

SCM /Tender Ref #:	DWYPD 06 – 2022/23
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Request for proposals for:

Appointment of a service provider to provide Cleaning Services at the Department of Women, Youth and Persons with Disabilities for a period of thirty-six (36) months.

Bid closing date and time as well as the date and time of briefing session (if any) are indicated on the attached SBD1. Quotations / proposals received after the closing date and time indicated on SBD 1 will not be accepted.

Bidders must provide 1 (one) original and 5 (five) copies of proposals.

Only 1 (one) original price proposal and SBDs are required.

Estimated project start date:	Expected project duration (Months)
01 July 2023	36 Months

1. BID INFORMATION

Information and guidelines on the format and delivery of bids are contained in the attached bid documents. Please take note of the closing date and the date for compulsory briefing session (if any).

2. PROPOSAL FORMAT

A detailed proposal in response to this ToR must be submitted. The proposal should contain all the information required to evaluate the bid against the requirements stipulated in this terms of reference. The following must be attached to the proposal as annexures:

- **Annexure B:** Summary of past experience (Must use attached template)
- **Annexure B1:** Pricing information. Price proposals must include VAT and should be fully inclusive to deliver The all outputs indicated in the terms of reference (Must use attached Excel template).
- The published terms of reference (this document).
- All other forms / certificates required (see bid documents).

3. CONDITIONS OF BID

Detailed conditions applicable to all bids are contained in the bid documents accompanying this Terms of Reference. Only suppliers that meet all the requirements stipulated in the terms of reference and bid documents will be considered.

No late bids will be accepted. Only bids from service providers that attended the compulsory briefing session (if specified above) will be considered. Bids must be valid for a minimum period of **120 days** after the closing date.

ENQUIRIES

Technical:

Mr. Vusimuzi Mahamba
Vusimuzi.Mahamba@dwypd.gov.za

SCM General:

Mr. Teboho Mokemane
tenders@dwypd.gov.za

4. BACKGROUND / CONTEXT

Appointment of a service provider to provide Cleaning Services at the Department of Women, Youth and Persons with Disabilities (Fedsure Forum building) for a period of thirty-six (36) months.

5. PROBLEM STATEMENT / PURPOSE

The Department of Women, Youth and Persons with Disabilities intends to appoint a reputable service provider that possesses the required experience, knowledge and experience to render cleaning services at 268 Lilian Ngoyi street, Pretoria central, Fedsure Forum Building, for period of thirty-six (36) months.

6. OBJECTIVES AND SCOPE OF PROJECT

The appointed service provider will be expected to deliver cleaning services to the Department of Women, Youth and Persons with Disabilities. This service must be rendered based on the following:

- a) Cleaning only allowed during daytime – Monday to Friday from 07h30 to 16h00 (unless otherwise agreed)
- b) No cleaners allowed in offices without the presence of a DWYPD staff member.
- c) Night cleaning is not allowed – unless otherwise agreed)
- d) Cleaning assistant who will be stationed at Executive Office floor will be required to work flexi hours amounting to a total of 8 hours per day.

7. REQUIREMENTS

- 7.1 The service provider is expected to provide the exact type/make of the materials/chemicals and approved Personal Protective Equipment (PPE) as prescribed in the proposals. Chemicals must be of high quality manufactured in accordance with the specifications provided by South African Bureau of Standards (SABS). No second hand/noncompliant material will be tolerated.
- 7.2 A **compulsory briefing session** will be held at 268 Lilian Ngoyi Street, Pretoria central, Fedsure Forum Building, 1st floor, reception to enable the bidders an opportunity to satisfy themselves to local conditions, accessibility of the site, full extent of the nature of work to be performed and conditions affecting the executions of the project before submitting proposals. (Refer to bidding documents for date and time).
- 7.3 Bidders to **take note** that additional office space will be acquired by the Department during the contract period. Arrangement and negotiations will be entered into by the Department and the appointed service prior to the incorporation of the additional cleaning services.
- 7.4 The service provider must be registered with The Department of Employment and Labour to cover his/her employees on occupational unfortunate incidents and shall pay his/her employees in accordance to the Labour regulations.
- 7.5 The Department reserves the right to request evidence of payment information relating to its employees to verify payment of minimum wages as per legislation. This shall be done in conjunction with the POPI Act.
- 7.6 The service provider shall adhere to Occupational Health and Safety Act with regards to safety of workers during the project period.
- 7.7 The work shall be approved by the department through regular inspections to be conducted by the Departmental Project Manager or his/her delegate.
- 7.8 There will be an unannounced due diligent visit conducted by the Departments Bid Evaluation committee at the premises of potential service providers to inspect and evaluate bidders as set out in the TOR.
- 7.9 The service provider must provide all cleaning equipment for the cleaners. All uniforms, all cleaning detergent, 2 ply toilet papers, hand towels, install hand towels dispensers where no hand towel dispensers are installed including replenishing of hand towels as and when depleted, install she bins, install soap dispensers where no soap dispensers are installed including refill of all soap dispensers on a daily basis. Installations of automatic aerosol spray dispenser, install and replenish all toilet seat spray sanitiser. All cost must be included in the proposal. Installed of all equipment must remain the property of the department and must be costed accordingly.

- 7.10 The service provider shall at all times ensure that employees are in full uniform bearing the company's logo whilst performing cleaning services for the Department. All employees must be identifiable at all times.
- 7.11 The service provider must attach a proof of valid **UIF and COIDA** compliance Certificates to ensure update compliance with legislation.
- 7.12 The prospective supplier is expected to provide the Department with a valid and relevant **NCCA or BEECA** registration certificate as part of the proposal.
- 7.13 The prospective supplier is expected to provide a **public liability insurance certification** or a confirmation letter stipulating the intention to obtain public liability insurance should the bid be successful.
- 7.14 The owner(s)/Director(s) **must be South African** citizens – Attach certified ID copies.
- 7.15 An operating office **MUST BE WITHIN GAUTENG** – Attach proof of physical address only utility bill, Telecommunication accounts, bank statements bearing company's physical address or valid lease agreement (not expired) will be accepted.
- 7.16 The service provider is expected to utilise their own cleaning equipment such as vacuum cleaners, carpet deep cleaning machines, polishers, brooms, mops, buckets, cleaning gloves, aerosols, ceramic scrubbing machines.

8. STAFFING AND SUPERVISION REQUIREMENTS

- 8.1 Minimum Staff required on duty from Mon-Fri 07h30 till 16h00 is ten (10) cleaning staff (8 females and 2 males);
- 8.2 The on-site supervisor will be included as part of the ten (10) personnel on site and the supervisor's role is as follows:
- Supervise the team on site and manage the task allocation and perform quality control;
 - Ensure effective stock management of all consumables and chemicals and reporting thereof;
 - Monthly stock takes and reconciliation of the stock usage for billing purposes;
 - Report to management any challenges noted during the execution of the cleaning duties;
 - Handle work performance of cleaning staff, log and address any customer complaints received;
 - Allocate and co-ordinate any relief personnel required to maintain cleaning as per SLA agreement. Any change in personnel must be communicated in advance for vetting purposes;
 - Attend management meetings to report on any issues or challenges;
 - Assistance to cleaning staff on site.
- 8.3 Should the cleaning requirement change during the duration of the contract, this will be negotiated and communicated and agreed upon with the service provider in advance.

9. KNOWLEDGE AND EXPERTISE OF SERVICE PROVIDER

The service provider must demonstrate the following characteristics as an indication of its capacity and readiness to successfully perform the tasks:

- A minimum of three (3) years' experience in the field of cleaning and hygiene (i.e., cleaning, hygiene, deep carpet cleaning, pest control).
- Extensive and demonstrated experience in the cleaning service (Proof of current/previous similar projects and notable references required), (contact periods). The service provider must include a detailed profile of the business and its Project Managers.

10. EMPOWERMENT /SPECIFIC GOALS CRITERIA

The Company Director/s, Shareholder/s must meet the **100% Black owned** criteria. Proven evidence of specific goals such as **40% Women** owned is required. Proven evidence of **30% Youth** or **7.5% persons with disabilities** will be an added advantage. Only South African owned hygiene cleaning service providers will be considered for appointment.

11. PROPOSED METHODOLOGY / APPROACH

Potential Service provider will be subjected to vetting. This vetting will include but not limited to vet, its directors and personnel before entering the premises of the Department. No person will be allowed on the premises with a negative vetting report.

12. SCOPE OF WORK

12.1 Cleaning services including sanitizing of surfaces must be done as follows:

- a) Twice daily disinfection of all touch points at the office (all power sockets, all door handles, kitchen equipment handles)
- b) Daily cleaning of all office's furniture from dust and stains. Daily rosters must be up kept for inspection purposes.
- c) Empty office, toilets trash bins and she bins twice a day.
- d) Daily cleaning of the floors in the reception area, corridors, and stairs.
- e) Daily cleaning of meeting rooms.
- f) Daily cleaning of kitchen areas.
- g) Daily cleaning of the trash bins top covers from stains (kitchen and toilet bins).
- h) Weekly deep cleaning of all office's tiles with appropriate cleaning detergent.
- i) Weekly deep cleaning of all kitchen equipment in and outer parts (fridges, microwave, water coolers).
- j) Weekly cleaning of the floors side panels and skirting from dust.
- k) Quarterly deep cleaning of all office carpets with shampoo & special equipment – to be done over weekends or public holidays or as arranged.
- l) Quarterly cleaning of windows and blinds, wooden and glass partitions in offices.
- m) Quarterly cleaning of ICT room with the presence of at least one ICT Officer.
- n) Quarterly cleaning of the archive rooms and stores.
- o) Quarterly cleaning of the fabric chairs and sofas from stains with special equipment or as and when needed.
- p) Quarterly scrubbing of all outdoor tiles with special equipment.
- q) The service provider must cost and provide all materials, labour, and comprehensively execute Hygiene & Cleaning Services including cleaning/sanitizing items and full PPE,
- r) The Pricing schedule must include all materials, labour costs and any related cost to provide the cleaning services as per this Terms of Reference.
- s) All Hygiene services reports and working papers shall remain the property of DWYPD.
- t) The service provider must ensure that all work performed, and all equipment used on site are in compliance with the Occupational Health and Safety Act, 1993 (Act no 85 of 1993) and any regulations promulgated in terms of this Act and the standard instruction of DWYPD.
- u) All high-contact surfaces and objects which are visible and could become contaminated by daily use such as Toilets, door handles, telephones, desks, chair & couches, carpets, and tiled areas must be cleaned and sanitised.
- v) cleaning all interior windows to ensure the offices are kept free from dust, dirt, smudges fingers marks, in order to provide a safe, clean, tidy, and healthy working environment for all occupants in accordance with business requirements.
- w) Cleaning shall be carried out within times agreed to by DWYPD to suit the business needs of the department.
- x) The service providers must notify DWYPD in the event that cleaning might result in any surface damages or contamination of surfaces.
- y) The supplier must put in place and manage appropriate cleaning regimes: Protect cleaned surfaces to provide a uniform finish. Where possible ensure minimum business disruption and provide appropriate cleaning signage as per health and Safety regulations.
- z) The cleaners must always adhere to health and safety regulations.

13. FEDSURE FORUM BUILDING DETAILS

PHYSICAL ADDRESS	268 Pretorius and Lillian Ngoyi Street, Fedsure Forum
	SIX FLOOR
Offices	25

Boardrooms	3
Toilets – female	3
Toilets – male	2
Urinals – male	2
Toilets – disability	1
Kitchens	3
Strong rooms	3
TOTAL AREA	818 m²
FIFTH FLOOR	
Offices	51
Toilets – female	2
Toilets – male	2
Urinals – male	2
Toilets – disability	1
Kitchen	1
Store rooms	2
TOTAL AREA	940 m²
FIRST FLOOR	
Offices	43
Toilets – female	3
Toilets – male	2
Urinals – male	3
Toilets – disability	2
Kitchens	2
Store rooms	5
Auditorium	1
TOTAL AREA	1380 m²
GRAND TOTAL OF THE DEPARTMENT – 3138 m²	

14. QUALITY STANDARDS

- The delivery of services to DWYPD shall be carried out with best quality and to a high class of workmanship.
- Products delivered/used at DWYPD should be certified with SABS/SANS. In the event where DWYPD elects to accept an alternative item purported to be equal/similar by the tenderer, acceptance of the item(s) will be conditional on DWYPD inspection and testing after receipt.
- If, in the sole judgement of DWYPD, the cleaning items are determined not to be within SABS/SANS national specifications, the supplier will be requested to replace the items with the items that complies with SABS/SANS national specifications immediately at no additional cost to DWYPD.
- Chemical assessment data sheets [MSDS-material safety data sheet] for all cleaning substances to be used shall be provided by the Supplier on request.

15. QUALITY TESTS

- DWYPD may from time to time test the quality of services and non-compliance may result in the termination of the contract.
- These tests may include but not limited to bacterial swabs of key areas, airborne pathogen tests and any other tests deemed necessary by DWYPD to ensure quality of services provided.

16. EVALUATION BIDS

a. Administrative requirements

Initials of specification committee members: _____

TOR cleaning services final 16 May 2023

Ver: 2023/05/16

Annexures B and B1 **must** be completed using Microsoft Excel or compatible software. Annexures completed by hand (in writing) will not be accepted and such bids will be regarded as administratively non-compliant.

Only bids / quotes that comply with all administrative requirements and that submitted all required bid documents (acceptable bids) will be considered during the functional evaluation phase. Only acceptable bids / quotes will be scored by the Bid Evaluation Committee against the functional criteria indicated in this Terms of Reference.

b. Scoring of bids (functional criteria)

The following weighting and scoring system will be applied to the evaluation of all functional criteria:

Weight allocation	Scoring system
1 – Value adding requirement (minimum score of 2)	1 – Does not comply with the requirements
3 – Important requirement (minimum score of 6 or 9)	2 – Partial compliance with requirements
5 – Essential requirement / integral part of project (minimum score of 15)	3 – Full compliance with requirements
	4 – Exceeds requirements

Score per criteria: The final score obtained by a bidder for each criterion will be calculated by multiplying the weight and the score indicated by each Bid Evaluation Panel member and then by averaging the scores of all panel members. The average score per criteria is expressed as a number.

The **overall score** obtained by a bidder (expressed as a percentage) will be calculated as follows:

$$\text{Overall Score (\%)} = \frac{\text{Sum of average scores for all criteria}}{\text{Sum of weights} \times 4} \times 100$$

c. Functional evaluation Part 1 – Quantitative criteria

Part 1: Minimum functional requirements: Only bids that meet **all 4** requirements below will proceed to functional evaluation part 2. In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. The costing and content of proposals may not be amended.

Mandatory /Functional Criteria		Yes=3	No=1
1.1	The service provider must attach a proof of UIF and COIDA compliance Certificates. (see par 7.11 of ToR)		
1.2	The service provider must attach a proof of NCCA or BEECA registration certificates. (see par 7.12 of ToR)		
1.3	All company owners/directors must be South African citizens (Certified copy of ID's to be attached). (see par 7.14 of ToR)		
1.4	Public liability Insurance (attach certificate) (see par 7.13 of ToR)		

d. Functional evaluation Part 2 – Qualitative criteria

The functional evaluation criteria indicated below will be applied during Part 2 of functional evaluation to all bids that met the minimum requirements stipulated under Functional evaluation Part 1. During part 2 the Bid Evaluation Committee may:

- Evaluate and score bids based on the bid documents and proposals submitted; or

- b. Provisionally evaluate and score bidders based on proposals submitted and then invite bidders that met all requirements under Part 1 and a provisional overall score of at least 60% for both functional evaluation parts 1 and 2, to present their bids.

The final evaluation and scoring of bids will be based on the proposals submitted, as well as on information provided by bidders during bid presentations (if applicable). Presentations can be used to summarise and clarify bids and may not substantially depart from the proposals submitted.

If a bidder is unable to attend a bid presentation on the date requested by the Bid Evaluation Committee, then the bidder must be afforded another opportunity within 5 workings. If a bidder is for a second time unable to attend a bid presentation, then the bid must be evaluated based on the bid documents and proposals submitted only.

Part 2: Minimum functional requirements: Only bids that obtained the minimum score for each criteria as well as an overall score of at least 75% for both functional evaluation parts 1 and 2, will proceed to Due Diligence evaluation.

Functional Evaluation Criteria		Weight	Min Score
2.1	Empowerment /Specific Goals Criteria (par 9 of the TOR) 1 = Does not meet the empowerment/specific goals criteria. 2 = Bidder meets Black owned criteria only. 3 = Bidder meets Black owned criteria with a proven 40% Women owned inclusion. 4 = Bidder meets Black owned criteria and exceeds the 40% Women owned or 30% youth owned and 7.5% persons with disabilities.	3	9
2.2	Knowledge and Expertise of Service Provider (Par 9.(A) of ToR) 1 = 0-1 years of experience rendering cleaning services. 2 = 2 years of experience rendering cleaning services. 3 = 3 years of experience rendering cleaning services. 4 = 4 or more years of experience rendering cleaning services.	3	9
2.3	Proven track record on delivery of similar project (Reference Letters) (Par 9.(B) of ToR) 1 = 0-1 Reference Letters. 2 = 2 Reference Letters. 3 = 3 Reference Letters. 4 = 4 or more Reference Letters.	3	9
2.4	Work plan, the work method that will be followed for the execution of the contract and the feasibility thereof. (Par 12.1(A-Z) of ToR) 1 = Work method does not meet any of the requirements. 2 = Work method does meet some of the requirements. 3 = Work method is in line with all requirements. 4 = Work method exceeds the requirements.	3	9

A service provider who submits a proposal that scores **less than 70%** would be considered having submitted a non-responsive proposal and will be disqualified. However, a service provider who score **70% or more** (before site visits) will be shortlisted for site visits.

Part 3: DUE DILIGENCE (bidders must score (3) yes for all the 3 criteria below)

Only bidders that met the functional requirements for part 1 and 2 will proceed to part 3.

Evaluation Criteria		Yes (=3)	No (=1)
3.1	An operating office MUST BE WITHIN GAUTENG (see par 7.15 of ToR)		
3.2	Proof of relevant cleaning equipment –vacuum cleaners, carpet deep cleaning machines, polishers, brooms, mops, scrubbing machines – (refer to par 7.16 of the ToR)		

e. Price / Specific Goals / PPPFA

Only bids that meet the minimum administrative and functional requirements / specifications indicated in the ToR (qualifying bids) will be evaluated in terms of the Preferential Procurement Framework Act and related regulations – see attached bid documents. The evaluation method (80/20 or 90/10) and preference points allocation applicable to this bid are indicated in the attached SBD 6.1.

17. CONTRACT MANAGEMENT

The successful service provider will be required to enter into a service level agreement (SLA) with the Department of Women, Youth and Person with Disabilities. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DWYPD and the successful bidder. A copy of the standard DWYPD SLA is available on the DWYPD tender's website. Bidders should familiarise themselves the content of the standard template.

Service provider should note that:

- All information related to this bid, or information provided to the service provider subsequent to the award of this bid, must be treated as confidential and may not be disclosed in any way to third parties without the explicit written consent of DWYPD.
- The Departmental Auxiliary Services reserves its right to carry out after hour's inspection to assess compliance with these requirements.
- The service provider shall provide a monthly report to the Department on identified challenges, suggestions, improved methods and work programmes, personnel turnover, remedial actions and all other related matters concerning the agreement.
- The monthly meetings will be held between the client's representative and the service provider's Operational/area manager, site supervisor and/or representative.
- The service provider should report to the delegated official or official responsible for Auxiliary Services.

18. SPECIAL CONDITIONS APPLICABLE TO THIS BID.

The Service Provider undertakes to:

- Conduct business in a courteous and professional manner.
- Provide the necessary documentation as requested prior to the awarding of the contract.
- Comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, etc. DWYPD may monitor compliance for the duration of the contract and implement penalties for non-compliance.
- Manage internal disputes among his/her staff in such a way that DWYPD is not affected by those disputes.
- Comply with the DWYPD security and emergency policies, procedures and regulations at DWYPD premises.
- Ensure that all work performed and all equipment used at DWYPD facilities are in compliance with the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993) and any regulations promulgated in terms of this Act and the standard instructions of DWYPD;
- Ensure that all staff working on this project are adequately trained prior to the commencement of the project.

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- 18.8 Ensure that DWYPD is informed of any changes in staff related to the execution of the project. For security reasons, DWYPD reserves the right to vet all persons working on this project.
 - 18.9 Undertakes to store and handover all data generated by the project to DWYPD in an accessible and confidential manner.
 - 18.10 The successful bidder will be responsible for the compilation of a health and safety site file which will include all statutory documents and management information for the management of the contracted service.
 - 18.11 The contractor must submit OHS section 37(2) agreement.
 - 18.12 All the required documents must be submitted to the DWYPD within 14 days from the date of tender award.
 - 18.13 Supply and install all equipment specified and cleaning equipment which must be installed and removed and replace when dysfunctional or broken. This remain the property of the bidder and must be included in the costing. All other consumables not listed under C1 required in the daily cleaning must be provided by the bidder and must be included in the total price.

DWYPD undertakes to:

- 18.14 Manage the contract in a professional manner.
- 18.15 Provide appropriate information as and when required and only in situations where it is required by the service provider to fulfil their duties.
- 18.16 Not accept any responsibility for any damages suffered by the service provider or their staff for the duration of the project.
- 18.17 Not tolerate any unfair labour practices between the service provider and their staff that happen during the execution of the project activities.
- 18.18 Not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.