
TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR CLEANING SERVICES, FOOD SERVICE AID, PEST CONTROL, HYGIENE SERVICES AND GARDENING SERVICE FOR THE DEPARTMENT OF ENERGY HEAD OFFICES AT 192 VISAGIE STREET,CORNER PAUL KRUGER AND VISAGIE FOR THE PERIOD OF 2 YEARS.

1. BACKGROUND

1.1 The Department of Energy's cleaning service contract will expire at the end of February 2013. The Department is inviting bids for these specific services. Currently the building consists of ten (10) floors starting from the Ground to the 10th floor. The successful bidder will be responsible for cleaning offices from ground floor to ten floor, provide gardening service, Food Aid Service, Pest control ,Hygiene services as well as cleaning parking from Basement to the 8th floor and surroundings.

2. SCOPE OF WORK

2.1 The total area of floor space to be cleaned is approximately 12 738 m² which includes:

- 6 x Stores/ Warehouse
- Offices
- Passages
- Stair cases
- 15 Conference and meeting rooms
- 28 x Kitchens
- 4 x Lifts and Foyers

- Reception/Security areas
- 1 Security control room
- 34 Ablutions blocks, 66 Toilets and 40 urinals
- Parking areas and walkways stairs
- Glass and Metal
- Blinds
- Carpet, tiled area and wooden floor
- Gardens

The bid price per m2 must include VAT, labour, all cleaning materials, pesticides, uniform and equipment.

2.2. Hygiene services must include dispensers and consumables:

2.2.1 Dispensers (on lease basis excluding Ministry and the DG)

- 34 Hand towel dispensers/Hand dryer
- 34 Soap dispensers for bathrooms
- 28 Soap dispensers for kitchens
- 46 Sanitary/shoe bins
- 34 Seat wipes
- 34 Wall waste bins

2.3. The dispensers should be placed in the bathrooms as follows:

FLOORS WITHIN THE BUILDING

- Ground floor: 3 Soap dispensers, 3 paper towels dispensers/Hand dryer, 3 seat wipes dispenser, 3 waste paper bins, and 4 she bins.
- First floor: 3 soap dispensers, 3 paper towels/Hand dryer, 3 seat wipe dispensers, 3 waste paper bins, 4 she bins.
- Second floor: 3 soap dispensers, 3 paper towels/Hand dryer, 3 seat wipes dispensers, 3 waste paper bins, 4 she bins.
- Third floor: 3 soap dispensers, 3 paper towels/Hand dryer, 3 seat wipes dispensers, 3 waste paper bins, 4 she bins.
- Fourth Floor: 3 soap dispensers, 3 paper towels/Hand dryer, 3 seat wipes dispensers, 3 waste paper bins, 4 she bins.
- Fifth floor: 3 soap dispensers,3 paper towels/Hand dryer, 3 seat wipes dispensers, 3 waste paper bins, 4 she bins.
- sixth floor: 3 soap dispensers, 3 paper towels/Hand dryer, 3 seat wipes dispensers, 3 waste paper bins, 3 she bins.
- Seventh floor: 3 soap dispensers, 3 paper towels/Hand dryer, 3 seat wipes dispensers, 5 waste paper bins, 5 she bins.
- Eighth floor: 3 soap dispensers,3 paper towels/Hand dryer, 3 seat wipes dispensers, 4 waste paper bins, 4 she bins.
- Ninth floor : 4 soap dispensers,4 paper towels/Hand dryer, 4 seat wipes dispensers, 4 waste paper bins, 7 she bins.
- Showers: 3 showers

2.4. The service provider will be expected to adhere to the following:

2.4.1 The Department reserves the right to approve cleaning materials, pesticides and chemicals prior to the use thereof. Samples to be provided.

2.4.2 The successful service provider must ensure that enough back-up cleaning material and equipment specifically toilet papers and hand paper towels, liquid soaps are kept on site in case of sudden shortage.

2.4.3 The employer (DoE) reserves the right to request the successful Service provider and their staff to undergo a security vetting process.

2.4.4 Cleaning services will be rendered during working hours from Monday to Friday excluding weekends and public holidays unless where otherwise specified from 06:30am-15h00.

2.4.5 The Contractor shall appoint Food Aiders to prepare the official conference rooms (tea, coffee, etc) and clean cups for DoE meetings.

2.4.6 The cleaning of the premises must be done in the following order of preference.

2.4.6.1 TOILET

- Toilets– (three times per day 7:00 am, 11:00 am and 2:00pm)
- Ensure usability and replenish consumables.
- Wash seat and lid, cistern and pipes
- Wipe floors
- Disinfect all components
- Wipe doors, walls and partitions
- Remove mineral deposits from gullies and drain

2.4.6.2 BOARDROOMS

- Clean boardrooms in the morning after every meeting
- Wash bottles, cutlery and utensils after every meeting.
- Provide clean cold water and hot water after every meeting
- Vacuum boardrooms ones a week and as and when required
- Empty and clean dustbins twice a day

2.4.6.3 KITCHENS

- Clean Kitchens three times a day(7:00 am,11:00 am and 2:00 pm
- Wash dishes twice a day(9h30 and 14h45)
- Wash dish cloths
- Clean Fridges

2.4.6.4 PUBLIC, OFFICES AND LOUNGE AREA

- Empty waste baskets and wash out or replace bin liner as required
- Dust surfaces such as desk tops, telephone, filling cabinets, chairs etc.
- Remove spot from carpets
- Spot mop any spillages
- Clean window as required
- Dust light fittings
- Passages
- Lifts
- Glass area
- Basement and Parking area
- Guard house
- Gardens and surroundings
- All dustbins must be emptied and cleaned, two times a day
- A dash of air-freshener must be sprayed in all toilets, conference rooms and waiting areas.

2.4.7. FUMIGATION OF THE BUILDING

- 2.4.7.1 Fumigation of the building will be done over weekends and must be executed under full supervision with prior notice.
- 2.4.8 Cleaning staff must dress in a distinctive acceptable uniform and may not clean the offices in the absence of the occupant.
- 2.4.9 A lock up facility will be made available for the safekeeping of the stock and equipment.
- 2.4.10. The contractor supervisor must do a weekly inspection on the quality and Standard of cleaning services rendered and weekly report handed to the Department.
- 2.4.11 The contractor supervisor must report on daily basis to the Department of any defects in and to area concerned e.g. broken mirrors, blocked toilets/urinals, broken windows etc during the cleaning of the building and garden.
- 2.4.12 The successful contractor shall not be entitled to store or leave goods or articles on the floors and offices, for example in the entrance hall, corridors, arcades, hallways or the steps other than in the lock up facility.
- 2.4.13 The contractor and staff may use the facilities on the property e.g. toilets, rest rooms, electrical plugs, lighting and water for the purpose of this contract subject to the rules and policy of the Department and Land lord as applicable.
- 2.4.14 The staff of the contractor shall separate waste papers tins, bottles and plastics collected from emptying of dustbins and put them in the recycling bins.
- 2.4.15 The Department will not be held responsible in any way for the damages, losses, theft of equipment or any valuables of the contractor or injury of his/her employees while on site or in the execution of their duties. The

service provider will be held responsible for damages of items caused by them in the Department.

2.4.16 The Contract will be entered into in conjunction with the signing of the Service Level Agreement by both parties.

2.5 Daily duties

2.5.1. Dust all furniture, windowsills and equipment.

2.5.2. All dustbins must be emptied and cleaned, two times a day.

2.5.3. Papers, tins, bottles and plastics must be separated from the general garbage and put into a recycling bin.

2.5.4. The cleaning of toilets must receive preference followed by reception, offices, boardrooms, passages, kitchens, entrance halls and lifts, parking aid stores.

2.5.5. Provide hot water in the Boardrooms and clean the crockery and cutlery after each meeting daily.

2.5.6. All toilets, basins and mirrors must be cleaned and disinfected three times a day (7:00am, 11:30am and 2:00pm)

2.5.7 Replenish consumables in toilets three times (3) a day (7:00am, 11:30am and 2:00pm).

2.5.8. Sweep and scrub floors of the lifts and clean mirrors and cart doors.

2.5.9. All skirting, windowsills and doors must be cleaned.

2.5.10 A dash of air-freshener must be sprayed in all toilets, conference rooms and waiting areas.

2.5.11 Treating of rodents (rats, mice and crawling insects) as and when required. The pesticides must be odorless and SABS approved and not harmful to humans.

2.5.12. Wipe telephone instruments

2.5.13 Clean and polish furniture

2.5.14. Remove spots on carpets

2.6. Required cleaning equipment

2.6.1. Industrial Vacuum Cleaners(5)

2.6.2. Industrial machines for washing carpet (2)

2.6.3 Mops per cleaner

2.6.4 Buckets per cleaner

2.6.5 Brooms for offices and parking per cleaner

2.6.6 Cloths per color coding per cleaner

2.7. Weekly duties

2.7.1 .Vacuum all carpeted areas and as and when required

2.7.2 .Spot clean glass doors and glass partitions

2.7.3 .Clean and polish chrome surfaces

2.7.4. The walls of the toilets must be cleaned and disinfected.

2.7.5. Clean louvers and louvered doors.

2.8. Monthly duties

2.8.1. Spring cleaning of parking

2.9. Quarterly duties

2.9.1 Clean all windows on the inside

2.9.2. Pest control in fire house cupboards, refuse rooms, dining area, plumbing ducts and parking area

2.9.3. Deep Cleaning of toilets, basins, sinks and showers

2.10. Bi-annual duties

2.10.1 Deep cleaning on all carpeted areas and tiled areas surface, at the time to be agreed upon with the employer (DoE)

3. PAYMENTS

3.1. The Department will not make upfront payment to a successful service provider. Payment will only be made in accordance to the delivery of service that will be agreed upon by both parties and upon receipt of a dully compliant invoice.

3.2. The contractor shall pay the employee to render a service at least the minimum wage as prescribed for the area as promulgated in the Government Gazette.

3.3. The contractor shall be paid for services rendered in specific period on presentation of original tax invoice.

3.4. The contractor shall present such invoice on or before the 25th of every month.

3.5. The following formula must be used to calculate the monthly invoice amount:

$$A \times B = C$$

A= Tender price per m2 per month (including vat)

B= 12 738 M2

C= Total amount of invoice

4. PROJECT OUTPUT

- 4.1. Providing a clean, presentable healthy and hygienic working environment
- 4.2. Provide Food Aid Service and Gardening Service

5. REPORTING REQUIREMENT

- 5.1 The service provider shall report to the Director: Auxiliary Support Services
- 5.2 The service provider supervisor must do a daily inspection on quality and standard of cleaning services and a weekly report in this regard must be provided to the Department.
- 5.3 The service provider supervisor must report on daily basis to the Department Facilities Section of any defects in and to area concerned e.g. broken mirrors, blocked toilets/urinals, broken windows etc. that they might come across during the cleaning of the building.
- 5.4 The service provider shall every month supply a summarized written report to the Department on specific problems, suggestions, improved methods and work programmes, personnel turnover, tenant's complaints and remedial action and all other matters connected with this agreement.
- 5.5 Meetings will be held monthly with the Service Provider.

6. COMPLETION DATE

- 6.1. The duration of the project is 2 years after the signing of a contract.

7. COMPULSORY INFORMATION SESSION

- 7.1 Briefing session will be held on the **15 November 2012 at 10h00** at the Department of Energy, at 192 Corner Paul Kruger and Visagie Streets Pretoria.

7.2. CLOSING DATE

Proposals must be submitted on **23 November 2012** at 192 Corner Visagie and Paul Kruger Streets, Pretoria. in the bid box **marked** Department of Energy. **No late bids will be accepted.**

8. TAX CLEARANCE CERTIFICATE

8.1. The bidder is required to submit an original and valid Tax Clearance Certificate issued by the South African Revenue Services together with the bid documents before the closing date and time of the bid. Failure to comply with this condition will invalidate the bid.

9. SITE INSPECTION

9.1 Site inspection will be conducted with the three (03)shortlisted service providers.

9.2 It is expected that the preferred service provider acquire relevant infrastructure in terms of office, storage, vehicles, etc.

10. MANDATORY REQUIREMENTS

The following must be submitted:

- Compensation for Occupational Injuries and Diseases Act (COIDA). The successful bidder will be required to comply with the requirement of Occupational and Safety Act 85 of 1993
- Unemployment Insurance Fund(UIF)
- Failure to attach certified copies on the above will disqualify the proposal.

11. EVALUATION METHODOLOGY

11.1. Cost

11.1.1 The service provider will be requested to provide a quote regarding the work to be undertaken for this project. The total cost must be VAT inclusive and should be quoted in South African currency (i.e.rands).

11.2. Broad-Based Black Economic Empowerment

11.2.1. Provisions of the Preferential Procurement Policy Framework Act (PPPFA) 2011 and its regulation will apply in terms of awarding points.

11.2.2. Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids, to substantiate their B-BBEE rating claims.

11.2.3. Bidders who do not submit their B-BBEE status level verification certificates or are non-compliant contributors to B-BBEE will not qualify for preference points for B-BBEE.

11.2.4. In a case of Exempted Micro Enterprise, the following documents MUST be:
submitted

- (a) Verification agencies accredited by SANAS
- (b) Registered auditors approved by IRBA

11.3. Bidders who qualify as EMEs

- (a) Accounting officers as contemplated in the CCA; or
- (b) Verification agencies accredited by SANAS; or
- (c) Registered auditors (Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates.

11.3.1. The table below depicts the B-BBEE status level of contribution:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

11.4. Company Experience

11.4.1 Service providers should at least have four (4) years’ experience in cleaning services and should provide proof accompanied by correspondence from referees indicating that similar project was executed as well as their contactable references.

11.4.2 Failure to submit the above correspondence, ***bidders will forfeit points in this category.***

11.5 Team leader and team member experience

Team Leader must have at least three (3) year’s experience and individual team members must have at least two (2) years in cleaning services CV’s of the team leader and Team members must be attached to the technical proposal as proof.

11.6. Project Plan

11.6.1. Project plan must include daily, weekly and monthly cleaning schedule and identified timeframes/milestones.

11.6.2. Proposed Methodology

11.6.3. Management of the project.

11.7. Contingency Plan

The service provider should include contingency plan in their proposal.

12. EVALUATION CRITERIA

12.1. Bids will be evaluated on **90/10** point system as outlined in the PPPFA of 2011.

The proposals will be evaluated in two phases:

Phase 1: Bidders will be evaluated based on functionality. The minimum threshold for functionality is **70 out of 100 points**. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points for B-BBEE.

For purpose of evaluating functionality, the following values will be applicable:

0=	Very Poor	Do not meet the requirements
1=	Poor	Will not be able to fulfil the requirements
2=	Average	Will partially fulfil the requirements
3=	Good	Will be able to fulfil the requirements
4=	Very Good	Will be able to fulfil better in terms of the requirements adequately
5=	Excellent	Will fulfil the requirements exceptionally

Phase 2: Price and B-BBEE

Price	90
B-BBEE compliance	10

Phase 3: Site Inspection will be conducted to the three (03) shortlisted service providers

- ❖ Type of Office
- ❖ Industrial cleaning equipment
- ❖ SABS approved cleaning materials (SAB approved)

Phase 4: Presentation

- ❖ Brief presentation of the Project Execution Plan
- ❖ Brief presentation and demonstration of cleaning material, equipment and uniform by the shortlisted service providers

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