



Request for Sealed Quotations For Goods

**Provision of cleaning services for a
period of two years**

Procurement Reference No: NCS/RFQ/NAMDIA-15/2022

C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek
+2646183331111 procurement@namdia.com 31 August 2022

31 August 2022

REFERENCE NUMBER: **NCS/RFQ/NAMDIA-15/2022**

Dear Bidder,

Provision of cleaning services for a period of 2 years

NAMDIA invites you to submit your best quote for the items described in detail hereunder.

Any resulting contract shall be subject to the terms and conditions referred to in the document.

Queries, if any, should be addressed to *Maritza Julius* at procurement@namdia.com

Please prepare and submit your quotation in accordance with the instructions given or inform the undersigned if you will not be submitting a quotation.

Yours faithfully,



Maritza Julius

HEAD: Procurement Management Unit

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

NAMDIA reserves the right:

- (a) to split the contract as per the lowest evaluated cost per item, or
- (b) to accept or reject any quotation; and
- (c) to cancel the quotation process and reject all quotations at any time prior to contract award.

2. Preparation of Quotations

You are requested to quote for the items mentioned in Section III by completing, signing and returning:

- (a) the Quotation Letter in Section II with its annex for Bid Securing Declaration
- (b) the List of Goods and Price Schedule Section III;
- (c) the Specifications and Compliance Sheet in Section V; and
- (d) any other attachment deemed appropriate.

You are advised to carefully read the complete Request for Sealed Quotations document, including the Special Conditions of Contract in Section VII, before preparing your quotation. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction.

3. Validity of Quotations

The Quotation validity period shall be 14 days from the date of submission deadline.

4. Eligibility Criteria

To be eligible to participate in this Quotation exercise, you should:

- (a) have a valid company Registration Certificate;
 - (b) have an original valid good Standing Tax Certificate;
 - (c) have an original valid good Standing Social Security Certificate;
 - (d) have a valid certified copy of Affirmative Action Compliance Certificate, proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998;
 - (e) have a certificate indicating SME Status (for Bids reserved for SMEs);
 - (f) Submit signed Bid-securing Declaration.
 - (g) An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws, Remuneration Order, and Award, where applicable and that it will abide to sub-clause 4.6 of the General conditions of Contract if it is awarded the contract or part thereof; and;
 - (h) Present a Fitness certificate
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5. Bid Security/Bid Securing Declaration

Bidders are required to subscribe to a Bid Securing Declaration for this procurement process.

6. Delivery

Delivery shall be 7 days after acceptance/issue of Purchase Order. Deviation in delivery period shall be considered if such deviation is reasonable.

The following tests and inspections will be conducted on the goods at delivery: N/A

7. Sealing and Marking of Quotations

Quotations should be sealed in a single envelope, clearly marked with the Procurement Reference Number, addressed to the Public Entity with the Bidder's name and contact information at the back of the envelope.

8. Submission of Quotations

Quotations should be delivered at C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek, **19 September 2022 at 11H00.**

Late quotations will be rejected.

9. Opening of Quotations

Quotations will be opened internally by the Public Entity immediately after the closing time referred to in instruction 8 above. A record of the Quotation Opening stating the name of the bidders, the amount quoted, the presence or absence of a Bid Securing Declaration, will be posted on the website of the Public Entity and available to any bidder on request within three working days of the Opening.

10. Evaluation of Quotations

The Public Entity shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared on the basis of price or ownership cost, subject to Margin of Preference where applicable, to determine the lowest evaluated quotation.

11. Technical Compliance

Bidders shall submit along with their quotations documents, catalogues and any other literature to substantiate compliance with the required specifications and to qualify deviations if any with respect to Public Entity's requirements.

The Specifications, Performance Requirements and Compliance Sheet details the minimum specifications of the goods/items to be supplied. The specifications have to be met but no credit will be given for exceeding the specifications.

12. Prices and Currency of Payment

Prices shall be fixed in Namibian Dollars.

13. Margin of Preference

Preference will be given to 100% Namibian owned companies

14. Award of Contract

The Bidder having submitted the lowest evaluated responsive quotation and qualified to supply the goods/items and related services shall be selected for award of contract. Award of contract shall be by issue of a Purchase Order/Letter of Acceptance in accordance with terms and conditions contained in Section VI: Contract Agreement and General Conditions of Contract.

15. Notification of Award and Debriefing

The Public Entity shall after award of contract promptly inform all unsuccessful bidders in writing of the name and address of the successful bidder and the contract amount and post a notice of award on its website within seven (7) days. Furthermore, the Public Entity shall attend to all requests for debriefing made in writing within seven (7) days of the unsuccessful bidders being informed of the award.



SECTION II: QUOTATION LETTER

*[Complete this form with all the requested details and submit it as the first page of your quotation with the Price list and documents requested above. A signature and authorisation on this form will confirm that the terms and conditions of the RFQ prevail over any attachments. **If your quotation is not authorised, it will be rejected.**]*

Quotation addressed to:	Namib Desert Diamonds (PTY) Ltd
Procurement Reference Number:	NCS/RFQ/NAMDIA-15/2022
Subject matter of Procurement:	Provision of Cleaning Services for a period of two years

We offer to supply the items listed in the attached List of Goods and Price Schedule as per the defined specifications, *except for the qualified deviations [Bidder may delete this phrase in case of no deviation]* and, in accordance with the terms and conditions stated in your Request for Quotations referenced above.

We confirm that we are eligible to participate in this Quotation exercise and meet the eligibility criteria specified in Section 1: Instruction to Bidders.

We undertake to abide ethical conduct during the procurement process and the execution of any resulting contract.

We have read and understood the content of the Bid Securing Declaration (BSD) attached hereto and subscribe fully to the terms and conditions contained therein. We further understand that this subscription could lead to disqualification on the grounds mentioned in the BD].

The validity period of the Quotation is _____ days *[insert number of days]* from the date of the bid submission deadline.

We confirm that the prices quoted in the List of Goods and Price Schedule are fixed and firm and will not be subject to revision or variation, if we are awarded the contract **prior to the expiry** date of the quotation validity.

The delivery period offered from the date of issue of Purchaser Order/ Letter of Acceptance is as shown in the List of Goods items and Price Schedule.

Quotation Authorised by:

Name of Bidder		Company's Address and seal	
Contact Person			
Name of Person Authorizing the Quotation:		Position:	Signature:
Date		Phone No./Fax	





BID SECURING DECLARATION

(Section 45 of Act)

(Regulation 37(1)(b) and 37(5))

Date:[Day/month/year].....

Procurement Ref No.:

To:[insert complete name of Public Entity and address].....

I/We* understand that in terms of section 45 of the Act a public entity must include in the bidding document the requirement for a declaration as an alternative form of bid security.

I/We* accept that under section 45 of the Act, I/we* may be suspended or disqualified in the event of

- (a) a modification or withdrawal of a bid after the deadline for submission of bids during the period of validity;**
- (b) refusal by a bidder to accept a correction of an error appearing on the face of a bid;**
- (c) failure to sign a procurement contract in accordance with the terms and conditions set forth in the bidding document, should I/We* be successful bidder; or**
- (d) failure to provide security for the performance of the procurement contract if required to do so by the bidding document.**

I/We* understand this bid securing declaration ceases to be valid if I am/We are* not the successful Bidder

Signed:
[insert signature of person whose name and capacity are shown]

Capacity of:
[indicate legal capacity of person(s) signing the Bid Securing Declaration]

Name:
[insert complete name of person signing the Bid Securing Declaration]

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____, _____
[insert date of signing]

Corporate Seal (where appropriate)

[Note*: In case of a joint venture, the bid securing declaration must be in the name of all partners to the joint venture that submits the bid.]



Republic Of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

Written undertaking in terms of section 138 of the Labour Act, 2015 and section 50(2)(D) of the Public Procurement Act, 2015

1. EMPLOYERS DETAILS

Company Trade Name:.....

Registration Number :.....

Vat Number:

Industry/Sector:

Place of Business:.....

Physical Address:.....

Tell No.:.....

Fax No.:.....

Email Address:.....

Postal Address:.....

Full name of Owner/Accounting Officer:.....

.....

Email Address:.....



2. PROCUREMENT DETAILS

Procurement Reference No.:.....

Procurement Description:

.....

.....

Anticipated Contract Duration:

Location where work will be done, good/services will be delivered:

.....

3. UNDERTAKING

I [insert full name], owner/representative

of[insert full name of company]

hereby undertake in writing that my company will at all relevant times comply fully with the relevant provisions of the Labour Act and the Terms and Conditions of Collective Agreements as applicable.

I am fully aware that failure to abide to such shall lead to the action as stipulated in section 138 of the labour Act, 2007, which include but not limited to the cancellation of the contract/licence/grant/permit or concession.

Signature:

Date:

Seal:.....

Please take note:

1. A labour inspector may conduct unannounced inspections to assess the level of compliance
2. This undertaking must be displayed at the workplace where it will be readily accessible and visible by the employees rendering service(s) in relations to the goods and services being procured under this contract.





SECTION III: LIST OF GOODS AND PRICE SCHEDULE

QUOTATION FOR: Provision of Cleaning Services for a period of two years Procurement Ref No. NCS/RFQ/NAMDIA-15/2022

INSTRUCTIONS TO THE PUBLIC ENTITY				INSTRUCTIONS TO BIDDERS					
At time of preparation of the RFQ, Columns A to D shall be filled in by the Public Entity. <i>[To be filled by the Public Entity]</i>				<u>Bidders shall fill-in columns E - I and fill the total</u> E= mark with a *if an equivalent is quoted F= Rate per unit G=Total price for one item (C x F) <ul style="list-style-type: none"> • If an equivalent is quoted, please attach to your quote appropriate technical information & specification • Bidders shall fill in and sign the bottom section of this page 					
A	B	C	D	E	F	G	H	I	
Item no.	Description of Goods	Quantity required	Unit of measures	*	Price per unit NAD ¹	Total price without VAT NAD	VAT: NAD	Delivery weeks) (days/mon th	Country of Origin
1	See ANNEXURE 1 as specifications and scope of work. Please quote monthly fee for cleaning services.	1							
NAME:		POSITION:		SIGNATURE			DATE		
NAME OF BIDDER:		ADDRESS:							

1. if Price quoted is subject to change in rate of exchange at the time of delivery of goods provide details hereunder Currency:Exchange Rate: If no base rate of exchange is given, the price shall be treated as firm in Namibian Dollars for all intent and purpose. Key notes:
NA=NOT APPLICABLE, NQ=NO QUOTE

SECTION V: SPECIFICATIONS AND COMPLIANCE SHEET

Procurement Reference Number: NCS/RFQ/NAMDIA-15/2022

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
1	See ANNEXURE 1 as specifications and scope of work. Please quote monthly fee for cleaning services.		

[Bidders should complete columns C and D with the specification of the goods offered. Also state “comply” or “not comply” and give details of any non-compliance/deviation to the specification required. Attach detailed technical literature if required. Authorise the specification offered in the signature block below.]

Specifications and Compliance Sheet Authorised By:

Name:		Signature:	
Position:		Date:	
Authorized for and on behalf of:		Company	

SECTION VI: GENERAL CONDITIONS OF CONTRACT AND CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods - Ref. **G/RFQ-GCC** on the website of the Public www.namdia.com except where modified by the Special Conditions below.

SECTION VI: CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods except where modified by the Special Conditions below.

SECTION VIII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **NCS/RFQ/NAMDIA-15/2022**

The clause numbers given in the first column correspond to the relevant clause number of the GCC.

Subject and GCC clause reference	Special Conditions
Purchaser GCC 1.1(h)	The purchaser is: Namib Desert Diamonds (PTY) Ltd
Site GCC 1.1(m)	The Site/final destination for delivery of the Goods is: C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek
Incoterms Edition GCC 4.2(b)	Incoterms shall be governed by the rules prescribed in Incoterms 2010.
Notices GCC 8.1	Any notice shall be sent to the following addresses: For Namib Desert Diamonds (PTY) Ltd and the contact name shall be: Ms. Lelly Usiku For the Supplier, the address and contact name shall be: _____
Disputes GCC 10.2	The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows: _____
Delivery and Documents GCC 13.1	The Goods are to be delivered within 7 days from the date of Purchase Order or Letter of Acceptance. The documents to be furnished by the Supplier are: (a) signed delivery note;
Price Adjustment GCC 15.1	The price charge for the Goods supplied and the related Services performed shall not be adjustable.
Terms of Payment GCC 16.1	The structure of payments shall be: full payment following delivery of the Supplies and submission of an invoice and the documents listed in clause 13.1
Terms of Payment GCC 16.3	Payments shall be made not later than thirty days after submission of an invoice and its certification by the Purchaser.
Terms of Payment GCC 16.4 (a)	The price shall not be adjustable to the fluctuation in the rate of exchange.

Subject and GCC clause reference	Special Conditions
Payment Period GCC 16.5	<p>The method and conditions of payments to be made to the Supplier under this Contract shall be as follows:</p> <p>On Acceptance: The Contract Price of goods received shall be paid no later than thirty (30) days of receipt of the Goods upon submission of an invoice (showing Purchaser's name; the Procurement Reference number, description of payment and total amount, signed in original, stamped or sealed with the company stamp/seal) supported by the Acceptance Certificate issued by the Purchaser.</p> <p>An interest rate of 0% is payable to the supplier by the purchaser for each day payment is delayed until payment has been made in full.</p>
Performance Security GCC 18.1	<p>(i) No performance security is required</p>
Discharge of Performance Security GCC 18.4	<p>The performance security will be discharged and returned to the supplier not later than [insert number of days] following completion date: N/A</p>
Packing GCC 23.2	<p>The packing, marking and documentation within and outside the packages shall be: _____</p>
Insurance GCC 24.1	<p><i>[where goods are ordered from overseas Suppliers, insert percentage and type of insurance required for transportation]</i></p>
Transportation GCC 25	<p>The Goods shall be delivered: <i>[Incoterm for transportation]</i>.</p>
Inspection and Test GCC 26.1	<p>The inspection and tests shall be: NONE</p>
Location of Inspection and Tests GCC 26.2	<p>The inspections and tests shall be conducted at: N/A</p>
Liquidated Damages GCC 27.1	<p>Liquidated damages for the whole contract are <i>[insert percentage of the final contract price]</i> per day. The maximum amount of liquidated damages for the whole contract is <i>[insert percentage 4-10%]</i> of the final contract price.</p>

Subject and GCC clause reference	Special Conditions
Warranty GCC 28.3	<p>The period of validity of the warranty shall be: <i>[insert number]</i> day(s)</p> <p>For the purpose of the Warranty, the place(s) of the final destination(s) shall be: C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek</p> <p>For item 1, the minimum period of warranty/shelf life shall be 12 Months For item 2, the minimum period of warranty/shelf life shall be 12 Months For item 3, the minimum period of warranty/shelf life shall be 12 Months</p>
Repair and Replacement GCC 28.5	<p>The period for repair or replacement shall be: 30 day(s)</p>

QUOTATION CHECKLIST SCHEDULE

Procurement Reference No.: NCS/RFQ/NAMDIA-15/2022

Description	Attached	Not Attached
Quotation Letter		
List of Goods and Price Schedule		
Specification and Compliance Sheet		
Bid Security / Bid Securing Declaration		
Evidences for conformity of Goods		

2022 OFFICE AND BUILDING CLEANING SERVICES NAMDIA

Background

NAMIB DESERT DIAMONDS (NAMDIA) intends to outsource the Cleaning Services, to a Service Provider, at its Office in Windhoek. NAMDIA intends to enter into a Service Level Agreement with a Service Provider who is to provide the services required. The services rendered will be for the Service Provider's own account, taking responsibility for all risks including management/servicing of cleaning equipment, management of cleaning material and stock control.

About the Project/Scope

We are seeking an experienced vendor/partner to clean our building and surroundings. This is all inclusive of cleaning services and provision of cleaning material for the NAMDIA Office which is made up of two (2) buildings (Administrative Block and a Restricted Area) and usable area per square meter is highlighted below. The service provider is to ensure that once a quarter deep cleaning services are provided.

The service provider is to ensure that the washing of windows, carpets and furniture upholstery are provided every 6 months.

Total square meters to be cleaned 888 sqm

Twelve (12) unisex Bathrooms

Parking Areas

NAMDIA Sky Lounge

Four (4) Kitchens

Two (2) Boardrooms

Duration of Service Objectives & Responsibilities

The intended term of the contract will be for twenty four (24) months

Normal Working Hours

Monday to Friday (excluding Public Holiday) 7h30 to 16h30.

It must be further noted, that NAMDIA may extended operating hours and in advance negotiate with the service provider, should such a requirement be deemed necessary during our high peak periods or during scheduled functions. This might include services to be provided over weekends or after hours.

Staffing Required

One (1) Supervisor (does not have to be based on-site full-time)

Two (2) Females and one (1) male cleaner (full-time on-site)

EQUIPMENT

All equipment needs to be of an acceptable quality standard. An acceptable quality standard would be equipment of a brand name that is recognized within the facilities management industry as being durable in construction and reliable in service. Each serviced area need to be allocated sufficient equipment per floor. Sufficient and separate gloves for each area should be provided for the cleaning of the bathrooms, kitchens and general areas. These gloves should be replaced monthly.

We require proper cleaning cloth for various areas in colour codes as follows:

- a) Red for bathroom purposes;
- b) Yellow for the workstations and equipment amongst other telephone equipment and computers; and
- c) Blue for the kitchens

NAMDIA will inspect the condition of the following cleaning equipment that is needed (before the contract starts):

Vacuum Cleaners

Brooms

Mops

Buckets

Ladder (Long)

Ladder (short)

Industrial carpet washer

High pressure water washers

Industrial strength steam cleaner (similar or equal to the Gemini)

Task and Activity Schedule

No.	Task and Activity
	<p>DUSTING, Unless otherwise stated, the under-mentioned should be dusted every day with a soft cloth or a duster, which is recommended specifically for this purpose, and should be cleaned daily:</p> <ul style="list-style-type: none"> a) Contents of each room b) All surfaces and partitions c) All artwork and frames d) Wooden panels and partitions Stock items in storerooms should be dusted on request, or at least once a month
	<p>BLINDS: a) Dust blinds – weekly (b) Clean blinds – monthly</p>
	<p>DOORS (a) Remove all dirty spots on wooden and alluminum doors – daily. b) Polish door knobs with an approved metal polish where applicable – weekly. c) Wash all glass doors (inside and outside) with a degreasing agent and equipment that will not scratch the surface, as required – weekly or on request</p>
	<p>GLASS PARTITIONING Wash all full height and low-level glass partitioning – weekly.</p>
	<p>ELEVATORS Clean the elevator inside and outside with degreasing agent using a cloth that will not scratch the surface, as required – daily</p>
	<p>FURNITURE</p> <ul style="list-style-type: none"> a) Polish wooden furniture everywhere with an approved polish. Such polish should not be greasy, and should not come off on anything it comes into contact with after it has been polished – weekly. b) Do not polish any laminated furniture. c) Remove all dirty spots from glass tops, desks and other furniture such as, bookcases, empty shelves in a proper way – daily d) Damp-Wash those parts of furniture covered in leather or imitation leather – daily. e) Treat upholstered or leather covered parts of furniture with an approved agent – monthly. f) Vacuum those parts of furniture covered with fabric – weekly. g) Wipe telephones with a damp cloth using a suitable diluted disinfectant – daily.

	<p>INSIDE WALLS: Remove all spots such as fingerprints on walls, paintwork, and electric switches – daily.</p>
	<p>STAIRS: Wipe banisters with a damp cloth – daily. b) Use polish on wooden banisters that will not scratch the surface, as required – monthly c) Clean all visible pipes - daily.</p>
	<p>FLOORS: Clean all floors in order to maintain a high gloss – daily. b) Should entry to offices or high traffic make it difficult to treat floors, it should be done after office hours. c) Wash floors with an appropriate disinfectant – daily</p>
	<p>VINYL: VINYL-ASBESTOS TILES, LINOLEUM, ASPHALT, RUBBER AND SIMILAR COATINGS The relevant surface should be properly cleaned and where necessary old polish should be removed with an appropriate agent. If a polish-remover is used, the floor should be rinsed with clean water and dried properly</p>
	<p>WOODEN FLOORS AND BLOCK-FLOORS a) Sweep and remove all dirty marks – daily b) Polishing, with an approved non-slip polish, should be done after the floor has been wiped with a damp mop. c) Various areas: High Traffic (Like passages) – apply polishing agent and polish – weekly Offices - apply polishing agent and polish – weekly (d) As soon as an unsightly layer of old polish has built up, it should be scrubbed off and a new coat re-applied. This must be negotiated first.</p>
	<p>CARPETS (wall-to-wall and loose) a) Vacuum all carpets - weekly b) Thorough vacuuming as follows: High Traffic like passages – daily Offices and Conference Facilities – daily (c) Clean spots or stains immediately on a daily basis. There should be guarded against the use of cleaning agents that could damage or discolour the carpets. (d) The carpets should then be washed with an appropriate carpet washing machine. When carpets are washed, dirty marks or stains should be removed after which the carpet should be thoroughly vacuumed. It should be ensured at all times that the carpets do not become excessively wet. All water should be removed until the carpets are damp only. Occupants should be requested not to walk on the damp carpets, if possible. Washing of carpets will be done regularly or when requested, after hours.</p>
	<p>OUTDOORS CONCRETE SURFACES AND PAVING (marble, ceramics, terrace, tiles tec,)</p> <p>a) Balconies, passages, footways and water canals should be swept with appropriate brooms and dirty spots removed – daily. b) Pick up all rubbish on paving – daily. c) Sweep paving with a hard broom – daily. d) Walkways should be washed and scrubbed with soap and water - weekly</p>
	<p>RUBBISH REMOVAL</p> <p>a) Empty all waste bins in office, kitchen, bathrooms and general areas – daily. b) All rubbish bins should be washed with an approved disinfectant. c) Sufficient rubbish bags need to be provided daily to outline the bins in the kitchens, bathrooms or where necessary. d) All rubbish bags will be removed from the containers with the rubbish intact and the containers will be outlined with new bags daily. e) Empty and wash all large bins outside conference rooms – three times a day. f) The contents of waste bins and other office rubbish should be removed neatly in bags and deposited to the collecting points of rubbish bins provided for this purpose.</p>

	<p>g) Rubbish bags may not be dragged across floors or carpet tiles as the bags may be damaged.</p> <p>h) The contractor will be responsible for sorting waste paper for rendering to waste paper dealers. The manner of disposal to be indicated – daily.</p> <p>i) Leaves, paper and other debris falling on or blowing onto the premises should be collected and placed in plastic bags to be provided by the contractor, and put in an appropriate place on the premises</p>
	<p>KITCHENS</p> <p>Kitchen floors to be washed - daily</p> <p>b) Counters tops to be washed - daily</p> <p>c) Cupboards to be cleaned and washed inside weekly to avoid infestation</p>
	<p>BATHROOMS</p> <p>a) Bathroom floors to be washed - daily</p> <p>b) Counters tops to be washed - daily</p> <p>c) Toilet Pans, Covers, Basins, Towel Rails and Taps are to be cleaned with approved disinfectant – twice a day</p> <p>d) An approved agent should be put in toilet pans to prevent deposits forming – weekly e) Showers should be disinfected with an approved disinfectant – daily</p> <p>f) All mirrors should be cleaned and polished – daily</p> <p>g) Approved agents should be put in basins and urinals to prevent clogging – weekly h) Glazed and enamel surfaces should be washed with a approved liquid agent, no abrasives or scouring materials may be used</p> <p>i) Toilet papers to be replaced regularly during the day</p>
	<p>BRASS ITEMS</p> <p>a) Should be cleaned - daily.</p> <p>b) Should be polished with appropriate agent using an equipment that will not scratch the surface, as required – weekly or on request.</p>
	<p>WINDOWS</p> <p>Windows must be washed inside once a month and when necessary. Company must provide own safety harness when cleaning windows</p>

SECTION 3: SERVICE CONDITIONS

1. SECURITY IDENTIFICATION

The contractor must supply each employee with a photo identification card. The card must have the following information:

a) The name of the firm (contractor) b) Name of the employee c) Identity number of the employee d) Signature of the employee

b) The card must be worn so as to be visible at all times whilst on the premises. The contractor must have sufficient control over the permits to prevent any unauthorized use thereof. A list of names of all employees, who are to be employed on this contract, as well as their replacements, must be furnished beforehand.

2. FIRE EXTINGUISHERS

The contractor and his employees shall under no circumstances make use of fire hose reels or other fire extinguishers on the site in the activities attached to the rendering of the services.

3. WARNING SIGNS

Clearly readable warning notices or signs shall be exhibited where needed, where the rendering of the cleaning services may cause injuries to any person(s).

4. INFLAMMABLE AND POISONOUS SUBSTANCES

The contractor shall not use or store any poisonous or highly inflammable substances on the premises without the written consent of the AGSA for the rendering of the services or any other purposes.

5. DAMAGE COMPENSATION

The contractor will be held responsible for any damage or thefts that may be caused, to the premises or contents, by him/her or his/her employees or be due to their neglect, whether in the normal execution of their duties or otherwise, and a claim for indemnification can accordingly be imposed by the NAMDIA against the contractor.

6. COMPLIANCE WITH ACTS AND REGULATIONS

The contractor must comply with all the acts and regulations applicable to cleaning services.

7. TRAINING

Cleaning staff needs to be trained in every aspect relating to the handling of all equipment that they use with regards to this contract. The employer will be held responsible for any damages or injuries arising from any misuse or negligent use of such equipment by one of their "on site" staff members.

8. ABSENTEEISM

Should a staff member not be present at work, a replacement is required by 10H00 of that day or earlier.

9. EXPERIENCE

Minimum of three (3) years in the cleaning environment

SECTION 4: GENERAL REQUIREMENTS

Tasks not specified in this document will be identified and mutually agreed between the Service Provider and NAMDIA. All written deliverables must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise).

All document deliverables must be in formats (hard copy and electronic) i.e. industry accepted standards (e.g., MS Word, MS PowerPoint, MS Project).

A compulsory site meeting will be held at NAMDIA as specified on the request for Proposal (RFP) document to brief the Service Providers on the scope and extent of work.

SECTION 5: GENERAL CONDITIONS

The Service Provider is required to:

Conduct business in a courteous and professional manner.

Provide the necessary documentation as requested prior to the Cleaning Service contract being awarded.

Comply with all relevant employment legislation, including Social Security, PAYE, etc. Proof to be submitted within 14 days from awarding the contract by the successful Service Provider. Ensure that all personnel working under this contract are in good health and pose no risk to any personnel of NAMDIA

Comply with NAMDIA security and emergency policies, procedures and regulations.

Ensure that all work performed on site, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act of 85 of 1993 and any Regulations promulgated in terms of this Act and the standard instructions of NAMDIA

Maintain its equipment in good order so as to comply NAMDIA's occupational health and safety standards.

Ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract.

Provide all personnel working under this contract with uniforms, which state the name of the Service Provider and that can be clearly identified from other Service Providers, NAMDIA personnel, etc. NAMDIA reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement.

Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure these items are worn at all times.

Ensure that NAMDIA is informed of any removal and replacement of personnel. For security reasons, NAMDIA reserves the right to vet all personnel working under this contract.

Provide the services of pest control and general cleanliness to the kitchen and entertainment and surrounding areas at his/her own cost.

Demonstrate his modus operandi to NAMDIA with regards to supplies delivered to site.

Provide an on-site supervisor, available when required/

Manager/owner to conduct regular site visits

NAMDIA shall:

Conduct business in a courteous and professional manner with the Service Provider.

Not accept responsibility for any damages suffered by the Service Provider or their personnel for the duration of the contract.

Not accept any responsibility of accounts/expenses incurred by the Service Provider that was not agreed upon by the contracting parties.

Shall provide a storage facility for equipment and materials.

The proposal should include, but is not limited to, the following components and scope:

Components

detailed fee proposal;

timeline to fulfil a deliverable;

proposal of work product (scope);

and project team roles and responsibilities for the project