

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING SERVICES, HYGIENE SERVICES, AND THE SUPPLY OF CLEANING EQUIPMENT AND MATERIAL IN THE DEPARTMENT OF ENERGY HEAD OFFICES IN PRETORIA FOR A PERIOD OF TWENTY FOUR (24) MONTHS

1. Background

- 1.1 The Department of Energy invites bids for the rendering of cleaning services, hygiene services and the supply of cleaning equipment and material in the Matimba House building at 192 Visagie Street, Corner of Paul Kruger and Visagie Streets in Pretoria.
- 1.2 The size of the building is about 12 738 m² which comprises of eleven (11) floors starting from a basement to the 10th floor. Adjacent to the building is the parking lot which starts from the basement to the 8th floor.

2. Scope of work for cleaning services

- 2.1 The service provider will be expected to perform the following cleaning services:
- 2.1.1 Supply of a total of 24 cleaning staff to render cleaning in a building of approximately 12 738m². The flooring of the building is comprised of carpet and tile areas.
- 2.1.2 The successful bidder will be required to supply adequate cleaning equipment and material.
- 2.1.3 The successful bidder will be responsible for the cleaning of offices from the basement to the tenth floor as well as cleaning of the parking lot from basement to the 8th floors and the surrounding area on the pavement area of Paul Kruger and Visagie Streets.
- 2.1.4 Cleaning services will be performed between 06H30 to 15H00 from Monday to Friday. However, washing of parking lot and deep cleaning of carpets and tile area, kitchen and toilet facilities should be done afterhours or over the weekend.

3. **Human Resources required for the rendering of cleaning services are as follows:**

Function	Allocated Floors	No of staff required	Total
Cleaning	Ground to 9 th floor	16	16
	Basement and exterior surroundings on the pavement area of Paul Kruger & Visagie Streets	1	1
	Parking lot (basement to 8 th floors)	2	2
	Male Toilets	2	2
	Female toilets	2	2
Site Supervisor	Matimba House	1	1
			24

4. **Cleaning equipment and material for the rendering of cleaning service.**

ITEM DESCRIPTION	QUANTITY
Supply of standard Vacuum Cleaners	9
Supply of Industrial wet & dry Vacuum Cleaner	1
Supply of buckets, mops, trolleys, brooms, different types of cleaning clothes, dust pans and brushes, caution wet floor signs, safety gloves & mask as well as heavy duty plastic bags and bin liners.	Sufficient for 24 employees
Supply other cleaning material and consumables (Bidders to specify each item and price)	
Labour	

5. Rendering of Hygiene Services

5.1 Rental of and installation of dispensers for a period of 24 months

DESCRIPTION OF DISPENSER	QUANTITY
Toilet paper holder	72
Hand towel	32
Seat wipes	35
Hand soap	32
Air-freshener	32
Waste paper Bin	32
She-Bin liners	44
Soap dispensers for toilet bowls	72
Soap dispensers for Urinal bowls	40
Soap dispenser for dish wash liquid	28

5.2 Supply of consumables for the following dispensers for a period of 24 months

DESCRIPTION OF CONSUMABLES TO BE REFIELD IN THE DISPENSERS	QUANTITY	FREQUENCY OF REPLENISHING CONSUMABLES
Toilet paper	72	Daily / when necessary
Hand towel	32	Daily / when necessary
Seat wipes	35	Daily / when necessary
Hand soap	32	Daily / when necessary
Air-freshener spray	32	Monthly / when necessary
She-Bin liners	44	Weekly / when necessary
Freshener soap for toilet bowls	72	Daily / when necessary
Freshener soap for Urinal bowls	40	Daily / when necessary
Dish wash liquid	28	Daily / when necessary

5.3 Provision of deep cleaning services to the following facilities

DESCRIPTION SERVICE	QUANTITY	FREQUENCY OF SERVICE
Deep cleaning of Toilet bowls	75	Quarterly
Deep cleaning hand washing basins	78	Quarterly
Deep cleaning of kitchen zinc	28	Quarterly
Deep cleaning of Urinal bowls	40	Quarterly
Deep cleaning of drainage of showers	3	Quarterly
Deep cleaning of carpet and tile areas	12 738m ² open & closed office space	Bi-annually

5.4 The successful bidder will be required to replenish consumables in the toilets areas three (3) times a day or when the need arise.

6. Terms and conditions of the service provider:

6.1 The Department reserves the right to verify if the cleaning equipment and materials, comply with the SABS requirements prior to the use thereof.

6.2 The successful bidder must ensure that adequate back-up consumables; such as toilet papers, hand towels, seat wipes and hand soap is kept on site in case of sudden shortages.

6.3 The Employer (DoE) reserves the right to request the successful bidder or sub-contractor(s) and their staff to undergo the security clearance and vetting process.

6.4 Cleaning services will be performed between 06H30 to 15H00 from Monday to Friday. However, washing of parking lot and deep cleaning of carpets and tile area, kitchen and toilet facilities should be done afterhours or over the weekend.

6.5 The successful bidder will be required to sign a Service Level Agreement which will specify the types of cleaning and hygiene services required as well as the cleaning equipment, material and consumables which comply with SABS requirements

7 PAYMENTS

7.1 The total bid price must be fixed for a period of 24 months VAT inclusive. Bidders are requested to attach the following:

7.1.1 A list of cost implications of all items specified on the scope of work.

7.1.2 A list of monthly payment schedule which is fixed for a period of 24 months inclusive of VAT and anticipated annual increase in terms of labour prescripts. Failure to attach the afore-mentioned correspondences, bidders will forfeit points in this category

7.2 No upfront payment will be made to the successful bidder by the Department. Payment will only be made in accordance with the payment schedule which will be outlined in the Service Level Agreement after the service has been delivered.

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

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

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

$$A \times B = C$$

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

B= 12 738 m²

C= Total amount of invoice

8 PROJECT OUTPUT

8.1 To supply cleaning staff to render cleaning as well as to supply cleaning equipment, material and consumables.

9. DURATION OF THE CONTRACT

9.1 The duration of the project is twenty four (24) months after the signing of a contract.

10. COMPULSORY BRIEFING SESSION

10.1 Briefing session will be held at the Department of Energy, Matimba Building, 192 Corner Paul Kruger and Visagie Streets on **10 April 2015 at 10:00. Failure to attend the compulsory briefing session will disqualify the bid.**

11 TAX CLEARANCE CERTIFICATE

- 11.1 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 disqualify the bid.**

12 MANDATORY REQUIREMENTS

- 12.1 The bidder must be registered with the Compensation for Occupational Injuries and Diseases Act (COIDA) and Unemployment Insurance Fund (UIF) Certified copies must be attached to the proposal and **failure to submit bidders will be disqualified.**
- 12.2 The successful bidder will be required to comply with the requirement of Occupational and Safety Act 85 of 1993.

13 EVALUATION METHODOLOGY

13.1 Cost

- 13.1.1 The successful bidder will be requested to provide a quote regarding the work to be undertaken for this project. The total cost must be inclusive of salary increases which may be incurred during the course of the contract and must be VAT inclusive and should be quoted in South African currency (i.e.Rands).
- 13.1.2 The service provider should provide the cost breakdown as prescribed by the Sectoral Determination from Department of Labour.

14 BROAD-BASED BLACK ECONOMIC EMPOWERMENT

- 14.1 Provisions of the Preferential Procurement Policy Framework Act (PPPFA) 2011 and its regulation will apply in terms of awarding points.
- 14.2 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.
- 14.3 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.
- 14.4 A trust, consortium or joint venture must submit a consolidated B-BBEE status level verification certificate for every separate bid.
- 14.5 The B-BBEE status level verification certificates submitted must be issued by the following agencies:

14.5.1 In case of Exempted Micro Enterprise, the following documents must be submitted or bidders who qualify as Exempted Micro Enterprises:

- 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).

14.5.1.2 for bidders other than EMEs:

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

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

15 **Company Experience**

15.1 The service provider must have at least four (4) years experience in cleaning services and should provide proof accompanied by correspondence from referees indicating that similar project/s was/were executed as well as their contactable references. Failure to attach the afore-mentioned correspondence, ***bidders will forfeit points in this category.***

16 **Site supervisor and cleaners' experience**

16.1 The site supervisor must have at least three (3) years experience and the cleaners must have at least two (2) years experience in cleaning services. CV's of the Site supervisor and the cleaning staff must be attached to the bid proposal as proof. Failure to attach the afore-mentioned correspondence, ***bidders will forfeit points in this category.***

17 **Project Plan**

17.1 Project plan must include daily, weekly and monthly cleaning schedule and identified timeframes/milestones, Proposed Methodology and Management of the project. A list of cleaning equipment, material and consumables should be attached to the proposal. ***Failure to attach a list the afore-mentioned correspondence, bidders will forfeit points in this category.***

18 **Contingency Plan**

18.1 The service provider should include contingency plan in their proposal. Failure to attach the afore-mentioned correspondence, ***bidders will forfeit points in this category.***

19 **Evaluation Criteria**

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

19.2 The proposals will be evaluated in two (2) phases:

19.2.1 **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.

No.	Criteria	Weights
1	Company Experience : <ul style="list-style-type: none">❖ The service provider must have at least four (4) years experience in cleaning services.❖ Proof accompanied by correspondence from referees indicating that similar project was executed as well as their contactable references. Failure to attach copies, bidders will forfeit points in this category	10 8 2

2	<p>Site supervisor and cleaning staff experience:</p> <ul style="list-style-type: none"> ❖ Site supervisor must have at least three (3) years experience in cleaning services. ❖ Cleaning staff must have at least two (2) years in cleaning services. ❖ CV's of the Site supervisor and the cleaning staff must be attached to the technical proposal as proof. Failure to attach copies, bidders will forfeit points in this category ❖ List of number of the cleaners to be provided and their posting schedule including site supervisors. Failure to attach copies, bidders will forfeit points in this category 	<p>35</p> <p>10</p> <p>6</p> <p>4</p> <p>15</p>
3	<p>Project Plan and provision of cleaning equipment and material :</p> <ul style="list-style-type: none"> ❖ Detailed Project/ Execution Plan and Management should be attached. Failure to attach copy of the project plan, bidders will forfeit points in this category ❖ List of cleaning equipment, material, and consumables which complies with SABS requirements 	<p>25</p> <p>15</p> <p>10</p>
4	<p>Contingency plan:</p> <ul style="list-style-type: none"> ❖ Contingency plan must be attached to the proposal. Failure to attach copy of contingency plan, bidders will forfeit points in this category 	<p>5</p>
5	<p>Quality of proposal received from the bidder</p> <ul style="list-style-type: none"> ❖ Bidder's proposal in terms of quality and orderly arrangements of scope of work information as specified in the Terms of Reference ❖ Attachment of list of costs implications of all items specified in the scope of work. ❖ Attach a list of monthly payment schedule which is fixed for a period of 24 months, inclusive of Vat and anticipated annual increase in terms of labour prescripts <p>Failure to attached the above-mentioned correspondence, bidders will forfeit points in this category</p>	<p>15</p> <p>5</p> <p>5</p> <p>5</p>

6	Mandatory requirements Registration with the Compensation for Occupational Injuries and Diseases Act (COIDA) and Unemployment Insurance Fund (UIF) Certified copies must be attached to the proposal and failure to submit bidders will be disqualified.	10 10
7	TOTAL	100

19.2.2 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

19.2.3 Phase 2: Price and B-BBEE

Price	90
B-BBEE compliance	10

20 **CLOSING DATE**

Proposals must be submitted by **22 April 2014 at 11H00** at 192 Visagie Street, Pretoria in the bid box marked Department of Energy. **No late bids will be accepted.**

21. **TECHNICAL ENQUIRIES**

Mr John Rakau Tel: 012-406 7388, E-mail: john.rakau@energy.gov.za or Mr Rickus van Rensburg at 012 406 7640 E-mail: rickus.vanrensburg@energy.gov.za .

22 **BID ENQUIRIES**

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