

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING SERVICES ,PEST CONTROL, HYGIENE SERVICES, FOOD SERVICE AID AND THE SUPPLY OF CLEANING EQUIPMENT, MATERIAL AND CONSUMABLES IN THE DEPARTMENT OF ENERGY HEAD OFFICES IN PRETORIA FOR A PERIOD OF THIRTY SIX (36) MONTHS.

1. Background

- 1.1 The Department of Energy (DoE) invites bids for rendering cleaning services, pest control, hygiene services, food service aid and the supply of cleaning equipment, material and consumables in the Department of Energy, 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 which 80% are carpeted areas and tiled 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 totaling 395 parking bays.

2. Scope of work for cleaning services

- 2.1 The service provider will be expected to perform the following cleaning services:
 - 2.1.1 Provision of 17 cleaning staff to render cleaning in a building of approximately 12 738m². The flooring of the building is comprised of carpet and tile areas. The parking area comprised of 395 parking bays.
 - 2.1.2 The successful service provider will be required to supply adequate cleaning equipment, material and consumables.
 - 2.1.3 The successful service provider 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 of Paul Kruger and Visagie Streets.
 - 2.1.4 Cleaning services will be performed between 06H30 to 15H00 from Monday to Friday excluding weekends and public holidays unless where otherwise specified. However, cleaning of parking lot and deep cleaning of carpets, tile area, kitchen and toilet facilities should be done afterhours or over the weekend.

2.2 PEST Control

- 2.2.1 The service provider is expected to supply and service rodent/rat traps.
- 2.2.2 Fumigate and treat insects/cockroaches with relevant paste and chemicals on quarterly basis and as when required. Chemicals used should not be harmful to humans.

2.3 Food Service Aid

2.3.1 The service provider is expected to prepare the boardrooms layout by setting up drinking water; tea/coffee etc. 30 minutes prior commencement of the meeting (**DOE will provide groceries**).

2.3.2 Prepare hot water and wash cups and cutlery twice a day.

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

Function	Allocated Floors	No of staff required	Total
Cleaning	Ground to 10 th floor	10	10
	Basement and exterior surroundings on the pavement area of Paul Kruger & Visagie Streets	1	1
	Parking lot (basement to 8 th floors)	1	1
	Male Toilets	2	2
	Female toilets	2	2
Site Supervisor	Matimba House	1	1
			17

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

ITEM DESCRIPTION	QUANTITY
Supply of standard Vacuum Cleaners	10
Supply of Industrial wet & dry Vacuum Cleaner	2
Supply tile scrubber machine	1
Supply of buckets, mops, trolleys, brooms, different types of cleaning clothes, dust pan and brushes, caution wet floor signs, safety gloves & mask as well as heavy duty plastic bags and bin liners.	Sufficient for 17 employees and replacement thereof for safety and hygiene purposes.
Supply other cleaning material and consumables (Bidders to specify each item and price) SABS Approved	
Labour cost	

5. Rendering of Hygiene Services

5.1. Hygiene Services: Supply and installation of dispensers

- 5.1.1 Supply and install 80 liquid gel seat wipes dispensers.
- 5.1.2 Supply and install 80 toilet paper holder
- 5.1.3 Supply and install 34 hand towel
- 5.1.4 Supply 34 bathroom waste paper bin
- 5.1.5 Supply and install 34 automated air fresheners.
- 5.1.6 Supply 54 sanitary bins (SHE-bins)

5.2 Hygiene Services: Replenishment of consumables

- 5.2.1 Replenish hand paper multifold towel three times a day for 34 dispensers.
- 5.2.2 Replenish hand liquid soap once a week for 24 dispensers.
- 5.2.3 Replenish liquid gel for 48 seat wipes dispensers.
- 5.2.4 Replenish air fresheners for 24 dispensers.
- 5.2.5 Replenish one ply first grade toilet paper three times a day for 80 double toilet paper holders.
- 5.2.6 Replenish two ply first grade toilet paper once a day for 3 executives' bathrooms double toilet paper holders.
- 5.2.7 Service 54 sanitary bins once a week.
- 5.2.8 Service 34 wall waste paper bins three times a day.

5.3 Rental of and installation of dispensers for a period of 36 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	44
Liquid soap dispensers for toilet bowls	72
Liquid soap dispensers for Urinal bowls	40
Liquid soap dispenser for dish wash liquid	28

5.4 Supply of consumables for the following dispensers for a period of 36 months

DESCRIPTION OF CONSUMABLES TO BE REFIELD IN THE DISPENSERS	QUANTITY	FREQUENCY OF REPLENISHING CONSUMABLES
Toilet paper	480	Daily / when necessary
Hand towel	34	Daily / when necessary
Seat wipes	80	Daily / when necessary
Hand soap	34	Daily / when necessary
Automated Air-freshener spray	34	Monthly / when necessary
She-Bin	54	Weekly / when necessary
Freshener soap for toilet bowls	34	Daily / when necessary
Pipi Mat/Freshener soap for Urinal bowls	40	Daily / when necessary
Dish wash liquid	30	Daily / when necessary

5.5 Provision of deep cleaning services to the following facilities

DESCRIPTION SERVICE	QUANTITY	FREQUENCY OF SERVICE
Deep cleaning of Toilet bowls	80	Quarterly
Deep cleaning hand washing basins	74	Quarterly
Deep cleaning of kitchen zinc	31	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

NB The successful service provider will be required to replenish consumables in the toilet and kitchen areas three (3) times a day or when the need arise.

5.6 PROJECT MANAGEMENT

- 5.6.1 The service provider will be reporting to the Director: Auxiliary Support Services.
- 5.6.2 The service provider must do a daily inspection on quality and standard of the cleaning services and a weekly report in this regard must be provided to the Department.
- 5.6.3 The services provider must report on daily basis to the Director: Auxiliary Support Services of any defects in and to area concerned such as broken mirrors, blocked toilets/urinals, broken windows etc. that they might come across during cleaning of the building.

5.6.4 The service provider should on monthly basis submit a written report to the Director: Auxiliary Support Services on specific problems, suggestions, improved methods, work programs, tenant's complaints, and remedial action and all other matters related to this contract.

6. Terms and conditions of the service provider:

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

6.2 The successful service provider 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 service provider 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, cleaning of parking lot and deep cleaning of carpets, tile areas, kitchen and toilet facilities should be done afterhours or over the weekend.

6.5 The successful service provider 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.

6.6 The successful bidder will be required to hold monthly meeting with the Department and submit a monthly written report to the Department on specific problems, suggestions, improved methods and work programs, tenant's complaints and remedial action and all other matters related to this contract.

6.7 The successful bidder will be required to comply with the Department of Labour Sectoral Determination 1: Contract Cleaning Sector, the Service Provider is required to pay cleaners a minimum monthly salary of **R3 410,88** and annual bonus payable for employees who worked a period of a year. (copy attached). To submit a monthly payroll and proof of payment report for all contracted staff to the Directorate Auxiliary Support Services.

7 PAYMENTS

7.1 The total bid price must be fixed for a period of 36 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 36 months inclusive of VAT and anticipated annual increase in terms of labour prescripts.

- 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 employees to render a service at least the minimum wage or more as prescribed for the area as promulgated in the Government Gazette and on time.
- 7.4 The contractor shall be paid for services rendered in specific period after submission 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 thirty six (36) months after signing of 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 **01 February 2018 at 11:00. Failure to attend the compulsory briefing session will disqualify the bid.**

11 TAX CLEARANCE CERTIFICATE

- 11.1 The potential service provider/s must ensure compliance with their tax obligations.
- 11.2 The potential service provider/s 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.
- 11.3 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.
- 11.4 The potential service provider may also submit a printed TCS together with the proposal.
- 11.5 In proposals where consortia / joint ventures / sub-contractors are involved, each party must submit a separate proof of TCS / pin / CSD number.
- 11.6 Where no TCS is available but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided

12 REQUIREMENTS

- 12.1 The service provider 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 valid copies, bidders will forfeit points in this category.**
- 12.2 The successful service provider 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) 2017 and its regulation will apply in terms of awarding points.

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

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

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 a 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

15. **Prequalification Criteria**

- 5.1 The service provider must sub-contract a minimum of 30% of the value of the contract to Exempted Micro Enterprises (EMEs) which are 51% owned by Women.

16. **Company Experience**

- 16.1 The service provider must have at least a minimum of four (4) years reputable operational experience in cleaning services, hygiene services and pest/fumigation control.
- 16.2 The service provider must have experience in cleaning at least a minimum of 10 000m2 office space size as one project and provide proof thereof.
- 16.3 The service provider must provide a minimum of 4 signed testimonials on the business letter head. The reference letters must indicate period, square meters and services rendered as proof that they have facilitated similar project successfully.
- 16.4 The service provider must provide Unemployment Insurance Fund (UIF) certificate, Workman compensation certificate and registration for employees.
- 16.5 NB: Purchasing orders for goods and services as well as appointment letters will be disregarded.
- 16.6 Failure to attach the afore-mentioned correspondence, bidders will forfeit points in this category.

17 **Site supervisor and cleaners' experience**

- 17.1 The site supervisor must have at least three (3) years experience and the cleaners must have at least one (1) year 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.**

18 **Project Plan**

- 18.1 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, the bidder will forfeit points in this category.**

19 **Contingency Plan**

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

20 Evaluation Criteria

20.1 Bids will be evaluated on **80/20 preference point system** as outlined in the PPPFA of 2017.

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

20.2.1 **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	<p>Company Experience :</p> <ul style="list-style-type: none"> ❖ The service provider must have at least four (4) years experience in cleaning services. ❖ Proof accompanied by a minimum of 4 correspondences from different referees indicating that similar project was executed as well as their contactable references. Letters should be on letter head of the company (or stamped) and signed Failure to attach copies,the bidders will forfeit points in this category 	<p>15</p> <p>10</p> <p>5</p>
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 one (1) year 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, the bidder will forfeit points in this category ❖ A List of number of the cleaners to be provided and their posting schedule including site supervisors. Failure to attach copies, the bidder will forfeit points in this category 	<p>20</p> <p>5</p> <p>5</p> <p>5</p> <p>5</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, the bidder will forfeit points in this category 	<p>25</p> <p>10</p>

	<ul style="list-style-type: none"> ❖ Provide a list of cleaning equipment, material, and consumables which complies with SABS requirements ❖ Provide samples of the employment contract and pay slip ❖ Attach bathroom and cleaning services checklists 	<p>10</p> <p>2</p> <p>3</p>
4	<p>Contingency plan:</p> <ul style="list-style-type: none"> ❖ Contingency plan must be attached to the proposal. <p>Failure to attach copy of contingency plan, the bidder will forfeit points in this category</p>	10
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 ❖ Attach a list of costs implications for all items specified in the scope of work. ❖ Attach a list of monthly payment schedule which is fixed for a period of 36 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	<p>Requirements</p> <p>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 forfeit points in this category.</p>	15 15
7	TOTAL	100

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

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

20.2.3 Phase 2: Price and B-BBEE

Price	80
B-BBEE compliance	20

21 **TECHNICAL ENQUIRIES**

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22 **BID ENQUIRIES**

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