

TERMS OF REFERENCE

FOR THE

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING AND HYGIENE SERVICES FOR THREE GARDENS OF THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE (SANBI): FREE STATE, WALTER SISULU AND KWAZULU-NATAL NATIONAL BOTANICAL GARDENS FOR A PERIOD OF THREE (3) YEARS.

PHYSICAL ADDRESSES:

Walter Sisulu National Botanical Garden, end of Malcolm Road, Poortview, Roodepoort,
Gauteng

Free State National Botanical Garden, Rayton Road, off Dan Pienaar Drive, Bloemfontein,
Free State

KwaZulu-Natal National Botanical Garden, 2 Zwartkop Road, Prestbury, Pietermaritzburg,
KwaZulu-Natal

POSTAL ADDRESS:

The South African National Biodiversity Institute
Pretoria National Botanical Garden
Private Bag X101
Silverton
0184

TENDER NO.: SANBI: G347/2019

TABLE OF CONTENTS

	Page
1. INVITATION TO TENDER	3
2. COMPULSORY BRIEFING SESSION AND SITE INSPECTION	3
3. REQUIREMENTS FOR PROPOSAL	3
4. SCOPE OF WORK	5
5. SAFETY, HEALTH AND ENVIRONMENT	7
6. EVALUATION CRITERIA	10
7. PREPARATION OF PROPOSAL	12
8. TENDER DOCUMENTATION AVAILABILITY	13
9. REPORTING AND MANAGEMENT	13
10. CONTRACT PERIOD	13
11. PRICING	13

Annexure A1 to A3: Spaces to be cleaned with associated dimensions

Annexure B1 to B3: Scope of work

Annexure C1 to C3: Salaries, attached to the document

Annexure D1 to D3: Cleaning materials to be supplied, attached to the document

Annexure E1 to E3: Pricing schedule breakdown, attached to the document

Annexure F: Total costs of the Cleaning services, attached to the document

1. INVITATION TO TENDER

The objective of the invitation to tender is to appoint a suitable Service Provider to render cleaning and hygiene services to the South African National Biodiversity Institute (SANBI) at the Free State, Walter Sisulu and KwaZulu-Natal National Botanical Gardens for a period of three (3) years.

2. COMPULSORY BRIEFING SESSION AND SITE INSPECTION

A compulsory Briefing and Site Inspection session will be held on:

Date: 13 August 2019

Time: 11:00

Venue: Strelitzia Hall, Walter Sisulu National Botanical Garden, end of Malcolm Road, Poortview, Roodepoort, Gauteng.

Service Providers are advised to visit the two other gardens in order to view the sites on the following dates:

KwaZulu-Natal NBG: 16 August 2019 at 11:00

Free State NBG: 20 August 2019 at 11:00

The compulsory Briefing and Site Inspection session will provide potential Service Providers with an opportunity to clarify aspects of the process as set out in this document and to address any substantive issues that bidders may wish to raise.

Failure to attend the compulsory Briefing and Site Inspection session on 13 August 2019 at Walter Sisulu National Botanical Garden will disqualify any potential Service Providers proposal.

3. REQUIREMENTS FOR PROPOSAL

3.1 Mandatory requirements:

Tenderers must include the following documentation (**Failure to submit this required documentation WILL lead to disqualification**):

- A copy of the company Central Supplier Database (CSD) registration report
- Fee/cost structure for Annexure C, D and E (NB: This information must only be included in the pack marked "original, see point 7).

- A valid letter of Good Standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour.
- A valid copy of the Unemployment Insurance Fund (UIF) Compliance Certificate issued by the Department of Labour.
- The company's Occupational Health and Safety Policy and training plan.
- Completed and signed SBD forms

The pre-qualification criteria for preferential procurement is a tenderer having a stipulated minimum B-BBEE status level of contributor, level 2 and subcontracting a minimum of 30% to an EME or QSE that is at least 51% owned by black people.

- A certified copy of **Liability Insurance Cover** for the company and the amount available per claim.

3.2 Other documents to be submitted

Each tender document should also include the following documentation, although failure to submit these documents will not result in disqualification. However, the information contained in them is required for evaluation purposes:

- A copy of the latest **Audited Financial Statement**.
- **Company information and profile:** mission statement and policies with an indication of the management, communication and supervision structures (include a section on how staff will be managed on campus)
- **Track record/traceable references for verification purposes, add 3 reference letters as minimum**

4. Obligations of the South African National Biodiversity Institute (SANBI):

- Conduct business in a courteous and professional manner with the Service Provider and its staff.
- Provide change rooms with lockers for both male and female cleaners.
- Provide a lockable storage space for safeguarding of cleaning equipment and detergents.
- Enter into a contract upon appointment of the suitable Service Provider (All the specified Terms and Conditions will form part of the contract).
- Ensure that payment upon submission of invoice is done within 30 days of date of invoice by the person authorized to approve payment.

4.1 SANBI will not:

- Accept responsibility/liability for accounts/expenses incurred by the Service Provider that was not agreed upon by the contracting parties.
- Accept responsibility/liability for any damages suffered by the Service Provider or the personnel for the duration of the project.
- Take responsibility for the safeguarding of cleaning equipment and detergents or any personal assets of any of the company's staff members.

5. SCOPE OF WORK

5.1 Scope of cleaning and dimensions of areas to be cleaned

Please see the following annexures to obtain the information required for tendering as garden:

- **Annexure A1, A2 and A3:** Spaces to be cleaned with dimensions indicated for the number of offices/workspaces/ablution facilities.
- **Annexure B1 to B3:** Scope of Work for each garden.

5.2 Staff requirements, management and training

Please see the attached annexure to indicate the required staff per garden:

- **Annexure C1 to C3:** Salaries for staff requirements for each garden.

Employment of existing contract staff by the Service Provider, while not compulsory, is encouraged.

5.2.1 Employment of supervisors

The following requirements for supervisors must be met:

- **The supervisors must be on duty once a week to** supervise the cleaning personnel and will deal directly with the garden manager/curator at Free State National Botanical Garden and KwaZulu-Natal Botanical Gardens.
- Walter Sisulu National Botanical Garden will use the third cleaner as a supervisor and will be on site daily to supervise and also participate in the cleaning duties.
- The staff members appointed as supervisors must also perform cleaning duties.
- For security reasons, the appointed Service Provider must inform garden management when there is any removal or replacement of personnel.
- The appointed Service Provider's staff must comply with SANBI's professional code of conduct.

5.2.2 Staff training:

The following requirements must be met by Service Providers:

- The Service Provider must demonstrate/ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract.
- A training programme must be submitted with your tender submission indicating the training programmes available and completed, and how continued training will be implemented for the duration of the contract to maintain standards or improve the quality of delivery of service to SANBI.

5.3 Equipment and materials:

All equipment and material to be used must comply with the South African National Standards (SANS) and the Occupational Health and Safety Act (OHSA) and its regulations.

For more information on the type of cleaning materials to be used, see Annexure D attached.

The following requirements must be met:

- No equipment, tools or detergents that may damage the buildings, fittings and collections, or harm staff members and visitors shall be used. SANBI has the right to reject harmful equipment, tools and detergents.
- SANBI reserves the right to conduct tests and analyses on the cleaning and hygiene detergents and equipment provided by the Service Provider to ascertain the quality and compliance with the South African National Standards (SANS).
- All cleaning, hygiene equipment and detergents should be provided by the Service Provider and must be environmentally friendly.
- All toilet roll holders and soap dispensers shall be lockable to prevent theft.
- The Service Provider shall install all SHE bins, automatic air freshener units, soap dispensers and toilet seat sanitizers in all areas where required.
- All dispenser batteries must be of high quality and durability, and should be inspected regularly and replaced accordingly, and be disposed of offsite in an environmentally friendly manner (Indicate their disposal in the Waste management plan).
- Upon termination of the contract, the Service Provider must remove all equipment installed by them from the premises without causing any damage to the property.
- The cost of repairs for any damages caused by the Service Provider may be deducted from SANBI's payment to the Service Provider.

5.4 Cleaning times per garden

- Free State National Botanical Garden: cleaning must be done daily from Monday to Friday between 07:30 and 16:30 and on public holidays and weekends between 07:30 and 17:00, except when evening functions or events are taking place, where cleaners will be required to work beyond these times or *ad hoc* cleaners will be required to accomplish this service.
- Walter Sisulu National Botanical Garden: cleaning must be done between 08:00 and 17:00 daily except when evening functions or events takes place where cleaners will be required to work beyond these times or *ad hoc* cleaners will be required to accomplish this service.
- KwaZulu-Natal Botanical Garden: cleaning must be done daily from Monday to Friday from 08:00 to 17:00 and including weekends and public holidays.

6. SAFETY, HEALTH AND ENVIRONMENTAL REQUIREMENTS

Service Providers are required to comply with all acts, regulations and standards relating to Safety, Health and Environment and specifically cleaning and hygiene services must be adhered to by the potential Service Provider.

6.1. General Safety, Health and Environmental (SHE) requirements:

All Service Providers entering into a contract with the South African National Biodiversity Institute (SANBI) shall, as a minimum, comply with the following requirements:

- The Occupational Health & Safety Act (OHSA) (Act 85 of 1993) and its Regulations: **A current, up-to-date copy of the Occupational Health and Safety Act as well as Safety, Health and Environment file for the company shall be available on site at all times.** The Health and Safety file will become SANBI property at the end of the contract.
- The Service Provider's staff will be expected to attend induction training including being familiar with the of the garden they are stationed in, evacuation procedures within the first week before commencing any work (A signed register of such induction must be available in the Safety, Health and Environmental file and be available to the internal and external auditors and SHE representatives of SANBI on request).
- The Compensation for Occupational Injuries & Diseases Act (Act 130 of 1996): The Service Providers will be required to submit a letter of good standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases. The letter

should be issued by the Department of Labour. **A current, up-to-date copy of the Compensation for Occupational Injury and Diseases Act (COIDA) shall be available on site at all times.**

- National Environmental Management Act (Act No. 107 of 1998), Waste Act (Act 59 of 2008).
- The South African National Biodiversity Institute Health and Safety Specification and relevant policies.

The Service Provider shall:

- Create and maintain a safe and healthy work environment for its own staff and those of SANBI.
- Execute the work in a manner that complies with all the requirements of OHSA and all its associated Regulations, and in so doing, minimize the risk of incidents occurring. Should an incident occur, report this to SANBI within 24 hours and the remedial processes in place.
- Provide all related working equipment such as protective clothing, harnessing, etc. to ensure the safety and health of its own staff and those of others.
- Respond to the notices issued by SANBI's Health and Safety Agent as follows:
 - 1) Improvement Notice: improve health and safety performance over time so that repeat notices are not issued.
 - 2) Contravention Notice: rectify contravention within given time.
 - 3) Prohibition Notice: terminate affected activities with immediate effect and only resume activities when it is safe to do so.

6.2 Waste Management Plan:

In terms of Schedule 5B of the Constitution of South Africa (Act 108 of 1996), waste management is a local government competence that must be executed to protect human and environmental health.

Potential Service Providers are requested to submit a Waste Management Plan as part of their proposal. The plan must describe all aspects of the management of waste that will be generated, collected, processed or treated as part of the services to SANBI.

The plan should emphasise the following:

- The management of waste generated through the cleaning and hygiene and services provided, such as used cleaning chemicals and empty containers from these and from pest control material.
- The processes and responsibilities for the removal and disposal of sanitary waste in compliance with legislation, National Environmental Management: Waste Act (Act 59 of 2008).
- The legal disposal of waste collected, including batteries and recyclable materials.
- An indication of how recycling will be conducted.

6.3 Risk management plan

Potential Service Providers are requested to submit a Risk Management Plan as part of their proposal. The plan must describe all aspects of the management of risk in terms of identifying, monitoring and managing potential risk related to cleaning and hygiene services to SANBI.

7. EVALUATION CRITERIA

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (issued 3 September 2010), this bid will be evaluated in two stages.

Stage 1 will evaluate functionality according to the criteria listed in the table below.

STAGE ONE:

FUNCTIONALITY EVALUATION CRITERIA	Weight
<p>Past Experience: Cleaning and Hygiene Industry related</p> <ul style="list-style-type: none"> • Supply a list of at least three traceable references relating to “cleaning” projects undertaken in the past 3 years. Provide a brief description of the scope and scale of the work undertaken for each and indicate the value of each contract. • Supply a list of at least three traceable references relating to “hygiene” projects undertaken in the past 3 years. Provide a brief description of the scope and scale of the work undertaken for each and indicate the value of each contract. 	<p>20</p> <p>(10)</p> <p>(10)</p>
<p>Team Capabilities:</p> <p>The Tenderer should demonstrate the project team and personnel’s capabilities that will be utilised in the execution of the contract (personnel skills, qualifications and experience) with a focus on supervisors in the cleaning, hygiene and administrative support of staff in the company.</p> <p>Each CV submitted should not be longer than three (3) pages in total and should be structured as follows:</p> <ul style="list-style-type: none"> • Related experience and professional qualifications. • Brief description of individual’s experience of similar work in last five years. • Name of previous employer/s and position in enterprise/s • Role in the services to be provided in this tender. 	<p>20</p> <p>(5)</p> <p>(5)</p> <p>(5)</p> <p>(5)</p>
<p>Structure and capacity of the Company</p> <ul style="list-style-type: none"> • Existing resources for carrying out the services required. • Training and skills development plan (Please attach a detailed plan/ programme that the personnel will receive prior to commencement of work and for the duration of the contract). • Approach to managing performance and support services. • Occupational Health and Safety Plan 	<p>30</p> <p>(15)</p> <p>(5)</p> <p>(5)</p> <p>(5)</p>

Scope of Work	30
<p>Provide detailed methodologies to cover the proposed scope of work including task descriptions and how many tasks will be performed on a daily basis:</p> <ul style="list-style-type: none"> • Proposed work schedule/duty sheet/work plan. Clear milestones and timeframes for each task to be completed for each garden. (5) • Waste Management Plan. (10) • Contingency Plan and flexibility in customer service in terms of turnaround times with regard to solving problems which may arise during the execution of the contract. (5) • Risk Management Plan Content of management plan (Refer to point 5.3). (10) 	
TOTAL	100

NB: Any bidder who scores less than **70 points** out of a possible 100 points in terms of functionality will not be eligible for further consideration.

STAGE TWO: PRICE AND PREFERENTIAL POINTS

The second stage will evaluate price and Broad-Based Black Economic Empowerment (B-BBEE) preference points of those bids that met the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2011 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate.

Sufficient information must be provided to allow the Bid Evaluation Committee to score bids against all these criteria.

8. PREPARATION OF PROPOSAL

SANBI shall not be held liable for any cost that has been incurred by the potential Service Provider in the preparation of the proposal, the obtaining of certificates or any other cost that might be incurred in submitting the proposal.

8.1 Submission requirements

This is a two-envelope tender process.

Service Providers are to submit one (1) pack of original proposals with pricing details included, marked “ORIGINAL” in a separate envelope and one (1) packs of copies excluding pricing details, marked “COPY” in a second envelope.

NB! Financial or pricing details (Annexure C, D, E and F) should ONLY be included in the pack marked “ORIGINAL”. Financial information included in the “copies” will lead to your bid being disqualified.

Tenders can be submitted in the Tender Box located in the Biodiversity Centre Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria, Gauteng during office hours (08:00 – 16:00).

Tenders may also be submitted by post addressed to:

The Deputy Director: Supply Chain Management
The South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184
Tender Number: SANBI:G347/2019

NB: All documents must be clearly labelled.

Closing date for submissions is: 30 August 2019

Note: E-mailed and faxed submissions will not be accepted. Late submissions will be disqualified.

Contact for technical enquiries: Mr. Thompson Mutshinyalo (Director: Conservation Gardens and Tourism), e-mail address: t.mutshinyalo@sanbi.org.za

Any queries in connection with the ToR shall be submitted in writing to at the following e-mail address, referring your request to: sanbi.tenders@sanbi.org.za.

9. TENDER DOCUMENTATION AVAILABILITY

No tender documents will be issued at the briefing session. Potential Service Providers are requested to download the tender documents from the SANBI website: www.sanbi.org.

10. REPORTING AND MANAGEMENT

The Service Provider will supply the relevant SANBI Project Manager at the three gardens with a management report on a monthly basis. The report shall be based on the different services delivered and shall cover all work performed and completed during the month.

11. CONTRACT PERIOD

The contract is for three (3) years, it is performance-based, and will be reviewed every twelve (12) months from the date of commencement. The contract to be signed will include the Service Level Agreement (SLA) which must be adhered to by both parties.

12. PRICING

NB: Bidders must price for all line items in ANNEXURES C, D, E, and F. Failure to do so will result in disqualification.

The wages of the cleaners, supervisors and *ad hoc* cleaners should not be less than the minimum wage rates as prescribed by the Department of Labour (Compliance must be in accordance with wage labour rates & the Basic Condition of Employment Act as per the Department of Labour's regulations). The total amount of the contract must be fixed for the full period of the contract factoring in annual salary increases of the employees.

ANNEXURE A1: Spaces to be cleaned with associated dimensions**Free State National Botanical Garden**

Building Name: Admin block			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Boardroom	Carpet	10.6	7
Gents toilets (1 urinal/ 1 toilet)	Tiles	4.2	0
Ladies toilets (2 toilets)	Tiles	4.2	0
Passage floor 1	Carpet	4.5	0
Passage floor 2	Tile	12.2	0
Office No. 1	Carpet	10.56	2
Office No. 2	Carpet	10.56	3
Office No. 3	Carpet	8.99	3
Office No. 4	Carpet	8.99	3
Office No. 5 (Reception area)	Carpet	13.6	3
Office No. 7	Carpet	14.3	3
Office No. 8	Tile	9.36	1
Kitchen	Tile	6.12	0

Building Name: Environmental Education Centre			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
EE Centre Hall	Ceramic tile	119	41
Office No. 1	Ceramic tile	9.3	3
Office No. 2	Ceramic tile	9	2
Passage	Ceramic tile	26.4	0
Storeroom	Ceramic tile	21	50
Kitchen	Ceramic tile	6	0

Building Name: Kiosk			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Bookshop	Ceramic tile	26.55	0
Cashier office	Ceramic tile	6.25	2
Office No.1	Ceramic tile	7.5	0
Safe room	Ceramic tile	3.15	0
Storage for marketing material	Ceramic tile	6.25	0
Shopsteward office	Ceramic tile	3	1
Nursery foreman office	Ceramic tile	3	2

Building Name: Lapa			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Venue/ function area	Pavement	164.5	0
Kitchen	Tile	16.94	0
Storeroom	Cement floor	10.56	170

Building Name: Staff kitchen and Male change room			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Staff kitchen	Tile	34.82	25
Male change room (4 showers/2 toilets/1 urinal)	Tile	38.22	20

Building Name: Female change room			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Women's change room (2 showers/2 toilets)	Tile	18	10

Building Name: Ablution blocks			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Gents toilets (3 toilets/ 5 urinals)	Tile	23	0
Ladies toilets (5 toilets)	Tile	23	0
Disabled toilet	Tile	4.37	0
Storage for cleaning material	Tile	4.8	0
Passage	Tile	14	0

Building Name: Marketing and intern offices			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Marketing office	Carpet	19.03	6
Toilet (1 toilet)	Ceramic tile	2	0
Kitchen	Ceramic tile	2	0
Intern office	Tile	17.76	6
Boardroom	Carpet	19.68	0

Building Name: Wendy house			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Male change house	Wood	36	0
Female change house	Wood	36	0

Building Name: Guard Houses			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Guard house 1	Wood	4	2
Guard house 2	Wood	4	1

Building Name: Workshop			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Lawnmower store	Concrete	42.2	0
Small tools	Concrete	36.5	0
Office	Concrete	9.5	2

ANNEXURE B1: Scope of work and monitoring of standards

Free State National Botanical Garden

1. SCOPE OF WORK

CLEANING SERVICE TASK DESCRIPTION	FREQUENCY
OFFICES, FOYERS, OPEN AREAS AND PASSAGES	
Carpets: <ul style="list-style-type: none"> • Spot brush and clean carpets • Vacuum thoroughly • Steam clean carpets 	Weekly Weekly Twice a year
Vinyl Flooring & Tiles <ul style="list-style-type: none"> • Thoroughly sweep with a broom and clean with a wet mop • Scrubbing of floors with power scrubber • Burnishing floor with polishing machine and polish • Strip and seal floors 	Daily Twice a year Weekly Quarterly
Dust/ wipe down all horizontal/ vertical surfaces with a damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, handrails/ bannisters, skirting etc.	Weekly
Spot clean marks from walls, doors, door handles, window handles and light switches	Daily
Steam clean upholstered furniture	Twice a year
Dust furniture, fittings and computers with a dry cloth	Weekly
Polish furniture and fittings	Weekly
Wipe all telephones with a damp cloth with a suitably diluted disinfectant	Weekly
Empty dust bins and waste paper baskets	Twice daily
Wash office dustbins if necessary and replace plastic inners	Daily
Pick up, clean all waste and dispose of all litter	Daily
Clean glass doors at all entrances and passages with window cleaner	Weekly
Spot clean all glass, glass doors	Daily
Dust all accessible landings, beams, ledges, glass with long feather duster	Weekly

CLEANING OF VISITORS CENTRE AND LAPA		
<ul style="list-style-type: none"> • Thoroughly sweep with a broom and clean with a wet mop • Polish the floor • Cleaning of windows • Scrubbing of floors with power scrubber • Strip and seal floors • The Lapa should be cleaned every time there is a function (before and after) and move the tables and chairs back to the store after the function • Clean the chairs and tables 	3 times a week	
	Bi-weekly	
KITCHENS		
Vinyl, Tiles floors		
<ul style="list-style-type: none"> • Sweeping with a broom and cleaning with a wet mop • Scrubbing of floors with power scrubber • Burnishing floors with polishing machine • Applying tile cleaners 	Daily	
	Twice a year	
	Weekly	
	Quarterly	
Kitchen sink and cupboards must be disinfected and cleaned with water and detergent	Daily	
Microwaves, urns and fridges must be cleaned with water and detergents	Daily	
Fridges must be defrosted and washed with water and detergents	Monthly	
Where available, water coolers must be cleaned and disinfected	Daily	
Where available, water coolers must be replenished with water	As required	
Cutlery, crockery and glasses used must be washed and kept safe	Daily	
Stock taking of cutlery, crockery and glasses	Monthly	
Empty dust bins must be washed when necessary and plastic inners replaced	Daily	
Prepare tea/coffee for all staff members in the Garden	Daily: 10	
Prepare tea/coffee in the Lecture Hall and Education Centre for meetings and events	As required	
Prepare tea/coffee for the Board Room for meetings and events	As required	
Clean and wash kitchen utensils from the Lecture Hall after meetings	As required	
Where available, replace hand paper towels in holders	As required	
Ensure supply of washing liquid, dish towels in all kitchens	As required	

EDUCATION CENTRE		
Vinyl Flooring & Tiles: <ul style="list-style-type: none"> • Thoroughly sweep with a broom and clean with a wet mop • Scrubbing of floors with power scrubber • Burnishing floor with polishing machine and polish • Strip and seal floors • Sweep and clean with hard/soft broom • Clean using water and mop 	Daily Twice a year Weekly Quarterly Weekly Daily	
Spot brush/clean carpets, tables and chairs	Bi-weekly	
Steam clean carpets and upholstered furniture	Twice a year	
Arrange seating and refreshments (Water/tea/coffee)	As required	
Dust/wipe all horizontal/vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, skirting, etc.	Weekly	
Polish furniture and fittings	Weekly	
TOILETS		
Floors: <ul style="list-style-type: none"> • Sweep with dust control mop/broom • Wash with wet mop • Spot clean/wipe • Strip and seal 	Daily Daily As required Monthly	
Wipe all horizontal/ vertical surfaces: tiles, mirrors, pipes, etc. with damp cloth	Weekly	
Wash hand basins, toilet pans, wall mounted items with suitably diluted disinfectant	Twice daily	
Replace toilet paper and hand towels in holders as required	As required	
MARKETING OFFICE		
<ul style="list-style-type: none"> • Spot brush and clean carpets • Vacuum thoroughly • Steam clean carpets • Window cleaning • Sweeping the floors • Cleaning of toilet and small kitchen 	3 times a week	
Dust/wipe down all horizontal/vertical surfaces with damp cloth, e.g. walls, handrails/bannisters, directory/notice boards, skirting, etc.	Weekly	

WINDOW CLEANING		
Clean accessible interior faces of all windows below 2 m with a window cleaner	Weekly	
High level window cleaning (It must be noted that SANBI buildings do not have harness hooks. Relevant cleaning technologies to be utilized)	Twice a year	
WENDY HOUSES		
Sweep and clean the floor	Weekly	
Clean the window	Weekly	
HYGIENE SERVICES		
Removal and disposal of sanitary towels from all SHE bins by the Service provider	Monthly	
Deep cleaning of water closets and urinals including changing of p-mats	Quarterly	
WORKSHOP		
Sweep and clean the floor	Bi-weekly	
Clean windows	Monthly	

ANNEXURE A2: Spaces to be cleaned with associated dimensions**Walter Sisulu National Botanical Garden**

Building Name: Imvelo building			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Admin office	Floor tile	29	0
Boardroom	Floor tile	213	0
Office 1	Floor tile	11	0
Office 2	Floor tile	11	0
Office 3	Floor tile	11	0
Office 4	Floor tile	11	0
Office 5	Floor tile	11	0
Office 6	Floor tile	11	0
Resource room	Floor tile	13	0
Passage	Floor tile	19	0

Building Name: Nestle Centre			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Kitchen	Floor tile	15	0
Hall	Floor tile	156	2
Storeroom	Floor tile	64	0
Toilet 1	Floor tile	14	0
Toilet 2	Floor tile	18	0
Toilet 3	Floor tile	9	0

Building Name: Male Change room			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Dining room	Floor tile	19	1
Kitchen	Floor tile	7	2
Change room 1	Floor tile	11	0
Toilet 1	Floor tile	3.6	0
Toilet 2	Floor tile	10	0
Change room 2	Floor tile	24	0

Building Name: Workshop			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Office	Smooth floor	12,2	3
Storeroom 1	Smooth floor	125	0
Storeroom 2	Smooth floor	125	0
Storeroom 3	Concrete	187	0

Building Name: Strelitzia Hall			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Kitchen	Floor tile	26	1
Hall	Floor tile	162	0
Storeroom	Floor tiles	20	0
Veranda	Floor tile	17.5	0
First toilets	Floor tile	14	0
Second toilets	Floor tile	18	0

Building Name: Pay point Area and 2 offices			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Office 1	Carpet	27.5	2
Office 2	Carpet	29	4
Pay office	Tile floor	29	3
Cubicles x 4	Tile floor	3.6	4

Building Name: Imbizo Training Centre			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Hall	Floor Tile	141	60
Office	Floor Tile	11	0
Kitchen	Floor Tile	6	0
Storeroom	Floor Tile	11	0

Building Name: Nursery area			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Office	Tile floor	12	2
Front Area	Smooth floor	118	0

Building Name: Garden Office			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Reception	Smooth floor	26	2 x couches
Administration Manager's office	Carpet floor	20	3
Administration office	Carpet floor	25	5
Computer room	Vinyl floor	19	0
Storeroom	Vinyl floor	10	0
Marketing office	Vinyl floor	13	1

Curators office	Carpet	20.5	0
Horticulturist office 1	Carpet	17	3
Horticulturist office 2	Carpet	13	1
Interpretation office	Vinyl floor	14	2
Kitchen	Vinyl floor	6	0
Passage	Vinyl floor	14	0
Toilet 1	Vinyl floor	4	0
Toilet 2	Vinyl floor	1.7	0

Building Name: Library and Herbarium			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Boardroom	Vinyl tile	23	6
Library and Herbarium	Vinyl	32	3
Office	Smooth floor	9	1

Building Name: Ladies Change room			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Dining room	Ceramic	19	0
Kitchen	Ceramic	16	0
Office	Ceramic	12	2
Storeroom	Ceramic	6	0
First change room	Ceramic	13	0
Second change room	Ceramic	25	0
Change room	Ceramic	9	0
Toilet 1	Ceramic	4	0
Toilet 2	Ceramic	9	0

Building Name: Entrance Ablutions			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Gents' toilets	Ceramic	31.5	0
Ladies' toilets	Ceramic	64	0

Building Name: Imbizo Area Ablutions			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Ladies' toilets	Floor tile	15	0
Gents' toilets	Floor tile	15	0

Building Name: Arboretum Ablutions			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Gents' ablutions (3 toilets/2 urinals/ 3 showers)	Ceramic	15	0
Ladies' ablutions (2 toilets/ 2 showers)	Ceramic	15	0

Building Name: Restaurant Ablutions 2			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Gents' ablutions	Ceramic	8	0
Ladies' ablutions	Ceramic	15	0

Building Name: Milkwood Terrace			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Tiled area	Ceramic	255	0

Building Name: Nursery office			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Office 1	Vinyl floor	17	3

Building Name: Guard houses			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Guard house 1	Floor tile	12	2
Guard house 2	Floor tile	5	1

Building Name: Standby House			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Dining room	Floor tile	9	0
Kitchen	Floor tile	10	0
Bedroom	Carpet	9	0
Bathroom	Floor tile	9	0

ANNEXURE B2: SCOPE OF WORK AND MONITORING OF STANDARDS

Walter Sisulu National Botanical Garden

2. SCOPE OF WORK

CLEANING SERVICE TASK DESCRIPTION	FREQUENCY
OFFICES, FOYERS, OPEN AREAS AND PASSAGES	
Carpets:	
• Spot brush and clean carpets	Weekly
• Vacuum thoroughly	Weekly
• Steam clean carpets	Twice a year
Vinyl Flooring & Tiles	
• Thoroughly sweep with a broom and clean with a wet mop	Daily
• Scrubbing and stripping of floors with power scrubber (Service Provider to have the necessary equipment)	Twice a year
• Burnishing floor with polishing machine and polish	Weekly
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, handrails/ bannisters, skirting etc.	Weekly
Spot clean marks from walls, doors, door handles, window handles, light switches and hand dryers	Daily
Steam-clean upholstered furniture	Twice a year
Dust furniture, fittings and computers with a dry cloth	Weekly
Polish furniture and fittings	Weekly
Wipe all telephones with a damp cloth with a suitably diluted disinfectant	Weekly
Empty dust bins and waste paper baskets	Twice Daily
Wash office dustbins if necessary and replace plastic inners	Daily
Pick up, clean all waste and dispose of all litter	Daily
Clean glass doors at all entrances and passages with window cleaner	Weekly
Spot clean all glass, glass doors	Daily
Dust all accessible landings, beams, ledges, glass with long feather duster	Weekly

STAFF HOUSES AND STANDBY QUARTERS	
Carpets: <ul style="list-style-type: none"> • Steam clean carpets 	Annually
Vinyl Floors: <ul style="list-style-type: none"> • Burnishing floors with polishing machine • Strip and seal floors 	Weekly Annually
KITCHENS	
Vinyl, Tiles floors <ul style="list-style-type: none"> • Sweep with a broom and clean with a wet mop • Scrubbing of floors with power scrubber • Burnishing floors with polishing machine • Strip and seal floors 	Daily Twice a year Weekly Annually
Kitchen sink, cupboards must be disinfected and cleaned with water and detergents	Daily
Microwaves, urns and fridges must be cleaned with water and detergents	Daily
Fridges must be defrosted and washed with water and detergents	Monthly
Cutlery, crockery and glasses that were used must be washed and kept safe	Daily
Stock taking of cutlery, crockery and glasses	Monthly
Empty dust bins wash them if necessary and replace plastic inners	Daily
Where available, replace hand paper towels in holders	As required
Ensure supply of washing liquid, dishtowels in all kitchens	As required
MEETING ROOMS AND PAUSE AREAS	
Sweep with a broom and clean with a wet mop	Weekly
Spot clean floors, tables and chairs	After use
Steam upholstered furniture	Twice a year
Arrange seating and refreshments (Water/tea/coffee)	As required
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, skirting etc.	Weekly
Polish furniture and fittings	Weekly

Toilets	
Floors	
<ul style="list-style-type: none"> • Sweep with dust control mop/broom • Wash with wet mop • Spot clean/wipe • Strip and seal 	<p>Daily</p> <p>Daily</p> <p>As required</p> <p>Quarterly</p>
Wipe down all horizontal/ vertical surfaces: tiles, mirrors, pipes, etc. with damp cloth	Weekly
Wash hand basins, toilet pans, wall mounted items with suitably diluted disinfectants	Twice Daily
Replace toilet paper and hand towels in holders as required	As required
Fill up hand soap and ensure availability	Weekly
WINDOW CLEANING	
Clean accessible interior faces of all windows below 2 m with a window cleaner	Quarterly
High level window cleaning (It must be noted that SANBI buildings do not have harness hooks. Relevant cleaning technologies to be utilized)	Twice a year
VERANDA, LAPAS AND SURROUNDING AREAS	
Sweep and clean with hard/soft broom	Daily
Clean using water and mop	Weekly
General cleaning of veranda/lapa area	Daily
HYGIENE SERVICES	Twice a month
Removal and disposal of all sanitary towels from the SHE bins by the Service providers Emptying of SHE bins Deep cleaning of water closets, urinals including changing of p-mats, showers and water basins	Twice a month Quarterly

ANNEXURE A3: Spaces to be cleaned with associated dimensions

KwaZulu-Natal National Botanical Garden

Building Name: Administration			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Reception	Tile	30.8	3
Kitchen	Tile	6.67	0
Server room	Tile	5.52	0
Boardroom	Tile	30.70	8
Toilets	Tile	12.18	0
Marketing officer	Tile	20.25	1
Curator	Tile	20.25	4
Estate supervisor	Tile	20.25	2
Admin clerk	Tile	16.24	1
Horticulturist	Tile	16.24	2
Interpretation	Tile	16.24	3
Education	Tile	26.0	2

Building Name: Change rooms & kitchen			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Kitchen	Tile	47.5	0
Women' change room	Tile	24	0
Men' change room	Tile	56.7	0
Back office	Tile	17.2	0
Storeroom/old workshop	Concrete	22.8	0

Building Name: New workshop			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Workshop	Concrete	79	0

Building Name: Nursery offices			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Nursery office 1	Tile	11.52	2
Nursery office 2	Tile	7.55	1

Building Name: Kiosk and veranda surface			
Office number and description	Type of floor finish	Square meter	Number of upholstery chairs
Kiosk	Carpet	10.5	0
Veranda	Tile	60	0

Building Name: Ticket office/Pay office and veranda surface			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Ticket office	Tile	6.16	2
Veranda	Tile	30.25	0

Building Name: Curio shop			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Curio Shop Hall	Tile	58.50	0
Curio Shop office 1	Tile	4.84	0
Curio Shop office 2	Tile	4.84	0

Building Name: Entrance Ablution			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Male toilet	Tile	22.50	0
Female toilet	Tile	22.50	0
Disable toilet	Tile	2.8	0

Building Name: Boom Gate Guard room			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Guard house	Tile	4	0

Building Name: Education Centre			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Education Hall	Wooden	71.39	4
Office 1	Wooden	21.24	1
Office 2	Wooden	11.55	0
Kitchen	Wooden	6.67	0
Toilet 1	Concrete	12.88	0
Toilet 2	Concrete	10.64	0

Building Name: Lapa, Zulu Garden			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Lapa	Tile	31.86	0

Building Name: Lapa at the Children's Play Area			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Lapa	Tile	50.56	0

Building Name: Camellia Wedding Pergola			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
Pergola	Tile	16.81	0

Building Name: Clivia Hall			
Office number and description	Type of floor finish	Square meters	Number of upholstery chairs
New hall (under construction)	Ceramic tiles	397.5	0
Old hall (under construction)	Ceramic tiles	108.75	0
Ablution (under construction)	Ceramic tiles	45	0

ANNEXURE B3: SCOPE OF WORK AND MONITORING OF STANDARDS

KwaZulu-Natal Botanical Garden

3. SCOPE OF WORK

CLEANING SERVICE DESCRIPTION	FREQUENCY
OFFICES, FOYERS, OPEN AREAS AND PASSAGES	
<p>Carpets:</p> <ul style="list-style-type: none"> • Spot brush and clean carpets • Vacuum thoroughly • Steam clean carpets 	<p>Weekly</p> <p>Quarterly</p> <p>Once a year</p>
<p>Wooden Flooring & Tiles</p> <ul style="list-style-type: none"> • Thoroughly sweep with a broom and clean with a wet mop • Scrubbing of floors with power scrubber (Service Provider to have necessary equipment) • Burnishing floor with polishing machine and polish • Strip and seal floors 	<p>Daily</p> <p>Twice a year</p> <p>Weekly</p> <p>Quarterly</p>
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, handrails/ bannisters, skirting etc.	Weekly
Spot clean marks from walls, doors, door handles, window handles, light switches and hand dryers	Daily
Dust furniture, fittings and computers with a dry cloth	Weekly
Polish furniture and fittings	Weekly
Wipe all telephones with a damp cloth with a suitably diluted disinfectant	Daily
Empty dust bins and waste paper baskets	Daily
Wash office dustbins if necessary and replace plastic inners	Daily
Pick up, clean all waste and dispose of all litter	Daily
Clean glass doors at all entrances and passages with window cleaner	Weekly
Spot clean all glass, glass doors	Daily
Dust all accessible landings, beams, ledges, glass with long feather duster	Weekly

STAFF HOUSES AND STANDBY QUARTERS	
Wooden floors and tiles: <ul style="list-style-type: none"> Burnishing floors with polishing machine Strip and seal floors 	Monthly Annually
KITCHENS	
Tiles floors: <ul style="list-style-type: none"> Sweep with a broom and clean with a wet mop Scrubbing of floors with power scrubber Burnishing floors with polishing machine Strip and seal floors 	Daily Twice a year Weekly Annually
Kitchen sink, cupboards must be disinfected and cleaned with water and detergents	Daily
Microwaves, urns and fridges must be cleaned with water and detergents	Daily
Fridges must be defrosted and washed with water and detergents	Monthly
Cutlery, crockery and glasses that were used be washed and kept safe	Daily
Stock taking of cutlery, crockery and glasses	Monthly
Empty dust bins wash them if necessary and replace plastic inners	Daily
Where available, replace hand paper towels in holders	As required
Ensure supply of washing liquid, dishtowels in all kitchens	As required
MEETING ROOMS AND PAUSE AREAS	
Sweep with a broom and clean with a wet mop	Weekly
Spot clean floors, tables and chairs	After use
Arrange seating and refreshments (Water/tea/coffee/light lunch)	As required
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, skirting etc.	Weekly
Polish furniture and fittings	Weekly
TOILETS	
Floors: <ul style="list-style-type: none"> Sweep with dust control mop/broom Wash with wet mop Spot clean/wipe Strip and seal 	Daily Daily As required Quarterly
Wipe down all horizontal/ vertical surfaces: tiles, mirrors, pipes, etc. with damp cloth	Weekly

Wash hand basins, toilet pans, wall mounted items with suitably diluted disinfectant	Twice daily
Replace toilet paper and hand towels in holders as required	As required
Fill up hand soaps and ensure availability	Daily
WINDOW CLEANING	
Clean accessible interior faces of all windows below 2 m with a window cleaner	Quarterly
High level window cleaning (It must be noted that SANBI buildings do not have harness hooks. Relevant cleaning technologies to be utilized)	Twice a year
VERANDAS, LAPAS AND SURROUNDING AREAS	
Sweep and clean with hard/soft broom	Daily
Clean using water and mop	Weekly
General cleaning of Verandas/Lapa Area	Daily
Polishing of floors	Twice per week
Cleaning of hand rails with wet cloth	Weekly
HYGIENE SERVICES	Monthly
Removal and disposal of all the sanitary towels from SHE bins	Twice a month
Emptying of SHE bins	Quarterly
Deep cleaning of water closets, urinals including changing of p-mats, showers and water basins	