior sides and doors 	Daily
	<ul style="list-style-type: none"> Wash floors 	2 x Week
	<ul style="list-style-type: none"> Clean door jambs 	Daily
	<ul style="list-style-type: none"> Clean door rail grooves (bottom) 	Daily
3.8.3 Stairs	<ul style="list-style-type: none"> Wash hand railings with a disinfectant 	2 x Week
	<ul style="list-style-type: none"> Mop and wash stair surfaces -use microfiber mops 	2 x Week
	<ul style="list-style-type: none"> Remove bubblegum from stairs 	Daily
	<ul style="list-style-type: none"> Sweep fire escape stairs 	Weekly
	<ul style="list-style-type: none"> Remove marks on walls, doors and electric switches 	Weekly
	<ul style="list-style-type: none"> Scrub fire escape stairs 	2 x Month
3.8.4	<ul style="list-style-type: none"> Empty all rubbish bins and was ashtrays 	Daily
	<ul style="list-style-type: none"> Empty recyclable bins/box 	Daily

Offices	• 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 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
3.8.5 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
3.8.6 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

	<ul style="list-style-type: none"> Wash door handles with a disinfectant 	Daily
	<ul style="list-style-type: none"> Wash vinyl floors 	Daily
	<ul style="list-style-type: none"> Buff floors 	2 x Week
	<ul style="list-style-type: none"> Strip and seal floors 	July & Dec or when required
	<ul style="list-style-type: none"> Walls 	As per spec above
3.8.7 Laboratories and Workshops	<ul style="list-style-type: none"> Empty and clean all rubbish bins 	Daily
	<ul style="list-style-type: none"> Sweep vinyl floors 	Daily
	<ul style="list-style-type: none"> Wash vinyl floors 	Weekly
	<ul style="list-style-type: none"> Buff vinyl floors 	Weekly
	<ul style="list-style-type: none"> Dust lights and fittings 	Weekly
	<ul style="list-style-type: none"> Clean finger marks on doors, switches 	Bi-weekly
	<ul style="list-style-type: none"> Wash tiles and door handles with a disinfectant that poses less harm to the environment 	Daily
	<ul style="list-style-type: none"> Strip and seal floors 	July & Dec and on request
	<ul style="list-style-type: none"> Walls 	As per spec above
	<ul style="list-style-type: none"> Wash rubbish bins 	2x Month
	<ul style="list-style-type: none"> Clean and wash green, black and/or white boards 	2 x Daily
<ul style="list-style-type: none"> Wash desk, chairs and tables 	Weekly	
3.8.8 Lecture Halls / Lecture Venues	<ul style="list-style-type: none"> Lecture halls/venues must be cleaned before 07:30 or according to time schedule/arrangement 	Daily
	<ul style="list-style-type: none"> Wash and clean black, green and/or white boards 	2 x Daily
	<ul style="list-style-type: none"> Chalk, board erasers must be placed in all lecture halls 	Daily
	<ul style="list-style-type: none"> Remove bubble gum from tables and chairs 	Weekly
	<ul style="list-style-type: none"> Mop vinyl floors 	Daily
	<ul style="list-style-type: none"> Buff vinyl floors 	Weekly

	<ul style="list-style-type: none"> • Scrub vinyl floors to remove marks 	When necessary
	<ul style="list-style-type: none"> • Empty and wash all rubbish bins 	Daily
	<ul style="list-style-type: none"> • Dust tables and chairs with a damp cloth 	Daily
	<ul style="list-style-type: none"> • Polish tables and desktop surfaces 	Monthly
	<ul style="list-style-type: none"> • Clean door handles with a disinfectant 	Daily
	<ul style="list-style-type: none"> • Clean spots on walls and switches 	Weekly
	<ul style="list-style-type: none"> • Dust walls, lights and fittings and aircon fittings 	Weekly
	<ul style="list-style-type: none"> • Strip and seal floors 	July & Dec and when required
	<ul style="list-style-type: none"> • Pick up of all waste and remove to designated areas 	Daily
3.8.9 Computer Labs	<ul style="list-style-type: none"> • Empty all rubbish bins 	Daily
	<ul style="list-style-type: none"> • Wash rubbish bins 	Weekly
	<ul style="list-style-type: none"> • Sweep and mop vinyl floors 	Daily
	<ul style="list-style-type: none"> • Wash vinyl floors 	Weekly
	<ul style="list-style-type: none"> • Scrub vinyl floors to remove marks 	When necessary
	<ul style="list-style-type: none"> • Vacuum carpets 	Weekly
	<ul style="list-style-type: none"> • Dust desks, chairs and tables with a damp cloth 	Daily
	<ul style="list-style-type: none"> • Dust computers with soft damp cloth 	By request only
	<ul style="list-style-type: none"> • Clean computers with soft damp cloth and ethylated spirits 	By request only
	<ul style="list-style-type: none"> • Clean spots on walls switches, light fittings and air conditioning fittings 	Weekly
	<ul style="list-style-type: none"> • Clean door handles with a disinfectant 	Daily
	<ul style="list-style-type: none"> • Strip and seal floors 	July & Dec or when required

	<ul style="list-style-type: none"> • Walls 	As per spec above
3.8.10 Boardroom / Meeting room	<ul style="list-style-type: none"> • Boardroom must be cleaned before 07:30 or according to time schedule/arrangement 	Daily
	<ul style="list-style-type: none"> • Wash and clean black, green and/or white boards 	2 x Daily
	<ul style="list-style-type: none"> • Remove bubble gum from tables and chairs 	Daily
	<ul style="list-style-type: none"> • Mop vinyl floors 	Weekly
	<ul style="list-style-type: none"> • Buff vinyl floors 	Daily
	<ul style="list-style-type: none"> • Scrub vinyl floors to remove marks 	Weekly
	<ul style="list-style-type: none"> • Empty and wash all rubbish bins 	When necessary Daily
	<ul style="list-style-type: none"> • Dust tables and chairs with a damp cloth 	Daily
	<ul style="list-style-type: none"> • Polish tables and desktop surfaces 	Monthly
	<ul style="list-style-type: none"> • Clean door handles with a disinfectant 	Daily
	<ul style="list-style-type: none"> • Clean spots on walls and switches 	Weekly
	<ul style="list-style-type: none"> • Dust walls, lights and fittings and aircon fittings 	Weekly
	<ul style="list-style-type: none"> • Strip and seal floors 	July & Dec and when required
3.8.11 Medical Centre / Clinic	<ul style="list-style-type: none"> • Medical Centre – full time allocated cleaning staff (one person with a backup) 	Daily
	<ul style="list-style-type: none"> • Laundry duties – scheduled washing and ironing of medical centre linen 	Daily
	<ul style="list-style-type: none"> • Waste – medical waste to be placed in the required area 	Daily
	<ul style="list-style-type: none"> • Cleaning of dishes in the kitchen after training and meeting sessions 	Daily
	<ul style="list-style-type: none"> • Changing of linen in sick bay and consulting rooms 	Daily
	<ul style="list-style-type: none"> • Scheduled cleaning of consulting areas with 	Daily

	disinfectant	
	<ul style="list-style-type: none"> Additional cleaning of consulting area after medical emergencies and medical incidents 	Daily
	<ul style="list-style-type: none"> Changing of linen in sick bay and consulting rooms Please note additional training, PPE and medical fitness requirements will be provided by the Medical Centre for the appointed staff member in this area. 	Daily
3.8.12 Sport Centre and/or Gymnasium	<ul style="list-style-type: none"> Clean equipment with damp cloth and disinfectant 	Daily
	<ul style="list-style-type: none"> Sweep and mop floors and vacuum carpets 	Daily
	<ul style="list-style-type: none"> Clean mirrors 	Daily
	<ul style="list-style-type: none"> Toilets and cloakrooms as above. 	Daily

NOTE: 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 Service Provider/s 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.

3.9. 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 lifting equipment, electrical etc. plant rooms;
- The cleaning of DB boards and ventilation shafts;
- Handling and removal of hazardous waste
- The cleaning of restricted areas such as plant rooms

3.10. CLEANING STANDARDS & NORMS

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

<p>Cleaning detergents Must be environmentally friendly</p>	<p>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.</p>
<p>Disinfectants</p>	<p>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.</p> <p>Disinfectants used for automatic dispensers to toilets and urinals shall comply with CKS 459.</p>
<p>Polish</p>	<p>The Service Provider(s) will be advised by the CSIR Contract/Project Manager or Business Support Officer which furniture, if any may be polished.</p>
<p>Finishes (Walls and floors)</p>	<p>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.</p> <p>Said ceramic tile (flooring) is to be stripped and sealed initially and on request of the CSIR.</p> <p>Wipe and strip wooden wall finishes with approved detergent complying with SABS standards.</p> <p>Tile surfaces are to be cleaned with approved detergent complying with SABS 525.</p> <p>All cleaning and maintenance of floor shall be carried out in accordance with SABS Code of Practice 0170.</p> <p>Sweep concrete floors with a heavy duty broom.</p> <p>Floors to be scrubbed with auto scrubber.</p>
<p>Carpets and carpet tiles</p>	<p>Carpets must be vacuumed cleaned with industrial standard equipment.</p>

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 PROVIDER(S):

- The provision of the cleaning services at the CSIR sites/properties shall implement all the applicable “green cleaning” methodologies and cleaning products as dictated by advances in technology. The Service Providers 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/s 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 services.
- **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.

3.11. 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 Provider/s have been determined. The Service Provider's use of the facilities is subject to the following conditions:

- 3.11.1. The premises are maintained in a clean and orderly manner, in keeping with good housekeeping principles.
- 3.11.2. The premises are not used for any activities other than those relating to the rendering of the service as specified by this document.
- 3.11.3. CSIR retains the rights of inspection.
- 3.11.4. Supply all furniture and equipment required.
- 3.11.5. Ensure that all their staff complies with the regulations in terms of use of the facilities.
- 3.11.6. In conclusion, CSIR will provide what it deems as adequate office and storage facilities for the Service Provider(s) and the Service Provider(s) shall have access to such facilities for the duration of the contract period only.
- 3.11.7. 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.

3.12. SANITARY SERVICES

The handling and disposal of the contents of sanitary bins **will not** be performed by the Cleaning Services Provider/s.

3.13. STAFF STRATEGY AND WELFARE

- 3.13.1. Service Provider(s) must make a provision of adequate Managerial and Supervisory staff to ensure successful execution of the contract.
- 3.13.2. Service Provider(s) must make a provision of all general cleaning staff and workers for high level window cleaning.
- 3.13.3. Service Provider(s) are also to provide intensive training of all the staff appointed to ensure conformity with CSIR requirements. This includes furnishing the CSIR with an annual refresher training schedule of all cleaning staff and training records thereafter.

- 3.13.4. Service Provider(s) must make available sufficient relievers to ensure business continuity in all CSIR sites.
- 3.13.5. The Service Provider(s) should also demonstrate ability to absorb current staff complement.
- 3.13.6. The number of staff to be assigned per site should be clearly indicated in an organogram, including the job descriptions and CV's to be included on-site SHE file.
- 3.13.7. The Service Provider(s) must disclose a pay date for its employees and maintain good staff welfare practices.
- 3.13.8. Promotion of staff welfare (employee value proposition and corporate social responsibility) through submission of a written and approved /signed-off employment policy inclusive of pay / salary date, on company letterhead, indicating conditions of employment as per Basic Conditions of Employment Act 75 of 1997 requirements and associated benefits such as medical support, job security, categories of leaves, skills development, performance rewards, staff retention.

3.14. CLEANING SERVICE PERSONNEL

3.14.1 Security and Identification Requirements

- a. The CSIR will issue the Service Provider(s) employees with personal identification cards provided the Service Provider(s) can provide proof that the assigned employees are under their employ. The costs for the CSIR identification cards will be carried by the Service Provider(s).
- b. It is the responsibility of the supplier to ensure that proper identification of their staff in their company's uniform is provided.
- c. The Service Provider(s) shall be required to conduct background checks and proper security vetting of the personnel to be assigned for this contract, then provide evidence of such reports to the CSIR. This includes police clearance certificate prior to the commencement of the contract.
- d. The Service Provider(s)'s personnel will be required to at all times wear their uniforms to be provided by the Service Provider(s), at their cost, bearing the name and logo of the supplier.
- e. It will be the responsibility of the Service Provider(s) 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(s) must take responsibility for deactivation of such cards in cases where staff is no longer in the service of the Service Provider(s) or at the expiry of the contract.

3.14.2 Medical fitness

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

3.14.3 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(s) engaged in relation to this contract. The Service Provider(s) shall ensure that the absence from operational duty of staff attending a functional and skills development 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 Service Provider(s) must be regularly trained on waste separation at source and best environmental management practices. Records of such training must be submitted to the CSIR Contract/Project Manager and SHEQ: Safety and Regulatory Compliance Officer on an annual basis.

3.14.4 Uniforms

- a. All Service Provider(s) 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(s) 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.
- b. The Service Provider(s) 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.

3.14.5 Staff Allocation and Management

The Service Provider(s) shall ensure:-

- a. That Staff is assigned to all sites/offices and/or other accommodation and such other specific departments within the CSIR as the CSIR Representative shall advise and agree with Service Provider(s) and shall ensure continuity in the deployment of such Staff is maintained;
- b. 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.
- c. The Service Provider(s) shall not use less than the human resources complement set out in tender submission document.
- d. The Service Provider(s) shall provide services of high quality and standard to the satisfaction of the CSIR.
- e. The Service Provider(s) shall ensure compliance with all Department of Employment and **Labour legislation, Code of Practice** and **Fair Labour Practices** as well as by complying with the industrial relations and personnel policies of CSIR, where they do not breach the parties' joint labour practices.

3.14.6 Relief staff

The Service Provider(s) 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 Contract/Project Manager and relevant Regional Site Support Manager/Business Support Officer/ Housekeeper is given reasonable notice and details of this. The Service Provider(s) will bear all costs related to the provision of relief staff.

3.14.7 First Aid

The Service Provider(s) 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(s) must bear the costs.

3.15. COMPLAINTS AND COMPLIMENTS 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 and compliments must be registered in writing with the CSIR Contract/Project Manager and relevant Regional Support Manager/ Business Support Officers or Housekeeper.

3.16. CONTROL OF MATERIALS, EQUIPMENT AND CONSUMABLES

The Service Provider(s) shall:

- 3.16.1. Be responsible for the replenishment, 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.
- 3.16.2. 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.
- 3.16.3. Supervise and maintain records of receipts and issues which should be reconciled and report submitted to the CSIR on a monthly basis.
- 3.16.4. 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.
- 3.16.5. Ensure any non-compliant cleaning equipment is not used by any person whatsoever in the provision of the cleaning services;
- 3.16.6. Ensure all cleaning materials are designed for specific use in specific areas of CSIR Premises;
- 3.16.7. Ensure all cleaning equipment to be used in a particular area only is clearly designated for such area and under no circumstances used elsewhere;
- 3.16.8. Ensure that its staff is properly trained in the use of cleaning materials and equipment;
- 3.16.9. 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.
- 3.16.10. 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.
- 3.16.11. Ensure the standards of the equipment shall comply with the following:-
 - a. All products shall be "fit for the purpose".

b. In the case of electrically operated equipment, products shall comply with the following applicable SABS standard: The Service Provider(s) 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

3.17. 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(s) shall liaise with the Property Manager to agree on alternative Access Times so as to ensure the Service Provider(s) is able to comply with the terms of this Specification.

3.18. SAFETY, HEALTH AND ENVIRONMENT

The Service Provider(s) shall:

- 3.18.1. Comply with all Safety, Health and Environmental obligations of the CSIR during the performance of their contract as per **Annexure “F”** - Site SHEQ file content.
- 3.18.2. Observe all Safety, Health and Environment (SHE) precautions throughout the performance of this contract. All work shall conform to all statutory regulations. Where there is a conflict between applicable regulations, the most stringent will apply.
- 3.18.3. Assume full risk, responsibility and liability for compliance with all applicable regulations pertaining to environmental protection and the health and safety of personnel during the execution of work. The CSIR will not be liable for any action or omission on its part or that of its employees that results in illness, injury, or death.
- 3.18.4. Ensure that personnel to be assigned for this contract are adequately trained on material and equipment safety in respect of their duties. Refresher and outlined training and development programmes should be held on a continuous basis and proof of participation provided to the CSIR, when required.
- 3.18.5. Ensure all safety equipment, PPE, Chemicals etc. should be approved according to the legislated industry standards, thus South African Bureau of Standards (SABS). Ensure that all chemicals and cleaning agents used are environmentally friendly and relevant safety data sheets must be made available to the CSIR SHEQ office.

- 3.18.6. Make adequate provisions for the cost of health and safety measures i.e. PPE, Medical tests, Training and appointment of competent personnel. (SHE Officer, SHE Reps, First Aiders etc).
- 3.18.7. The implementation of the health, safety and environmental measures shall be monitored and or enforced on monthly basis by the CSIR.
- 3.18.8. Ensure the supplier and its employees have valid certificates and maintain competency throughout the term of the contract regarding Working at Heights, Fall Arrest (US229998), Fall Rescue (US229995) and one person as a Fall Protection Plan Developer (US 229994).

3.19. SPECIAL ENTRANCE

Certain areas within some CSIR buildings may require special instructions for persons entering them. Any restrictions associated with these special areas will be explained by the CSIR Contract/Project Manager. The Service Provider(s) shall adhere to these restrictions and incorporate them into the Cleaning Services Delivery Plan.

3.20. UNIFORMS AND PERSONAL PROTECTIVE EQUIPMENT

All Service Provider(s) personnel working in or around CSIR's buildings or site shall wear distinctive and labelled uniform clothing. The Service Provider(s) shall determine the need for and provide any Personal Protective Equipment (PPE) required for the safe performance of work. Protective clothing, equipment, and devices shall as a minimum, conform to Environmental, Occupational Safety and Health Act (OSHA) standards for the products being used.

3.21. GUARANTEES, SPECIAL REQUESTS AND EMERGENCY SERVICES

The service provider(s) must guarantee all scheduled services and attend to any problems that may arise in between routine treatments. Remedial action must be within 24 hours. From time to time the CSIR Contract/Project Manager may request that the Service Provider(s) performs corrective, special, or emergency service(s) that are beyond routine service requests. The Service Provider(s) shall respond to these exceptional circumstances and perform the necessary work within three (3) hours after receipt of the request.

3.22. PERFORMANCE OR CONTRACT MANAGEMENT

3.22.1 The Service Provider(s) shall:

- Ensure that at all times during the rendering of the contracted services ensure strict and effective management / supervision of the work and of its employees.
- At all times respond to the reasonable instructions or requests of the CSIR Contract/Project Manager or relevant Business Support Officers.
- Furnish CSIR Contract/Project Manager with a monthly plan/schedule, detailing the manner in which all areas on all CSIR sites requiring the specified cleaning services shall be adequately covered. Any additional services should also be included in the plan/schedule.
 - Furnish CSIR Contract/Project Manager with a monthly report stating services delivered as well as progress made in implementation of the plan/schedule furnished to the CSIR.
- Furnish CSIR Contract/Project Manager with plans to deliver on undelivered services and reasons for omitted services as part of the monthly report. Plans to prevent reoccurrences will also be part of the report.
- Prepare and submit a consolidated monthly cleaning services report for all CSIR sites to CSIR Contract/Project Manager. All complaints shall be included in the monthly performance report indicating the nature of the complaint and remedial actions implemented; and
- Attend to quarterly contract performance review meetings, ensure remedial actions are implemented and that there is improved contractor performance.

3.22.2 Be responsible to provide records for services rendered, consumables used, equipment and any applications it may deem necessary for the execution of the services.

3.22.3 Sign a Service Level Agreement (SLA) with the CSIR to ensure scope of work is achieved and continually monitor the quality of the hygiene services rendered through a performance measurement scorecard and other contract management monitoring mechanisms. Penalties will be imposed on sub-standard or unacceptable work in order to implement improved service standards and compliance.

3.22.4 Be aware that any poor contractor performance, if not resolved timeously within stipulated time frames and to the satisfaction of CSIR management, could result in either penalties, termination of the contract and/or restriction from doing future business with the CSIR.

3.22.5 Design, implement and review an organogram with adequate cleaning services management and supervisor teams to ensure management visibility, oversight and inspections (daily, weekly and monthly inspections) in the provision of cleaning services in

all CSIR sites. Cleaning contract manager shall ensure an effective management of the contract including but not limited to toolbox talks, and refresher training courses, staff issues, pay queries etc are speedily resolved.

3.22.6 The supplier shall maintain valid registration with the relevant Cleaning Association registered with the Department of Employment and Labour during the duration of the contract and submit such proof as and when required by the CSIR.

ANNEXURE B2

INTERNATIONAL CONVENTION CENTRE, KNOWLEDGE COMMONS AND ENTABENI SPECIFIC 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.

1.2. Soft Floors

1.2.1. 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.

1.2.2. 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 7 days, 24hr Working environment which will have 2 split shift, (morning and the night and this refers to also weekends, public holidays and 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, night shift as per the business demands. The contract manager may also be required to work on weekends and night shift as per business demands.

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.

5. 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

6. 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 vacuum cleaners, scrubbers for floors, mop trolleys buffing machines, caution signs 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.

7. INTERNATIONAL CONVENTION CENTRE & KNOWLEDGE COMMONS 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 carpets
	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 skirtings 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, hand soap)	

	Empty and clean all recyclable waste from Conference rooms 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
	“Spec tank” all cooking pans
	Washing of kitchen equipment
	Ensure dishes are washed in the kitchens
	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 including. 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
Quarterly:	Window cleaning
Bi-Annual:	Carpet cleaning

ENTABENI CLEANING REQUIREMENTS

8. DEFINING CLEANING TASKS

8.1. Physically Clean

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

8.2. Chemically Clean

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

8.3. 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.

8.4. Entomologically Clean

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

8.5. 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

8.6. Sweep

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

8.7. 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.

8.8. 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.

8.9. Strip and reseal

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

9. PERSIAN CARPETS

9.1. 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.

9.2. Professional Cleaning

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

10. MISCELLANEOUS

10.1. 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.

10.2. Furniture, fixtures and fittings – dustings

Remove dust from surfaces by dry or damp methods.

10.3. Furniture – polishing

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

10.4. Graffiti/Mildew/Mould removal

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

10.5. Spot clean

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

10.6. Disinfection

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

10.7. 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.

10.8. 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.

11. FREQUENCY OF SERVICE

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

12. PRINCIPLE SERVICE PROVISION

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.

13. 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.

14. LIAISON

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

15. 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	

16. ADDITIONAL NOTES

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 shall:

- 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.

17. 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.

18. 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.

19. THE ICC OPERATING HOURS

- 06h00 – 15h00 (morning shift)
- Late shift depends on events, the shift can start from 09h00 – 18h00 or 14h00 – 23h00

ANNEXURE C1

Technical Evaluation Matrix/Rubrics

The Provision of cleaning services to all CSIR sites for a period of sixty (60) months

RFP No. 3584/04/09/2023

No	Functional Factors	Criteria Description	Points allocation		Weighting (%)	
			In-land	Coastal	In-land	Coastal
1	Company Experience	<p>The bidder must demonstrate the company's relevant experience in providing similar cleaning services to commercial / corporate establishments.</p> <ul style="list-style-type: none"> The bidder must provide a list of projects for a period between 2015 and 2023, (use Annexure C1 to populate the information) with multi-storey buildings or multiple complex buildings to deliver an effective and efficient cleaning services to Description of CSIR Properties in paragraph 3.2. A minimum of five (5) relevant projects is required. Excellence award from the Cleaning Services Industry will be advantageous. 	<p>No submission – 0 point</p> <p>5 – 6 projects – 5 points</p> <p>7 – 9 projects – 7 points</p> <p>>10 projects – 10 points with excellence award from the cleaning industry</p>	20	20	
2	Experience of Contract Manager (In-land region only)	<p>The CV of the Contract Manager that will be supervising and managing the operations of the contract must be included. The CV must be indicative of:</p> <ul style="list-style-type: none"> Minimum Matric certificate (Grade 12) or 	<p>No Submission – 0 point</p> <p>5 – 6 years' experience – 5 points</p> <p>7 – 9 years' experience – 7 points</p> <p>>10 years' experience – 10 points</p>	20	N/A	

		<p>equivalent (attach a copy);</p> <ul style="list-style-type: none"> • A certificate in one of these training courses: certificate in office cleaning and hygiene unit standard (243204) or certificate in providing good customer services in a cleaning services environment unit standard (243195) or certificate in the use of chemicals in cleaning services service environment unit standard (243203) or equivalent cleaning qualification (attach a copy). • A minimum of 5 years work experience in managing cleaning services of multi-storey buildings or multiple complex buildings. • Outline of assignments/experience that has a bearing on the CSIR scope of work. 			
3	Supervisor (Coastal Region only)	<p>The CV of the Supervisor that will be supervising the operations of the contract must be included. The CV must be indicative of:</p> <ul style="list-style-type: none"> • Minimum Matric certificate (Grade 12) or equivalent (attach a copy); • A certificate in one of these training courses: certificate in office cleaning and hygiene unit standard (243204) or certificate in providing good customer services in a cleaning services environment unit standard (243195) or certificate in the use of chemicals in cleaning services service environment unit standard (243203) or equivalent cleaning qualification (attach a copy). 	<p>No Submission – 0 point 3 – 4 years' experience – 5 points 5 – 6 years' experience – 7 points >7 years' experience – 10 points</p>	N/A	20

		<ul style="list-style-type: none"> A minimum of 3 years work experience in managing cleaning services of multi-storey buildings or multiple complex buildings. 			
4	Assistant Contract Manager: Conferencing and Accommodation (In-land Region only)	<p>The CV of the Assistant Contract Manager that will be supervising and managing the operations of the contract must be included. The CV must be indicative of:</p> <ul style="list-style-type: none"> Minimum Matric certificate (Grade 12) or equivalent (attach a copy); A training certificate in housekeeping operations course or equivalent qualification in in hospitality management. A minimum of 3 years work experience in supervising and managing cleaning services in hospitality industry. 		20	Not applicable
5	Methodology and Approach	<p>Methodology and approach to be used in execution or implementation supported by method statement, organogram, detailed project plan and service schedule/ work plan including but not limited to:</p> <ul style="list-style-type: none"> <u>Method Statement</u>: The Service Provider(s) must demonstrate their understanding of the key requirements and expectations of CSIR as outlined in this document. . <u>Project Plan</u>: A detailed timeline before and after a contract award, and tools on how they will implement the project and achieve CSIR scope of work. <u>Service Schedule/Work Plan</u>: -The Service Provider(s) must have capacity 	<p>Non-submission of method statement, organogram, detailed project plan and service schedule/work plan – 0 points</p> <p>Method statement, detailed project plan and service schedule/work plan is specifically tailored to suit the CSIR proposal specifications/ requirements and will meet the needs of the CSIR. The bidder's proposal is specifically tailored to</p>	30	50

		<p>and capability to carry out the contract per CSIR site/building</p> <ul style="list-style-type: none"> -SABS approved cleaning consumables, green cleaning methodologies and cleaning products as dictated by advances in cleaning technology. -Demonstration of customer-centric standard operating procedures to be implemented. -System for tracking and resolving of complaints from clients as well as compliments 	<p>meet CSIR specifications / requirements – 5 points.</p> <p>Method statement, detailed project plan and service schedule/work plan is sufficient and acceptable, the Service Provider(s) has clearly indicated their capability and capacity to perform the cleaning services, including vehicles, equipment and to carry out the contract and suited to the CSIR needs. The bidder's proposal is in sync with the CSIR proposal specifications proposal specification in paragraph 3 above – 7 points.</p> <p>Method statement, detailed project plan and service schedule/work plan is innovative and well-articulated, the Service Provider(s) has clearly indicated their capability and capacity to perform the cleaning services, including vehicles, equipment and to carry out the contract and are suited to the CSIR needs. The Bidder's proposal is in sync with the CSIR proposal specifications in paragraph 3 above – 10 points.</p>		
6	SHE Plan, SHE Policy statement and SHE Risk Register	<ul style="list-style-type: none"> • Company SHE Policy statement • SHE plan taking into consideration the impact of the cleaning activities on humans, climate, animals and flora within CSIR sites as guided by the SHEQ File Content (Annexure F). • SHE Risk Register for planned activities at the CSIR sites. 	<p>Non-submission of the SHE policy statement, SHE Plan and Proposed SHE Risk Register.</p> <p>- 0 points</p> <p>SHE policy statement, SHE Plan and proposed SHE Risk Register submitted and generic to suit the key aspects of the RFP.</p>	10	10

			<p>- 5 points</p> <p>SHE policy statement, SHE Plan and SHE Risk Register submitted and tailored made to suit the key aspects of the RFP.</p> <p>- 7points</p> <p>SHE policy statement, SHE Plan and SHE Risk Register are tailored made to suit the key aspects of the RFP. Certification to ISO standards (e.g. ISO 14001, and 45001) are in place.</p> <p>SHE Performance Report demonstrates innovative approach in identifying hazards, responding to and managing SHE incidents.</p> <p>- 10 Points</p>		
		TOTAL		100	100

ANNEXURE C2: PRESENTATION EVALUATION MATRICS/RUBRICS

Criteria	Weight	Points allocation
Adequacy of staffing plan	60	<p>Inadequate (Poor) – The bidder’s presentation on the staffing plan and how each building will be covered not demonstrated – 0 points.</p> <p>The bidder’s staffing plan proposal demonstrates a clear understanding of the site requirements, the critical differences and challenges per buildings – 5 points.</p> <p>The bidder’s staffing plan proposal demonstrates a clear understanding of the site requirements, the critical differences and challenges per building and site, and the plan will result in cost savings for the CSIR through innovative cleaning solutions the bidder has proposed – 10 points.</p>
Business continuity / Contingency plan	40	<p>No Contingency Plan or the plan does not demonstrate how strikes/social unrests, and unforeseen disruption will be addressed – 0 points.</p> <p>The plan demonstrates how strikes/social unrests, and unforeseen disruption will be addressed and at least 50% labour deployment for service restoration – 5 points.</p> <p>The plan demonstrates how strikes/social unrests, and unforeseen disruption will be addressed and the standby resources within twenty-four hours for unforeseen disruption and at least 70% labour deployment for service restoration – 10 points.</p>
TOTAL:	100	

ANNEXURE D

Project List

The bidder must provide details of the bidder's projects involving multi-storey/multiple complex buildings:2015 - 2023

Client / Company Name	Contact Person / Telephone Number & E-mail address	Nature Of Work/Description of Buildings	Value of Work (Inclusive of Vat)	Duration of the Contract (Start and End Dates)

CSIR TENDER DOCUMENTATION

Client / Company Name	Contact Person / Telephone Number & E-mail address	Nature Of Work/Description of Buildings	Value of Work (Inclusive of Vat)	Duration of the Contract (Start and End Dates)

ANNEXURE E1

Pricing Schedule: **FIRM PRICES (In-land Region)**

The Provision of cleaning services to all CSIR sites for a period of sixty (60) months

RFP No. 3584/04/09/2023

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

BID PRICE IN RSA CURRENCY
** (ALL APPLICABLE TAXES INCLUDED)

Sites	Monthly Cost Year 1	Total Annual Cost (Monthly cost X 12 months) Year 1	Monthly Cost Year 2	Total Annual Cost (Monthly cost X 12 months) Year 2	Monthly Cost Year 3	Total Annual Cost (Monthly cost X 12 months) Year 3	Monthly Cost Year 4	Total Annual Cost (Monthly cost X 12 months) Year 4	Monthly Cost Year 5	Total Annual Cost (Monthly cost X 12 months) Year 5
Scientia Campus (Pretoria)										
Pretoria: ICC										
Pretoria: Entabeni										
Pretoria: Paardefontein										
Pretoria: Kloppersbos										
Johannesburg - Carlow Rd										
Johannesburg - Cottesloe										
SUB-TOTAL			SUB-TOTAL		SUB-TOTAL		SUB-TOTAL		SUB-TOTAL	

15% VAT		15% VAT		15% VAT		15% VAT		15% VAT	
TOTAL PRICE		TOTAL PRICE		TOTAL PRICE		TOTAL PRICE		TOTAL PRICE	

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

ANNEXURE E2

Pricing Schedule: **FIRM PRICES (Coastal Region)**

The Provision of cleaning services to all CSIR sites for a period of sixty (60) months

RFP No. 3584/04/09/2023

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

BID PRICE IN RSA CURRENCY
** (ALL APPLICABLE TAXES INCLUDED)

Sites	Monthly Cost Year 1	Total Annual Cost (Monthly cost X 12 months) Year 1	Monthly Cost Year 2	Total Annual Cost (Monthly cost X 12 months) Year 2	Monthly Cost Year 3	Total Annual Cost (Monthly cost X 12 months) Year 3	Monthly Cost Year 4	Total Annual Cost (Monthly cost X 12 months) Year 4	Monthly Cost Year 5	Total Annual Cost (Monthly cost X 12 months) Year 5
Kwazulu Natal - Durban										
Western Cape - Stellenbosch										
Western Cape - Rosebank										
SUB-TOTAL			SUB-TOTAL		SUB-TOTAL		SUB-TOTAL		SUB-TOTAL	
15% VAT			15% VAT		15% VAT		15% VAT		15% VAT	
TOTAL PRICE			TOTAL PRICE		TOTAL PRICE		TOTAL PRICE		TOTAL PRICE	

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

SUPPLY OF CLEANING CONSUMABLES/MATERIALS/ EQUIPMENT (as and when required) required)

Item No.	Item Description	Quantity	Indicate the type/make of equipment and unit price
1.	Refuge bag/bin liner Heavy duty clear refuse bag (food waste and mixed waste)	1	
2.	Janitorial trolley / chemical caddy (portable caddy for chemicals and consumables)	1	
3.	Hand brush	1	
4.	Hard broom	1	
5.	Soft broom	1	
6.	Wet and dry vacuum	1	
7.	Upright vacuum cleaner, backpack vacuum cleaner	1	
8.	Squeegee	1	
9.	Scoop and brush	1	
10.	Double wringer mop / Flat mops	1	
11.	Scrubbing machine	1	
12.	Polisher	1	
13.	Standard speed scrubbing machine	1	
14.	Compact scrubber dryer	1	
15.	Buffing machine	1	
16.	Window kit	1	
17.	Wet floor/caution sign	1	

Note to Bidders:

- Please submit a quotation on your official company letterhead / quotation template

Any annual costs / statutory price escalations, i.e. Labour, PPI, CPI, etc. must be factored in on all prices. Bidders to indicate any and all indices used in the calculations, if applicable

THE BIDDER TO COMPLETE AND SIGN THIS PRICING FORM

The Bidder, identified in the Offer signature block below, has examined the documents listed in the Tender Data as listed in the Tender Schedules, and by submitting this Offer has accepted the Conditions of Tender.

THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF VALUE ADDED TAX IS

.....
.....
..... Rand (in words); R (in figures),
.....

Signature(s)
Name(s)
Capacity
For the Bidder
Name and
signature of
witness **Date**

ANNEXURE F

SHEQ File Content

The below provides an overview of the required SHEQ information that will be needed at the contracting stage of the process:

SHEQ requirement
SHE Structures (Organogram illustrating OHS Act S16.2; OHS Act S8 appointees; SHE Reps; First aiders; Fire fighters; etc)
SHE Appointment letters
SHEQ policy statement
A valid letter of good standing from COIDA or any other equivalent private insurer e.g. Rand Merchant Assurance (RMA)
SHE Committee minutes
SHEQ Training records
SHE Risk assessments – including Covid 19 risks
Waste management plans and records
Working at heights (competency training records) – ladders, scaffolding, cherry picker, fall protection planner etc. (if applicable).
PPE issue records
Safety Data Sheets (training of personnel on SDS's or cleaning chemicals).
Medical surveillance schedules
Asbestos Register where applicable
Environmental Aspects and Impacts Registers
Environmental Objectives and Targets
Environmental Risk Assessments
Environmental Incident Register
Environmental authorisations and permits
Environmental Training and Awareness records
Waste disposal certificates and manifestos
Commitment to continual improvement

NOTE:

1. Know where the records are kept for evidence of completed work.
2. Know the controls in place for verification or validation of results.
3. Ensure that all procedures/ work instructions have a unique document number.
 - Be prepared to share records/documents via virtual platforms if required.

ANNEXURE G

Proposal Form and List of Returnable Documents

The Provision of Cleaning Services to all CSIR Sites for a Period of sixty (60) months

RFP No. 3584/04/09/2023

I/We _____

[name of entity, company, close corporation or partnership] of [full address]

carrying on business trading/operating as

_____ represented by _____ in my capacity as

_____ being duly authorised thereto by a Resolution of the Board of Directors or Members or Certificate of Partners, dated _____ to enter into, sign execute and complete any documents relating to this proposal and any subsequent Agreement. The following list of persons are hereby authorised to negotiate on behalf of the abovementioned entity, should CSIR decide to enter into Post Tender Negotiations with shortlisted bidder(s).

FULL NAME(S) CAPACITY SIGNATURE

I/We hereby offer to supply the abovementioned Services at the prices quoted in the schedule of prices in accordance with the terms set forth in the documents listed in the accompanying schedule of RFP documents.

I/We agree to be bound by those conditions in CSIR's:

1. General RFP Terms and Conditions; and [CSIR's Purchasing Terms and Conditions](#) or Any other standard or special conditions mentioned and/or embodied in this Request for Proposal.

I/We accept that unless CSIR should otherwise decide and so inform me/us in the letter of award/intent, this Proposal [and, if any, its covering letter and any subsequent exchange of correspondence], together with CSIR's acceptance thereof shall constitute a binding contract between CSIR and me/us.

I/We further agree that if, after I/we have been notified of the acceptance of my/our Proposal, I/we fail to enter into a formal contract if called upon to do so, or fail to commence the supply of Services within 4 [four] weeks thereafter, CSIR may, without prejudice to any other legal remedy which it may have, recover from me/us any expense to which it may have been put in calling for Proposals afresh and/or having to accept any less favourable Proposal.

I/We accept that any contract resulting from this offer will be for a period as determined by the CSIR.

Furthermore, I/we agree to a penalty clause/s which will allow CSIR to invoke a penalty against us for non-compliance with material terms of this RFP including the delayed delivery of the Services due to non-performance by ourselves, failure to meet Subcontracting.

I/we agree that non-compliance with any of the material terms of this RFP, including those mentioned above, will constitute a material breach of contract and provide CSIR with cause for cancellation.

ADDRESS FOR NOTICES

The law of the Republic of South Africa shall govern any contract created by the acceptance of this RFP. The domicilium citandi et executandi shall be a place in the Republic of South Africa to be specified by the Respondent hereunder, at which all legal documents may be served on the Respondent who shall agree to submit to the jurisdiction of the courts of the Republic of South Africa. Foreign Respondents shall, therefore, state hereunder the name of their authorised representative in the Republic of South Africa who has the power of attorney to sign any contract which may have to be entered into in the event of their Proposal being accepted and to act on their behalf in all matters relating to such contract.

Respondent to indicate the details of its domicilium citandi et executandi hereunder:

Name of Entity:

Facsimile: _____

Address: _____

NOTIFICATION OF AWARD OF RFP

As soon as possible after approval to award the contract(s), the successful Respondent [**the Service provider**] will be informed of the acceptance of its Proposal. Unsuccessful Respondents may be advised in writing of the name of the successful Service Provider(s) and the reason as to why their Proposals have been unsuccessful, for example, in the category of price, delivery period, quality, B-BBEE or for any other reason.

VALIDITY PERIOD

CSIR requires a validity period of 120 [one hundred and twenty] calendar Days from closing date of this RFP.

Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period. However, once the adjudication body has approved the process and award of the business to the successful bidder(s), the validity of the successful bidder(s)' bid will be deemed to remain valid until a final contract has been concluded.

NAME(S) AND ADDRESS / ADDRESSES OF DIRECTOR(S) OR MEMBER(S)

The Respondent must disclose hereunder the full name(s) and address(s) of the director(s) or members of the company or close corporation [**C.C.**] on whose behalf the RFP is submitted.

1. Registration number of company / C.C.

2. Registered name of company / C.C.

3. Full name(s) of director/member(s) Address/Addresses ID Number(s)

RETURNABLE DOCUMENTS

All Sections, as indicated in the footer of each page, must be signed, stamped and dated by the Respondent. **Returnable Documents** means all the documents, Sections and Annexures, as listed in the tables below.

a) Mandatory Returnable Documents

Failure to provide any Mandatory Returnable Documents at the closing date and time of this bid will result in a Respondent's disqualification. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.

Please confirm submission of the mandatory Returnable Documents detailed below by so indicating [**Yes** or **No**] in the table below:

MANDATORY RETURNABLE DOCUMENTS	SUBMITTED [Yes/No]
8.18.4.1. Technical Proposal (Part A)	
8.18.4.2. In the case of Joint Ventures, bidder must submit a copy of the <u>signed</u> Joint Venture Agreement.	
8.18.4.3. In the case of subcontracting arrangements, bidder must submit a copy of the <u>signed</u> subcontracting agreement.	

b) Essential Returnable Documents

In addition to the requirements of section (a) above, Respondents are further required to submit with their Proposals the following **essential Returnable Documents** as detailed below.

Essential Returnable Documents required for evaluation purposes:

Failure to provide all essential Returnable Documents used for purposes of scoring a bid, by the closing date and time of this bid will not result in a Respondent's disqualification. However, Bidders will receive an automatic score of zero for the applicable evaluation criterion. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.

Please confirm submission of these essential Returnable Documents by so indicating [Yes or No] in the table below:

ESSENTIAL RETURNABLE DOCUMENTS USED FOR SCORING	SUBMITTED
Financial Proposal (Part B)	
<p>Annexure I: Preference Points Award Form in Terms of the Preferential Procurement Regulations 2022 (Mandatory documents to claim preference points)</p> <ul style="list-style-type: none"> • Valid copy of BBEE certificate/ sworn affidavit <ul style="list-style-type: none"> ✓ In case of unincorporated trust, consortium or joint venture, they must submit their consolidated B-BBEE scorecard with their <u>individual B-BBEE Certificate or Sworn Affidavit</u>. ✓ In case of sub-contracting both parties must submit copies of their valid BBEE certificates. <p>NB: Non-submission or invalid submission will result in zero points. Should the individual entity's B-BBEE Certificate or Sworn Affidavit of the unincorporated trust, consortium or joint venture parties <u>be invalid</u>, the joint venture scorecard will also be invalid.U</p>	

Other Essential Returnable Documents:

Failure to provide other essential Returnable Documents may result in a Respondent's disqualification. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.

Please confirm submission of these essential Returnable Documents by indicating Yes or No in the table below

<u>OTHER</u> ESSENTIAL RETURNABLE DOCUMENTS	SUBMITTED [Yes/No]
Annexure A: Standard Bidding Document (SBD) 1 Form	
Annexure K: Standard Bidding Document (SBD) 4 Form	
Proof of valid Public Liability Cover with a minimum of ten million (R10 000 000.00)	
Valid registration certificate from the Cleaning Association	
Attach Matric certificate (Grade 12) and CVs for Contract Manager and Assistant Contract Manager (In-land region)	
<p>Attach Training Certificate for the Project / Contract Manager with one of the following</p> <ul style="list-style-type: none"> • Office cleaning and hygiene unit standard (243204) or • Provide good customer services in a cleaning services environment unit standard (243195) or • Use chemicals in cleaning services service environment unit standard (243203) or 	

<ul style="list-style-type: none"> • Equivalent cleaning training certificate or qualifications. 	
Attach Matric certificate and CV for the Supervisor (Coastal Region)	
Attach Training Certificate for the Supervisor with one of the following: <ul style="list-style-type: none"> • Office cleaning and hygiene unit standard (243204) or • Provide good customer services in a cleaning services environment unit standard (243195) or • Use chemicals in cleaning services service environment unit standard (243203) or • Equivalent cleaning training certificate or qualifications. 	
Attach Training certificate in housekeeping operations course or equivalent qualification in hospitality management for Assistant Contract Manager: Conferencing and Accommodations (In-land region only)	
Annexure H: Certificate of Acquaintance with RFP, Terms & Conditions & Applicable Documents	
Annexure L: RFP Declaration and Breach of Law Form	
Annexure M: Mutual Non-Disclosure Agreement	
A valid letter of good standing relevant to the scope of work from the Department of Employment and Labour, (Compensation of Occupational Injuries and Diseases Act {COIDA}) or any approved private Insurance Firm	

CONTINUED VALIDITY OF RETURNABLE DOCUMENTS

The successful Respondent will be required to ensure the validity of all returnable documents, including but not limited to its Tax Clearance Certificate and valid B-BBEE Verification Certificate, for the duration of any contract emanating from this RFP. Should the Respondent be awarded the contract [**the Agreement**] and fail to present CSIR with such renewals as and when they become due, CSIR shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, to terminate such Agreement forthwith without any liability and without prejudice to any claims which CSIR may have for damages against the Respondent.

SIGNED at _____ on this _____ day of _____ 20_____

SIGNATURE OF WITNESSES ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE:

Name: _____

Designation: _____

ANNEXURE H

Certificate of Acquaintance with RFP, Terms & Conditions & Applicable Documents

The Provision of cleaning services to all CSIR sites for a period of sixty (60) months

By signing this certificate the Respondent is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with, and agrees with all the conditions governing this RFP. This includes those terms and conditions contained in any printed form stated to form part hereof, including but not limited to the documents stated below. As such, CSIR will recognise no claim for relief based on an allegation that the Respondent overlooked any such condition or failed properly to take it into account for the purpose of calculating tendered prices or any other purpose:

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by CSIR's Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from any term or condition may result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid which they intend to respond on, before submitting the bid. The Bidder agrees that he/she will have no claim based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if the Certificate of Acquaintance with RFP documents included in the RFP as a returnable document, is found not to be true and complete in every respect.

SIGNED at _____ on this _____ day of _____ 20_____

SIGNATURE OF WITNESSES ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE:

Name: _____

Designation: _____

ANNEXURE I

Preference Points Award Form in Terms of the Preferential Procurement Regulations 2022

The Provision of cleaning services to all CSIR sites for a period of sixty (60) months

RFP No. 3584/04/09/2023

This preference form must form part of all bids invited. It contains general information and serves as a claim form for the preference points allocated on the basis of specific goals outlined in point 3 below.

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF SPECIFIC GOALS, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to this bid:

- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 Points for this bid shall be awarded for:

- (a) Price; and
- (b) Preference Points based on specific goals.

1.3 The maximum points for this bid are allocated as follows:

	POINTS	POINTS
PRICE	90	80
Preference Points	10	20
Total points for Price and Preference Points must not exceed	100	100

1.4 Failure on the part of a bidder to submit proof of preference points together with the bid, will be interpreted to mean that preference points are not claimed.

1.5 The CSIR reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the CSIR.

2. POINTS AWARDED FOR PRICE

2.1 **The 80/20 or 90/10 preference points systems**

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

80/20 or 90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

3. PREFERENCE POINTS AWARDED

3.1 In terms of Regulation 4 (2) and 4 (2) of the Preferential Procurement Regulations, preference points may be awarded to a bidder for the specific goal specified for the tender in accordance with the table below:

3.2 Specific goals must be determined per tender.

Specific Goals	Preference Points	Preference Points
Black Ownership	10	5
RDP Goal <ul style="list-style-type: none"> • Inland region QSE • Coastal region EMEs/QSEs 	10	5
Total	20	10

3.3 Total preference points per specific goal to be determined per tender.

3.3.1. Total preference points per specific goal to be awarded as follows:

3.3.1.1. Preferential points for black ownership will be awarded as follows:

Black Ownership	% of Preferential points
Bidder with 100% black ownership	100%
Bidder with 51% to 99% black ownership	50%
Bidder with less than 51% black ownership	0%

3.3.1.2. Preferential points for RPD Goals will be awarded as follows:

RDP Goals- QSE or EME	% of Preferential points
RDP Goal met	100%
RDP Goal not met	0%

3.4. Joint Ventures, Consortiums and Trusts

A trust, consortium or joint venture¹, will qualify for preference points as a legal entity (Incorporated), provided that the entity submits its valid B-BBEE certificate. Only valid BBEE certificates issued by SANAS accredited verification agency will be considered for allocation of points.

A trust, consortium or joint venture will qualify for preference points as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid. Only valid consolidated BBEE certificates issued by SANAS accredited verification agency will be considered for allocation of points.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. The CSIR will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement. Furthermore, in bids where unincorporated joint venture and/or consortium/sub-contractors are involved, each party must submit a separate TCS PIN and CSD number.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

3.5. Sub-contracting

A bidder must not be awarded preference points if it is indicated in the tender documents that such a bidder 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 bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.

A bidder 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 bidder concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

A bidder awarded a contract is not allowed to sub-contract more than 25% of the contract value unless the contract is subcontracted to the designated group that has the capability to execute the subcontract. Failure to do so may result in the disqualification of the bidder or cancellation of the contract. The bidder will be responsible and accountable for managing the contract and

¹ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

any other risks that may arise as part of the sub-contracting arrangement including the conduct and performance of the sub-contractor.

4. BID DECLARATION

4.3. Bidders who claim points in respect of specific goals **must** submit the following documents:

Mandatory documents to claim preference points	Submitted	
	Yes	No
Valid copy of BBEE certificate/ sworn affidavit to claim Black Ownership and RDP (QSEs) preference points ²	√	√

DECLARATION WITH REGARD TO COMPANY/FIRM

Name of company/firm:.....

VAT registration number:.....

Company registration number:.....

I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the documents submitted to claim preference points based on the specific goals are valid, and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 3 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 3, the contractor may be required to furnish further documentary proof to the satisfaction of the CSIR that the awarded are correct;
- iv) If any document is obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the CSIR may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem*

² In case of unincorporated trust, consortium or joint venture, they must submit their consolidated B-BBEE scorecard with submitting their **individual B-BBEE Certificate or Sworn Affidavit**, and each party must submit a separate TCS PIN and CSD number.
In case of sub-contracting both parties must submit copies of their valid BBEE certificates

- (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.
- v) If the CSIR is of the view that a bidder submitted false information regarding a specific goal, it must—
 - (a) inform the bidder accordingly; and
 - (b) give the bidder an opportunity to make representations within 14 days as to why the tender may not be disqualified or, if the tender has already been awarded to the bidder, the contract should not be terminated in whole or in part.
- vi) After considering the representations referred to in sub regulation (v)(b), the CSIR may, if it concludes that such information is false—
 - (a) disqualify the bidder or terminate the contract in whole or in part; and
 - (b) if applicable, claim damages from the bidder.

WITNESSES

1.

2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS.....

ANNEXURE K

Standard Bidding Document (SBD) 4

RFP No. 3584/04/09/2023

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest³ in the enterprise, employed by the state? YES / NO

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

Full Name	Identity Number	Name of institution	State

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

³ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2.1 If so, furnish particulars:

.....
.....

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

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium⁴ will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or

⁴ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

ANNEXURE L

RFP Declaration by bidder and breach of law form

The Provision of Cleaning Services to all CSIR sites for a period of sixty (60) months

RFP No. 3584/04/09/2023

NAME OF ENTITY:

We _____ do hereby certify that:

1. CSIR has supplied and we have received appropriate responses to any/all questions [as applicable] which were submitted by ourselves for RFP Clarification purposes;
2. we have received all information we deemed necessary for the completion of this Request for Proposal [RFP];
3. we have been provided with sufficient access to the existing CSIR facilities/sites and any and all relevant information relevant to the Services as well as CSIR information and Employees, and has had sufficient time in which to conduct and perform a thorough due diligence of CSIR's operations and business requirements and assets used by CSIR. CSIR will therefore not consider or permit any pre- or post-contract verification or any related adjustment to pricing, service levels or any other provisions/conditions based on any incorrect assumptions made by the Respondent in arriving at his Bid Price.
4. at no stage have we received additional information relating to the subject matter of this RFP from CSIR sources, other than information formally received from the designated CSIR contact(s) as nominated in the RFP documents;
5. we are satisfied, insofar as our entity is concerned, that the processes and procedures adopted by CSIR in issuing this RFP and the requirements requested from Bidders in responding to this RFP have been conducted in a fair and transparent manner; and
6. furthermore, we declare that a family, business and/or social relationship **exists / does not exist** [delete as applicable] between an owner / member / director / partner / shareholder of our entity and an employee or board member of the CSIR Group including any person who may be involved in the evaluation and/or adjudication of this Bid.
7. In addition, we declare that an owner / member / director / partner / shareholder of our entity **is / is not** [delete as applicable] an employee or board member of the CSIR.
8. If such a relationship as indicated in paragraph 7 exists, the Respondent is to complete the following section:

FULL NAME OF OWNER/MEMBER/DIRECTOR/
PARTNER/SHAREHOLDER: ADDRESS:

Indicate nature of relationship with CSIR:

[Failure to furnish complete and accurate information in this regard may lead to the disqualification of a response and may preclude a Respondent from doing future business with CSIR]

9. We declare, to the extent that we are aware or become aware of any relationship between ourselves and CSIR [other than any existing and appropriate business relationship with CSIR] which could unfairly advantage our entity in the forthcoming adjudication process, we shall notify CSIR immediately in writing of such circumstances.
10. We accept that any dispute pertaining to this Bid will be resolved through CSIR internal processes and as per this tender process. The process must first be exhausted before judicial review of a decision is sought.
11. We further accept that CSIR reserves the right to reverse an award of business without having to follow a formal court process to have such award or decision set aside.

BREACH OF LAW

12. We further hereby certify that I/we (the bidding entity and/or any of its directors, members or partners) have/have not been [delete as applicable] found guilty during the preceding 5 [five] years of a serious breach of law, including but not limited to a breach of the Competition Act, 89 of 1998, by a court of law, tribunal or other administrative body. The type of breach that the Respondent is required to disclose excludes relatively minor offences or misdemeanours, e.g. traffic offences. This includes the imposition of an administrative fine or penalty.

Where found guilty of such a serious breach, please disclose:

NATURE OF BREACH:

DATE OF BREACH: _____

Furthermore, I/we acknowledge that CSIR reserves the right to exclude any Respondent from the bidding process, should that person or entity have been found guilty of a serious breach of law, tribunal or regulatory obligation.

SIGNED at _____ on this _____ day of _____
20____

For and on behalf of _____ duly authorised hereto	AS WITNESS:
Name:	Name:
Position:	Position:
Signature:	Signature:
Date	Registration No of Company/CC
Place	Registration Name of Company/CC

ANNEXURE M

Mutual Non-Disclosure Agreement

MUTUAL NON-DISCLOSURE AGREEMENT

0- Preamble

The Parties as identified herein are engaged in discussions relating to their potential collaboration in the Field as likewise described therein; are by virtue thereof are required to disclose Confidential Information to one another, and have agreed to do so subject to the terms and conditions as set out in this agreement.

1- Definitions

- 2.1. The following words and/or phrases, when used in this agreement, shall have the following meanings:
- 2.1.1. “Confidential Information” shall mean all scientific, technical, business, financial, past, present or future research, development, business activities, products, services and technical knowledge or marketing information, whether inside or outside the Field, which one party (the “Disclosing Party”) discloses to the other party (the “Receiving Party”) in connection with the discussions, and either has been identified in writing as confidential or is of such a nature (or has been disclosed in such a way) that it should be obvious to the Receiving Party that it constitutes Confidential Information. (Without limiting the generality of the foregoing, “Confidential Information” shall include any information that falls within the definition of ‘Personal Information’)
- 2.1.2. “Disclosing Party” shall mean the Party disclosing Confidential Information under this agreement;
- 2.1.3. “Disclosing Purpose” shall mean, as pertains to any particular joint opportunity(ies) in the Field, the discussions held or to be held between the Parties regarding their possible collaboration and future working relationship with regards to any such opportunity(ies);
- 2.1.4. “Effective Date” shall mean the date of the commencement of this agreement herein”;
- 2.1.5. “Notice” shall mean a written document addressed by one Party to the other and either delivered by hand; sent per registered

post or telefaxed to the addresses as indicated herein”;

2.1.6. “Personal Information” means any information that falls within the definition of ‘Personal Information’ as defined in the Protection of Personal Information Act, No 4 of 2013 (“POPI”);

2.1.7. “Receiving Party” shall mean the Party receiving Confidential Information under this agreement;

“Responsible Party” means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information, as defined in POPI.

2- Obligation of Confidentiality

3.1. The Receiving Party undertakes and agrees:

- 3.1.1. to use the Disclosing Party’s Confidential Information only to give effect to the Disclosing Purpose;
- 3.1.2. to hold in strict confidence and not to publish or disclose to any unauthorised third parties any of the Confidential Information of the Disclosing Party without the prior written consent of the Disclosing Party;
- 3.1.3. to use the same degree of care (and in any event not less than reasonable care) to safeguard the confidentiality of the Disclosing Party’s Confidential Information that it uses to protect its own information of like kind;
- 3.1.4. to limit any disclosure of such Confidential Information only to those of its employees and professional advisors who have a specific need –to- know to access such Confidential Information and either entered into a written agreement which impose, or are otherwise bound by the same restrictions as those imposed upon it by virtue of this agreement;
- 3.1.5. not to disclose or reveal to any third party, whomsoever, either the fact that discussions or negotiations are taking, or have taken, place between the Parties; the content of any such discussions, or other facts relating to the Disclosing Purpose;

3.1.6. on termination of this agreement, to act with the Disclosing Party's Confidential Information in accordance with a Notice delivered to it by the Disclosing Party, and if no such Notice is delivered to the Recipient, to destroy the Disclosing Party's Confidential Information in a similar manner to which it would destroy its own Confidential Information.

3- Protection of Personal Information

4.1. The Party(ies) undertake(s) to:-

- 4.1.1. comply with the provisions of POPI as well as all applicable legislation as amended or substituted from time to time;
 - 4.1.2. treat all Personal Information strictly as defined within the parameters of POPI;
 - 4.1.3. process Personal Information only in accordance with the consent it was obtained for, for the purpose agreed, any lawful and reasonable written instructions received from the applicable Responsible Party and as permitted by law;
 - 4.1.4. process Personal Information in compliance with the requirements of all applicable laws;
 - 4.1.5. secure the integrity and confidentiality of any Personal Information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised destruction, access, use, disclosure or any other unlawful processing of Personal Information;
 - 4.1.6. not transfer any Personal Information to any third party in a foreign country unless such transfer complies with the relevant provisions of POPI regarding transborder information flows; and
 - 4.1.7. not retain any Personal Information for longer than is necessary for achieving the purpose in terms of this Agreement or in fulfilment of any other lawful requirement.
- 4.2. The Party(ies) undertake(s) to ensure that all reasonable measures are taken to:
- 4.2.1. identify reasonably foreseeable internal and external risks to the Personal Information in its possession or under its control;
 - 4.2.2. establish and maintain appropriate security safeguards against the identified risks;
 - 4.2.3. regularly verify that the security safeguards are effectively implemented;
 - 4.2.4. ensure that the security safeguards are continually updated in response to new

risks or deficiencies in previously implemented safeguards;

- 4.2.5. provide immediate notification to the Responsible Party if a breach in information security or any other applicable security safeguard occurs; provide immediate notification to the Responsible Party where there are reasonable grounds to believe that the Personal Information has been accessed or acquired by any unauthorised person;
 - 4.2.6. remedy any breach of a security safeguard in the shortest reasonable time and provide the Responsible Party with the details of the breach and, if applicable, the reasonable measures implemented to address the security safeguard breach;
 - 4.2.7. provide immediate notification to the Responsible Party where either party has, or reasonably suspects that, Personal Information has been processed outside of the purpose agreed to or consented to;
 - 4.2.8. provide the Responsible Party, upon request, with all information of any nature whatsoever relating to the processing of the Personal Information for the purpose in terms of this Agreement and any applicable law; and
 - 4.2.9. notify the CSIR, if lawful, of receipt of any request for access to Personal Information, in its possession and relating to the CSIR.
- 4.3. The CSIR reserves the right to inspect the Personal Information processing operations, as well as the technical and organisational information security measures employed by the contracting Party to ensure compliance with the provisions of clause 4.
- 4.4. The provisions of clause 4 shall survive the termination of this Agreement, regardless of cause, in perpetuity.

4- Exclusions

- 5.1. The Receiving Party recognises that this agreement is not intended to restrict use or disclosure of any portion of the Disclosing Party's Confidential Information which:
- 5.1.1. is as at the Effective Date, or later, made known to the public or otherwise enters the public domain through no default by the Receiving Party of its obligations under this Agreement;
 - 5.1.2. it can show was in its possession prior to the earliest disclosure by the Disclosing

Party, as evidenced by written documents in its files;

- 5.1.3. is rightfully received by it from a third party having no obligation of confidentiality to the Disclosing Party;
- 5.1.4. is independently developed by the Receiving Party by a person(s) who did not have access to the Confidential Information of the Disclosing Party;
- 5.1.5. is disclosed by the Receiving Party after receipt of written permission from the Disclosing Party; or
- 5.1.6. it is requested or required by subpoena, court order, or similar process to disclose, provided that, in such an event, it will provide the Disclosing Party with prompt written notice of such request(s) so that the latter may seek an appropriate protective order and/or waive the Receiving Party's compliance with the provisions of this agreement.

5- Ownership and Provision of Information

- 6.1. The Disclosing Party shall retain ownership of all its Confidential Information as disclosed hereunder.
- 6.2. Nothing contained in this agreement or in any disclosures made hereunder shall create or imply, or be construed as to grant to the Receiving Party any license or other rights in or to the Confidential Information and/or any intellectual property rights attached thereto, or act as a waiver of any rights that the Disclosing Party may have to prevent infringement or misappropriation of any patents, patent applications, trademarks, copyright, trade secrets, know-how or other intellectual property rights owned or controlled by the Disclosing Party as at the Effective Date.
- 6.3. The Disclosing Party provides the Confidential Information "as is" and accordingly no disclosure thereof by it hereunder shall constitute any representation, warranty, assurance, guarantee or inducement by such Disclosing Party with respect to infringement of patents or other rights of third parties, nor is any warranty or representation as to the accuracy, completeness, or technical or scientific quality of any of the Disclosing Party's Confidential Information provided hereunder. (For the avoidance of doubt it is stated

expressly that the Disclosing Party neither makes, nor have made, any representation or warranty as to the merchantability or fitness for a particular purpose of any Confidential Information disclosed hereunder).

6- Term of Obligation

- 7.1. The Parties' obligations concerning non-disclosure of Confidential Information contained in the above clauses shall commence on the Effective Date and shall continue for five (5) years from the date of each disclosure, unless otherwise agreed between the parties in writing, where after such obligations shall forthwith terminate.

7- No Violation

- 8.1. Each party represents that its compliance with the provisions of this agreement will not violate any duty which such party may have towards any third party, including obligations concerning the provision of services to others, confidentiality of information and assignment of inventions, ideas, patents or copyright.

8- Breach

- 9.1. It is acknowledged that the breach of this agreement by the Receiving Party would cause the Disclosing Party irreparable injury not compensable in monetary damages alone. Accordingly, in the event of a breach, or a threat of a breach, the Disclosing Party, in addition to its other remedies, is entitled to a restraining order, preliminary injunction or similar relief so as to specifically enforce the terms of this agreement or prevent, cure or reduce the adverse effects of the breach.

9- DOMICILIUM CITANDI ET EXECUTANDI

- 10.1. The Parties hereto respectively choose as their *domicilium citandi et executandi* for all purposes of, and in connection with this agreement, the physical addresses and contact details stated herein.

10- Notices

- 11.1 Any Notice to be given hereunder shall be given in writing and may be given either personally or may be sent by post or facsimile and addressed to the relevant party at its *domicilium citandi et executandi* address as

chosen herein. Any notice given by post shall be deemed to have been served on the expiry of 7 (seven) working days after same is posted by recorded delivery post or air mail. Any notice delivered personally or sent by facsimile shall be deemed to have been served at the time of delivery or sending.

11- Governing Law and Jurisdiction

12.1. This agreement will be governed and construed by the laws of the Republic of South Africa and the Parties hereby submit to the exclusive jurisdiction of the South African courts to hear any dispute arising therefrom which the Parties are unable to settle amicably.

12- General

- 13.1. This agreement comprises the entire agreement between the parties concerning the subject matter and supersedes all prior oral and written agreements between them.
- 13.2. No waiver, alteration or cancellation of any of the provisions of the Agreement shall be binding unless made in writing and signed by the party to be bound.
- 13.3. The parties hereby warrant that the officials signing this agreement have the power to do so on behalf of the parties.
- 13.4. No public announcement, such as a media release, or disclosure beyond those disclosures authorised for Confidential Information hereunder may be made by either party concerning this agreement without the prior written approval of the other party.
- 13.5. Neither party is, by virtue of this agreement, authorised to use the name, logo(s) or trademarks of the other in connection with any advertising, publicity, marketing or promotional materials or activities, or for any other purpose whatsoever, without the prior written consent of the other party. For purposes of this clause, it is also recognised that, under the provisions of section 15 (1) of the Merchandise Marks Act, Act No 17 of 1941 of the Republic of South Africa, the use of the abbreviation of the name of the Council for Scientific and Industrial Research, "WNNR" and CSIR, is prohibited in connection with any trade, business, profession or occupation or in connection with a trade mark, mark or trade

description applied to goods, other than with the consent of the CSIR.

- 13.6. Both Parties shall remain free to use, in the normal course of its business, its general knowledge, skills and experience incurred before, during or after the discussions envisaged hereunder. (To this end, it is also recorded that nothing in this Agreement shall be construed as constituting an exclusive arrangement between the parties and both Parties shall remain free to explore market opportunities in the Field, unless otherwise agreed to in writing in a subsequent agreement.)

ANNEXURE M: MUTUAL NDA

14. Parties to the NDA

THE CSIR, a statutory council, duly established under Act 46 of 1988 through its Operating Unit of herein represented byin his/her capacity as Executive Director and he/ she being duly authorised thereto; **and**

.....
.....

....., registration number:..... a

with limited liability duly incorporated under the applicable laws of the Republic of South Africa herein represented by in his/her capacity as and he/she being duly authorised thereto.

15. Contact Details for Purposes of Clause 10:

15.1. The CSIR

Physical Address:

Meiring Naude Road

Brummeria

Pretoria

0002

FOR ATTENTION:

Postal Address:

PO BOX 395

Pretoria

0001

FOR ATTENTION:

Telefax Communication:

FOR ATTENTION:

.....

Physical Address:

FOR ATTENTION:

Postal Address:

FOR ATTENTION:

Telefax Communication:

FOR ATTENTION:

16. Effective Date:.....

17. THE FIELD:

SIGNED ON THIS THE.....DAY OF.....AT..... IN THE PRESENCE OF THE FOLLOWING WITNESSES:

1.
2.
-

SIGNED ON THIS THE.....DAY OF.....AT..... IN THE PRESENCE OF THE FOLLOWING WITNESSES:

1.
2.
-

FOR THE CSIR

FOR XXXX

ANNEXURE N

Draft Service Level Agreement



**The Provision of cleaning services to all CSIR sites for
a period of sixty (60) months**

RFP No.: 3584/04/09/2023

SERVICE LEVEL INDICATORS

SERVICE LEVEL INDICATORS

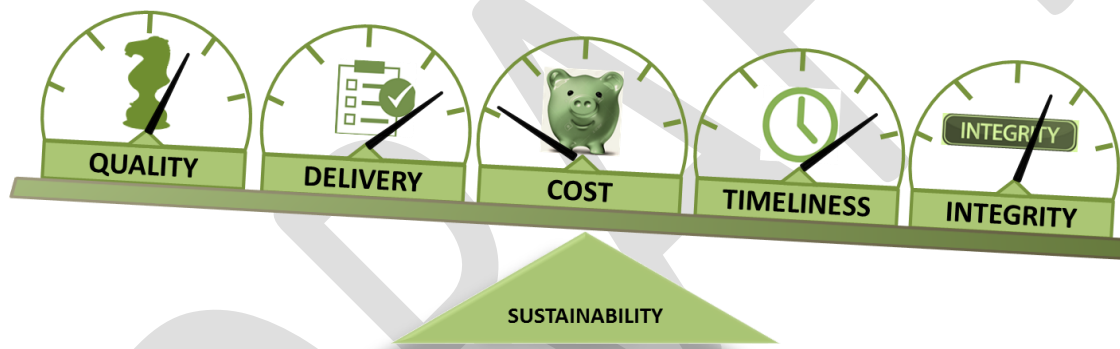
1. INTRODUCTION

The purpose of the Service Level Indicators is to guide and document the expectations and requirements of the services to be rendered by the Service Provider.

This document may be used as the benchmark against which reviews and, as appropriate, modifications to the services provided by the Service Provider(s) shall take place.

2. KEY PERFORMANCE INDICATORS

Key performance indicators (KPIs) are management tools designed to monitor supplier performance and help meet the goals, objectives and service levels of the contract.



3. RANGE OF SERVICES

The Services rendered are reflected in the Scope of Work (Annexures B1 and B2: Technical Specification).

4. MEASUREMENT CRITERIA

The following table lists a comprehensive number of Key Performance Areas and Indicators:

DRAFT

MONTH TBD: Supplier Performance Measurement Scorecard

Key Result Area	Key Performance Objective	Very Poor (1)	Poor (2)	Fair (3)	Good (4)	Excellent (5)	Measuring Tool	Supplier Score	CSIR Score	Final Score
General Cleanliness in line with Specification and SLA (i.e. Bathrooms, Offices, Windows, Walls, Toilets, Labs, Workshops, Walkways, building entrances, reception areas, kitchens, lounge areas, boardrooms, conference areas, meeting rooms, staff canteen areas)	1. All offices, workshops, labs, building entrances, kitchens, meeting rooms, boardrooms, lounge areas, and staff canteen areas are generally kept clean and tidy according to cleaning specifications and standards	<p>CSIR inspections revealed more than 80% of areas specified under this sub-KRA (per site and per zone) not clean according to specifications.</p> <p>More than 80% of complaints not rectified within agreed turnaround timeframes i.e. Attend to all complaints within 24 hrs and resolved within 28 hrs.</p> <p>Negative client feedback and no evidence of improvement (Customer satisfaction survey produced a rating of 1)</p> <p>More than 4 complaints received per site/zone.</p>	<p>CSIR inspections revealed 70% areas not clean according to specifications and</p> <p>Negative client feedback received. Customer satisfaction survey produced a rating of 2)</p> <p>3 complaints received per site, per zone.</p>	<p>Areas specified under this sub-KRA are clean and 60% - 80% of complaints rectified within the agreed SLA timeframes.</p> <p>Fair client feedback (Customer satisfaction survey produced a rating of 3)</p> <p>2 complaints received per site, per zone.</p>	<p>Areas specified under this sub-KRA are clean and less than 2 complaints received per building.</p> <p>81 - 90% of Cleaning complaints rectified within agreed SLA timeframes</p> <p>Logged calls attended to within agreed turnaround timelines, as specified in the SLA.</p> <p>Positive client feedback (Customer satisfaction survey produced a rating of 4) / If no client satisfaction or feedback received, a default score of 4 will be applicable.</p>	<p>Areas specified under this sub-KRA clean and more than two compliments received per site/ per zone.</p> <p>More than 90% of Cleaning complaints rectified within agreed SLA timeframes.</p> <p>No complaints recorded and 100% of cleaning specifications attended to in area of performance.</p> <p>Monthly reports submitted to FS and approved for satisfaction. Positive client feedback (Customer satisfaction survey produced a rating of 5)</p>	<p>Facilities Service Level Agreement (SLA) Attainment Report</p> <p>Monthly inspection report compiled by CSIR Facilities Services and Supplier Cleaning Supervisory Teams.</p> <p>Client satisfaction Report or Email Feedback Complaints and compliments registers</p> <p>Cleaning service monthly report for all CSIR sites</p> <p>Staff deployment Schedule per site</p> <p>Cleaning Procedures and Checklists</p>			
	<p>Supplier Narrative on Key Performance Indicator (KPI): - CSIR narrative on KPI: -</p>									
General Cleanliness in line with Specification and SLA (i.e. Bathrooms, Offices, Windows, Walls, Toilets, Labs, Workshops, Walkways, building entrances, reception areas, kitchens, lounge areas, boardrooms, conference areas, meeting rooms, staff canteen areas)	2. Bathrooms and Toilet Cleanliness	<p>CSIR inspections revealed more than 15% areas with smells or complaints due to insufficient cleaning practices have not been rectified per site/zone.</p> <p>No deep cleaning or recommendations made to ensure smells are prevented.</p>	<p>CSIR inspections revealed 10% areas with smells or complaints due to insufficient cleaning practices have not been attended to.</p> <p>70% of Toilet inspection forms partially/</p>	<p>5% of smells from bathrooms and toilets not attended to and no measure implemented to rectify complaints.</p> <p>Fair client feedback (Customer satisfaction survey</p>	<p>Areas clean and less than 2 complaints received per site and zone</p> <p>95% of toilet smell complaints rectified within specified turn around timelines.</p> <p>Client satisfaction-report provided to FS.</p>	<p>Areas clean and more than two compliments received .</p> <p>More than 90% of bathroom related complaints rectified within agreed SLA timeframes.</p> <p>Recommendations made to FS as</p>	<p>Facilities SLA Attainment Report.</p> <p>Client Satisfaction Report or Email Feedback</p> <p>Cleaning service monthly report for all CSIR sites</p> <p>Complaints and compliments registers</p>			

	<p>No toilet inspection forms completed More than 4 complaints received per site/ zone</p> <p>Negative client feedback and no evidence of improvement (Customer satisfaction survey produced a rating of 1)</p>	<p>inconsistently completed</p> <p>3 complaints received per site / zone</p> <p>Negative client feedback received. Customer satisfaction survey produced a rating of 2)</p> <p>3 complaints received per site, per zone.</p>	<p>produced a rating of 3)</p> <p>2 complaints received per site, per zone.</p> <p>Less than 60% of toilet inspection forms completed without reasonable excuse</p>	<p>Cleaners actively reporting faults to ensure speedy resolution of bathroom related maintenance issues.</p> <p>90% of toilet inspection forms completed</p> <p>Positive client feedback (Customer satisfaction survey produced a rating of 4) If no client satisfaction or feedback received, a default score of 4 will be applicable.</p>	<p>service improvement.</p> <p>Client satisfaction report or feedback submitted</p> <p>No complaints recorded and 100% of cleaning specifications met.</p> <p>Positive client feedback (Customer satisfaction survey produced a rating of 5)</p>	<p>Staff deployment Schedule</p> <p>Cleaning Procedures and Checklists</p>			
<p>Supplier Narrative on Key Performance Indicator (KPI): -</p> <p>CSIR Narrative on KPI: -</p>									
<p>3. Windows Cleaning as per CSIR requirements</p>	<p>6 monthly Window cleaning schedule not submitted</p> <p>More than 80% of Windows not washed as required by the CSIR per site and per zone</p> <p>Negative client feedback and no evidence of improvement (Customer satisfaction survey produced a rating of 1)</p> <p>More than 4 complaints received per site per zone.</p>	<p>Window cleaning schedule submitted but not adhered to</p> <p>70%- 79% of Windows not washed as required by the CSIR per site and per zone</p> <p>Negative client feedback received. Customer satisfaction survey produced a rating of 2)</p> <p>3 complaints received per site, per zone.</p>	<p>Window cleaning schedule submitted but 60 – 80% of work done</p> <p>Fair client feedback (Customer satisfaction survey produced a rating of 3)</p> <p>2 complaints received per site, per zone.</p>	<p>Window cleaning schedule submitted and adhered to (81 - 90% of the windows per site per zone washed twice per annum)</p> <p>Scheduled work completed within specified timeframes. eg: Supplier is expected to wash windows twice a year, this should mean that the window cleaning schedule should be implementable per monthly basis.</p> <p>Positive client feedback</p>	<p>Window cleaning schedule submitted and adhered to (91 - 100% of the windows per site per zone washed twice per annum) as per CSIR standards/ requirements</p> <p>No complaints recorded.</p> <p>2 compliments received per site per zone.</p> <p>Positive client feedback (Customer satisfaction survey</p>	<p>Window cleaning schedule</p> <p>Monthly inspection reports</p> <p>Complaints/ Compliments register</p> <p>Staff deployment Schedule per site</p> <p>Cleaning Procedures and Checklists</p>			

					(Customer satisfaction survey produced a rating of 4) / If no client satisfaction or feedback received, a default score of 4 will be applicable.	produced a rating of 5)				
Supplier Narrative on Key Performance Indicator (KPI): - CSIR Narrative on KPI: -										
Hygiene / <i>Cleaning</i> Consumables and equipment	4. All toilets and bathrooms hygiene consumables are replenished on time	CSIR inspections revealed more than 4 buildings per zone/ site consumables not replenished on time as specified in the SLA More than 4 complaints received per site per zone on replenishing of consumables not attended to within specified timelines and no client update report provided.	CSIR inspections revealed 2 -3 buildings per zone/site consumables not replenished on time 3 complaints received per site, per zone.	All hygiene consumables replenished on time in line with SLA. Maximum of 2 complaints per month per zone/site to replenish consumables within specified timelines.	All hygiene consumables replenished on time and less than 2 complaints per zone/site received.	All hygiene consumables replenished on time and more than two compliments received per site/ zone Zero complaints received.	Facilities SLA Attainment Report Client satisfaction Report or Email Feedback Inventory / stock list of cleaning consumables Cleaning service monthly report for all CSIR sites			
Supplier Narrative on Key Performance Indicator (KPI): - CSIR Narrative on KPI: -										

	5. Supply of cleaning consumables/ detergents in line with Cleaning Norms, Standards and Specifications to avoid cleaning service delivery disruptions	More than four (4) complaints received on cleaning consumables per site/zone. Lack of cleaning consumables inventory / stock register	Three (3) complaints received on cleaning consumables per site/zone Inventory / stock register for cleaning consumables in place but poorly managed	Two (2) complaints received on cleaning consumables per site/zone Inventory / stock register for cleaning consumables in place but managed inconsistently.	Zero complaint received on cleaning consumables per site/zone Inventory / stock register for cleaning consumables in place and well managed.	Zero complaints on cleaning consumables per site/zone More than two compliments received on cleaning consumables per site/zone	Cleaning Consumables / Detergent Register Complaints and Compliment Register(s) Cleaning service monthly report for all CSIR sites Staff deployment Schedule Cleaning Procedures and Checklists			
Supplier Narrative on Key Performance Indicator (KPI): - CSIR Narrative on KPI: -										
	6. Supply and maintenance of cleaning equipment and tools	More than four (4) complaints received on cleaning equipment per site/zone. Lack of cleaning equipment and maintenance	Three (3) complaints received on cleaning equipment per site/zone Cleaning Equipment in place but poorly maintained	Two (2) complaints received on cleaning equipment per zone/site Cleaning Equipment available but inconsistently maintained	Zero complaint received on cleaning equipment per zone/site All Cleaning Equipment are functional and well managed.	Zero complaints on cleaning equipment per zone/site More than two compliments received on cleaning equipment per zone/site	Cleaning Equipment maintenance Plan and Register Complaints and Compliment Register(s) Cleaning service monthly report for all CSIR sites			
Supplier Narrative on Key Performance Indicator (KPI): - CSIR Narrative on KPI: -										
Service Quality	7. Reduce the number of cleaning service delivery complaints received from end-users / clients	> 3 complaints a month with a root cause analysis conducted to avoid a repeat per site/ zone	3 complaints with a root cause analysis conducted to avoid a repeat per site/zone	2 complaints a month with a root cause analysis conducted to avoid a repeat per site/zone	1 complaint a month with a root cause analysis conducted to avoid a repeat per site/zone	zero complaints a month and more than 2 compliments received per site/zone	Complaints Register or Report with root cause analysis and remedial actions Compliments Register			
Supplier Narrative on KPI: - CSIR Narrative on KPI:										

	--										
	8. Compile and submit quality consolidated Cleaning Service monthly reports on time	Cleaning service report submitted after 5 working days after the month – end.	Cleaning service report submitted on 5th working days after the month –end.	Cleaning service report submitted on 4th working days after the month –end.	Cleaning service report submitted on 3rd working days after the month –end	Cleaning service report submitted on 2nd working days after the month –end	Consolidated Cleaning Service report for all CSIR Sites				
	Supplier Narrative on Key Performance Indicator (KPI):										
	- CSIR Narrative on KPI: -										
Cleaning Staff Management	9. Supplier attends to Staff Welfare and complaints without delay	Repeat employment issues raised by staff not closed off within a month. No training of staff and provision of relievers during leaves / labour protests impacting on service delivery and business continuity > 3 complaints a month from the CSIR with regards to staff deployment issues with a root cause analysis conducted to avoid a repeat per site/ zone	Staff raised more than one issue with CSIR or Supplier could not be closed within two weeks 3 complaints per month from the CSIR with regards to staff deployment issues with a root cause analysis conducted to avoid a repeat per site/zone	Staff raised one (1) issue with CSIR or Supplier and closed within one week. 2 complaints a month from the CSIR with regards to staff deployment issues with a root cause analysis conducted to avoid a repeat per site/zone	No issues raised by staff to CSIR. Evidence of staff training. Staff work attendance reported daily Notice of work disruptions and a contingency plan communicated to CSIR to ensure business continuity. 1 complaint a month from the CSIR with regards to staff deployment issues with a root cause analysis conducted to avoid a repeat per site/zone	No issues raised by Supplier's staff to CSIR. Compliments received from CSIR on service rendered by staff Improved staff performance, with 100% expected coverage for contingencies, e.g. relievers, strike, etc	Staff complaints reported to CSIR and feedback provided in writing. Staff work attendance/ time sheets of labour allocation or replacements provided on a daily and monthly basis. Staff training and development records provided				
	Supplier Narrative on Key Performance Indicator (KPI):										
	- CSIR Narrative on KPI: -										
SHEQ Management	10. Reduction of SHE incidents and contributes towards achieving a state of zero harm.	SHE file not updated and persistent unsafe work practices resulting in SHE incidents and work stoppages per site.	SHE file updated and poor supervision resulting in unsafe work practices and increase in SHE incidents.	SHE file updated and inconsistent safe work practices resulting in near misses	SHE file and SHE practices with no near misses and SHE incidents Compliance with CSIR Contractor Protocols	Compliance with SHE requirements with no audit findings from SHEQ department or government department	SHE Report with updates on SHE File, Risk Assessments Register signed by Staff.				

		More than 1 SHE incidents reported per site per month Incident investigation report submitted beyond 5 working days	1 SHE incidents reported per site per month Incident investigation report submitted within 4 working days	Zero (0) SHE incidents reported per site per month Incident investigation report submitted within 3 working days	Toolbox Talks conducted weekly Zero (0) SHE incidents reported per site per month Incident investigation report submitted within 2 working days	Toolbox Talks conducted daily Zero (0) SHE incidents reported per site per month Incident investigation report submitted within 1 working day	Valid Medical Certificates Training Records of Staff in place. SHE Incidents investigation reports Toolbox talk registers			
Supplier Narrative on Key Performance Indicator (KPI): - CSIR Narrative on KPI: -										

PENALTY MEASURES:

Performance Scoring Rating Legend	Penalty
Excellent (5)	Superior performance
Good (4)	Satisfactory / acceptable performance
Fair (3)	Sub-standard performance: A formal letter is issued to the Supplier for failing to comply with contractual obligations and required to implement remedial actions within 7 days upon formal notification
Poor (2)	Poor performance: Up to 10% deduction on monthly contract fee for poor performance
Very Poor (1)	Contract review at risk and a letter of termination is issued to the Supplier.

Note:

- Expected/ required service level is for the Supplier to perform on the “Good (4)” level as a minimum on all of the aforementioned key performance objectives / indicators (KPIs). Any performance below a score of 4 requires immediate investigation by the Supplier with corrective action taken as necessary to the satisfaction of the CSIR.
- The supplier will be required to compile and present quarterly cleaning performance statistics, trend analysis and action plan where required.

CSIR Contract/Project Manager Date:	Managing Director/General Manager Date:
--	--

DRAFT