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**10 November 2023**

**REQUEST FOR QUOTATION: CLEANING SERVICES FOR A PERIOD OF THIRTY-SIX MONTHS**

The William Humphreys Art Gallery (WHAG) based in Northern Cape is a schedule 3 public entity (not for profit) and public benefit organisation supported by the National Department of Sport, Arts and Culture (DSAC). The William Humphreys Art Gallery provides for the aesthetic and cultural needs of the local community it serves as well as to the people of South Africa and the African continent.

William Humphreys Art Gallery invites quotations for Cleaning Services for a period of thirty-six months in full compliance with the Public Finance Management Act (PFMA) Act 1 of 1999 and related regulations.

For enquiries, bid specifications and mandatory documents to be completed contact Mpho Matsile at 053 831 1724.

Mandatory briefing session shall be held under the following details:

**Date:** 20 November 2023  
**Time:** 11:00am  
**Venue:** William Humphreys Art Gallery's Auditorium  
1 Cullinan Crescent  
Civic Centre  
Kimberley

Closing date for quotations is 28 November 2023. Submit written quotations via email to [mpho@whag.co.za](mailto:mpho@whag.co.za).

*The William Humphrey Art Gallery reserves the right to not make any appointment in this regard.*

## **TERMS OF REFERENCE FOR CLEANING SERVICES**

### **Purpose**

The purpose of this exercise is to appoint a reputable and experienced service provider to provide cleaning services for the William Humphreys Art Gallery for a period of thirty-six (36) months.

### **Scope Of Work**

1. The Service Provider hereby undertakes to provide the following services:
  - 1.1 Day-to-day general cleaning of offices, library, reception area, activity room, all kitchens and exhibition spaces;
  - 1.2 Daily cleaning of all bathrooms;
  - 1.3 Regular cleaning of low traffic spaces (storerooms, studio, flat, etc.);
  - 1.4 Wash, wipe, dust all surface areas, including but not limited to door handles, blinds, glass, walls, all office furniture as well as couches and specific display cabinets in identified exhibitions spaces;
  - 1.5 Empty waste bins daily. The waste bins should be washed, disinfected, and the waste be disposed of in separate appropriate plastic bags to a designated dumping area.
  - 1.6 Wipe hard surfaces including telephone and computers with a damp cloth with suitably diluted disinfectant.
  - 1.7 Vacuum all carpets on the premises;
  - 1.8 Exhibition floors to be mopped with water only other vinyl floors can be washed with floor wash;
  - 1.9 Clean interior and where possible exterior windows and doors;
2. The Service Provider allocate cleaners to WHAG on all days that the Gallery is open and during the operating hours of the Gallery as per below schedule:
  - 2.1 Two cleaners Monday to Friday, 8:00am to 16:45pm
  - 2.2 One cleaner on Saturdays and Public Holidays, 9:00am to 14:00pm
  - 2.3 The Gallery is closed during the Easter Weekend, as well as from Christmas Day to New Years Day.
3. If an additional cleaner is required, a written request will be sent to the Service Provider and the hours worked for the additional cleaner will be charged additional to the monthly quoted amount;
4. The Service Provider shall ensure that replacement staff is available at all times (for e.g. absences, industrial action, etc.) The service provider must ensure that all its contracted staff adhere to the daily starting and ending times for the specified services and that WHAG could request to replace cleaning staff when necessary.
5. Periods where no cleaner(s) reports for duty, will be deducted from monthly billing.

6. The Service Provider shall ensure compliance with Occupational Health and Safety Act (Act No 85 of 1993, as amended) and its regulations and shall ensure that the cleaners deployed to WHAG are provided with the necessary safety clothing and equipment.
7. The successful service provider must:
  - 7.1 Submit proof of a valid certified letter of good standing issued by the Department of Labour (COIDA) within 21 days upon requesting to do so.
  - 7.2 Submit proof of a Valid UIF compliance certificate or letter within 21 days upon requesting to do so.
  - 7.3 Submit proof of a compliance with minimum sectorial determination rate for the relevant area as gazetted within 21 days upon requesting to do so.
  - 7.4 Provide all cleaning material and equipment necessary for the proper execution of the cleaning service in terms of the specifications.
  - 7.5 Maintain its equipment in working order.
  - 7.6 Ensure that fair labour practices are complied with.
  - 7.7 Indemnify, protect, defend, and hold harmless WHAG from and against any and all claims, demands, actions and proceedings whatsoever including all fees, costs and expenses incurred in respect thereof and arising out of:
    - 7.7.4 Any claim in respect of any taxes payable by the service provider.
    - 7.7.5 Any claim in respect of the Compensation for Occupational Injuries and Diseases Act 1997 (COIDA) or for any loss for which the service provider is liable.
    - 7.7.6 Any claim in respect of the Occupational Health and Safety Act.
    - 7.7.7 Any claim by any third person including any employees of the Gallery or of the service provider for any loss resulting from any bodily injury and/or damage to property by an act or omission of the service provider or any of its employees, servants, or agents.
  - 7.8 Observe all statutory Conditions of Employment e.g., wages and other contributions, hours of work, overtime or leave applicable etc. to the Contract Cleaning Industry.
  - 7.9 Supply the labour force to render the cleaning service in terms of the specification. This labour force is to conduct itself in an efficient and professional manner in carrying out their duties and keep disturbances to the occupants of the building to a minimum.
  - 7.10 Ensure that a meeting between the service provider and a project leader of WHAG takes place once a month.
  - 7.11 Keep the facilities provided by WHAG clean and tidy.
  - 7.12 Conform to all applicable legislation, Municipal By-Laws or directives issued by the Northern Cape Provincial Government.
  - 7.13 Comply with WHAG security and emergency policies and procedures.
  - 7.14 Accept responsibility and liability for the safekeeping of its equipment on the premises provided by WHAG.

7.15 Provide regulatory warning signs in all areas of operation.

7.16 The service provider must be fully equipped to clean windows in the building (inside as well as outside). The cleaner should be able stand whilst cleaning the reachable window, including windows sill and frames.

7.17 The service provider should be available to resume duties on 02 January 2024.

### Technical Mandatory Requirements

The service provider should have the following requirements:

- a. Attendance of mandatory briefing session shall be held at WHAG on Monday 20<sup>th</sup> November 2023.
- b. Experience in providing office cleaning services.
- c. Workers' compensation.
- d. The service provider shall further provide all the necessary skills, resources, tools, equipment, and experts, to carry out the works

The Technical Mandatory Requirements are listed below, failure to submit all the documentation requested below will lead to disqualification and bid will not be evaluated further.

Mandatory Criteria	Proof Required
Previous Relevant experience	<p>A minimum of 3 reference letters are required. The reference letter shall be in the following format:</p> <ul style="list-style-type: none"><li>• On a client letterhead</li><li>• Signed with contact name, referee designation, contactable telephone, and email address.</li></ul> <p>The letter shall in clear terms state the scope of work, description of deliverables and contact duration.</p> <p>NB: Reference letters shall not be older than 5 years. Bid closure date to be used as reference.</p>
Company Profile	<p>Minimum 1 year experience shall be considered. The requested company profile shall indicate a 1-year profile of rendering office cleaning services in the private or public sector.</p>
COIDA Certificate	Valid COIDA Certificate

### Pricing

The service provider shall provide a detailed cost proposal including fees and expenses. Service providers shall provide an hourly cost breakdown for each resource per year and annual escalation fees for the duration of the contract. Fees must be quoted at an all-inclusive rate for the various levels of the proposed resources/supplies to be utilized.

## EVALUATION CRITERIA

### Pricing and Preferential Evaluation

The following 80/20 criteria will be used for the evaluation of the proposals:

- a. **Pricing** 80 points
- b. **Preferential Points** 20 points

Preferential Points will be awarded as per below scoring:

CRITERION	POINTS	PROOF OF CLAIM
B-BBEE Status	4	Valid B-BBEE verification certificate or an affidavit confirming micro enterprise status.
Businesses Based in the Northern Cape	4	Proof of Business Address
Ownership by Youth	4	WHAG SBD 4 Form, Company Registration Documents, and Identity Documents of Shareholders
Ownership by Women	4	WHAG SBD 4 Form, Company Registration Documents, and Identity Documents of Shareholders
Ownership by People with Disabilities	4	WHAG SBD 4 Form, Company Registration Documents, and Identity Documents of Shareholders

B-BBEE Status Points will be awarded as per below:

B-BBEE STATUS	POINTS
Level 1	4
Level 2	3
Level 3	2
Level 4 and below	1
Non-compliant	0

Ownership Points for Youth, Women, and People with Disabilities will be awarded as per below:

OWNERSHIP	POINTS
Above 50%	4
Above 40%	3
Above 25%	2
Above 10%	1

### MANDATORY INFORMATION TO BE SUBMITTED

The written proposals should be accompanied by the following minimum documentation:

- a) Central Supplier Database (CSD) Registration number.
- b) WHAG SBD 4 Form – Bidder's Disclosure.

*All current and potential creditors/contractors/consultants and other suppliers of goods and services to William Humphreys Art Gallery are required to **self-register** on the government Central Supplier Database. Please visit the CSD website [www.csd.gov.za](http://www.csd.gov.za).*