

TERMS OF REFERENCE

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO
PROVIDE OFFICE CLEANING, DEEP CLEANING, HYGIENE
AND PEST CONTROL SERVICES TO THE**

**COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX
(36) MONTHS**



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Appointment of a Service Provider to provide office cleaning, deep cleaning, hygiene and pest control services to the Compensation Fund for a period of thirty-six (36) months

1. Background

The Compensation Fund (CF) seeks to appoint a service provider to provide cleaning, deep cleaning, hygiene and pest control services to the Compensation Fund for a period of 36 months.

Companies with relevant skills, experience, and empowerment profiles are invited to submit bids to the CF, to provide cleaning, deep cleaning, hygiene, pest control services.

The main aim is to ensure a clean, hygienic and pest controlled working environment for the Fund.

These Terms of Reference outline the purpose, background to this assignment, the scope and management of the planned work within the timetable, skills and experience being sought, and bidding specifications.

NB: The Fund is currently leasing Delta Heights building which the contract lapses 30 June 2024, the appointed service provider will need to move with us to the new building for the remaining term of the contract (+/- 12 months).

Such a move will either increase or reduce in scope of work for the remaining term.

2. Legislation

The contractor must comply with all the acts and regulations applicable to provide office cleaning, deep cleaning, hygiene and pest control services. In addition they must also comply with the following legislations, best practices and framework, but not limited to:

- Constitution Act 108 of 1996
- Disaster Management Act 53 of 2005
- Public Finance Management Act 1 of 1999
- Occupational health and safety Act 85 of 1993
- Compensation for Occupational Injuries and Diseases Act, 1993 (COIDA);
- Unemployment Insurance Fund Act 63 of 2001;
- National Environmental Management Act 107 of 1998
- Basic Conditions of Employment Act (BCEA)

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- Fertilizers, farm feeds, agricultural remedies and stock remedies (Act 36 of 1947)
- The National Environmental Management: Waste Act, 59 of 2008
- The National Regulations on health care risk waste (NEMWA, act 59 of 2008)
- National Water Act No. 36 of 1998

3. Required Expertise and Skills

- The service provider must have a minimum of three (3) years proven track record and extensive experience of providing office cleaning, deep cleaning, hygiene and pest control services.
- The service provider will be required to provide proof of servicing an organization with the staff compliment of 1000 employees or more.
- The service provider must be a member of any recognized association for companies providing such services of office cleaning, deep cleaning and hygiene services.
- The supervisor who will be responsible for the supervision of daily operations and staff must have at least a minimum of 3 years proven experience on office cleaning supervisory role.
- Individual resources must have a working knowledge on occupational health and safety.

4. Project Approach and Work-plan

The service provider will be required to provide a summary that demonstrates their companies understanding of the requirements. Bidders' submissions should document the following:

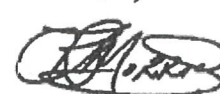
- A detailed work-plan as well as the proposed approach to undertaking the scope of the work;
- Previous experience and references where similar projects were conducted, both in the public and private sectors;(attach letters)
- Estimated costs as per the bill of quantities provided.

5. Methodology

Project methodology to be employed in execution of this project and activities should be documented and included, amongst other things, but not limited to the following:

- Scope and approach;
- Detailed transition plan

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- Reporting;
- Material Safety Data Sheet should be provided for all consumables or materials to be used or replenished prior.
- The contractor shall ensure that any work that will be carried out would not endanger health and safety of CF personnel including his/her own employees.
- Comply with the all applicable legislatives i.e. OHS Act at all times.
- The appointed service provider will be required to submit a safety file prior the work commences.

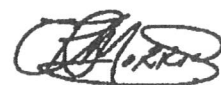
6. Scope of Work

- 6.1 The required cleaning, hygiene and pest control services will be as follows:
- 6.1.1 Provision of 25 (24 cleaners and 1 supervisor) cleaning staff to provide cleaning, deep cleaning, hygiene and pest control services in the office area, storeroom (LG) and unit A office space next to the reception area both in Delta Heights building in 167 Thabo Sehume Street within Pretoria CBD. The building comprises of 21 floors with 90% carpet and 10% tile areas.
- 6.1.2 The successful service provider will be required to supply adequate cleaning, deep cleaning, hygiene and pest control services: equipment, material and SABS quality approved consumables.
- 6.1.3 The successful service provider will be responsible for installation of hygiene battery-powered equipment and maintenance thereof for the duration of the contract which includes the replenishment of batteries as and when required.
- 6.1.4 Cleaning services will be performed between 06H00 to 15H00 from Monday – Friday and between 08H00 to 10H00 on Saturday, excluding Sundays and public holidays unless where otherwise specified.
- 6.1.5 The successful bidder will be expected to attend to emergencies, spillages and flooding.
- 6.1.6 The bidder should arrange for relievers in case of leaves, strikes, etc.
- 6.1.7 Task register/checklist to be placed at the back of each bathroom and kitchen door for ticking tasks done.

BUILDING NAME	PHYSICAL ADDRESS
Delta Heights (14 229 square meter)	167 Thabo Sehume Street,
Unit A (897 square meter)	Delta Heights building, Compensation
Storeroom/lower ground (1392 square meter)	Fund
Total Square meter = 16 518 square meters	Pretoria CBD
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7. SPECIFICATION FOR THE REQUIRED SERVICES:

A. DEEP CLEANING SERVICES

Deep cleaning: an extremely thorough cleaning of a place/item to remove dirt, reduce infections and maintain a level of cleanliness in the building.

SERVICES	QTY	FREQUENCY
Deep cleaning of Toilet bowls and toilet floors	94	Quarterly (on the 3 rd month of the quarter)
Deep cleaning hand washing basins	65	Quarterly
Deep cleaning of kitchen sinks.	18	Quarterly
Deep cleaning of urinal bowls	20	Quarterly
Deep cleaning of carpet and tiled areas	• 12 980,2 square meters of carpet • 1 318.8 square meters tiled area	Bi-annually (on the 6 th month of the semester)
Interior window cleaning (include number)	• 1280 panels of widows • 3rd floor comprises of full windows • Ground reception: 4 panels	Bi-annually

B. PEST CONTROL

- The service provider shall supply, maintain and service rodent and rat traps.
- Fumigate and treat insects; cockroaches with relevant paste and chemicals on quarterly basis.
- Chemicals used should not be harmful to humans and the Environment.
- A safety material data sheet shall be provided prior to conducting the fumigation service.
- All chemicals used must be SABS approved.

C. SANITARY WASTE COLLECTION AND DISPOSAL

- Collection and safe disposal of feminine hygiene waste by emptying of SHE bins from all the ladies toilets.

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- The service provider will collect and dispose sanitary waste twice daily, at 06:00 am and 13:00 pm.
- The service provider will collect sanitary waste at the Compensation Fund building number 167 Thabo Sehume Street Pretoria central.
- A certificate showing safe disposal of the sanitary waste from an authorized/approved facility must be submitted monthly to the Fund.
- A certificate for transportation of sanitary waste to an approved facility must be attached.

D. HYGIENE SERVICES

Required dispenser to be installed by the successful service provider: Successful service provider will be responsible to replace batteries as and when needed.

	Autom atic Hand- Towel Dispe nser	Autom ated Safe- Seat Dispen ser	Autom atic Fragra nce Dispe nser	Autom atic Soap Dispe nser	Autom atic Hand- sanitiz er Dispe nser	Foot Pedal opera ted SHE bins	Autom atic Dish wash dispen sers	Toile t Roll Hold ers TR3
Men Toilet	22	44	22	22	0	0	0	44
Ladies Toilet	25	50	25	25	0	58	0	50
Ablutio n facility for person s living with disabilit ies	16	16	16	16	0	0	0	16
Kitchen	0	0	0	0	0	0	18	0
Boardr oom	0	0	0	0	42	0	0	0

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Main Entrance	0	0	0	0	2	0	0	0
Lift Lobby	0	0	0	0	21	0	0	0
Totals	63	110	63	63	65	58	18	110

E. HYGIENE SERVICES: DISPENSER SERVICING AND REPLENISHMENT OF CONSUMABLES

TASK DESCRIPTION	QTY PER MONTH	FREQUENCY
A. SANITARY DISPOSAL BINS (SHE-BINS) (WOMEN CUBICLES)		
Sanitary waste must be removed and not stay within the premises	58 bins to be collected 2 times per week, Tuesday and Friday.	Weekly
Disposal bins must be emptied, cleaned with disinfectant and replace new inner red plastic bags. ▪ One (1) bin per female cubicle	58 bins to be cleaned and disinfected 2 times per week, Tuesday and Friday.	Weekly
B. SANITARY HYGIENE BAGS FOR SANITARY TOWELS		
Supply and replacement of plastic bag	500 bags/month to be replaced 2 times per week, Tuesday and Friday	Weekly
C. SEAT SANITISER SPRAY REFILL		

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Supply safe Seat spray refills (must contain bactericides and disinfectants).	220 cans/sachet	In the first month of the contract.
Seat sanitizer spray must be replaced	110	Monthly.
D. HAND WASH LIQUID SOAP AND DISPENSER		
Foam hand wash soap must be refilled daily	65	Daily
Foam hand wash soap must be drip free and not harsh/ irritable to the skin SABS approved.	5 x 25 liters	Monthly
E. AUTOMATIC DISHWASHING LIQUID DISPENSERS		
Liquid dishwashing soap must be refilled daily	18	Daily
Liquid dishwashing soap must be drip free and not harsh/ irritable to the skin SABS approved.	3 x 25 liters	Monthly
F. AUTOMATIC HAND TOWEL DISPENSERS		
Paper towels must be replaced twice daily	Daily	Daily
Supply Hand paper towel (200 x 150) 21gsm Paper towels must be manufactured from a soft, good quality paper (SABS approved) (Quality 1 ply)	480 rolls	Monthly
F. AUTOMATIC FRAGRANCE REFILLS		

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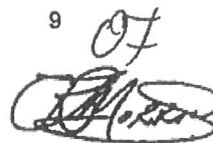
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Air freshener must be refilled and must spray set at intervals of 15 minutes. All assorted fragrances.	65 x 250 ml cans/sachets	Monthly
G. TOILET PAPER ROLLS		
Supply & replenishment of Toilet paper rolls (SABS approved). Toilet paper must be manufactured from a soft, good quality paper tissue(SABS Approved)(two ply tissue)	100 Bale (48 units in a bale)	Monthly
Replenishment of Toilet paper rolls		As and when required
H. TOILET BRUSH SET		
Supply of toilet brush set when broken	130	Once off
I. UNIRALS		
Replace P-mats in the male toilets. (20 urinals) Supply 80 per month and replace weekly	80	Monthly

MONTHLY SUPPLY OF CONSUMABLES (All consumables shall be SABS approved)

CONSUMABLES FOR ALL DISPENSERS Description	Unit	QTY per month
SHE bin red liners (Serviced twice every week) 600	58 SHE Bins x 2 collections per week = 116 per week. 116 x 4 weeks = 464 and 136 spare	600
Seat sanitizer spray to be supplied	110	110
Wall bin liners (any colour but not red)	600	600
Foam hand Soap	25lt	5

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Dishwash liquid soap	25lt	3
Hand towel quality 1 ply (200 x 150) 21gsm	480	480
Toilet Paper quality 2 Ply (Bale of 48)	4800 (48 x 100)	4800
Fragrance spray refills – assorted fragrances 250 ml cans	65	65
Batteries for all automatic dispensers must be replaced	Each	Appointed service provider will be required to supply and replace batteries on all automated dispensers as and when required.
P-mats	80	80

8. THE FOLLOWING EQUIPMENT MUST BE SUPPLIED AND MAINTAINED BY THE APPOINTED SERVICE PROVIDER

All equipment should be bearing a stamp of approval from SABS. Each serviced area to be allocated all the necessary equipment per floor. Sufficient and separate gloves for each area should be provided for the cleaning of the bathrooms, kitchens and general areas. All equipment to be supplied and maintained by the service provider include but not limited to i.e. brooms, mops, vacuum cleaners, automated dispensers.

8.1 Proper cleaning cloths for various areas in colour codes are required as follows:

- Red for bathroom purposes
- Yellow/Orange for the workstations and equipment amongst other telephone equipment and computers; and
- Blue for the kitchens

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9. CLEANING STANDARDS & NORMS

The Service Provider needs to take into account the following cleaning standards and norms which needs to be applied during the course of the service. They shall carry out all tasks using SABS approved detergents:

- General cleaning detergents
- Disinfectants
- Polish
- Finishes (Walls and floors)
- Carpets and carpet tiles chemicals

10. WORKPLAN

The bidder must submit together with his/her tender a complete work plan in which amongst others, the following should be indicated:

- The work method that will be followed for the execution of the contract
- Different cycles of the execution of the work

11. CLEANERS NORMS AND STANDARDS

An acceptable norm for the provision of cleaners is one cleaner can clean +- 1000 to 2000 square meters per cleaner per day.

12. WORKING TIME

Days – Normal working days, Monday to Friday

Time – 08:00 – 15:00 (full team).

Saturday - 8:00 – 10:00 (1 cleaner).

Special arrangement shall be made for holidays and weekends when required.

13. NUMBER OF CLEANERS PER EACH BUILDING

DELTA HEIGHTS:

1 Supervisor

Toilets, staircases and lift lobbies 4 cleaners

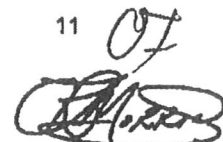
20th floor 1 person

19th floor 1 person

18th floor 1 person

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17th floor 1 person
16th floor 1 person
15th floor 1 person
14th floor 1 person
13th floor 1 person
11th floor 1 person
10th floor 1 person
09th floor 1 person
08th floor 1 person
07th floor 1 person
06th floor 1 person
05th floor 1 person
04th floor 1 person
03rd floor 1 person
Lower Ground 2 person

Area A (897 square meter)

1 person

14. TASK AND ACTIVITIES

For daily tasks, the areas must be checked every 3rd hour and correction be done. The ablution facilities must be checked hourly, be refreshed and consumable be replenished if needed.

#	TASK AND ACTIVITIES	FREQUENCY
14.1	Dusting Unless otherwise stated, the under-mentioned should be dusted everyday with a soft cloth or duster, which is recommended specifically for this purpose, and should be cleaned daily: a) Contents of each room b) All surfaces and partitions c) All artwork and frames d) Wooden panels and partitions Stock items in storerooms should be dusted on request, or at least once a month.	 daily daily daily daily

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14.2	Blinds a) Dust blinds b) Clean blinds	Daily Weekly
14.3	DOORS a) Remove all dirty spots on wooden and aluminum doors b) Polish door handles with an approved metal polish where applicable c) Wash all glass doors (inside and outside) with a degreasing agent and equipment that will not scratch the surface, as required	Daily Weekly Weekly
14.4	ELEVATORS Clean all elevators inside and outside with degreasing agent using a cloth that will not scratch the surface, as required.	Daily
14.5	FURNITURE a) Polish wooden furniture with an approved polish. Such polish should not be greasy, and should not come off on anything it comes into contact with after it has been polished b) Use modern surface polish to clean laminated furniture c) Remove all dirty spots from glass tops, desks and other furniture such as bookcases, empty shelves. Damp-clean those parts of furniture covered in leather d) Treat upholstered or leather covered parts of furniture with an approved agent. e) Vacuum those parts of furniture covered with fabric	Weekly Weekly Weekly Weekly Daily Daily

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	f) Wipe telephones, printers, computers and laptops with a damp cloth using suitable diluted disinfectant.	
14.6	INSIDE WALLS a) Remove all spots such as fingerprints on walls, paintwork, and electric switches by wiping with disinfectant wet cloth. b) Glasses on DD cubicles to be cleaned daily.	Daily Daily
14.7	STAIRS p1, p2 & Ground floor are excluded-done by landlord. a) Clean all stairs and balustrading with an appropriate water and soap disinfectant. b) Use appropriate polish on all stairs c) Sweep and remove all dirt & marks d) Deep clean the stairways	Daily Monthly Weekly Quarterly
14.8	FLOORS a) Clean all floors in order to maintain a high gloss b) clean floors with an appropriate disinfectant soap and water. c) Strip and deep clean tiled area in the building.	Daily Daily Quarterly
14.9	CARPETS a) Thorough vacuuming as follows: High Traffic like passages Conference Facilities Offices b) Clean spots or stains or spillages immediately. The service provider shall	Bi-Weekly Daily

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	not use cleaning agents that could damage or discolour the carpets c) Deep cleaning of the entire carpet in the entire building	Bi-annually
14.10	RUBBISH REMOVAL a) Empty all waste bins from offices, kitchen, bathrooms and general areas b) All rubbish bins should be washed with an approved disinfectant c) Sufficient rubbish bags need to be provided to the bins in the kitchens, bathrooms or where necessary d) All rubbish bags (when it is unusable) will be removed from the containers with the rubbish intact and the containers will be outlined with new bags. e) The contents of waste bins and other office rubbish should be removed neatly in bags and deposited to the collection points of rubbish bins provided for its purpose f) Rubbish bags may not be dragged across floors or carpet tiles as the bags may be damaged g) Leaves, paper, plastics and other debris falling on or blown onto the premises should be collected and placed in plastic bags to be provided by the contractor, and put in an appropriate place on the premises h) The service provider shall ensure removal of rubbish bins from the floors to waste collection point at ground floor main entrance before 07:00 am (collection date to confirmed) of the collection day for the landlord to collect.	Daily Weekly Daily Daily Daily Daily Daily Daily

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	i) Waste bins and storage must be cleaned with appropriate detergent	
14.11	KITCHENS a) Kitchen floors to be washed three times daily. b) Counters tops to be washed regularly c) Cupboards to be cleaned and washed inside to avoid infestation d) Cleaning of micro waves be done twice daily (in the morning and after lunch). e) Cleaning of refrigerators	Daily Daily Weekly Daily Weekly
14.12	BATHROOMS a) Bathroom floors to be washed three times daily. b) Counters tops to be washed c) Toilets pans, covers, urinals, basins, taps are to be cleaned with approved disinfectant- twice a day d) Gazed and enamel surfaces should be washed with an approved liquid, agent, no abrasives or scouring materials may be used e) Toilet papers & hand towel to be checked and replaced every hour daily. f) Deep cleaning of all toilets g) Clean mirrors twice daily	Daily Daily Daily Daily Daily Quarterly Daily
14.13	WINDOWS Windows must be washed inside twice a year. Company must provide own safety equipment's when cleaning windows	Bi-Annually
14.14	STORE ROOMS AND FILE ROOMS Clean all store rooms and file rooms surfaces Clean and dust blow shelves and files in all store rooms.	Weekly

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	All store rooms and file rooms must be treated with non-liquid chemicals.	
14.15	Couches x16 Leather massage chairs x 4 Clean, wash and dry all couches using industrial vacuum cleaner. Suede, leather and cloth material.	Quarterly
	Pest Control Total square = 16 (Store rooms and file rooms must be treated with non-fluid chemicals).	Quarterly

15. SECURITY

The Compensation fund security unit would supply all officials of the appointed service provider with access cards for the duration of the contract.
The service provider as an entity and their employees would be subjected to vetting process.

All reliever employees' details must be submitted to CF prior to the reliever reporting for duty.

16. REPORTING

The successful bidder will be expected to submit monthly performance reports stating progress on work done. They will be required to attend meetings as and when required by the Fund.

The appointed service provider must provide proof of UIF deduction on the employees' pay slip on monthly basis.

The appointed service provider must provide a job card for the quarterly and bi-annual services that they have provided after the work has complicated.

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The appointed service provider will be expected to provide proof of membership with a provident fund and also submit to the Fund the Human Resource policy applicable in their environment.

17.COSTING:

NB: Workers remuneration shall be in line with updated Department of Labour's approved sectoral determination.

Labour Cost Sheet: successful service provider to issue pay slips for all employees and register them with UIF.

Service provider shall ensure that they comply with the applicable sectoral determination and ensure employees are remunerated on time, monthly.

Appointed service provider will be required to comply with Occupational Health and Safety Act, National Environmental Management Act and ensure that all employees wear the right PPE at all times

Labour	Quantity	Rate per hour	No of hours	No of working days per week	Total
Supervisor	1				
Number of Cleaners	24				
Total Labour					
UIF					
Works man compensation					
Annual leave replacement					
Sick leave replacement					
Compassionate replacement					

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Skills levy					
Provident fund					
Severance pay					
Annual Bonus					
Sub Total cost to company					
Total					

Description	Monthly	Annually
Labour cost		
Pest control costs		
Equipment cost		
Cleaning services costs		
Consumable costs		
Machine maintenance costs		
Operational cost		
Administration and overheads		
Hygiene services costs		
		TOTAL
1 st YEAR	-	R
2 nd YEAR: Plus%	-	R
Escalation		
3 rd YEAR: Plus%	-	R
Escalation		
FIXED TOTAL CONTRACT VALUE (Vat inclusive)	-	R

18. The Fund shall provide the storeroom where the materials will be stored.

19. BID SUBMISSION REQUIREMENTS

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The bidder has to submit a bid response documentation pack and it must be delivered at the correct physical or postal address and within the stipulated date and time as specified in the "Invitation to Bid" cover page, and the bidders are expected to submit the following:

- Copies in two separate batches (1) Technical (2) Price proposal
- One original, 3 exact copies of the original technical and price proposal

1. BID EVALUATION

The bid evaluation process consists of several stages that are applicable according to the nature of the bid as defined in the table below.

Stage	Description	Applicable for this bid
Phase 1	Administrative Pre-Qualification Requirements	Yes
Phase 2	Technical Mandatory Requirements	Yes
Phase 3	Evaluation on Functionality	Yes
Phase 4	Physical Inspection (site visit)	Yes
Phase 5	Evaluation on Price and BBBEE	Yes

The bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation.

PHASE 1: ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS

If the Bidder failed to comply with any of the administrative pre-qualification requirements, or if Compensation Fund is unable to verify whether the pre-qualification requirements are met, then Compensation Fund reserves the right to –

- (a) Reject the bid and not evaluate it, or

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- (b) Accept the bid for evaluation, on condition that the Bidder must submit within 7 (seven) days any supplementary information to achieve full compliance, provided that the supplementary information is administrative and not substantive in nature.
- (c) All bids will be measured against the administrative pre-qualification requirements. Only bids that comply with the criteria mentioned below will be considered for further evaluation.
- (d) The Service providers must be registered with the Central Supplier Database.
- (e) Provide Tax Compliance Status- Pin issued by SARS.
- (f) The Service provider must submit a valid BBBEE Certificate or a Valid Sworn Affidavit attested by the Commissioner of Oath.
- (g) Valid COIDA Letter of Good Standing.
- (h) Proof of registration with UIF or letter for tender purposes
- (i) Completed and Signed Standard Bidding Documents (SBD forms)

NB: Please note that failure to provide any of the above requirements within 7 days after the closing date will lead to automatic disqualification of the service provider's bid proposal.

PHASE 2: TECHNICAL MANDATORY REQUIREMENTS

Purpose: Technical Mandatory requirements are the absolute minimum requirements to fulfil the Business Objective;

PHASE 2a: INSTRUCTION AND EVALUATION CRITERIA

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Compliance	Comply Yes or No	Reference (page number)
The service provider must provide a valid hazardous waste transportation and disposal certificate for sanitary waste as issued by Department of Agriculture and Rural Development. (Proof of the certificate must be attached)		
The service provider must provide a certified copy of a valid South African Pest Control Association certificate. (Proof of the certificate must be attached)		
The service provider must provide a certified copy of a valid P-registration certification from Department of Agriculture for all pest control operators in terms of fertilizers, farm feeds, agricultural remedies and stock remedies (Act 36 of 1947) (Proof of the certificate must be attached)		

Please note that failure to provide any of the technical mandatory documents/requirements will lead to automatic disqualification of the service provider's bid.

PHASE 3: EVALUATION ON FUNCTIONALITY

- Service provider will be required to submit a detailed project plan highlighting the phases of the project and detailed cost breakdown of the project.
- An evaluation panel will be established by the Fund, made up of members of the Bid Evaluation Committee. Bids will be evaluated strictly according to the bid evaluation criteria set out below.

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- c) A minimum threshold of 70% for the technical elements must be scored; otherwise the bid will be regarded as non-responsive and be disqualified. Bids that do not meet or better the technical threshold score of 70 % will not be evaluated further.
- d) In respect to evaluation matrix, prospective service bidders will be rated from 1 to 5. In order to ensure meaningful participation and effective comparison, bidders are requested to furnish detailed information in substantiation of compliance to the evaluation criteria set out below.

1=Poor; 2=Fair; 3= Good; 4=Very Good; 5=Excellent

Technical scorecard:				
	Criteria	Sub- criteria	Scoring Guide	Weight
1	Service provider must have knowledge and proven experience in office cleaning, deep cleaning, hygiene and pest control services.	A minimum of 3 years Experience in office cleaning, deep cleaning, hygiene and pest control services.	5 years and above = 5 4 years = 4 3 years = 3 2 years = 2 1 year = 1	30
2	Service provider must have proven references for similar work	A minimum of 3 signed and contactable references (attach letters with letter heads)	5 references and above = 5 4 references = 4 3 references = 3 2 references = 2 1 references = 1	20
3	The supervisor who will be responsible for the supervision of daily operations and staff	A minimum of 3 proven experience in supervision (attach CV with contactable reference)	5 references and above = 5 4 references = 4 3 references = 3 2 references = 2 1 references = 1	10
4	Appropriateness and quality of proposed work plan methodology.	- Understanding of the assignment. - Technical approach and procedures.	comprehensive detailed work plan describing all activities in logical sequence with	40

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Appointment of a Service Provider to provide office cleaning, deep cleaning, hygiene and pest control services to the Compensation Fund for a period of thirty-six (36) months

			clear time frames commensurate with the terms of reference = 5 • Work plan describes all high level activities, supplemented with further sub-activities in logical sequence with clear time frames commensurate with the terms of reference, = 4 • Work plan describes all high level activities in logical sequence with clear time frames commensurate with the terms of reference = 3 • Work plan describes all high level activities in logical with time frames not compatible with	
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			the terms of reference. = 2	
			• Work plan activities do not commensurate with the deliverables in the terms of reference. = 1	
	Total technical score			100 %
	Minimum threshold for technical proposal			70 %

PHASE 4. PHYSICAL INSPECTION (SITE VISIT)

Bidder/s evaluated on the above technical criteria and scored a minimum threshold of 70 out of 100 points to be considered for site visits.

As part of the tender process, a physical inspection will take place whereby the below mentioned will be used as a checklist:

- Tools and machines
- Cleanliness state of offices and storage
- Protective clothing of staff
- Consumables as indicated in this ToR's
- Current or previous contracts
- Disposal of sanitary towels facilities or approved document/s stating that the bidder has an agreement to dispose at an approved facility.

Sub-Criteria	Scoring Guide	Weight
	As part of the tender process, a physical inspection will take place whereby the below mentioned will be used as a checklist:	

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	Tools and Machinery (samples)	10
	Cleanliness state of offices and storage	20
	Provide protective clothing of staff	10
	Consumables as indicated in this TOR (samples)	20
	Current or previous contracts (not older than 3 years)	20
	Disposal of sanitary towels facilities or approved document/s stating that the bidder has an agreement to dispose at an approved facility.	20
Total Technical Score		100%
Minimum threshold for site visit		65%

All bidders who score less than (65% out of 100%) on Physical Inspection (site visit) will not be considered for further evaluation on Price and BBBEE.

PHASE 5: PREFERENCE POINTS SYSTEM (PRICE AND BBBEE).

Only Bidders that have met the 65% points threshold in Phase 4 will be evaluated in Phase 5 for price and BBBEE. Price and BBBEE will be evaluated as follows:

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In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system terms of which points are awarded to bidders on the basis of:

i. Stage 1 – Price Evaluation (80 Points)

The following formula will be used to calculate the points for price:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

P_s = Points scored for price of bid under consideration
 P_t = Price of bid under consideration
 $P_{\min}$ = Price of lowest acceptable bid

ii. Stage 2 – BBBEE Evaluation (20 Points)

a. BBBEE Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18

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3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- B-BBEE Certificate/ Sworn affidavit

Bidder(s) who do not claim Preference Points will be scored zero for B-BBEE and cannot be excluded from the tender process.

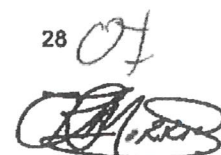
The Service provider must submit proof of its B-BBEE status level of contribution.

20. RULES OF BIDDING / SPECIAL CONDITIONS OF CONTRACT

- The Fund will enter into contract with Single company for the delivery of the work set out in these terms of reference
- The shortlisted companies may be required to conduct a presentation to the CF at no cost to the Compensation Fund
- Tax Compliance status pin must be submitted by all South African companies submitting bids as part of a consortium or joint venture.

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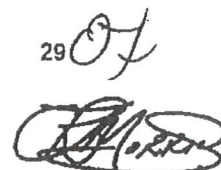
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- d) Foreign company providing proposals must become familiar with local conditions and laws, and take them into account in preparing their proposals
- e) Bids must be submitted in South African Rands, on a fixed price basis.
- f) The cost of preparing bids and of negotiating the contract will not be reimbursed.
- g) The Fund is not bound to accept any of the bids submitted.
- h) The Fund reserves the right to withdraw or amend these terms of reference by notice in writing to all parties who have received the terms of reference.
- i) The Fund reserves the right to call interviews with short-listed bidders before final selection.
- j) The Fund reserves the right to negotiate price with the preferred bidder.
- k) Company may ask for clarification on these terms of reference up to close of business six (6) days before the deadline for the submission of bids. Any request for clarification must be submitted in writing by email and will be replied to in writing by email. SCM.enquiries@LABOUR.gov.za.
- l) The Fund reserves the right to return late bid submissions unopened.

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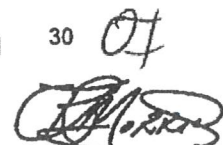

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- m) The Fund reserves the right not to evaluate bids that are not submitted in the format specified in these terms of reference. Failure to submit the bids in the specified format will invalidate your bid.
- n) A company may not contact the Fund or any member of the bid committees, on any matter pertaining to their bid from the time when bids are submitted to the time the consultant contract is awarded. Any effort by a bidder to influence bid evaluation, bid comparisons or bid award decisions in any matter, may result in rejection of the bid concerned.
- o) The deadline for submission of bids is 11h00 on 04 March 2022
- p) The required service must commence one week after the official order has been placed and contract signed.
- q) No incomplete tenders, late tenders and tenders received telegraphically or per facsimile shall be accepted.
- r) The personnel of the civil company shall adhere to security regulations of the Fund. This entails issues like locking all valuables and computer equipment, remove of any computer equipment from the Department's premises.
- s) The Compensation Fund reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and presentations.
- t) A two envelope system must be used, with one envelope containing only the price proposal and the other envelope containing the technical proposal, one

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(1) CD with content of each file, tax compliance status pin, and all other tender documents.

Bids must be submitted by hand to:

The Compensation Fund

167 Thabo Sehume,

Delta Heights Building,

Pretoria CBD, 0001

u) **Bids must be clearly marked:**

- I. Bid Number
- II. Cleaning Services
- III. Compensation Fund: Supply Chain Management
- IV. Attention: Acquisition Management

21. GENERAL CONDITIONS OF CONTRACT

The general conditions of contract as enclosed in the standard bidding documents apply.

22. BRIEFING SESSION

A Non-compulsory Briefing Session will be held at

The Compensation Fund

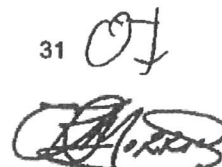
167 Thabo Sehume,

Delta Heights Building,

Pretoria CBD, 0001

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NB: The cut-of time to receive enquiries is 72 hours before the closing date.

23. ENQUIRIES

SCM.Enquiries@LABOUR.gov.za

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A handwritten signature in black ink, appearing to be 'M. G. M.' or similar, written in a cursive style.

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