ROBBEN ISLAND MUSEUM

RIM EST 04-2019/2020

ROBBEN ISLAND MUSEUM INVITES ALL INTERESTED PROSPECTIVE QUALIFIED SERVICE PROVIDERS TO SUBMIT PROPOSALS TO RENDER CLEANING SERVICES FOR ROBBEN ISLAND MUSEUM FOR A PERIOD OF THIRTY-SIX (36) MONTHS, WITH AN OPTION TO EXTEND FOR A FURTHER TWENTY-FOUR (24) MONTHS.

Ms. PN Madikane

Unit Manager: Supply Chain Management

19 June 2020

Signature: ..................
## Checklist of Compulsory Returnable Schedules and Documents

Please adhere to the following instructions:

- Tick in the relevant block below, the documents and schedules that form part of your response.
- Ensure that the following documents are completed and signed where applicable:
- Use the prescribed sequence in attaching the annexes that bidder may be disqualified on the basis of non-compliance/non-responsiveness.

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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**The Bid / Request for Quotation Returnable Schedule or Document**

- Checklist of Compulsory Returnable Schedules and Documents
- Instruction to Bidders (signed)
- Proposal Document
- **SBD 1**: Invitation to Bid (completed & signed)
- **SBD 2**: Tax Clearance Status (registered on the Central Supplier Database)
- **SBD 3.3** Pricing Schedule (completed & signed)
- **SBD 4**: Declaration of Interest (completed & signed)
- **SBD 6.1**: Preference Claim Forms in terms of Preferential Procurement Regulations AND accredited and Valid B BBEE certificate. **SBD 6.1** must be completed when claiming for B BBEE points. (completed & signed)
- **SBD 8**: Declaration of Bidder’s Past Supply Chain Practices (completed & signed)
- **SBD 9**: Certificate of Independent Bid Determination (completed & signed)
- Terms of reference (Specification)
- General Conditions of Contract
INFORMATION ON COMPULSORY BRIEFING SESSION

Please note that Briefing Session and Site Visit is COMPULSORY

Compulsory Briefing Session and Site Visit will be held as follows:

Date: Monday and Tuesday, 6 and 7 July 2020

Time: 07h30am

Venue: Robben Island Museum
Robben Island
Cape Town
South Africa
INSTRUCTION TO TENDERERS

RIM EST 04-2019/2020

ROBBEN ISLAND MUSEUM INVITES ALL INTERESTED PROSPECTIVE QUALIFIED SERVICE PROVIDERS TO SUBMIT PROPOSALS TO RENDER CLEANING SERVICES FOR ROBBEN ISLAND MUSEUM FOR A PERIOD OF THIRTY-SIX (36) MONTHS, WITH AN OPTION TO EXTEND FOR A FURTHER TWENTY-FOUR (24) MONTHS.

1. INTRODUCTION

1.1 Robben Island Museum (RIM) invites all interested prospective service providers to submit proposals to render cleaning services for Robben Island Museum for a period of thirty-six (36) months, with an option to extend for a further twenty-four (24) months.

2. ALL TENDER CONDITIONS MUST BE STRICTLY ADHERED TO, FAILING WHICH, THIS TENDER SUBMISSION MAY BE DECLARED NON-RESPONSIVE.

2.1 This tender consists of these instructions, the invitation to submit proposal/s to render cleaning services for Robben Island Museum for a period of thirty-six (36) months, with an option to extend for a further twenty-four (24) months.

2.2 Bidders are required to submit their tenders in a sealed envelope in which they have duly:
(a) Completed all forms; and
(b) Included all other necessary and/or desirable documents in support of their bids.

2.3 The complete tender document should be returned in its entirety, with each page initialed by the authorised signatory and a witness.

2.4 Any portion of the tender document not completed maybe interpreted as “not applicable” where appropriate.

2.5 Tenders must be properly received and deposited in the tender box on or before the closing date 24 July 2020 and before the closing time of 11H00 am at Robben Island Museum, Nelson Mandela Gateway Building, V & A Waterfront, Cape Town.

2.6 RIM reserves:
(a) The right to accept the whole tender or part of a tender or any item or part of any item or accept more than one tender (in the event of a number of items being offered);
(b) The right not to accept the lowest or any tender;
3. RIM shall not consider tenders, which are received after the closing date and time for such a tender.

4. RIM will not be held responsible for any expenses incurred by bidders in preparing and submitting tenders.

5. RIM may, after the closing date, request additional information or clarification of bidders in writing.

7. A bidder may request in writing and, after the closing date, that his/her tender be withdrawn and which withdrawal will be permitted or refused in the sole discretion of RIM after consideration of the reasons for the withdrawal, which shall be set out by the bidder in the written request for withdrawal.

8. RIM's representative for the purpose of this tender shall be:
(a) Ms Karen Lloyd at telephone 021 409 5100 in respect of matters relating to the Terms of Reference; and
(b) Enquiries pertaining to the completion of the tender documents can be addressed to Ms. P. Madikane at telephone (021) 413-4265/14.

9. Joint Ventures/Consortiums

9.1 In the case of Joint Ventures/Consortiums, a copy of the Joint Venture agreement must be submitted with the tender document.

10. Validity Period
10.1 Any tender submitted shall remain valid, irrevocable and open for written acceptance by RIM for a period of ninety (90) days from the closing date.

11. Bidders must be registered on the Central Supplier Database (CSD).
11.1 RIM shall reject a bid from an entity whose tax matters have not been declared by the South African Revenue Service (SARS) to be in order.
11.2 If bidders are not registered yet on the CSD, they must follow the following link https://secure.csd.gov.za/Account/Register in order to register.
11.3 It is the responsibility of the successful bidder/s to ensure that that the tax matters with SARS are in order.
11.4 Each party to a joint venture / consortium / partnership must comply with all of the above.
12 B-BBEE

12.1 Each bidder must submit a certificate issued by an accredited B-BBEE verification agency or an affidavit, indicating its B-BBEE rating in terms of the relevant B-BBEE scorecard.

12.2 For Consortiums / Joint Ventures / or Sub-contracting arrangements, the bidder must also submit a combined B-BBEE certificate issued by an accredited B-BBEE verification agency.

13. Due Diligence of bidder

13.1 RIM reserves the right to conduct a due diligence investigation prior to the final award of the contract or at any time during the contract.

14. Inducements, rewards, gifts and other abuses of the Supply Chain Management System is prohibited, and:

(a) No person who is a provider or prospective provider of goods or services, or a recipient or prospective recipient of goods disposed or to be disposed of may directly or indirectly, through a representative or intermediary promise, offer or grant;

(i) Any inducement or reward to RIM for or in connection with the award of a contract; or

(ii) Any reward, gift, favour or hospitality to any official or any other role player involved in the implementation of the supply chain management policy;

(b) No person who is a provider or prospective provider of goods or services, or a recipient or prospective recipient of goods disposed or to be disposed of may directly or indirectly

(i) Influence or interfere with the work of any RIM official(s) involved in the tender process in order to inter alia:

(ii) influence the process and/or outcome of a bid;

(iii) incite breach of confidentiality and/or the offering of bribes;

(iv) cause over and under invoicing;

(v) influence the choice of procurement method or technical standards; and

(vi) influence any RIM official(s) in any way which may secure an unfair advantage during or at any stage of the procurement process.

(c) Abuse of the RIM's supply chain management system is not permitted and may result in the tender being rejected, the cancellation of the contract, the
“blacklisting” of the bidder by RIM against participation in any future bid processes and any other remedy permitted in law.

15. Declarations and authorisation
15.1 Bidder are required to complete all declarations and authorisations in the schedules attached hereto, failing which the tender may be disqualified.

16. Alternative offers
16.1 Alternative offers may be considered, provided that an offer free of qualifications and strictly in accordance with the bid documents is also submitted. RIM shall not be bound to consider alternative tenders.

### EVALUATION CRITERIA

1. Invalid Tenders
1.1 Tenders shall be endorsed and may be recorded as potentially invalid in the tender opening record by the RIM responsible official in the following instances:
   (I) if the tender is not sealed;
   (II) if the tender is not completed in non-erasable ink;

2. Non-Responsive Tenders
2.1 Valid tenders will be declared non-responsive and eliminated from further evaluation if:
   (a) The bidder has been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combatting of Corrupt Activities Act, 12 of 2004 or has been listed on National Treasury’s database as a person prohibited from doing business with the public sector;
   (b) The bidder has failed to complete and/or sign the required declarations and/or authorisations; and

3. Disqualified Tenders
3.1 The tender will be disqualified and eliminated from further evaluation if it fails to adhere to a written request (within the specified period set out in such request) to:
   (a) Comply with one or more of the provisions contained in the Instruction to bidders;
   (b) Comply with any other terms and conditions of the tender documentation after being called upon to do so;

4. Directions and Closing Date for Submission of Bids
4.1 Directions: Cape Town, Waterfront: Nelson Mandela Gateway building next to Clock Tower building.

4.2 CLOSING DATE FOR SUBMISSION OF BIDS: 24 July 2020 AT 11H00 AM.

4.3 Companies are required to also submit the soft copies of their tender document/proposals. To note that the soft copies will be considered only if a company’s tender document/proposal was deposited on the closing date and time at the tender box situated in Nelson Mandela Gateway as indicated in paragraph 2.5.

These soft copies can be forwarded to patm@robben-island.org.za and velisab@robben-island.org.za.
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE ROBBEN ISLAND MUSEUM

BID NUMBER: RIM EST 04-2019/2020  |  CLOSING DATE: 24 July 2020  |  CLOSING TIME: 11:00am

ROBBEN ISLAND MUSEUM INVITES ALL INTERESTED PROSPECTIVE QUALIFIED SERVICE PROVIDERS TO SUBMIT PROPOSALS TO RENDER CLEANING SERVICES FOR ROBBEN ISLAND MUSEUM FOR A PERIOD OF THIRTY-SIX (36) MONTHS, WITH AN OPTION TO EXTEND FOR A FURTHER TWENTY-FOUR (24) MONTHS.

THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX
SITUATED AT (STREET ADDRESS)

Robben Island Museum, Nelson Mandela Gateway
Tender Box
V & A Waterfront
Cape Town, 8002

SUPPLIER INFORMATION

NAME OF BIDDER

POSTAL ADDRESS

STREET ADDRESS

TELEPHONE NUMBER

CELLPHONE NUMBER

FACSIMILE NUMBER

E-MAIL ADDRESS

VAT REGISTRATION NUMBER

TCS PIN:  |  OR  |  CSD No:

B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE
[TICK APPLICABLE BOX]

☐ Yes  |  B-BBEE STATUS LEVEL SWORN AFFIDAVIT

☐ No  |  ☐ Yes

☐ No

IF YES, WHO WAS THE CERTIFICATE ISSUED BY?

AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)

☐ ☐

AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX

☐ ☐

A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)

☐ ☐

A REGISTERED AUDITOR

☐ ☐

NAME:

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS/SERVICES/WORKS OFFERED?

☐ Yes  |  ☐ No

[IF YES ENCLOSE PROOF]

ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS/SERVICES/WORKS OFFERED?

☐ Yes  |  ☐ No

[IF YES ANSWER PART B:3 BELOW]

SIGNATURE OF BIDDER

..................................................  |  DATE

CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)

TOTAL NUMBER OF ITEMS OFFERED  |  TOTAL BID PRICE (ALL INCLUSIVE)

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:  |  TECHNICAL INFORMATION MAY BE DIRECTED TO:

DEPARTMENT/PUBLIC ENTITY  |  CONTACT PERSON

Robben Island Museum  |  ☐

CONTACT PERSON

Ms. P. Madikane

TELEPHONE NUMBER

021 413 4265

FACSIMILE NUMBER

E-MAIL ADDRESS

PalmRobben@Robben-
Island.org.za
### 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 ONLINE
   1.3. BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES. B-BBEE CERTIFICATE OR SWEAR AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
   1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWEAR AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
   1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.

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 VIEW THE TAXPAYER’S PROFILE AND TAX STATUS.
   2.3. APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
   2.4. BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
   2.5. IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
   2.6. WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

3. **QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS**
   3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? □ YES □ NO
   3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA? □ YES □ NO
   3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? □ YES □ NO
   3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? □ YES □ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.
PRICING SCHEDULE

NAME OF BIDDER: ......................................................... BID NO.: RIM EST 04-2019/2020
CLOSING TIME 11:00 am CLOSING DATE: 24 JULY 2020

ROBBEN ISLAND MUSEUM INVITES ALL INTERESTED PROSPECTIVE QUALIFIED SERVICE PROVIDERS TO SUBMIT PROPOSALS TO RENDER CLEANING SERVICES FOR ROBBEN ISLAND MUSEUM FOR A PERIOD OF THIRTY-SIX (36) MONTHS, WITH AN OPTION TO EXTEND FOR A FURTHER TWENTY-FOUR (24) MONTHS.

<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>DESCRIPTION</th>
<th>BID PRICE IN RSA CURRENCY</th>
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<td></td>
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<td>&quot;(ALL APPLICABLE TAXES INCLUDED)</td>
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1. The accompanying information must be used for the formulation of proposals:

1.1 The price proposal must be based on ALL OF THE BID SPECIFICATIONS AND NOTHING MUST BE OMITTED.

1.2 The Labour costs for the cleaning staff (Supervisor and Cleaners) must not be below the approved sectoral wage determination as determined by the Department of Labour.

1.3 Prices quoted must be valid for at least 90 (ninety) days from the closing of the tender.

1.4 The bid price must include labour costs (as per industry standards), all cleaning materials, uniform and provision of equipment and machinery.

1.5 Price must include all applicable taxes and VAT and must be indicated in ZAR. Price must also include all costs as there will be no additional costs entertained.

A. LABOUR COSTS- Include all costs

<table>
<thead>
<tr>
<th>Supervisors (only full time supervisors required)</th>
<th>Number of staff</th>
<th>Full time</th>
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<tr>
<td></td>
<td>2</td>
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<thead>
<tr>
<th>Description</th>
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<tr>
<td>Basic Salary</td>
<td></td>
<td>R.........</td>
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<tr>
<td>Provident Fund</td>
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<td>R.........</td>
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<td>Sick Leave</td>
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<td>Annual Leave</td>
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<td>NCCA/any other approved body- if applicable</td>
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<td>Bonus</td>
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<td>Any Other Allowances</td>
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Total monthly costs per Supervisor

R..............
<table>
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<tr>
<th>Cleaners (only full time cleaners required)</th>
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<tr>
<td>Basic Salary</td>
<td>R…………………...</td>
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<td>Provident Fund</td>
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<td>Any Other Allowances</td>
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<tr>
<th>Total monthly costs per Cleaner</th>
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<th>Total costs for number of Cleaners offered per month</th>
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<tr>
<th>TOTAL LABOUR COSTS FOR THE FIRST 12 MONTHS (Combined: Supervisors and Cleaners- Incl. VAT)</th>
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**B. TOTAL COSTS FOR CLEANING MATERIALS, EQUIPMENT, SANITARY CONSUMABLES AND SANITARY EQUIPMENT (SUPPLY, INSTALL AND MAINTAIN) FOR THE FIRST 12 MONTHS (VAT Incl.)**

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<th>C. PROFIT MARK-UP &amp; OTHER COSTS</th>
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<th>GRAND TOTAL (A+B+C)- Year 1</th>
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Any enquiries regarding bidding procedures may be directed to the –
Ms. P Madikane
SUPPLY CHAIN MANAGEMENT UNIT
ROBBEN ISLAND MUSEUM
Suite 204, Level 2
Clock Tower Building
V & A Waterfront
Cape Town

Tel: 021 413 4265/14
Email: patm@robben-island.org.za
DECLARATION OF INTEREST (SBD 4)

Any legal person, including persons employed by the State¹, or persons having a kinship with persons employed by the State, including a blood relationship, may make an offer or offers in terms of this invitation to Bid (includes an advertised competitive Bid, a limited Bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting Bid, or part thereof, be awarded to persons employed by the State, or to persons connected with or related to them, it is required that the Bidder or his/her authorised representative, declare his/her position in relation to the evaluating/adjudicating authority where:

- The Bidder is employed by the State; and/or

- The legal person on whose behalf the Bidding Document is signed, has a relationship with persons/persons who is/are involved in the evaluation and or adjudication of the Bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and/or adjudication of the Bid.

In order to give effect to the above, the following questionnaire must be completed and submitted with this Bid:

- Full Name of Bidder or his/her representative

- Identity Number:

- Position occupied in the Company (director, trustee, shareholder², member):

- Registration number of company, enterprise, close corporation, partnership agreement or trust:

- Tax Reference Number:

- VAT Registration Number:

- The names of all directors/trustees/shareholders/members, their individual identity numbers, tax reference numbers and, if applicable, employee/PERSAL numbers must be indicated in a separate schedule including the following questions:

  Schedule attached with the above details for all directors/members/shareholders

- Are you or any person connected with the Bidder presently employed by the state? If so, furnish the following particulars in an attached schedule:

  Name of person/director/trustee/shareholder/member:

  Name of state institution at which you or the person connected to the Bidder is employed

  Position occupied in the state institution

  Any other particulars:

- If you are presently employed by the State, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? If Yes, did you attach proof of such authority to the Bid document? If No, furnish reasons for non-submission of such proof as an attached schedule (Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the Bid.):

- Did you or your spouse or any of the company’s directors/trustees/shareholders/members or their spouses conduct business with the State in the previous twelve months?
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<tr>
<td><strong>If so, furnish particulars as an attached schedule:</strong></td>
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<tr>
<td><strong>• Do you, or any person connected with the Bidder, have any relationship (family, friend, other) with a person employed by the State and who may be involved with the evaluation and or adjudication of this Bid?</strong></td>
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<tr>
<td>If so, furnish particulars as an attached schedule.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>• Are you, or any person connected with the Bidder, aware of any relationship (family, friend, other) between any other Bidder and any person employed by the State who may be involved with the evaluation and or adjudication of this Bid?</strong></td>
<td></td>
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</tr>
<tr>
<td>If so, furnish particulars as an attached schedule.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>• Do you or any of the directors/trustees/shareholders/members of the company have any interest in any other related companies whether or not they are bidding for this contract?</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If so, furnish particulars as an attached schedule.</td>
<td>Yes</td>
<td>No</td>
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PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution


1. GENERAL CONDITIONS
1.1 The following preference point systems are applicable to all bids:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included);
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 a) The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable.

1.3 Points for this bid shall be awarded for:
(a) Price; and
(b) B-BBEE Status Level of Contributor.

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

<table>
<thead>
<tr>
<th>Points</th>
<th></th>
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<tbody>
<tr>
<td>PRICE</td>
<td>80</td>
</tr>
<tr>
<td>B-BBEE STATUS LEVEL OF CONTRIBUTOR</td>
<td>20</td>
</tr>
<tr>
<td>Total points for Price and B-BBEE must not exceed</td>
<td>100</td>
</tr>
</tbody>
</table>

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser 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 purchaser.

2. DEFINITIONS
(a) "B-BBEE" means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;

(b) "B-BBEE status level of contributor" means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

(c) "bid" means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;

(d) "Broad-Based Black Economic Empowerment Act" means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);

(e) "EME" means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

(f) "functionality" means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.

(g) "prices" includes all applicable taxes less all unconditional discounts;

(h) "proof of B-BBEE status level of contributor" means:
   (i) B-BBEE Status level certificate issued by an authorized body or person;
   (j) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
   (k) Any other requirement prescribed in terms of the B-BBEE Act;

(i) "QSE" means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

(n) "rand value" means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

<table>
<thead>
<tr>
<th>80/20</th>
<th>90/10</th>
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</thead>
<tbody>
<tr>
<td>$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin}\right)$</td>
<td>$Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin}\right)$</td>
</tr>
</tbody>
</table>

Where

- $Ps$ = Points scored for price of bid under consideration
- $Pt$ = Price of bid under consideration
- $Pmin$ = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:
<table>
<thead>
<tr>
<th>B-BBEE Status Level of</th>
<th>Number of points</th>
<th>Number of points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributor</td>
<td>(90/10 system)</td>
<td>(80/20 system)</td>
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<tr>
<td>1</td>
<td>10</td>
<td>20</td>
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<td>2</td>
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<td>7</td>
<td>2</td>
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<td>8</td>
<td>1</td>
<td>2</td>
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<tr>
<td>Non-compliant</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: ........(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

[ ] YES  [ ] NO

7.1.1 If yes, indicate:

i) What percentage of the contract will be subcontracted.....................%

ii) The name of the sub-contractor......................................................

iii) The B-BBEE status level of the sub-contractor.....................................

iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

[ ] YES  [ ] NO

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at last 51% owned by:

<table>
<thead>
<tr>
<th>Designated Group</th>
<th>EME</th>
<th>QSE</th>
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<tbody>
<tr>
<td>Black people</td>
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<td>Black people who are youth</td>
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<td>Black people who are women</td>
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<td>Black people with disabilities</td>
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<tr>
<td>Black people living in rural or underdeveloped areas or townships</td>
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<td>Cooperative owned by black people</td>
<td></td>
<td></td>
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<tr>
<td>Black people who are military veterans</td>
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<td></td>
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<tr>
<td>Any EME</td>
<td>OR</td>
<td></td>
</tr>
</tbody>
</table>
8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm: .................................................................

8.2 VAT registration number: ............................................................

8.3 Company registration number: ......................................................

8.4 TYPE OF COMPANY/FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

..............................................................................................................

..............................................................................................................

..............................................................................................................

8.6 COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business: ..............

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBEE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/firm for the preference(s) shown 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 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;

iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser 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* (hear the other side) rule has been applied; and
(e) forward the matter for criminal prosecution.

<table>
<thead>
<tr>
<th>WITNESSES</th>
<th>SIGNATURE(S) OF BIDDERS(S)</th>
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<tbody>
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<td>1.</td>
<td></td>
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<tr>
<td>2.</td>
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</table>

DATE: ______________________  
ADDRESS: ____________________

__________________________  
__________________________  
__________________________
DECLARATION OF BIDDER'S PAST SCM PRACTICES (SBD 8)

- Is the Bidder or any of its directors listed on the National Treasury’s Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? If Yes, furnish particulars as an attached schedule: Yes No

- Is the Bidder or any of its directors listed on the Register for Tender Defaulters in terms of Section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? If Yes, furnish particulars as an attached schedule: Yes No

- Was the Bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years? If Yes, furnish particulars as an attached schedule: Yes No

- Was any contract between the Bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract? If Yes, furnish particulars as an attached schedule: Yes No

The Database of Restricted Suppliers and Register for Tender Defaulters resides on the National Treasury’s website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.

CERTIFICATE OF INDEPENDENT BID DETERMINATION (SBD 9)

I, the undersigned, in submitting this Bid in response to the invitation for the Bid made by Robben Island Museum, do hereby make the following statements that I certify to be true and complete in every respect:

- I have read and I understand the contents of this Certificate: Yes No

- I understand that the Bid will be disqualified if this Certificate is found not to be true and complete in every respect: Yes No

- I am authorised by the Bidder to sign this Certificate, and to submit the Bid, on behalf of the Bidder: Yes No

- Each person whose signature appears on the Bid has been authorised by the Bidder to determine the terms of, and to sign, the Bid on behalf of the Bidder: Yes No

For the purposes of this Certificate and the accompanying Bid, I understand that the word “competitor” shall include any individual or organisation, other than the Bidder, whether or not affiliated with the Bidder, who:

a) Has been requested to submit a Bid in response to this Bid invitation;

b) Could potentially submit a Bid in response to this Bid invitation, based on their qualifications, abilities or experience; and

c) Provides the same goods and services as the Bidder and/or is in the same line of business as the Bidder

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 consortium will not be construed as collusive bidding.
In particular, without limiting the generality of paragraphs above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:

a) Prices;

b) Geographical area where product or service will be rendered (market allocation);

c) Methods, factors or formulas used to calculate prices;

d) The intention or decision to submit or not to submit, a Bid;

e) The submission of a Bid which does not meet the specifications and conditions of the Bid; or

f) Bidding with the intention not to win the Bid.

In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this Bid invitation relates.

The terms of this 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 the awarding of the contract.

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 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.

3 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.

STANDARD BIDDING DOCUMENTS DECLARATION

The following documents are deemed to form and be read and construed as part of this agreement even where integrated in this document:

<table>
<thead>
<tr>
<th>Declaration of Interest (SBD4)</th>
</tr>
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<tbody>
<tr>
<td>Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011 (SBD6.1)</td>
</tr>
<tr>
<td>Where a valid BBBEE Certificate is not on file with ASSAf, please attach</td>
</tr>
<tr>
<td>Declaration certificate for Local Production and Content for Designated Sectors (SBD6.2)</td>
</tr>
<tr>
<td>Declaration of Bidder's past SCM practices (SBD8);</td>
</tr>
<tr>
<td>Certificate of Independent Bid Determination (SBD9)</td>
</tr>
<tr>
<td>General Conditions of Contract</td>
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</tbody>
</table>

The obligation to complete, duly sign and submit these declarations included in this SBD declaration pack cannot be transferred to an external authorized representative, auditor or any other third party acting on behalf of the legal entity.

I declare that I have had no participation in any collusive practices with any Bidder or any other person regarding this or any other procurement.

I certify that the information furnished in these declarations (SBD4, SBD5 where applicable, SBD6.1, SBD6.2 where applicable, SBD8, SBD9) is correct and I accept that ASSAf may reject the Offer or act against me should these declarations prove to be false.

I confirm that I am duly authorised to sign this SBD declaration pack by the Chief Financial Officer or other legally responsible person nominated in writing by the Chief Executive or Senior Member/Person with management responsibility (Close Corporation, Partnership or Individual)
Full details of directors / trustees / members / shareholders.

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Identity Number</th>
<th>Personal Income Tax Reference Number</th>
<th>State Employee Number / Personal Number</th>
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ROBBEN ISLAND MUSEUM ("RIM")

BID REFERENCE NUMBER: RIM EST 04-2019/2020

TERMS OF REFERENCE

DESCRIPTION:

ROBBEN ISLAND MUSEUM INVITES ALL INTERESTED PROSPECTIVE QUALIFIED SERVICE PROVIDERS TO SUBMIT PROPOSALS TO RENDER CLEANING SERVICES FOR ROBBEN ISLAND MUSEUM FOR A PERIOD OF THIRTY-SIX (36) MONTHS, WITH AN OPTION TO EXTEND FOR A FURTHER TWENTY-FOUR (24) MONTHS

DATE OF ISSUE: 19 JUNE 2020

COMPULSORY SITE VISIT: 6 AND 7 JULY 2020

CLOSING DATE: 24 JULY 2020
1. **BACKGROUND**

1.1 Robben Island Museum (RIM) is a public entity responsible for managing, maintaining, presenting, developing and marketing Robben Island as a National Estate and World Heritage Site. It is also a living museum which aims to memorise and promote its unique universal symbolism.

1.2 Robben Island Museum is divided into the following sites for the purpose of this tender:
- Quay 501;
- Jetty 1;
- Clock Tower Building;
- Nelson Mandela Gateway (NMG); and
- Robben Island (RI)

2. **PURPOSE**

Robben Island Museum seeks to appoint an experienced Service Provider to render cleaning services for Robben Island Museum for a period of thirty-six (36) months.

3. **NUMBER OF CLEANERS REQUIRED IN CAPE TOWN: FOURTEEN (14)**

3.1 **QUAY 501 IN CAPE TOWN**

3.1.1 **One (1) cleaner** from 07:00 – 16:00 five (5) days a week (Monday to Friday).

3.2 **JETTY 1 IN CAPE TOWN**

3.2.1 **ONE (1) cleaner** cleaning the Jetty 1 office and exhibition areas from 07:00am -16:00pm, seven (7) days a week,

3.3 **NELSON MANDELA GATEWAY (NMG) AND CLOCK TOWER OFFICES**

3.3.1 **ONE (1) supervisor with a minimum of two (2) years’ experience** at NMG, Working from 07:00 – 16:00 Seven (7) days a week.

**WEEKDAYS**

3.3.2 **TEN (10) cleaners** at NMG. Eight (8) work from 07:00 – 16:00; and two (2) work from 09:00 – 18:00 covering the following areas:
3.3.2.1 Male public toilets at NMG, male toilets at Docks, Service passage and security control room: One (1) male cleaner from 07:00 - 16:00
3.3.2.2 Female public toilets at NMG, female toilets at Docks, toilets at offices, Switch board office and surrounding area: One (1) female cleaner from 07:00 - 16:00
3.3.2.3 Front entrance inside, Ticket sales booth, information desk, exhibition room, Docks ground floor, Docks lower ground floor and marketing office: One (1) female cleaner from 07:00 - 16:00
3.3.2.4 Windows, while railings and stairs between boarding area and Docks, elevator, relieve male toilet cleaner over lunch, male public toilets from 16:30 - 18:00; One (1) male cleaner from 09:00 - 18:00
3.3.2.5 Boarding area and ramp, staff waiting area, Ticket office, relieve toilet cleaner for lunch: One (1) female cleaner from 07:00 - 16:30
3.3.2.6 Exhibitions 1st floor, 2nd floor and female public toilets from 16:30 - 18:00; One (1) female cleaner from 09:00 - 18:00
3.3.2.7 Clock Tower offices: One (1) female cleaner from 07:30 - 16:30
3.3.2.8 CEO office, boardrooms, Auditorium, Kitchen and IT Passage: One (1) female cleaner from 07:00 - 16:00
3.3.2.9 Five offices at staff kitchen, one office on ground floor and two offices on first floor: One (1) female cleaner from 07:00 - 16:00
3.3.2.10 Clean boats in morning, docks kitchen, cleaner's quarters, floating jetty, general spot cleaning, setting up for meetings at docks and Auditorium: One (1) male cleaner from 07:00 - 16:00

WEEKENDS NMG

3.3.3 Six (6) cleaners at NMG four (4) work from 07:00 - 16:00 and two (2) from 09:00 - 18:00 covering the following areas:

3.3.3.1 All male toilets at NMG, security control room, service passage: One (1) male cleaner
3.3.3.2 All female toilets at NMG, Switch board office and surrounding area: One (1) female cleaner
3.3.3.3 Clean boats in morning, outside stoop areas around the NMG building, floors at 1st and 2nd floor, relieve cleaner teatime and lunch time at male toilet: One (1) male cleaner
3.3.3.4 Clean boats in morning, all windows, relieve cleaner teatime and lunch time at female toilet: One (1) female cleaner
3.3.3.5 Ticket sales booth, ticket sales office, information area, boarding area: One (1) cleaner
3.3.3.6 Jetty 1: One (1) female cleaner from 07:30 - 10:00, NMG from 11:00 - 16:00 Docks- upstairs, down stairs, kitchen at docks and kitchen inside.
4. **NUMBER OF CLEANERS REQUIRED ON ROBBEN ISLAND: SEVENTEEN (17)**

4.1 **One (1) Supervisor with a minimum of two (2) years' experience** (Sleeping over on Robben Island) working seven (7) days a week.

**WEEKDAYS ROBBEN ISLAND**

4.2 **Sixteen (16) cleaners work during the week**

4.2.1 Multipurpose Learning Centre, House 40, House 47, House 48, House 74, Room D11

Laundry: One (1) male and one (1) female cleaner from 07:30 – 16:30

4.2.2 Maximum security Prison, Kramat and die Ou Tronk: Two (2) female cleaners from 07:30 – 16:30 & Maximum prison: Three (3) male cleaners from 21:00 – 06:30.

4.2.3 Village shop, Single Quarter passages and bath rooms, Garrison Church, JC Hall, School, Swimming pool cloak room, Post Office, Mess, stand in between 11:00-15:00 at Murrays bay harbour: One (1) female cleaner from 07:30 – 16:30

4.2.4 Heritage and Sobukwe complex: One (1) cleaner from 07:30 – 16:30 (relieve at harbour from 11:00 – 14:00)

4.2.5 Transport yard: Two (2) male cleaners 06:00 – 15:00 (one cleaner relieve at harbour from 11:00 – 15:00)

4.2.6 Murrays bay harbour and visitor centre: one (1) male from 07:00 – 11:00 and from 14:00 – 18:00, and one (1) female cleaner from 07:00 – 11:00 and from 14:00 – 18:00

4.2.7 Guesthouse, Clinic, Bus stop, Community hall, House 17, 49 and 90 (Ferries staff) on Fridays: One (1) cleaner from 07:30 – 16:30

4.2.8 Admin block, Leper church, House 67, 68, 70 and 71, Bus stop and Transport office: One (1) cleaner from 07:30 – 16:30

4.2.9 Alpha 1: One (1) cleaner from 07:30 – 16:30

**WEEKENDS ROBBEN ISLAND**

4.3 **Seven (7) cleaners work weekends on Robben Island.**

(Weekends the first boat leaves Cape Town at 09:00 and the last boat leave Robben Island at 18:00)

4.3.1 Murrays bay Harbour: One (1) male and one (1) female cleaner from 08:30 – 17:30

4.3.2 Prison: Two (2) cleaners from 07:30 – 16:30

4.3.3 Alpha 1: One (1) cleaner from 09:30 – 18:30

4.3.4 Transport and busses: Two (2) cleaners from 06:30 – 15:30
(Weekends 1 Prison cleaner and 1 Transport cleaner relieve at harbour from 11:00 – 14:00)

5. **PROFILE OF CLEANERS**
   The service provider must make sure that their cleaners have the following profile:

   5.1 Must be South African Citizen or Foreign national with valid working permit;
   5.2 Cleaners must be sufficiently trained;
   5.3 Must be able to work independently;
   5.4 Must be physically fit.

6. **CLEANING EQUIPMENT, MATERIALS & CONSUMABLES**
   The contractor must supply all cleaning materials, consumables and equipment necessary for the carrying out of the contract at their own expense. Bidders must supply full particulars of the type of machines and equipment that will be used for the rendering of the cleaning services.

   A minimum of 6 vacuum cleaners is needed on Robben Island and 1 at the NMG.

   A minimum of 2 buffing machines is needed on Robben Island and 1 at NMG.

   A minimum of 1 carpet cleaner

   Submit Proof that all electrical equipment that will be supplied and installed are registered with the South African Bureau of Standards (SABS); SABS certificates to be provided from the Supplier that will provide the equipment;

7. **SITE SPECIFICATION**
   7.1 Please refer to:
      - Annexure (A1) Specifications for Cleaning and Housekeeping Services;
      - Annexure (A2) Cleaning Areas, which consists of the Area, what needs to be cleaned, Additional Information, Task Frequency and Performance Standards; and
      - Annexure (A3) COVID 19 Cleaning and disinfecting procedures
      - Annexure (A4) OHS 37.2 Agreement

8. **REQUIREMENTS TO CONSIDER WHEN WORKING OUT PRICING:**
   8.1 The current monthly average Consumables are as follows: (this is just an indication)
      (i) Toilet Paper: NMG 25 bales of 48
      (ii) Island 20 bales of 48
      (iii) Folded Hand towels: NMG 20 boxes with 20 packs of 100
      (iv) Folded Hand towels: Island 25 boxes with 20 packs of 100
(v) Light duty black bags: NMG 250 and Island 150
(vi) Heavy duty transparent bags for bins in toilets and offices: NMG 150 and Island 100
(vii) Hand soap 100lt
(viii) Hand sanitizer 125lt
(ix) The chemicals and other items must be worked out by the Bidders.
(x) Toilet seat wipes – 60 packs (200 in one pack)

8.2 Seventeen (17) Cleaners working on the Island. One house (house 63) and twelve (12) single quarter rooms will be made available for cleaners to use when sleeping over on the Island. The accommodation will be free of charge but municipal cost will be charged per usage based on the latest RIM tariff schedule.

8.3 One diesel vehicle which is able to carry and move the cleaning equipment is required on the Island and the vehicle should display the company’s logo. RIM will make available a cargo vessel to transport the vehicle to and from the island at no cost.

8.4 The cleaning supervisor on the Island must be able to drive the vehicle and must be in the possession of a valid driver's license and must adhere to all RIM policies.

8.5 The service provider must be responsible for the specialized high window cleaning at the Nelson Mandela Gateway Building in the V & A Waterfront. The outside windows must be cleaned quarterly and the inside high windows once a year.

8.6 Robben Island Museum does not have a laundry facility and the laundry must be done on the Mainland. The service provider must be responsible for washing all bedding of the Guesthouse and Multi-Purpose Learning Centre (MPLC). There are 15 beds in the Guesthouse and 100 beds in the Multi-Purpose Learning Centre.

8.7 The service provider must be responsible for the Sanitary and Hygiene services on Robben Island and on the mainland. Following is the specification for the Sanitary and Hygiene service:

8.7.1 Electronic sanitary bins with removable bags – 14 day service – 64 units
8.7.2 Urinal pee mats, 14 day service – 14 mats
8.7.3 Air fresheners with LED display panel, 14 day service – 20 units
8.7.4 Auto Sanitizers with indicator light, 28 day service – 61 units
8.7.5 Quarterly deep cleaning – 61 Units (all toilets with sanitizers)
8.7.6 Deep cleaning showers and hand basins once a year - 60 units
(Areas: MPLC; prison; harbour; Alpha 1; Admin; heritage)
8.7.7 Provide hand dryers (service included) – 20 units
8.7.8 Seat sanitizers – 20 units
8.7.9 Maintenance and refill of all hand soap and sanitiser dispensers

8.8 All other services provided by RIM, including medical services will be charged as per market related prices.
8.9 The preferred service provider will be required to comply with the provisions of the Occupational Health and Safety Act, and its regulations. See annexure (A4).

The above mentioned equipment must be installed immediately after the previous company removes their equipment. This should be done after hours after the last tour boat has left the island. Robben Island’s Infrastructure and Facilities manager must be informed and give guidance with the installation of the new hand dryers.

9. REQUIRED DOCUMENTATION/COMPULSORY REQUIREMENTS

PLEASE ENSURE THAT THESE MANDATORY DOCUMENTS ARE PRESENTED IN THE ORDER AS MENTIONED BELOW (NUMBER DOCUMENTS ACCORDINGLY 9.1 a-f)

9.1 All prospective bidders MUST attach CERTIFIED COPIES of the following VALID documentation: FAILURE OF WHICH MAY DISQUALIFY THE BIDDER:

a. Submit proof of registration that the company is a member of the National Contract Cleaners Association (NCCA) or The Worldwide Cleaning Industry Association (ISSA) or the Black Economic Empowerment Cleaning Association (BEECA).

b. Submit a Letter of Good Standing for Compensation for Occupational Injuries and Diseases Act (COIDA) from Department of Labour;

c. Submit latest company registration certificate from the Companies and Intellectual Property Commission (CIPC)

d. Submit a contingency plan in the event of any industrial action by service provider employees and absenteeism.

e. Submit proof of Public Liability Insurance for R10,000,000.00 (If Public Liability Insurance is not in place yet, please provide proof of intent / proof of quotation obtained).

f. Submit a company profile indicating a minimum of Three (3) years’ experience in commercial cleaning services

g. Submit a minimum of three (3) written referrals (signed and dated with contact details) from different clients. The reference letters must indicate
satisfactory cleaning services rendered. Robben Island Museum reserves the right to contact the written referrals.

N.B: Service providers must be registered on the Central Supplier Database (CSD)

10. **OBJECTIVE CRITERIA**

   a) RIM reserves the right not to appoint service providers that has rendered cleaning services to Robben Island Museum in the previous 10 years.

   b) This is an objective criterion which will be applied by RIM after price and preference points had been considered. The objective is to consider whether service provider has offered service previously and encourage rotation of suppliers.

   c) Therefore, RIM may not necessarily appoint service providers that score the highest points on price and preferential points (BEE).

11. **EVALUATION CRITERIA**

   This proposal will be evaluated in the following manner:

   (a) **Phase 1: Evaluation process – Submission of compulsory proposal requirements by bidders and compliance to specification**

   The first phase of evaluation is checking and verification of all the mandatory documents to be submitted by the bidders and compliance to specification.

   Bidders are required to comply by the bidder requirements mentioned above.

   Certified copies or original documents will be accepted.

   Companies that do not comply with the bid requirements may be regarded as non-responsive and may be disqualified.

   (b) **Phase 2: Price and Preference Procurement Points System**

   Application of price and preference points (Please attach an updated B-BBEE certificate/affidavit stating the BEE status level in order to claim points for B-BBEE status level)

   The new Preferential Procurement Policy Framework Act 2000 (PPPFA)

   Preferential Procurement Regulations were gazetted on 20 January 2017 (No. 40553) and effective from 1 April 2017. These regulations require the bidder to
submit proof of its B-BBEE status level of contributor. The 80/20 preference point (80 for price and 20 for B-BBEE status contribution) system will be applied in accordance with the formula and applicable points provided for in the perspective status level contributor table in the Regulations.

<table>
<thead>
<tr>
<th>B-BBEE Status Level of Contributor</th>
<th>Number of points (80/20 system)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>2</td>
<td>18</td>
</tr>
<tr>
<td>3</td>
<td>16</td>
</tr>
<tr>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Non-compliant contributor</td>
<td>0</td>
</tr>
</tbody>
</table>

a. Failure to capture the required status level on the SBD 6.1 and to submit the required B-BBEE status level certificate will lead to a zero (0) B-BBEE Status level contribution.

b. The points scored by the bidder in respect of the points indicated above will be added to the points scored for price.

c. Bidders are requested to complete the various preference claim forms in order to claim preference points.

d. Only bidders who has completed and signed the declaration part of preference claim form will be considered for B-BBEE status.

e. Supply Chain Management may, before a bid is adjudicated or at any time, require a bidder to substantiate claims it has made with regards to B-BBEE status.

f. Points scored will be rounded off to the nearest 2 decimals.

g. In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of points for B-BBEE status. Should two or more bids be equal in all respects, the award shall be decided by drawing of lots.

h. A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.
The following breakdown and weighting will apply with regards to application of point for price and points for BEE status level:

<table>
<thead>
<tr>
<th>BREAKDOWN</th>
<th>WEIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Points for BEE status level</td>
<td>20</td>
</tr>
<tr>
<td>(ii) Points for Price</td>
<td>80</td>
</tr>
<tr>
<td>Total Points</td>
<td>100</td>
</tr>
</tbody>
</table>

C) **Phase 3: Objective criteria**

- RIM reserves the right not to appoint service providers that has rendered cleaning services to Robben Island Museum in the previous 10 years.
- This is an objective criterion which will be applied by RIM after price and preference points had been considered. The objective is to consider whether service provider has offered service previously and encourage rotation of suppliers.
- Therefore, RIM may not necessarily appoint service providers that score the highest points on price and preferential points (BEE).

12. **COSTING**

12.1 The price proposal must be based on **ALL OF THE BID SPECIFICATIONS AND NOTHING MUST BE OMITTED**.

12.2 The Labour costs for the cleaning staff (Supervisor and Cleaners) must not be below the approved sectoral wage determination as determined by the Department of Labour

12.3 The percentage for annual adjustment on the price from second year of contract will be guided by the Government gazette each year and RIM may negotiate with the service provider before implementation
<table>
<thead>
<tr>
<th>A. LABOUR COSTS- include all costs</th>
<th>Number of staff</th>
<th>Full time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisors (only full time supervisors required)</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Basic Salary</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Provident Fund</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Sick Leave</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>SDL</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Annual Leave</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>COIDA</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>UIF</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>NCCA/any other approved body- if applicable</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Bonus</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Any Other Allowances</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Total monthly costs per Supervisor</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Total costs for number of Supervisors offered per month</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Cleaners (only full time cleaners required)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Salary</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Provident Fund</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Sick Leave</td>
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<tr>
<td>SDL</td>
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</tr>
<tr>
<td>Annual Leave</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>COIDA</td>
<td></td>
<td>R..........</td>
</tr>
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<td>NCCA/any other approved body- if applicable</td>
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<tr>
<td>Bonus</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Any Other Allowances</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Total monthly costs per Cleaner</td>
<td></td>
<td>R..........</td>
</tr>
<tr>
<td>Total costs for number of Cleaners offered per month</td>
<td></td>
<td>R..........</td>
</tr>
</tbody>
</table>
TOTAL LABOUR COSTS FOR THE FIRST 12 MONTHS
(Combined: Supervisors and Cleaners- Incl. VAT)  
R.........................................

B. TOTAL COSTS FOR CLEANING MATERIALS,
EQUIPMENT, SANITARY CONSUMABLES AND
SANITARY EQUIPMENT (SUPPLY, INSTALL AND
MAINTAIN) FOR THE FIRST 12 MONTHS (VAT Incl.)
R

C. PROFIT MARK-UP & OTHER COSTS
R

GRAND TOTAL (A+B+C)- Year 1
R

12.4 The bid price must include labour costs (as per industry standards), all cleaning
materials, uniform and provision of equipment and machinery

12.5 Price must include all applicable taxes and VAT and must be indicated in ZAR.
Price must also include all costs as there will be no additional costs entertained.

13. ENQUIRIES
13.1 For any enquiries, please contact: Ms. P. Madikane at 021 413 4265 or email at:
palm@robben-island.org.za

14. BRIEFING SESSION & CLOSING DATE

14.1 Compulsory Site inspection: 6 and 7 July 2020, by 07h30 a.m.

14.2 To note that a company will be required to attend one of the above mentioned
dates and only 1 representative per company. After the site inspection
companies are welcomed to send their questions and enquiries at a date
agreed upon.

14.3 Closing Date: 24 July 2020 by 11h00 a.m.

15. SUBMISSION

Tender documents must be deposited in the tender box situated as follows:

Robben Island Museum, Nelson Mandela Gateway, Tender Box, situated next to
Information Centre, V & A Waterfront, Cape Town.
Companies are required to also submit the soft copies of their tender
document/proposals. To note that the soft copies will be considered only if a
company’s tender document/proposal was deposited on the closing date and
time at the tender box situated in Nelson Mandela Gateway as indicated in
paragraph 15. These soft copies can be forwarded to patm@robben-
island.org.za and velisab@robben-island.org.za.
THE NATIONAL TREASURY

Republic of South Africa

GOVERNMENT PROCUREMENT:
GENERAL CONDITIONS OF CONTRACT

July 2010
GOVERNMENT PROCUREMENT

GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

(i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
(ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

• The General Conditions of Contract will form part of all bid documents and may not be amended.

• Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.
<table>
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<th>Description</th>
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<td>Application</td>
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<td>3.</td>
<td>General</td>
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<td>4.</td>
<td>Standards</td>
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<td>5.</td>
<td>Use of contract documents and information; inspection</td>
</tr>
<tr>
<td>6.</td>
<td>Patent rights</td>
</tr>
<tr>
<td>7.</td>
<td>Performance security</td>
</tr>
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<td>8.</td>
<td>Inspections, tests and analysis</td>
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<td>Transportation</td>
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<td>13.</td>
<td>Incidental services</td>
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<td>Spare parts</td>
</tr>
<tr>
<td>15.</td>
<td>Warranty</td>
</tr>
<tr>
<td>16.</td>
<td>Payment</td>
</tr>
<tr>
<td>17.</td>
<td>Prices</td>
</tr>
<tr>
<td>18.</td>
<td>Contract amendments</td>
</tr>
<tr>
<td>19.</td>
<td>Assignment</td>
</tr>
<tr>
<td>20.</td>
<td>Subcontracts</td>
</tr>
<tr>
<td>21.</td>
<td>Delays in the supplier’s performance</td>
</tr>
<tr>
<td>22.</td>
<td>Penalties</td>
</tr>
<tr>
<td>23.</td>
<td>Termination for default</td>
</tr>
<tr>
<td>24.</td>
<td>Dumping and countervailing duties</td>
</tr>
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<td>25.</td>
<td>Force Majeure</td>
</tr>
<tr>
<td>26.</td>
<td>Termination for insolvency</td>
</tr>
<tr>
<td>27.</td>
<td>Settlement of disputes</td>
</tr>
<tr>
<td>28.</td>
<td>Limitation of liability</td>
</tr>
<tr>
<td>29.</td>
<td>Governing language</td>
</tr>
<tr>
<td>30.</td>
<td>Applicable law</td>
</tr>
<tr>
<td>31.</td>
<td>Notices</td>
</tr>
<tr>
<td>32.</td>
<td>Taxes and duties</td>
</tr>
<tr>
<td>33.</td>
<td>National Industrial Participation Programme (NIPP)</td>
</tr>
<tr>
<td>34.</td>
<td>Prohibition of restrictive practices</td>
</tr>
</tbody>
</table>
General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:

1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.

1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.

1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7 "Day" means calendar day.

1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.

1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.

1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the
R.S.A.

1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14 "GCC" means the General Conditions of Contract.

1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.

1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.

1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.

1.20 "Project site," where applicable, means the place indicated in bidding documents.

1.21 "Purchaser" means the organization purchasing the goods.

1.22 "Republic" means the Republic of South Africa.

1.23 "SCC" means the Special Conditions of Contract.

1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such
obligations of the supplier covered under the contract.

1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
7. Performance security

7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
(b) a cashier's or certified cheque

7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

8.1 All pre-bidding testing will be for the account of the bidder.

8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.

8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7 Any contract supplies may on or after delivery be inspected, tested or
analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof; or to act in terms of Clause 23 of GCC.

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods’ final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

(a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
(b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
(c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
(d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
(e) training of the purchaser’s personnel, at the supplier’s plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

(a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
(b) in the event of termination of production of the spare parts:
   (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
   (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser’s specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take
such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the
supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
(b) if the supplier fails to perform any other obligation(s) under the contract; or
(c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any
person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
(i) the name and address of the supplier and / or person restricted by the purchaser;
(ii) the date of commencement of the restriction
(iii) the period of restriction; and
(iv) the reasons for the restriction.

These details will be loaded in the National Treasury’s central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person’s name be endorsed on the Register for Tender Defaulters. When a person’s name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which
may be due to him.

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for Insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
(b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of Liability

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
29. **Governing language**

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. **Applicable law**

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. **Notices**

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. **Taxes and duties**

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser’s country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. **National Industrial Participation (NIP) Programme**

33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34. **Prohibition of Restrictive practices**

34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.
ANNEXURE A1:

SPECIFICATION FOR CLEANING AND HOUSEKEEPING SERVICES
(Minimum Standards Relating to the quality of services)

1. INTRODUCTION

The following specification specifies the minimum standards relating to the quality of services for certain listed tasks, and shall observe equal or higher standards for tasks not listed herein, but which are a normal part of housekeeping. The contractor, to assure compliance with these standards, shall conduct regular inspections. These inspections should be aimed to ensure that the facilities reflect a neat and professional appearance at all times.

2. PURPOSE

The purpose of this specification is to define the level of performance expected from the Service provider for the provision of an integrated service for the following specified services:

2.1 General cleaning
2.2 Housekeeping for the conference and accommodation services
2.3 Laundry Services
2.4 Vehicle and bus cleaning
2.5 Cleaning of ferries (Krotoe, Dias and Sikhululekile)
2.6 Specialized Heritage Services
2.7 Specialized cleaning to disinfect areas to eliminate spreading of viruses.
2.8 High window cleaning at the Nelson Mandela Gateway and on Robben Island
2.9 Sanitary services
2.10 Carpet and chairs deep cleaning services
2.11 Other Ad-hoc services

3. BUILDINGS, VEHICLES AND BOATS COVERED BY THIS SPECIFICATION

A list detailing the buildings, Vehicles and boats covered in this specification is attached in Annexure A2.

4. RIM'S AIMS AND EXPECTATIONS

THE FOLLOWING IS REGARDED AS THE MINIMUM EXPECTED FROM THE SERVICE PROVIDER:
4.1 A cleaning service that would ensure the maximization of facility life cycle;
4.2 The facilities should be maintained in such a way that it is an aesthetically pleasing working environment;
4.3 Furthermore, the facilities should be maintained in such a way that the corporate image of RIM is upheld;
4.4 That all RIM properties comply and/or exceed the required legislated hygiene levels and standards of the health and safety Act (85/1993);
4.5 The service provider is to ensure minimal disruption to RIM’s personnel and clients during the rendering of the services;
4.6 The service provider shall ensure that all complaints, logged with RIM, receive immediate attention. A register should be kept of such complaints indicating the date and time when the complaint/s were received and rectified;
4.7 The service provider shall enhance cleaning and disinfection for prevention of spreading of diseases.
4.8 The service provider’s staff rendering the cleaning services is to be neatly dressed in company representative attire, clearly indicating the company’s name and a personnel name tag
4.9 Toilets must be fully stocked at all times.

5. GENERAL RESPONSIBILITIES

MATERIALS AND CONSUMABLES

The service provider shall:

5.1 Be responsible for the provision, safe storage, distribution and control of all cleaning materials and consumables, which are required to render the various services. These consumables and cleaning materials shall be provided and managed by the Service provider and shall be environmentally friendly.
5.2 RIM accepts no liability whatsoever for any damages or losses of material or consumables in storage.
5.3 Ensure that its personnel are properly trained in the safe and effective use of all cleaning materials and consumables.

EQUIPMENT

The Service provider shall

5.4 Be responsible for the provision and safe storage of all the relevant equipment required at the facilities, to render the various services.
5.5 Ensure that all equipment used in the provision of the services is reasonably noise restricted, as to avoid any interruptions to the business operations of RIM employees and clients.
5.6 Manage and control all linen, crockery and other equipment supplied by RIM for housekeeping purposes. A lost control sheet will be kept and all losses will be recorded and signed by the service provider and RIM. The service provider will replace all items lost and not reported; with the similar quality and type.
5.7 Ensure that the equipment used is compliant with all the applicable laws and regulations. (SABS approved)
5.8 Ensure that all the service provider’s personnel are properly trained in the safe and effective use of the equipment.

6. REGISTER FOR CHEMICALS STORED ON SITE

The service provider will compile and make available to RIM a register of all chemicals stored on site including all chemical data sheets related to the products and the related medical information.

a7. MINIMUM QUALITY STANDARDS

7.1 GENERAL CLEANING
7.1.1 **General Safety**

The service provider will at all times ensure that the relevant safety signs are provided whilst rendering services that could potentially injure the occupants of the building, for instance mopping and waxing of floors.

7.1.2 **Chemical Specification**

All chemicals and consumables being used by the service provider to render the services specified should comply with the relevant SABS specifications and be environmentally friendly. All chemicals required for the maintenance of the exhibition equipment will be supplied by RIM.

7.1.3 **Colour Coding**

All service providers must ensure that colour coded cloths/scourers, mops etc. are used in the applicable areas at all times.

Red/pink – All toilets and urinals etc.
Blue – All glass work
Green – All other surfaces
White – Catering area (excluding floors and waste bins)

8. **SERVICE DELIVERY**

8.1 **Sweeping**

A properly swept floor shall not have dust streaks or show marks where dirt was picked up with a dustpan. Dirt shall not be left in the corners, behind doors, under carpets or furniture. Equipment and furniture moved during sweeping shall be replaced to their original position. The facility shall be left orderly and clean at all times.

8.2 **Mopping**

The floor must always be swept before mopping, except in wet areas where all debris must be collected. Water shall contain cleaning and sanitizing agents which are SABS approved, environmentally friendly and compatible with the surfaces being cleaned, and shall be changed frequently. After cleaning, rinse with water and mop dry the floor, and eliminate any streak marks.

8.3 **Dusting**

Surfaces must be dust free. There should be no oily streaks on surfaces or stains on walls from contact with oily dusters. Dusters shall be removed, not left scattered around the facility.

8.4 **Window, Perspex and Signage Cleaning**

Window glass shall contain no streaks or unwashed areas inside or outside. The service provider will be responsible for the cleaning of all high windows at the NMG (Nelson Mandela Gateway and Robben Island and all safety regulations should be followed. Water shall not be spilled on sills, floors or furnishing. Shades and blinds shall be readjusted to their original position. The service provider must exercise all care to ensure that no liquids are spilled onto blinds and any other surfaces.
8.5 Toilet Areas

Toilet areas shall be scrubbed, mopped and disinfected, with a SABS approved chemical. Toilet bowls and seats shall be cleaned inside and outside, using a SABS approved sanitizing agent, and then wiped dry with a cloth as indicated in paragraph 7.1.3.

8.6 Cleaning of horizontal surfaces (Other than floors)

All horizontal surfaces must be cleaned to ensure that such surfaces are free from dust, dirt, stains, smears, marks, spots and spillages (e.g. tables, desks etc.)

8.7 Cleaning of internal walls

Walls, doors and woodwork up to a height of 2 meters are to be cleaned of washable marks and smudges using a soft cloth, chemicals and clear water, and wiped dry ensuring that no streak marks are visible. Special care should be taken to ensure the walls colours are not bleached as result of harsh cleaning chemical solutions. Water shall not be permitted to run on carpeted floors or fixtures. Pictures, furniture and other fixtures shall be replaced after cleaning.

8.8 Cleaning of hard floors

All hard floors must be swept, damped mopped, wet mopped, dry buffed, spray buffed, stripped, scrubbed, sealed, waxed as necessary or cleaned in any other manner as specified by the manufacturer to ensure that such floors:

- Are free from dirt, debris, scuffmarks, heel marks, stains, build-up and other foreign matter.
- Have a non-skid surface.

8.9 Disinfecting

Clean and disinfect surfaces by using a SABS approved disinfectant for use against viruses. Use alcohol-based wipes or spray containing at least 70% alcohol. Use of alcohol-based products may reduce risk of damage to sensitive machine components. Whenever possible, consider using wipeable covers for electronics. Dry surfaces thoroughly to avoid pooling of liquids.

For soft (porous) surfaces such as carpeted floor, rugs, and blinds:

- Remove visible contamination (if present) and clean with appropriate cleaners indicated for use on these surfaces.
- After cleaning, launder items (as appropriate) in accordance with the manufacturer’s instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
- If laundering is not possible, use an SABS approved disinfectant for use against viruses. Refer to the list of products pre-approved for use against emerging enveloped viral pathogens available in the market.

8.10 Waxing

A properly waxed floor shall have a thin, even coating. Floors should also be clean in corners and under furniture as well as in all other areas. Wax shall not be allowed to build up in corners and along the walls.

8.11 Cleaning of carpeted floors
All carpeted floor areas and rugs should be vacuumed to ensure that such areas are free from loose debris, dirt and other foreign matter.

Carpets and rugs shall be spot cleaned in accordance with the manufacturer’s specifications. After spot cleaning the carpets should be free from any stains or discoloration.

8.12 General Spot Cleaning

General spot cleaning should be performed to ensure that all washable surfaces of walls, partitions, vents, grills, doors, guards, door handles, push bars, kick plates, light switches etc. are free from smudges, fingerprints, marks, streaks, splashes and other marks. All bright metal fixtures, door handles, door push plates and other hardware shall be kept in a clean condition.

8.13 Staircases and landings

All staircases and landings should be free from dirt, smears, grease, footprints, splashes, debris and free from build-up.

8.14 General Cleaning

Mirrors shall be kept clean, free from fingerprints and other marks. Wastebaskets and towel receptacle areas shall be kept clean and orderly. All recyclable paper will be sorted and disposed in the provided receptacles, if applicable. Shredders must be emptied.

8.15 Tea Services

The above will only apply for Executive Management, the RIM Council and their visitors.

8.16 Cleaning of buses, Vehicles and ferries.

All buses and passenger vehicles should be swept, vacuumed, wiped on the inside. The exterior of the vehicles must be washed with a SABS approved agent and then wiped dry. After the ferries (Krotoa, Dias and Sikhululekile) have docked in the afternoons the insides must be cleaned and disinfected. The inside of the ferries must be vacuumed, swept and surfaces must be wiped. The inside windows must be cleaned. The toilets inside RIM ferries must be cleaned during the day whenever the boat docks at the NMG in-between tours.

8.17 Cleaning of elevators

All metal fixtures and other hardware shall be disinfected, cleaned and in shiny condition. Special care is to be taken when cleaning the equipment to prevent the ingress of water and dirt and the subsequent damage to electrical equipment.

Mirrors shall be kept clean and shiny, free from fingerprints and other marks.

Interior shall contain no streaks or unwashed areas inside or outside.

8.18 Kitchen Cleaning
All kitchen equipment will be cleaned, disinfected and left in a grease free condition after use. Floors will be swept and degreased and will be left in a non-slippery condition and will be cleaned as noted in 8.8.

8.19 House Keeping

Special training must be given to staff regarding the making of beds. Bedding will be washed and ironed immediately after use and stored.

8.20 Sanitary and Hygiene Service

The sanitary equipment must be installed immediately after the previous company removes their equipment. This should be done after hours after the last tour boat has left the Island. Robben Island’s Property manager must be informed and give guidance with the installation of hand dryers. Please see the list of equipment and service schedule in the Terms and Reference document.
<table>
<thead>
<tr>
<th>AREA</th>
<th>WHAT IS REQUIRED</th>
<th>TASK FREQUENCY</th>
<th>PERFORMANCE STANDARD</th>
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<tr>
<td>Murrays Bay</td>
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<td>- Quay area</td>
<td>• Sweep, mop, buff, dust, wet wipe, clean, remove litter, disinfect, clean windows.</td>
<td>Daily:</td>
<td>• Toilets are kept spotless and germ/virus free</td>
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<tr>
<td>- Offices</td>
<td>• Replenish supplies in toilets on a regular basis</td>
<td>• Clean and disinfect, before, during and after tours.</td>
<td>• Floors are clean, shiny but not-slippery</td>
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<td>- Toilets</td>
<td>• Specialised cleaning of exhibitions for which RIM will provide training</td>
<td>• Clean toilets before, during and after tours and replenish consumables Monthly:</td>
<td>• Concrete surfaces are kept clean and litter free</td>
</tr>
<tr>
<td>- Exhibitions areas</td>
<td>• Cleaning staff are trained to use the correct cleaning method and chemicals.</td>
<td>• Deep cleaning of toilets</td>
<td>• The windows are clean</td>
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<tr>
<td>- Outside area</td>
<td>• Sweep quayside</td>
<td>• Clean windows once a month and as and when required</td>
<td>• Waste bins are uncluttered and clean</td>
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<td></td>
<td>• Pick up litter and cigarette butts on quayside</td>
<td>• Sanitary service as specified in terms and reference document</td>
<td>• Office surfaces are clean, dust free and polished</td>
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<td>• Report maintenance problems to Public Services Manager.</td>
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<td>• Consumables available in all dispensers</td>
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<td>• Sanitary service</td>
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<td>• Sanitary equipment is serviced and in working order</td>
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<td>Visitors Centre</td>
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<td>- Cells</td>
<td>• Sweep, mop, buff, dust, wet wipe, clean, remove litter, disinfect, clean windows.</td>
<td>Daily:</td>
<td>• Toilets are kept spotless and germ/virus free</td>
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<tr>
<td>- Passage ways</td>
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<td>• Clean and disinfect</td>
<td>• Floors are clean, shiny but not-slippery</td>
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<td>- Foyers</td>
<td>• Replenish supplies in toilets on a regular basis</td>
<td>• Clean toilets</td>
<td>• Concrete surfaces are cleaned</td>
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<td>- Toilets</td>
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<td>Monthly:</td>
<td>• Waste bins are uncluttered and the area is generally litter free</td>
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<td>• Deep cleaning of toilets</td>
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<td>Exhibitions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Offices</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Toilets</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tours office block</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dining hall</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Specialised cleaning of exhibitions for which RIM will provide training
- Cleaning staff are trained to use the correct cleaning methods
- Report maintenance problems to Public Services Manager.
- Sanitary service

- Clean windows once a month and as and when required
- Sanitary service as specified in terms and reference document

- Consumables available in all dispensers
- Sanitary equipment is serviced and in working order

<table>
<thead>
<tr>
<th>Daily:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean and disinfect</td>
</tr>
<tr>
<td>Toilets are to be cleaned on as and when required</td>
</tr>
<tr>
<td>Regular toilet, hand liquid and other supply checks and replenishment</td>
</tr>
<tr>
<td>Monthly:</td>
</tr>
<tr>
<td>Deep cleaning of toilets</td>
</tr>
<tr>
<td>Clean windows once a month and as and when required</td>
</tr>
<tr>
<td>Sanitary service as specified in terms and reference document</td>
</tr>
</tbody>
</table>

- Floors are clean, shiny but not-slippery
- The windows are always clean
- Waste bins are uncluttered
- All areas are germ/virus free.
- Office surfaces are clean, dust free and polished
- Toilets are kept spotless and disinfected.
- Sanitary equipment is services and in working order.
| **Robert Sobukwe House and Surrounding Buildings and Toilets** | **Daily:**  
- Clean and disinfect  
- Cleaning of toilets as and when required  
- Monthly:  
- Deep clean toilets  
- Sanitary service as specified in terms and reference document | **- Ensure that space is always clean and germ/virus free**  
- Ensure that toilets are spotless  
- Consumables available in all dispensers  
- Sanitary equipment is serviced and in working order |
|---|---|---|
| **Medium B Complex/ (Multi-Purpose Learning Centre)**  
**Also known as MPLC** | **Daily:**  
- Cleaning and disinfect  
- Weekly:  
- Special cleaning once a week or before and after visiting groups.  
- Monthly:  
- Deep cleaning  
- Sanitary service as specified in terms and reference document | **- Cleaning up to basic Bed and breakfast standard or hostel accommodation**  
- Sanitary equipment is serviced and in working order  
- All areas are spotless and germ/virus free |
<p>| 2.   | VILLAGE PRECINCT |
|      | OFFICE ACCOMMODATION AND WORK AREAS |</p>
<table>
<thead>
<tr>
<th>AREAS</th>
<th>WHAT IS REQUIRED</th>
<th>TASK FREQUENCY</th>
<th>PERFORMANCE STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative offices,</td>
<td>• Sweep, mop, polish, buff, dust, remove litter, wet wipe, disinfect, and clean windows.</td>
<td>Daily:</td>
<td>• Floors are clean, shiny but non-slip</td>
</tr>
<tr>
<td>Kitchen and Toilets</td>
<td>• Deodorise and disinfect offices</td>
<td>• Clean and disinfect facilities</td>
<td>• The windows are always clean</td>
</tr>
<tr>
<td></td>
<td>• Clean carpets and floor rugs</td>
<td>• Kitchen must be cleaned as and when required</td>
<td>• Carpets are clean and free from dust and sand</td>
</tr>
<tr>
<td></td>
<td>• Ensure that the environment is litter free</td>
<td>• Vacuum carpets</td>
<td>• Waste bins are uncluttered</td>
</tr>
<tr>
<td></td>
<td>• Sanitary service</td>
<td>• Toilets to be cleaned as and when required.</td>
<td>• Office surfaces are dust free &amp; polished</td>
</tr>
<tr>
<td>Transport (Office space, quart</td>
<td>• Sweep, mop, Polish, buff, dust, remove litter, wet wipe, disinfect.</td>
<td>Monthly:</td>
<td>• Blinds are always clean &amp; free of dust</td>
</tr>
<tr>
<td>yard, workshop, 8 x big buses,</td>
<td>• Clean office accommodation, workshop and windows</td>
<td>• Deep clean toilets once a month</td>
<td>• Surfaces, pictures, windows and sills, walls, chairs, telephone, waste bins, shelves are spotlessly clean and dusted thoroughly.</td>
</tr>
<tr>
<td>2 x mini buses, 1 x 5-ton truck,</td>
<td></td>
<td>• Deep clean carpets once a month</td>
<td>• Rooms are deodorized and disinfected.</td>
</tr>
<tr>
<td>a crane</td>
<td></td>
<td>• Sanitary service as specified in terms and reference document</td>
<td>• Toilets and kitchen must be spotless, germ/virus free.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Sanitary equipment serviced and in working order.</td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>

|                                      |                                                                                                                  |                                                                                                           |                                                                                                               |
and the following 7 vehicles:
- **a)** 2 x Quantum's
- **b)** 1 x Sprinter
- **c)** 1 x Bakkie
- **d)** 1 x Ambulance
- **e)** 1 x VW Combi
- **f)** 1 x H1

- Wash, vacuum and general cleaning of buses and vehicles using car cleaning products.
- Sweep and clean the courtyard.
- Sanitary service

- Clean office accommodation and workshop
- Toilets cleaned on a regular basis
  - **Monthly:**
  - Toilets deep cleaned
  - Deep clean buses and vehicles
  - Sanitary service as specified in terms and reference document

---

**Clinic** (medical facilities and office)

- Sweep, mop, Polish, buff, dust, remove litter, wet wipe, disinfect.
- Clean office, medical ward, accommodation, workshop and windows
- Sanitary service

- **Daily:**
  - Clean and disinfect facility and offices
  - **Monthly:**
  - Deep clean all areas
  - Window cleaning
  - Sanitary service as specified in terms and reference document

- Toilets are kept spotless and germ/virus free
- Floors clean and shiny
- Windows are clean
- Sanitary equipment is serviced and in working order.

---

**Primary school**

- Sweep, mop, Polish, buff, dust, remove litter, wet wipe disinfect, clean windows

- **Quarterly:**
  - Clean Quarterly
  - (building not in use)

- Floors are clean
- The windows are clean
<table>
<thead>
<tr>
<th>Heritage Department</th>
<th>Daily:</th>
<th>Monthly:</th>
<th>2.2 OVERNIGHT ACCOMMODATION AND CONFERENCE FACILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Sweep, mop, Polish, buff, dust,</td>
<td>• Clean and disinfect facilities</td>
<td>• Deep clean toilets</td>
<td></td>
</tr>
<tr>
<td>vacuum, remove litter, wet wipe,</td>
<td>• Vacuum carpets</td>
<td>• Deep clean carpets</td>
<td></td>
</tr>
<tr>
<td>disinfect, clean windows</td>
<td></td>
<td>• Sanitary service as specified in terms</td>
<td></td>
</tr>
<tr>
<td>• Deodorise and disinfect</td>
<td></td>
<td>and reference document.</td>
<td></td>
</tr>
<tr>
<td>• Clean carpets and floor rugs.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Outside neat and clean</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sanitary service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Floors must be clean and shiny but non slip.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Window must be clean</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Carpets must be vacuumed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Waste bins, uncluttered and clean</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offices must be dust free, disinfected and</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>deodorized.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sanitary equipment is serviced and in working</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>order</td>
<td></td>
</tr>
<tr>
<td>AREAS</td>
<td>WHAT IS REQUIRED</td>
<td>TASK FREQUENCY</td>
<td>PERFORMANCE INDICATORS</td>
</tr>
<tr>
<td>-------</td>
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<td>------------------------</td>
</tr>
<tr>
<td>Guesthouse conference, kitchen and bedrooms</td>
<td>• Vacuum, dust, sweep, mop, polish, buff, remove litter, and wet wipe, clean windows to include furniture and fittings</td>
<td><strong>Weekly:</strong></td>
<td>• All rooms must be dust and pest free</td>
</tr>
<tr>
<td></td>
<td>• Specialised cleaning of exhibitions/special material for which RIM will provide training</td>
<td>• Clean toilets as and when required and when the guesthouse is in use</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Clean all carpets, upholstery curtains and drapes and ensure that they are stain free</td>
<td>• Clean and disinfect once a week and as and when required</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Remove and wash linen, blankets and other bedding</td>
<td>• Vacuum once a week and as and when required</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Clean and shine mirrors</td>
<td>• Clean stoop weekly and as and when required</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Open windows/Deodorise rooms and ensure that they are fresh, clean</td>
<td><strong>Monthly:</strong></td>
<td>• Deep clean toilets and rooms</td>
</tr>
<tr>
<td></td>
<td>• Mattresses, beds and protectors to be aired and cleaned</td>
<td>• Vacuum and air the mattresses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Ensure that bathrooms are cleaned including but not limited to fixture, fittings, towels, mats, doors, door frames</td>
<td>• Sanitary service as specified in terms and reference document</td>
<td>• Beds must be mite free</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Outside stoop clean</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Sanitary equipment must be serviced and in working order.</td>
</tr>
<tr>
<td>Location</td>
<td>Sanitary Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>----------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C &amp; D-block and female asylum</td>
<td>- Sweep, mop, polish, buff, dust and remove litter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus stop behind Guesthouse and opposite the Admin building</td>
<td>- Dust, sweep and clean windows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Craig Hall and Community hall</td>
<td>- Sweep, mop, Polish, buff, dust, remove litter, wet wipe</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Clean windows</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Clean kitchen</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Clean under-roof area at back of the JC Hall</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Sanitary service</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily:</td>
<td>- Clean and disinfect toilets, showers and passages</td>
</tr>
<tr>
<td></td>
<td>- Spotless and germ/virus free</td>
</tr>
<tr>
<td></td>
<td>- Passage floors must be swept mopped and buffed.</td>
</tr>
<tr>
<td>Weekly:</td>
<td>- Sweep, dust and clean windows</td>
</tr>
<tr>
<td></td>
<td>- Floors must be clean</td>
</tr>
<tr>
<td></td>
<td>- Window sills must be dust free</td>
</tr>
<tr>
<td>Daily:</td>
<td>- During conferences and workshops</td>
</tr>
<tr>
<td>Weekly:</td>
<td>- Clean inside and outside</td>
</tr>
<tr>
<td>Quarterly:</td>
<td>- Kitchen to be cleaned once a week and as and when required during the events</td>
</tr>
<tr>
<td></td>
<td>- Deep clean toilets.</td>
</tr>
<tr>
<td></td>
<td>- Windows</td>
</tr>
<tr>
<td></td>
<td>- Kitchen must be spotless</td>
</tr>
<tr>
<td></td>
<td>- The under-roof area at the back of the JC Hall must be swept and neat</td>
</tr>
<tr>
<td></td>
<td>- Windows must be clean</td>
</tr>
<tr>
<td></td>
<td>- Sanitary equipment is serviced and in working order.</td>
</tr>
<tr>
<td>Houses 40,41,47 and 48 (Breakaway), Houses 17, 26, 49 and 90 (Ferry crew) House 67 (HR) House 68 (Edu) House 70 (IT) House 71 (IT), 72</td>
<td>• Dust, sweep, mop, polish, buff, remove litter, and wet wipe, clean windows.</td>
</tr>
</tbody>
</table>

2.3 OTHER AMENITIES
<table>
<thead>
<tr>
<th>AREAS</th>
<th>WHAT IS REQUIRED</th>
<th>TASK FREQUENCY</th>
<th>PERFORMANCE STANDARDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swimming Pool Area, and toilets</td>
<td>• Sweep, mop, dust, remove litter, wet wipe, disinfect and clean windows</td>
<td>Daily:</td>
<td>• Toilets must be spotless</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Weekly:</td>
<td>• Windows</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Quarterly:</td>
<td>• Outside area must be litter free</td>
</tr>
<tr>
<td>Post Office (Security office)</td>
<td>• Sweep, mop, Polish, buff, dust, remove litter, wet wipe, clean windows.</td>
<td>Daily:</td>
<td>• Floors clean and shiny</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Windows</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Surfaces must be dust free</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Toilets must be spotless</td>
</tr>
<tr>
<td>Village Shop and Single quarters mess kitchen (not being used at moment)</td>
<td>• Sweep, mop, Polish, buff, dust, remove litter, wet wipe, disinfect, clean windows</td>
<td>Monthly:</td>
<td>• Floors must be clean and buffed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Windows</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Surfaces must be clean and dust free.</td>
</tr>
<tr>
<td>Alpha 1 shop and toilets</td>
<td>• Sweep, mop, Polish, vacuum, buff, dust, remove litter, wet wipe, disinfect, clean windows.</td>
<td>Daily:</td>
<td>• Carpets must be vacuumed and free from dust and sand.</td>
</tr>
<tr>
<td></td>
<td>• Sanitary service</td>
<td></td>
<td>• Carpets must be steam cleaned quarterly.</td>
</tr>
</tbody>
</table>
| Places of religion: Garrison church, Church of Good Shepherd and the Kramat | Weekly:  
- Clean windows  
Monthly:  
- Deep clean toilets  
- Sanitary service as specified in terms and reference document. | Weekly:  
- Clean the Kramat  
- Clean the churches once a week and when required |  
- Windows must be clean  
- Toilets must be spotless  
- Floors must be dust free and clean  
- Consumables available in all dispensers  
- Sanitary equipment serviced and in working order. |
|---|---|---|---|
| RIM Owned Vessels Krotoa, Dias and Sikhululekile | Weekly:  
- Sweep, mop, dust, remove litter, wet wipe, clean windows.  
- Sanitary service | Daily:  
- Clean and disinfect RIM ferries every day after it has been parked in the presence of the RIM crew.  
- Clean ferries at NMG every morning before operations. |  
- Floors are clean and shiny.  
- Windows are always clean  
- Toilets at church of the Good Sheppard is spotless  
- All surfaces are clean and dust free.  
- Sensitivity to be observed in accordance with religion  
- Toilets are spotless  
- Carpets are vacuumed  
- Chairs are vacuumed and wiped  
- The windows are clean on inside  
- Surfaces are dust free and clean |
### 3. MAINLAND PRECINCT: NELSON MANDELA GATEWAY, CLOCK TOWER OFFICES, QUAY 501 AND JETTY ONE

<table>
<thead>
<tr>
<th>AREAS</th>
<th>WHAT IS REQUIRED</th>
<th>TASK FREQUENCY</th>
<th>PERFORMANCE INDICATORS</th>
</tr>
</thead>
</table>
| Offices, Meeting rooms, Auditorium, Reception areas, Ticket Sales, switchboard, Security control room, Foyers, Jetty 1, Quay 501, Clock Tower and Docks area. | - Wipe, dust, clean, polish, brush down, sweep, buff, disinfect:  
- Doors and door frames  
- Window sills  
- Blinds  
- Desks  
- Chairs  
- Cupboards  
- Carpets & skirting  
- Telephones  
- Dustbins  
- Shredders  
- Photocopy machines/printers  
- All hand sanitising dispensers must always be filled. | **Meeting rooms and Auditorium:**  
Daily  
- monitor every hour and immediately after use based on a booking schedule.  
**Offices, Reception areas, Ticket Sales, Security control room**  
Daily:  
- but to assess status of cleanliness every hour.  
- Windows  
Weekly:  
- Thorough cleaning and dusting in high areas  
Monthly: | - Floors are clean, shiny but non-slip  
- The windows are always clean  
- The glass doors have no finger marks  
- The mats are clean, in the correct position and free from dust and sand  
- Waste bins are uncluttered  
- Office surfaces are dust free & polished  
- Blinds are always clean & free of dust  
- Surfaces, pictures, windows and sills, walls, chairs, telephones, waste bins, shelves must be spotlessly clean and dusted thoroughly.  
- Rooms are deodorized |
<table>
<thead>
<tr>
<th>All toilets</th>
<th>Clean blinds, walls</th>
<th>Mirrors are always clean and free of marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wipe, dust, polish, brush down, mop and disinfect:</td>
<td>Toilets to be kept clean and disinfected at all times</td>
<td></td>
</tr>
<tr>
<td>Washbasins</td>
<td>Regular spot checks by the Supervisor Weekly:</td>
<td></td>
</tr>
<tr>
<td>Tile grouting</td>
<td>Washing all window sills and ledges.</td>
<td></td>
</tr>
<tr>
<td>Sealant</td>
<td>Damp wiping all tiled walls and surfaces, doors &amp; partitions Monthly:</td>
<td></td>
</tr>
<tr>
<td>Floors and tiles</td>
<td>Washing all tiled walls</td>
<td></td>
</tr>
<tr>
<td>Skirting</td>
<td>Damp wiping high ledges &amp; pipes</td>
<td></td>
</tr>
<tr>
<td>Toilets inside and out</td>
<td>Sanitary service as specified in the terms and reference document</td>
<td></td>
</tr>
<tr>
<td>Doors, door frames, handles, knobs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rubbish bins</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mirrors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taps and fixtures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outlet plugs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Light fixtures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baby changers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning off of graffiti</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mop floor at urinals with disinfectant and remove mineral deposits from drain</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
- Ensure that soap, hand towels and toilet paper are provided and replenished when necessary
- Check drain outlets for hair, tissue paper, etc. and clean
- Sanitary service

<table>
<thead>
<tr>
<th>Kitchens</th>
<th>Daily and hourly</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Wipe, dust, clean, mop, polish, brush down, buff, disinfect:</td>
<td></td>
</tr>
<tr>
<td>Kitchen sinks</td>
<td></td>
</tr>
<tr>
<td>Cupboards</td>
<td></td>
</tr>
<tr>
<td>Microwave ovens</td>
<td></td>
</tr>
<tr>
<td>Fridges</td>
<td></td>
</tr>
<tr>
<td>Walls</td>
<td></td>
</tr>
<tr>
<td>Windows and sills</td>
<td></td>
</tr>
<tr>
<td>Tiles and grouting</td>
<td></td>
</tr>
<tr>
<td>Skirting</td>
<td></td>
</tr>
<tr>
<td>Floors and tiles</td>
<td></td>
</tr>
<tr>
<td>Tables and chairs</td>
<td></td>
</tr>
<tr>
<td>Doors and door frames</td>
<td></td>
</tr>
<tr>
<td>Rubbish bins</td>
<td></td>
</tr>
<tr>
<td>Appliances</td>
<td></td>
</tr>
<tr>
<td>• Damp wiping and disinfect all surfaces</td>
<td></td>
</tr>
<tr>
<td>• Sweeping and washing entire floor area.</td>
<td></td>
</tr>
<tr>
<td>• Clean microwave daily.</td>
<td></td>
</tr>
<tr>
<td>• Wash up dishes</td>
<td></td>
</tr>
<tr>
<td>• Empty bins</td>
<td></td>
</tr>
<tr>
<td>• Thorough cleaning of walls, tiled surfaces</td>
<td></td>
</tr>
<tr>
<td>• Defrosting and cleaning fridge inside</td>
<td></td>
</tr>
<tr>
<td>Weekly:</td>
<td></td>
</tr>
<tr>
<td>Monthly:</td>
<td></td>
</tr>
</tbody>
</table>

- Clean and disinfect surfaces
- Clean and disinfect appliances
- Clean walls and floors
- Clean swabs and cloths
- Fridge & microwave free of odours
- Bin always clean and no marks
- Uncluttered sinks
- Clean taps
- Clean crockery & cutlery at all times
| Exhibition spaces - Equipment | • Make sure that the kitchen area is always neat and tidy  
  • Clean all crockery and cutlery as required | Daily:  
  • Disinfect, wipe, dust & sweep  
  Weekly:  
  • Thorough wipe down & clean  
  Monthly:  
  • Clean with specified chemicals | • Exhibitions must be dust free  
  • Benches free from dust and finger marks  
  • Floors must be dust free  
  • Windows must be clean |
| Outside front entrance at NMG, Outside side area at Docks Restaurant, Service Passage area at Security and Floating Jetty | • As per instruction from the Heritage Department. Dedicated staff may need to be assigned here. | Daily:  
  • Sweep, clean, dust, polish; disinfect  
  Stairs right round the building.  
  Doors and frames  
  Mats  
  Side entrance onto fish quay  
  • Pick up papers or objects that would spoil the image of the NMG and Clock Tower | Daily:  
  • Removal of finger prints on glass doors  
  • Sweeping steps and picking up papers, cigarette butts  
  • Dusting display units and indicator boards  
  Weekly:  
  • Vacuum mats / carpets  
  Dusting handrails  
  Monthly:  
  Washing, clean handrails | • Outside entrance must always be clean and presentable  
  • Glass doors are always clean and free of marks  
  • No litter or cigarette butts on the floor at any time  
  • Remove cigarette butts in pot-plants outside. |
| Catering services: Meeting Rooms | • Tables are clean and correctly laid | Daily:  
  • Cups, Saucers and cutlery always clean and free of marks | • Cups, Saucers and cutlery always clean and free of marks |
<table>
<thead>
<tr>
<th>Auditorium</th>
<th>Quay 501</th>
</tr>
</thead>
</table>
| • Stocks of: service items, linen and equipment are sufficient, clean and ready for use  
• Furniture and conference equipment clean, free from dust and correctly positioned.  
• Table cloths are checked and are clean free of tears or stains and in good repair  
• Crockery is checked for chips and removed from service. | • Prepare for tea, coffee and rooms as requested  
• Laying out of conference tables  
**Weekly:**  
• Do a weekly inventory of stock  
Advise timeously when laundry service is needed | • Cloths are always clean & free of marks  
• Trays are neatly arranged  
• No chipped cups  
• Hygiene standards should be adhered to when working with food and drinks  
• Tables are always laid out professionally with clean table linen free from stains or marks. |
| • Disinfect, wipe, dust, clean, polish, sweep inside the containers. Sweep and clean outside area.  
• Toilets must be hygienic and clean.  
• Sanitary service | **Twice weekly:**  
• Cleaning and disinfecting twice a week  
**Monthly:**  
• Sanitary service as specified in terms and reference document | • The containers must be clean inside.  
• Toilets must at all times be clean and fresh.  
• The outside area must be tidy and clean  
• Sanitary equipment serviced and in working order |
<table>
<thead>
<tr>
<th>Jetty 1</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Disinfect, wipe, dust, clean, polish, brush down, sweep</td>
<td></td>
</tr>
<tr>
<td>Doors and door frames</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Window Sills and blinds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Desks, chairs and cupboards</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpets and skirting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ceilings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dustbins, wastepaper baskets, kitchen, Toilets and office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitary service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outside Jetty 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keep the area clean and tidy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily:</td>
<td>make sure that the area is clean and disinfected daily</td>
<td></td>
</tr>
<tr>
<td>Weekly:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thorough washing and cleaning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly:</td>
<td>Cleaning &amp; washing of blinds, curtains, windows</td>
<td></td>
</tr>
<tr>
<td>Sanitary service as specified in terms and reference document</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A clean, disinfected and fresh building at all times</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clean toilets at all times free from marks and unblocked</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kitchen is always clean and no cluttered sinks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bins are always clean and uncluttered</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clean around building and the entrance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Jetty must be kept clean.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sanitary equipment is serviced and in working order.</td>
<td></td>
</tr>
</tbody>
</table>

**NB:** The above requirements must be read in conjunction with Annexure (A4) COVID 19 cleaning and disinfecting procedures.
COVID-19: ENHANCED CLEANING AND DISINFECTION PROCEDURE

In alignment with public health recommendations, Robben Island Museum is taking measures to prevent the spread of COVID-19, which includes undertaking enhanced cleaning and disinfection procedures. The Safety, Health, Environment and Quality Department (SHEQ) developed enhanced cleaning and disinfection procedure for our cleaning services providers to follow during the COVID-19 pandemic.

1. Enhanced cleaning and disinfection for prevention
2. Enhanced cleaning and disinfection after notification of a confirmed case of COVID-19

1. ENHANCED CLEANING FOR PREVENTION

A. General guidance:
   A. Increase the frequency of cleaning and disinfecting, focusing on high-touch surfaces, such as kitchens, offices, restrooms, meeting rooms, tables, buttons, handrails, tables, faucets, doorknobs, shared stationery and equipment, and keyboards. Increased frequency of cleaning and disinfecting with attention to these areas helps remove bacteria and viruses, including the novel coronavirus.
   B. Cleaners shall clean and disinfect high traffic movement areas and occupied workstations every hour. All other areas shall be disinfected every 2 – 3 hours.
   C. Brief your employees that if COVID-19 starts spreading in their community anyone with even a mild cough or low-grade fever (37.3 38 C or more) needs to stay at home. Practice good hand hygiene after cleaning and always:
      - Wash hands often with soap and warm water for at least 20 seconds.
      - If soap and warm water are not readily available, use an alcohol-based hand sanitizer that contains at least 70% alcohol.
B. Safety guidelines during cleaning and disinfection:

   It is the responsibility of the cleaning company to provide personal protect equipment to
   his/her employees and adhere to the COVID 19 guidelines for contractors. The cleaning
   company shall ensure that his/her employees:

   I. Wear disposable gloves when cleaning and disinfecting. Gloves should be discarded after
      each use in the medical waste bag and not dispose of with domestic waste. Clean hands
      immediately after gloves are removed.

   II. Wear eye protection when there is a potential for splash or splatter to the face.

   III. Gowns or aprons are recommended to protect personal clothing.

   IV. Store chemicals in labelled, closed containers. Keep them in a secure away from staff
       and visitors. Store them in a manner that prevents tipping or spilling.

C. Cleaning and disinfection of surfaces:

   I. Clean surfaces and objects that are visibly soiled first. If surfaces are dirty to sight or
      touch, they should be cleaned using a detergent or soap and water prior to disinfection.

   II. Clean and disinfect surfaces as soon as possible in areas where a person with respiratory
       symptoms (e.g., coughing, sneezing) was present.

   III. Use an SABS approved disinfectant for use against the novel coronavirus. Refer to the
        list of products pre-approved for use against emerging enveloped viral pathogens, or the
        list of disinfectants for use against SARS-CoV-2.

   IV. Follow the manufacturer’s instructions for safe and effective use of all cleaning and
        disinfection products (e.g., dilution concentration, application method and contact time,
        required ventilation, and use of personal protective equipment

   V. Consult manufacturer recommendations on cleaning products appropriate for electronics.
      If no guidance is available, consider the use of alcohol-based wipes or spray containing at
      least 70% alcohol. Use of alcohol-based products may reduce risk of damage to sensitive
      machine components. Whenever possible, consider using wipes for electronics. Dry
      surfaces thoroughly to avoid pooling of liquids.

   VI. The following products are effective for disinfection of hard, non-porous surfaces:
• A 10% diluted bleach solution, an alcohol solution with at least 70% alcohol, and/or an SABS approved disinfectant for use against COVID-19.

• Prepare a 10% diluted bleach solution by doing the following:
  o Mix five tablespoons of bleach with 4 litres of water.
  o After application, allow 2 minutes of contact time before wiping, or allow to air dry (without wiping).

VII. For soft (porous) surfaces such as carpeted floor, rugs, and blinds:
• Remove visible contamination (if present) and clean with appropriate cleaners indicated for use on these surfaces.
• After cleaning, launder items (as appropriate) in accordance with the manufacturer’s instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
• If laundering is not possible, use an SABS approved disinfectant for use against COVID-19. Refer to the list of products pre-approved for use against emerging enveloped viral pathogens, or the list of disinfectants for use against SARS-CoV-2.

VIII. If a COVID-19 case is confirmed at RIM, University units are required to follow the guidance Enhanced Cleaning and Disinfection after Notification of a Confirmed Case of COVID-19 outlined in this document.

2. ENHANCED CLEANING AND DISINFECTION AFTER NOTIFICATION OF A CONFIRMED CASE OF COVID-19

This procedure is for cleaning and disinfection of areas where a person with COVID-19 spent time in RIM spaces. It is applied from 48 hours prior to the onset of symptoms until seven days have passed since the person was present in a RIM space.

After notification of a person with confirmed COVID-19 on a RIM site, the following cleaning and disinfecting protocol will be followed:

A. Buildings and/or specific rooms and areas where a COVID-19 positive person spent time will be assessed on a case-by-case basis. RIM shall follow measures that will be prescribed by the National Institute of Communicable Disease (NICD). The cleaning
scope will be implemented based on the risk of potential contamination as determined by
the NCID and the support of the Safety, Health, Environmental & Quality Department
(SHEQ) and the Health and Safety Committee, in coordination with the impacted
department and the Public Services department

B. SHEQ staff will do the following (as applicable):
   I. Communicate in writing the scope of cleaning to Public Services or other department
      responsible for cleaning.
   II. Identify areas that require restricted access during and immediately following
      enhanced cleaning.
   III. Communicate with impacted department(s).
   IV. Coordinate with property managers.

C. When cleaning and disinfecting rooms with increased surface area due to a large
   numbers of desks, tables, and other furniture, and where a spray application of
   disinfectant is needed, SHEQ will notify the Property Manager in advance if the spraying
   will occur during normal work hours. Advance notice allows the building occupants to be
   apprised of the schedule for disinfection of the space and any areas that may require
   restricted access during cleaning.

D. The cleaning crew will:
   I. Follow the Enhanced Cleaning for Prevention guidance outlined in this document.
   II. Open windows to the outside to increase air circulation, if possible.
   III. If possible, wait 24 hours after the ill person was present in a space prior to beginning
      cleaning and disinfection.
   IV. If an outside contractor is used for cleaning and disinfection, the proposed scope of
      work, including the products and their respective material safety data sheet (MSDS)),
      and application methods must be reviewed by the SHEQ office prior to work
      commencing.

E. Wear the required personal protective equipment (PPE) during cleaning and disinfecting:
   I. Disposable gloves, gowns or a lab coat to protect contamination of clothing
II. Safety glasses/goggles when there is a potential for splashing/spraying the disinfectant.

All staff must be fully trained on donning and doffing required PPE to prevent cross contamination.

I. All staff must be fully trained on donning and doffing required PPE to prevent cross contamination.

II. Disposable PPE shall be treated as medical waste, therefore, several medical waste bags shall be placed at several designated areas.

III. Disposable PPE must dispose of in medical waste bags and not with domestic waste.

IV. The Clinic shall replace any full bags with empty ones and shall follow the medical waste management procedure.

All cleaners shall be trained on this procedure and shall be required to demonstrate competency.
Annexure A

Contractor Agreement

Occupational Health and Safety Act 85 of 1993, Section 37(2)

Client: Robben Island Museum (RIM)

Contractor: ____________________________

Date: ____________________________
1. SERVICE LEVEL OF AGREEMENT

Between

Robben Island Museum (RIM)

Hereinafter referred to as “the Client"

and

(_______________________________)

Company registration number: __________________________

(Hereinafter referred to as “the Contractor”)

In terms of Section 37(2) of the Occupational Health and Safety Act 85 of 1993 henceforth referred to as the OHS Act, the provision of Section 37(1) of the Act apply to the contractor, in that Robben Island Museum shall not be responsible or liable for the actions or inaction’s whatsoever in contravention of the OHS Act taken by the employees of the contractor, in the fulfilment of the contract undertaken by the contractor.

As an employer in your own right as defined in the OHS Act, you, the contractor is obliged to comply with all the provisions of the OHS Act while on the premises of Robben Island Museum, you shall also be required to comply with the conditions and safety procedures of Robben Island Museum.

Robben Island Museum hereby reserves the right to cause all work undertaken by the contractor, that is in contravention of the OHS Act and that has come to the attention of Robben Island Museum to cease until satisfied that such contravention has been rectified. Non-compliance to Robben Island Museum arrangements and procedures will adversely affect future contracts, while serious non-compliance may lead to immediate expulsion from the premises.
The contractor accepts that it is an employer in its own right as defined in the Occupational Health and Safety Act, 85 of 1993 as amended, OHS Act and that it must fulfil all its obligations as an employer in terms of the OHS Act.

It is a condition of this contract that your business is insured for a minimum of R 10 000 000 (Ten Million Rand) Liability cover. That employee and any sub-contractors be covered in terms of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 as amended. A copy of good standing with the Compensation Commissioner shall be attached to this signed legal document. Furthermore, the contractor certifies that such coverage will not expire during the execution of the contract period nor will the contractor become in arrears with any payment due to the Compensation Commissioner or any other documentation required by the Compensation Commissioner.

The contractor shall at all times comply with the requirements of all legislation, and safety rules. Including but not limited to those dealing with the conditions of work of its labour and the health and safety of all persons on site.

The contractor furthermore agrees to the following health and safety rules of Robben Island Museum:

a) The contractor shall have a copy of the OHS Act available.
b) The contractor shall have a first aid box for prompt first aid available on the premises with at least one competent and valid first aider at the worksite.
c) The contractor shall ensure that the employees are made conversant with the first aider at their workplace.
d) The contractor shall keep all required registers up to date and available for inspection and audit purposes.
e) The contractor shall make himself and his employees conversant with Robben Island Museum’s emergency and evacuation procedures.
f) The contractor shall adhere to all safe working procedures and safe work instructions of Robben Island Museum.
g) The contractor shall be subject to the health and safety rules of Robben Island Museum.
h) No drugs or liquor will be consumed on or brought onto the premises. No person under the influence or who appears to be under the influence will be permitted to come onto or remain on the premises or at the workplace. Where a person is under
medication which may have a negative effect on his/her job, he/she shall declare that to his/her superior, who shall inform Robben Island Museum.

i) The contractor understands that should it come to the attention of Robben Island Museum that any machinery, plant, equipment and/or tools are not in the opinion of Robben Island Museum safe then Robben Island Museum may order the stopping of the work until such time as the machinery, plant, equipment and/or tools is repaired or replaced.

j) No machinery, plant, equipment and/or tools belonging to Robben Island Museum may be used without prior consent unless the use thereof is specified in the agreement. The machinery, plant, equipment and/or tools will be used entirely at the risk of the contractor including latent or patent defects in the machinery, plant, equipment and/or tools.

k) The contractor undertakes to report all Lost Time Incidents to Robben Island Museum before the end of the shift or as soon as is reasonably practicable but not later than the following day of such incident.

l) The contractor shall ensure to have a health and safety file available on the premises. The contractor shall maintain the health and safety file and produce such health and safety file on request. Robben Island Museum representatives shall be entitled to audit the health and safety file at any time. At the end of the contract, the contractor shall provide Robben Island Museum with a consolidated health and safety file for future reference.

m) Robben Island Museum’s representative shall at any time to immediately cease work if in the reasonable opinion of Robben Island Museum, the contractor has breached any provision of these rules, and in either event Robben Island Museum shall be entitled to recover from the contractor any loss suffered by it as a result of the stopping of work, including but not limited to the cost of getting work done by another contractor.

n) Whenever the contractor enters the premises, he must report to the office or telephonically inform Management that he/she is on site to complete his contract so that in case of emergency, he can be contacted and informed of arrangements.
2. **INDEMNIFICATION**

The contractor hereby certifies that all contracting workmen recognize the inherent hazards that exist on the premises of Robben Island Museum and that the Contractor:

Enters the property entirely at his/her own risk and therefore the contractor waives any claim of whatsoever nature against Robben Island Museum, its employees, agents and/or mandataries in respect of any loss, damage and/or injury whether same is the result of any negligent act or omission on the part of Robben Island Museum, its employees, agents and/or mandataries or other independent contractors or by a third person or by way of defective equipment or materials supplied by the company.

Hereby indemnifies Robben Island Museum, its employees, agents and/or mandataries against any claims from the Contractor’s employees and/or from any other person, arising and being caused in the manner set out above.

3. **ACCEPTANCE**

I, ____________________________, the Contractor, do hereby declare that my company __________________________ acknowledge having read and understood the conditions contained in this legal document and furthermore, our employees agree to abide by these conditions

______________________________  ________________________
Contractor                        Date

______________________________  ________________________
Robben Island Museum            Date

______________________________  ________________________
Witness 1                       Date

______________________________  ________________________
Witness 2                       Date