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**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING SERVICES, HYGIENE SERVICES, FUMIGATION/PEST CONTROL AND FOOD SERVICE AID FOR THE DEPARTMENT OF MINERAL RESOURCES AND ENERGY (DMRE) HEAD OFFICE TREVENNA CAMPUS IN SUNNYSIDE PRETORIA FOR A PERIOD OF TWENTY-FOUR MONTHS SUBJECT TO PERFORMANCE REVIEW.**

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**1. INVITATION**

The Department of Mineral Resources and Energy intends to appoint a service provider with suitable expertise and experience to render cleaning services, hygiene service, fumigation/pest control and food service aid.

**2. CONTRACT PERIOD**

The expected duration of the project is twenty-four (24) months after the signing of contract subject to performance review.

**3. OBJECTIVE**

The main objective of this project is to provide, as far as reasonably practicable, a working environment that is safe and without risk to the health of employees and visitors.

**4. BACKGROUND**

Occupational Health and Safety Act (No: 85 of 1993), requires government offices or buildings to provide a clean, healthy, hygienic and safe working environment.

DMRE Head Offices are situated at **70 Meintjies Street** (corner **Meintjies and Francis Baard streets**), **Trevenna Campus, block 2B and 2C, Sunnyside.**

The total office space square meters are 14 213 of which 11 000 is carpeted area and 3 213 is tiled area.

## **5. SCOPE OF WORK**

### **5.1. Cleaning Services**

- 5.1.1. The service provider is expected to perform cleaning services by vacuuming, sweeping, dusting, furniture wiping, polishing, scrubbing, wall wiping, damp mopping and carpet wash for closed and open offices, board/meeting rooms, kitchens, reception/waiting areas, bathrooms, control rooms, lifts, storerooms, foyers/passageway and staircases. The service provider is expected to dust light fittings, ceiling and air conditioning defuses/vents and monthly window wash on the inside and carpet wash every three months.
- 5.1.2. Cleaning services to be rendered during office working hours from Monday to Friday, time: 06h30 to 15h00 excluding weekends and public holidays unless where otherwise specified.
- 5.1.3. The service provider is required to have one cleaner to remain until four o'clock in cases of accidental spillages.

### **5.2. Fumigation/pest control**

- 5.2.1. The service provider is expected to supply rodenticide traps and service every two months.
- 5.2.2. The service provider is expected to fumigate the office on quarterly basis.
- 5.2.3. The service provider is expected to treat insects/cockroaches with relevant paste and pesticides as and when required.
- 5.2.4. NB: The department reserve the right to verify chemicals for health purposes.

### **5.3. Food service aid**

- 5.3.1 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 (DMRE will provide groceries and utensils).
- 5.3.2 Cleaning of the boardroom and replenishment of water, tea and coffee after every meeting.

- 5.3.3 Prepare hot water and wash cups and cutlery twice a day for officials.
- 5.3.4 The service provider shall supply dish soaps, dish cloths and all necessary cleaning supplies required.

#### **5.4. Hygiene Services: Supply and installation of dispensers**

- 5.4.1. Supply and install 48 liquid gel seat wipes dispensers.
- 5.4.2. Supply and install 28 automated air fresheners.
- 5.4.3. Supply 33 sanitary bins.

#### **5.5. Hygiene Services: Replenishment of consumables**

- 5.5.1. Replenish hand paper multifold towel three times a day for 24 dispensers.
- 5.5.2. Replenish hand liquid soap once a week for 24 dispensers.
- 5.5.3. Replenish liquid gel for 48 seat wipes dispensers twice a month.
- 5.5.4. Replenish air fresheners for 24 dispensers twice a month.
- 5.5.5. Replenish one-ply first grade toilet paper three times a day for 48 double toilet paper holders.
- 5.5.6. Replenish two-ply first grade toilet paper once a day for 3 double toilet paper holders.
- 5.5.7. Service 33 sanitary bins once a week.
- 5.5.8. Service 24 wall wastepaper bins three times a day.
- 5.5.9 Supply 16 urinal mats twice a month.

#### **5.6. DEEP CLEANING**

- 5.6.1. The service provider is expected to conduct deep cleaning for 48 toilet bowls, 40 basins and 16 urinals every six months.

### **6. PROJECT OUTPUT AND / OUTCOMES**

- 6.1 The service provider is expected to provide and maintain a clean, healthy and hygienic working environment.
- 6.2 The successful service provider must ensure that enough back-up consumables such as toilet papers and hand paper towels are kept on site in case of sudden shortage thereof.
- 6.3 The service provider is expected to ensure that additional resources are made

available to augment employee absenteeism caused by any form of leave.

## **7. ROLES AND RESPONSIBILITIES OF THE DEPARTMENT**

- 7.1. The Department will be responsible for payment within 30 days after service has been successfully rendered.
- 7.2. The Department will provide storage facility and change rooms.

## **8. PROJECT MANAGEMENT**

- 8.1. The service provider will be reporting to the Director: Auxiliary Support Services.
- 8.2. The service provider must do daily inspection on quality and standard and a weekly written report in this regard must be provided.
- 8.3. The service provider must report on daily basis to the Director: Auxiliary Support of any defects to the areas concerned such as broken mirrors, blocked toilets/ urinals, broken windows etc. that they might come across during cleaning of the building.
- 8.4. The service provider shall convene monthly meetings with the Director: Auxiliary Support Services or his/her delegate and submit a written report on specific problems, suggestions, improved methods and work programs, tenant's complaints and remedial action and all matters related to this contract.
- 8.5. The service provider shall deploy minimum of at least fifteen (15) cleaners and one (1) supervisor.

## **9. FORMAT OF THE PROPOSAL**

- 9.1. Bidders are requested to submit **three (3)** copies of technical proposals plus the original.
- 9.2. The Financial Proposal shall contain the price breakdown in annexure 1, which includes: the total bid prices and the bill of quantities for procurement of goods, or scope of work for procurement of services, the applicable price schedules; and the recurring and the maintenance costs if applicable.
- 9.3. The Financial Proposal must be submitted separately in a sealed envelope.

## 10. PRE-BID MEETING DETAILS

- 10.1. The non-compulsory briefing session will be held at the Department of Mineral Resources and Energy, Head Office situated at **70 Meintjies Street, corner Francis Baard and Meintjies streets, Sunnyside, Trevenna Campus, Block 2C ground floor on 24 March 2021 at 11:00.**

## 11. EVALUATION METHODOLOGY / CRITERIA

### Phase 1: Compliance review:

Each submission is checked for compliance. If the submission complies, it will move to the next round in the evaluation process.

The following documentation is required.

Compliance Criteria	
• Tax Clearance certificate	
• BBBEE Certificate	
• Signed declaration of interest	
• Proof of CSD	
Disqualification Criteria	
• Proof of affiliation with relevant cleaning services bodies or association (e.g. NCCA or BEECA).	
• Proof of compliance with government requirements. (Valid COIDA, letter of good standing and UIF).	
• Proof of registration/affiliation with Pest Control Industries Service Board or similar association (e.g. South African Pest Control Association etc.	

### Phase 2: Technical review

Each submission is evaluated by the bid evaluation committee according to the evaluation criteria indicated in the bid document.

A score is allocated to each proposal and if the bidder scored more than the minimum requirement for **functionality of 70%**, it would move to the next round in the evaluation process.

It is important that the proposal addresses all the items included in the evaluation criteria as outlined below.

## **11.1 COMPANY EXPERIENCE**

**11.1.1** The service provider must have at least a minimum of five years reputable operational experience in cleaning services, hygiene services and pest/fumigation control.

**11.1.2** The service provider must have obtained experience in cleaning office space of 7000m<sup>2</sup> and above in one project.

**11.1.3** The service provider must provide signed testimonials on the business letter head not older than 2 years, from current/ex clients as proof of service rendered. The content of the testimonial must indicate period, square meters and services rendered as proof that they have facilitated similar project successfully.

**NB:** Purchase orders for goods and services as well as appointment letters will be disregarded.

**11.1.4** Failure to provide any of the above will lead to disqualification of the proposal.

## **11.2 COMPETENT STAFF EXPERIENCE**

### **11.2.1 Team leader/Supervisor experience**

**11.2.1.1** The team leader/supervisor should have at least a minimum of grade ten- and two-years office cleaning services supervisory experience. (CV with relevant experience and qualification should be attached)

### **11.3 PROJECT PLAN**

- 11.3.1** The service provider shall provide a detailed cleaning services project plan indicating daily time frames, weekly, monthly, quarterly and six-monthly duties and order of preferences etc.
- 11.3.2** The service provider shall provide a Health and safety plan indicating the knowledge of Occupational Health and Safety Act compliance in office working environment.

### **11.4 INFRASTRUCTURE**

- 11.4.1** Service provider is required to provide South African Bureau of Standard (SABS) approved cleaning material, equipment, dispensers, consumables and pest/fumigation chemicals.
- 11.4.2** Service provider is required to list and quantify all appropriate cleaning material, cleaning equipment, hygiene services dispensers, consumables and pest/fumigation chemicals and all accessories associated to this project.
- 11.4.3** The service provider is required to provide a signed sample of contract of employment and pay slip.
- 11.4.4** The service provider is required to provide a sample of bathroom and cleaning services checklists.

## **12 PHASE 3: PRICING AND BROAD BASED BLACK ECONOMIC EMPOWERMENT (BBB-EE)**

Each proposal with a functionality score of more than the minimum required **(70%)**, will be on equal footing to proceed to this final round of evaluation.

The proposed price and BBB-EE compliance are the only aspects considered in this round. The final evaluation score is calculated on 80/20 principle. The proposal that scores the highest in this round will be awarded the tender or it may be a lower scoring bid on justifiable grounds or no award at all.

CRITERIA	WEIGHT
Project cost	80
BBB-EE Status level contributor	20

## 12.1 PRICING

12.1.1 Provide fixed price quotation for the duration of the contract.

12.1.2 Cost must be VAT inclusive and quoted in South African Rand

12.1.3 Costing should be aligned with the project activities / project phases.

## 12.2 BROAD BASED BLACK ECONOMIC EMPOWERMENT (BBB-EE)

12.2.1 Provision of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its regulations of 2017 will apply in terms of awarding points.

12.2.2 Preference Points Claim Form, SBD 6.1 should be completed and signed by the bidder to be able to claim preference points.

12.2.3 Calculation of points for BBB-EE status level contributor:

12.2.4 Points will be awarded to a bidder for attaining the BBB-EE status level of contributor in accordance with the table below:

BBB-EE Status Level of Contributor	Number of points (80/20) system)
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0



12.2.5 Failure to submit a certificate from accredited verification agency substantiating the BBB-EE status level of contribution or is a non-compliant contributor, such bidder shall score 0 points out of the allocated maximum points for BBB-EE.

### 13 EVALUATION CRITERIA LINKED TO NUMERIC VALUES

Criteria to be considered in evaluating the bid – 80/20 in terms of the Preferential Procurement Policy Framework Act is applicable. Table below will be applied to evaluate each bid.

#### Phase 2: Technical Evaluation

CRITERIA	SCORES	WEIGHT
<b>Company Experience</b>		
Service provider must have a minimum of five (5) years operational experience in rendering cleaning services, hygiene services and pest control/fumigation.	<b>Experience:</b> <ul style="list-style-type: none"> <li>• Less than two year = 01</li> <li>• Between three and four years = 02</li> <li>• Five years =3</li> <li>• Between five and seven years =4</li> <li>• More than seven years =5</li> </ul>	10
The service provider must provide signed testimonials on the business letter head not older than 2 years, from current/ex clients as proof of service rendered. The content of the testimonial must indicate period, square meters and services rendered as proof that they have facilitated similar project successfully	<b>Testimonials:</b> <ul style="list-style-type: none"> <li>• Failure to provide a testimonial letter = 01</li> <li>• 01 testimonial letter = 02</li> <li>• 02 testimonial letters = 03</li> <li>• 03 testimonial letters = 04</li> <li>• 04 testimonial letters or more = 05</li> </ul>	10

<b>Competent Staff</b>		
Team leader should have a minimum of grade twelve (Matric).	<b>Qualifications:</b> <ul style="list-style-type: none"> <li>• Less than Grade10 = 01</li> <li>• Grade 10 = 03</li> <li>• Grade 11= 04</li> <li>• Grade 12 = 05</li> </ul>	5
Team leader should have a minimum of three years office cleaning supervisory experience. (CV with relevant experience and qualification to be attached).	<b>Experience:</b> <ul style="list-style-type: none"> <li>• 0-12 months = 01</li> <li>• 12-35 months = 02</li> <li>• 3 years =3</li> <li>• 4-5 years =4</li> <li>• More than five years =5</li> </ul>	10
<b>Project plan</b>		
Detailed project plan indicating daily duties with time frames, weekly, monthly, quarterly and six-monthly duties and order of preferences.	<ul style="list-style-type: none"> <li>• Addressing less than the required elements under the scope of work = 01</li> <li>• Addressing all elements of the scope of work = 03</li> <li>• Addressing all elements of the scope of work including clear timelines, milestones= 05</li> </ul>	15
Detailed Health and safety plan indicating the OHSA compliance in office working environment.	<ul style="list-style-type: none"> <li>• No attachment = 01</li> <li>• Attaching = 02</li> <li>• Attaching a detailed =3</li> <li>• Attaching a detailed Indicating the knowledge of OHSA=05</li> </ul>	10
<b>Infrastructure</b>		
Service provider should list and quantify SABS approved as indicated below.		

<ul style="list-style-type: none"> <li>• Cleaning material</li> <li>• Equipment</li> <li>• Consumables</li> <li>• Pest/fumigation chemicals</li> <li>• Samples of the employment contract, pay slip, bathroom and cleaning services checklists.</li> </ul>	<ul style="list-style-type: none"> <li>• Failure to indicate the required infrastructure and or indicate some of the required infrastructure = 01</li> <li>• Indicate all items of the required infrastructure = 03</li> <li>• Indicate all items of the required infrastructure and any one of the following items: Step ladder, serving trolley = 05</li> </ul>	40
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### Phase 3: Price and B-BBEE

CRITERIA	WEIGHT
Project cost	80
BBB-EE Status level contributor	20

NB: Only bidders who obtain at least **70%** under technical evaluation will be considered for further evaluation.

## 14 CONDITIONS OF THE CONTRACT

- 14.1** The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 14.2** Any patents or copyright developed from this project will belong to the Department.
- 14.3** The appointment of the successful service provider will be subject to annual performance review.
- 14.4** The service provider will sign a confidentiality agreement regarding the protection of DMR information that is not in the public domain.
- 14.5** Appointment will be subject to positive security screening and vetting results by the State Security Agency.
- 14.6** The successful service provider will be subject to enter into signing of the Service Level Agreement (SLA) with the department.
- 14.7** Cleaning staff may not clean closed offices in the absence of the occupant or

representative.

- 14.8** The shortlisted service providers may be required to conduct presentation regarding the proposal.
- 14.9** The service provider must comply with the provision of Occupational Health and Safety Act (OHSA) and Compensation of Injury and Disease Act (COIDA).
- 14.10** The successful service provider must provide acceptable protective clothing/uniform for staff members.
- 14.11** The successful service provider must provide valid Unemployment Insurance Fund (UIF) certificate, Workman compensation certificate and provident fund registration.
- 14.12** Service provider must comply with the provision of the Department of Labour Sectorial Determination 1, of the contract cleaning sector and minimum salary is obligatory.