



Annexure A2

TECHNICAL EVALUATION SCORECARD AND COMPLIANCE CHECKLIST

ANNEXURE A2: TECHNICAL EVALUATION SCORECARD AND COMPLIANCE CHECKLIST

The form must be submitted in File 1 (Technical file), [Exhibit 1. BIDDER TO COMPLETE AS PER EXAMPLE](#)

Example of how to complete the compliance checklist:

Section No	Technical Criteria	Compliant	Partially Compliant	Non-Compliant	Reference page in Proposal	Comments
1.2	Experience of the bidder	Yes			Page 9 to 12 - exhibit 2	
2.1	Manage all operations		Yes		Page 13 to 15 - exhibit 4	Bidder to state reason for partial compliance

The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below. Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation. **Bidder must include reference to page in bidders proposal.**

#	Criteria	Proof required	Points allocation	Weight	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
1	Quality Monitoring	Documented proof of how service provider will monitor and ensure quality of their service (Additional templates or samples to show that processes and procedures are in place and can be customized to be site specific can be provided)	<p>Standard Operating Procedures for:</p> <p>Handling of queries and complaints from clients = 15 points</p> <p>Non-submission of plan = 0 point</p> <p>Handling service disruptions due to industrial action, leave and non- delivery by tenderer's suppliers = 15 points</p> <p>Non-submission of plan = 0 point</p>	30					
2	Company Experience	Proof of at least 3 (three) similar contracts (commercial cleaning and hygiene services) executed in the last 5 (five) years.	<p>< 3 reference letters = 0 points</p> <p>3 – 4 relevant reference letters = 20 points</p>	40					

#	Criteria	Proof required	Points allocation	Weight	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
		<p>The bidder must provide written trade reference letters from companies to which services are/were provided containing the Company name of client, Contact person. Letter should state whether service delivery is or was conducted on a satisfactory level and at minimum the following:</p> <ul style="list-style-type: none"> - Company name of client - Contact person - Timeframe of contract - Whether service delivery is or was conducted on a satisfactory level <p>LETTERS WITHOUT THE MINIMUM STUPLATED REQUIREMENTS WILL NOT BE CONSIDERED</p>	<p>5 – 6 relevant reference letters = 30 points</p> <p>> 6 relevant reference letters = 40 points</p>						

#	Criteria	Proof required	Points allocation	Weight	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
3	Health and Safety Plan (HS)	<p>Detailed occupational Health and Safety Plan</p> <ul style="list-style-type: none"> - Specific for the Cleaners and their operational environment as well as hygiene services 	<p>Non-submission of the HS Plan = 0 points</p> <p>HS Plan is comprehensive and covers all areas of the scope of cleaning operations with clear contingency planning and specific to the IPP Office environment = 10 points</p>	10					
4	Cleaning Best Practices Administrative points	<p>4.1 QMS accreditation ISO 9001, ISO45001 and ISO 14001 (5%)</p> <p>4.2 Time and Attendance System (5 %)</p>	<p>No ISO 9001, ISO 45000, ISO14001 accreditation submitted = 0 point</p> <p>Full ISO 9001, ISO 45001 and ISO14001 Accreditation = 5 points</p> <p>No time & attendance system = 0 point</p> <p>Effective time and attendance system = 5 points</p>	10					

#	Criteria	Proof required	Points allocation	Weight	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
5	Equipment and Uniforms	Provide pictures/catalogue/example of equipment and proposed uniforms	<p>No pictures/catalogue/example provided = 0</p> <p>Pictures/catalogue/example provided showing all equipment as per scope and samples of uniforms = 10</p>	10					
Total weight				100					
Threshold				80					

BIDDER DECLARATION (Section 22)

The bidder hereby declare the following:

We confirm that _____ (Bidder's Name) will: –

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of IPPO;
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat IPPO fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with IPPO
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;
- g. Conduct business activities with transparency and consistently uphold the interests and needs of IPPO as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from IPPO will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature_____

Date_____

Print Name of Signatory:_____

Designation: _____

FOR AND ON BEHALF OF: _____(Bidding Company's Name)