



**RE- ADVERTISEMENT: PROVISION OF CLEANING SERVICES FOR THE NELSON MANDELA MUSEUM AT BHUNGA BUILDING AND QUNU YOUTH & HERITAGE CENTRE FOR A PERIOD OF THREE (3) YEARS**

**NMM-2022-05**

**TERMS OF REFERENCE**

**1. BACKGROUND**

The Nelson Mandela Museum (NMM) is a non-profit institution established by the government of South Africa as an agency of the National Department of Sports, Arts, and Culture. It was established as part of a portfolio of legacy projects that seek to transform the heritage landscape from our apartheid past. At the same time, it is a resource for promoting economic development through tourism in an impoverished region of the country. The museum primarily houses collections of gifts to the nation given by Nelson Mandela to the museum to share his legacy with the nation.

The mandate of the Nelson Mandela Museum is to preserve and promote the legacy of Nelson Mandela and one of its main strategic goals is to improve the museum's public profile and access. This mandate is executed through the museum's two main facilities, the Qunu Youth and Heritage Centre, and the Bhunga Building in Mthatha CBD. The Bhunga Building doubles as the administrative office of the museum.

## **2. PURPOSE**

Nelson Mandela Museum invites suitably qualified, professional, experienced and competent service providers to render ***Cleaning Services*** for the period of 3 years (36 months).

The purpose of the request for proposals is to solicit proposals from bidders (s) for the provision of cleaning services for the Nelson Mandela Museum. This document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the Nelson Mandela Museum, for the provision of cleaning services. The appointed service provider is expected to provide the Nelson Mandela Museum with cleaning services that are consistent and reliable while maintaining a high level of satisfaction.

## **3. SCOPE OF THE SERVICE REQUIRED**

3.1 The service provider will be expected to render comprehensive cleaning, hygiene and pest control services including scheduled/routine (as per the standard methods indicated below) day-to-day services and reactionary services as and when required. The service provider will also be required to provide special cleaning services on an ad hoc basis.

3.2 The Nelson Mandela Museum will require the above-mentioned services at its two sites, namely Bhunga Building and Qunu Youth & Heritage Centre. However, the provision of cleaning services at Qunu Youth Centre will commence when the site has been officially handed over to the Nelson Mandela Museum as it is currently under refurbishment.

3.3 The list below is an itemized account of areas and items found in both buildings consisting of a brief description of the method and frequency of cleaning required in terms of "Standard Cleaning" norms. It is the bidder's responsibility to ensure that all areas of the facilities are kept clean at all times and to perform a continuous internal audit ensuring adequacy in the frequency of cleaning and methodology

Provision of cleaning services

**BHUNGA BUILDING**

ITEMS	STANDARD CLEANING METHOD	FREQUENCY
<b>OFFICES</b>		
<b>Blinds</b>	Vertical – remove dust Horizontal – damp wipe	Daily
<b>Carpets</b>	High and low traffic areas – Vacuum	Daily
<b>Wooden Floor</b>	Damp wipe with flat mop Polish	Daily Weekly
<b>Ceilings</b>	Dust and wipe air vents	When necessary
<b>Walls</b>	Wipe and remove dirt/ markings	When necessary
<b>Chairs</b>	<ul style="list-style-type: none"> <li>• Fabric – vacuum</li> <li>• Spot clean</li> <li>• Clean</li> <li>• Shampoo Vinyl and leather</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Quarterly</li> <li>• Daily</li> <li>• Daily</li> </ul>

	<ul style="list-style-type: none"> <li>Dust</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<b>Desks</b>	Natural/unsealed wood  - dust  - polish	Daily  Twice weekly
	Sealed wood/glass/formica  - dust & damp wipe  - polish	Daily  Weekly
<b>Doors</b>	Remove finger marks on glass and push plates.	Daily
	Dust or damp wipe.	Daily
<b>Electronic</b>	Dust.	Daily

ITEMS	STANDARD CLEANING METHOD	FREQUENCY
<b>Equipment</b>	Damp wipe.	Daily
	Empty shredder	Daily
	Water dispenser refill and cleaning	Daily
<b>OPEN/COMMON AREAS</b>		
<b>Fire Escapes/ Stairs</b>	Treads – sweep	Daily
	Hand rails – damp wipe	Daily
<b>Floors – High Traffic</b>	Remove dust with mop or disposable cloth.	Daily
	Damp mop for soilage	Daily

<b>(Exhibition Areas, Front Entrance, Court Yard, Waiting Area, Security Room &amp; Corridors)</b>	Spray clean or burnish using a mechanised system: light scrub & apply maintenance coat.	Weekly
	Strip clean and reseal.	Weekly
<b>Floors – Low Traffic  (New Building Open Spaces, Receiving Rooms, Basement Areas, Main Control Room, Tour Guides Office, Library)</b>	Remove dust with mop or disposable cloth sweeper.	As and when required
	Carpet- Vacuum	As and when required
	Damp mop for soilage.	As & when required
	Spray clean or burnish using a mechanized system.	As & when required
	Light scrub and apply maintenance coat.	As & when required
	Strip clean and reseal.	As & when required
<b>Furniture</b>	Natural/unsealed wood  - dust	Daily
	- polish	Twice weekly
<b>Partitions</b>	Spot clean.	Daily
	Clean glass with glass cleaner.	Daily

<b>Pictures</b>	Dust frames.	Daily
	Damp wipe frames.	As & when required
	Clean glass with glass cleaner.	As & when required
<b>Uncovered Pipes</b>	Dust and Damp wipe.	As & when required
<b>Power Skirt and Plugs</b>	Dust and damp wipe.	Daily
<b>Railings</b>	Dust and Damp wipe railings and glass panels	Daily

<b>ITEMS</b>	<b>STANDARD CLEANING METHOD</b>	<b>FREQUENCY</b>
<b>Rubbish Removals (meetings rooms and workstations)</b>	Empty bins	2x Daily
	Change bin liner (bathroom and kitchen).	Daily
	Damp wipe removes stains and disinfect.	Daily
<b>Walls</b>	Glass (normal height) – damp wipe.	Daily and when necessary
	High rise walls requiring special skills and equipment.	
<b>Windows</b>	Normal height windows	As & when required
	High-rise windows requiring special skills and equipment.	As & when required
<b>Workstation Screens</b>	Glass - Dust and damp wipe.	Weekly and/ or when necessary

	Fabric - Vacuum and Shampoo.	Monthly and/ or When necessary
<b>Tables</b>	In the kitchen – wet wipe & disinfect/sanitize. Other areas – as for “Desks”.	Daily
<b>Parking</b>	Remove litter.	Daily
	Remove dust using mechanical sweeper or broom.	Daily
	Remove oil spillage with degreaser	As & when required
<b>Kitchenettes</b>	Floors - damp mopped/wet wiped and dried.	Daily
	Walls and cupboard doors - wet wiped and dried.	Daily
	Washing kitchen utensils	2x Daily
	Cupboard storage cleaned, wet wiped and disinfected.	Weekly
	Microwave- cleaned, wet wiped.	Daily
	Fridge- cleaned, wet wiped.	Twice a week
<b>Lamps</b>	Dusted.	When necessary
	Wipe.	When necessary
<b>Lifts</b>	Thorough cleaning	Daily
<b>ITEMS</b>	<b>STANDARD CLEANING METHOD</b>	<b>FREQUENCY</b>
<b>BATHROOMS</b>		

<b>Bathrooms</b>	Ensure usability and replenish consumables (toilet paper, hand towels; seat sanitizer and soap, etc.).	Daily
	Remove spoilage from bowl and under flush rim with hard surface cleaner and brush.	Daily
	Remove mineral deposits.	Daily
	Wet wash with disinfectant seat and lid, cistern and pipes, etc.	Daily
	Wet wipe doors and walls. <b>Note: It is the bidder's responsibility to ensure that ablutions are in a usable condition at all times.</b>	Daily
<b>Basins</b>	Wet wipe with hard surface cleaner.	Daily and/or when necessary
	Remove mineral deposits.	Daily
<b>Pest Control</b>	All areas in the buildings (Tamper proof boxes, rats/mice, cockroaches, paper mites' fleas, ants, etc (Bhunga Building)	Quarterly

## QUNU YOUTH & HERITAGE CENTRE

ITEMS	STANDARD CLEANING METHOD	FREQUENCY
<b>OFFICES</b>		
<b>Blinds</b>	Vertical – remove dust Horizontal – damp wipe	Daily
<b>Carpets</b>	High and low traffic areas – Vacuum	Daily
<b>Wooden Floor</b>	Damp wipe with flat mop	Daily
<b>Floor</b>	Polish	Weekly
<b>Ceilings</b>	Dust and wipe air vents	When necessary
<b>Walls</b>	Wipe and remove dirt/ markings	When necessary
<b>Chairs</b>	<ul style="list-style-type: none"> <li>• Fabric – vacuum</li> <li>• Spot clean</li> <li>• Clean</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Quarterly</li> <li>• Daily</li> </ul>

	<ul style="list-style-type: none"> <li>• Shampoo Vinyl and leather</li> <li>• Dust</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Clean</li> </ul>
<b>Desks</b>	Natural/unsealed wood <ul style="list-style-type: none"> <li>- dust</li> <li>- polish</li> </ul>	Daily Twice weekly
	Sealed wood/glass/formica <ul style="list-style-type: none"> <li>- dust &amp; damp wipe</li> <li>- polish</li> </ul>	Daily Weekly
<b>Doors</b>	Remove finger marks on glass and push plates.	Daily
	Dust or damp wipe.	Daily
<b>Electronic</b>	Dust.	Daily

ITEMS	STANDARD CLEANING METHOD	FREQUENCY
<b>Equipment</b>	Damp wipe.	Daily
	Empty shredder	Daily
	Water dispenser refill and cleaning	Daily
<b>OPEN/COMMON AREAS</b>		

<b>Fire Escapes/ Stairs</b>	Treads – sweep	Daily
	Hand rails – damp wipe	Daily
<b>Floors – High Traffic</b>	Remove dust with mop or disposable cloth.	Daily
	Damp mop for soilage	Daily
	Spray clean or burnish using a mechanised system: light scrub & apply maintenance coat.	Weekly
<b>Block A- Change Rooms, Ablutions</b>		
<b>Block B- Sports Hall</b>		
<b>Block C-Dining Hall</b>		
<b>Block D- Dormitories (12 rooms, bathrooms, showers &amp; toilets)</b>		
<b>Block E- (Bedrooms X 6 with bathrooms, showers &amp; toilets)</b>		
	Strip clean and reseal.	Weekly

<p><b>Block F – Conference Facilities x 2</b></p> <p><b>Block G- Admin Block, Offices X2, Storeroom</b></p> <p><b>Block H- Restaurant: Kitchen, Dining Hall &amp; Bathroom</b></p> <p><b>Block J –Paved Open Space</b></p> <p><b>Block K- Exhibition Halls</b></p> <p><b>Block L- Exhibition</b></p> <p><b>Block M1- Projects</b></p> <p><b>Block M2- Luandry &amp; Media Centre</b></p> <p><b>Block N- Public Toilets</b></p> <p><b>Block P- Caretakers</b></p>		
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<b>House-Ablutions, Kitchen. Guardroom</b>		
<b>Furniture</b>	Natural/unsealed wood	
	- dust	Daily
	- polish	Twice weekly
<b>Partitions</b>	Spot clean.	Daily
	Clean glass with glass cleaner.	Daily
<b>Pictures</b>	Dust frames.	Daily
	Damp wipe frames.	As & when required
	Clean glass with glass cleaner.	As & when required
<b>Uncovered Pipes</b>	Dust and Damp wipe.	As & when required
<b>Power Skirt and Plugs</b>	Dust and damp wipe.	Daily
<b>Railings</b>	Dust and Damp wipe railings and glass panels	Daily

ITEMS	STANDARD CLEANING METHOD	FREQUENCY
<b>Rubbish Removals (meetings rooms and workstations)</b>	Empty bins	2x Daily
	Change bin liner (bathroom and kitchen).	Daily
	Damp wipe removes stains and disinfect.	Daily
<b>Walls</b>	Glass (normal height) – damp wipe.	Daily and when necessary
	High rise walls requiring special skills and equipment.	
<b>Windows</b>	Normal height windows	As & when required
	High-rise windows requiring special skills and equipment.	As & when required
<b>Workstation Screens</b>	Glass - Dust and damp wipe.	Weekly and/ or when necessary
	Fabric - Vacuum and Shampoo.	Monthly and/ or When necessary
<b>Tables</b>	In the kitchen – wet wipe & disinfect/sanitize. Other areas – as for “Desks”.	Daily
<b>Parking</b>	Remove litter.	Daily
	Remove dust using mechanical sweeper or broom.	Daily
	Remove oil spillage with degreaser	As & when required
<b>Kitchenettes</b>	Floors - damp mopped/wet wiped and dried.	Daily
	Walls and cupboard doors - wet wiped and dried.	Daily

	Washing kitchen utensils	2x Daily
	Cupboard storage cleaned, wet wiped and disinfected.	Weekly
	Microwave- cleaned, wet wiped.	Daily
	Fridge- cleaned, wet wiped.	Twice a week
<b>Lamps</b>	Dusted.	When necessary
	Wipe.	When necessary
<b>Showers</b>	Wet wipes	Daily
<b>ITEMS</b>	<b>STANDARD CLEANING METHOD</b>	<b>FREQUENCY</b>
<b>BATHROOMS</b>		
<b>Bathrooms</b>	Ensure usability and replenish consumables (toilet paper, hand towels; seat sanitizer and soap, etc.).	Daily
	Remove spoilage from bowl and under flush rim with hard surface cleaner and brush.	Daily
	Remove mineral deposits.	Daily
	Wet wash with disinfectant seat and lid, cistern and pipes, etc.	Daily
	Wet wipe doors and walls.	Daily

	<b>Note: It is the bidder's responsibility to ensure that ablutions are in a usable condition at all times.</b>	
<b>Basins</b>	Wet wipe with hard surface cleaner.	Daily and/or when necessary
	Remove mineral deposits.	Daily
<b>Accommodation Facilities</b>	Laundry	Daily/ as & when required
	Ironing	Daily/ as & when required
	Bedding	Daily/ as & when required
	Cleaning	Daily/ as & when required

### 3.4 Standard Hygiene Methods (Bhunga & Qunu Youth & Heritage Centre)

The Service Provider shall supply all hygiene consumables required to render the hygiene services and shall be responsible for the maintenance thereof. The service provider must ensure that defective equipment is either replaced or repaired within 12 hours from the time such equipment is reported by NMM Security, Facilities & Logistics representative.

Activities	Requirements	Service Frequency
<b>Sensor Hand Towels Dispenser</b>	Already on both sites	<ul style="list-style-type: none"> <li>• Serviced as and when</li> </ul>

Activities	Requirements	Service Frequency
<b>Plus (+) batteries</b>		required
<b>Wall waste bins</b>	Already available on both sites	<ul style="list-style-type: none"> <li>• Service as and when required</li> </ul>
<b>Q-Cut perforated double ply hand towels</b>	To be installed in all kitchen for drying hands	<ul style="list-style-type: none"> <li>• Delivered monthly</li> <li>• Replenished by the cleaning services personnel as and when required</li> </ul>
<b>Warm Air Dryers</b>	Already available on both site	<ul style="list-style-type: none"> <li>• Serviced as and when required</li> </ul>
<b>Toilet Roll Holders (TR 3)</b>	Already available on both site	<ul style="list-style-type: none"> <li>• Serviced as and when required. Toilet rolls replenished by the cleaning services personnel</li> </ul>
<b>Seat Hygiene</b>	To wipe the toilet seat	<ul style="list-style-type: none"> <li>• Monthly refill seat hygiene</li> </ul>

<b>Urinal Sanitizer</b>	Disinfect and clean the urinals in the male bathrooms	<ul style="list-style-type: none"> <li>• Serviced monthly by the service provider</li> </ul>
<b>No-Touch Sanitary Bins</b>	Already available on both sites	<ul style="list-style-type: none"> <li>• Empty and disinfect on a weekly basis</li> </ul>
<b>Hand Soap Dispenser</b>	Already available on both sites	<ul style="list-style-type: none"> <li>• To be serviced weekly i.e. replenish the hand soap</li> </ul>
<b>Digital Air Freshener</b>	Already available on both sites	<ul style="list-style-type: none"> <li>• Serviced and replenished by the service provider as and when required</li> </ul>
<b>Activities</b>	<b>Requirements</b>	<b>Service Frequency</b>
<b>Deep Cleaning</b>	<ul style="list-style-type: none"> <li>• Basins</li> <li>• Toilets</li> <li>• Urinals</li> <li>• Showers</li> <li>• Bathroom floors and walls</li> <li>• Kitchens (floors, cooking equipment etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly</li> </ul>
<b>Pest Control</b>	All areas in all buildings (Tamper proof boxes, rats/mice, cockroaches, paper mites' fleas, ants, etc (Qunu Youth & Heritage Centre)	<ul style="list-style-type: none"> <li>• Quarterly</li> </ul>

### 5.5 Staff Compliment Required

Building	Total Number of Staff Required	Number of Supervisor Required	Days per week
<b>Bhunga Building</b>	9 (minimum, both gender represented)	1 for each site	Monday - Sunday
<b>Qunu Youth &amp; Heritage Centre</b>	10 (minimum, both genders represented)		Monday - Sunday

### 5.6 Consumables/Equipment

All consumables/detergents should be of South African Bureau of Standards (SABS) acceptable quality standard. An acceptable quality standard would be the equipment of a brand name that is recognized within the facilities management industry as being durable in composition and reliable in service. Each serviced area needs to be allocated sufficient equipment per site.

The service provider shall be responsible for the maintenance of all equipment and ensure that defective equipment is replaced within 12hrs from the time which it was reported

#### **List of Equipment required, but not limited to the following:**

- Low-noise industrial vacuum cleaners;
- Industrial Mops;
- Janitorial trolleys (single and double);
- Step ladders (short and long);

- High-pressure cleaners;
- Industrial scrubbing machine with buffing accessories;
- Microfiber colour-coded cleaning clothes;
- Brooms, hand carpet brush, dust pans;
- Electrical extensions; and
- Wet floor caution signs, etc.

### **OHS Compliance**

- The bidder must confirm compliance with the Occupational, Health, and Safety Act.
- Provide your OHS Plan which includes Policy, Scope of Works /Safe Works

### **Statutory Labour Requirements**

- The bidder must comply with relevant statutory labour requirements.
- Provide letters of good standing from the relevant institutions/ departments on Workman's Compensation, UIF, and Provident Fund.
- Quarterly the service provider must provide proof of compliance

### **Insurance**

- The bidder must, at his own expense, take out sufficient insurance against any claims, costs, loss, and/or damage ensuing from his obligation and shall ensure that such insurance remains operative for the duration of this agreement. A copy of such insurance must be handed to NMM as part of the compliance evaluation process.

**Staff Uniform and Personal Protective Equipment (PPE)**

- The bidder must ensure adequate provision of PPE that is compliant to all regulatory requirements of the cleaning service.
- All personnel should wear an acceptable contractor's uniform i.e. the contractor's personnel outlook should befit that of a corporate environment in terms of aesthetics.
  
- The bidder should ensure that employees are easily identified by providing name tags depicting the company logo and name for their staff members i.e. company branded name tags.

**Cleaning Equipment, pest control and consumables supply**

- The bidder shall provide all general and specialized equipment required in the provision of this service.
- Consumables must be provided by the contractor.
- NMM will provide storage facilities/space in respect of equipment, chemicals, and consumables keeping.
- The bidder must use only SABS approved equipment & bio- degradable (eco-friendly) chemicals.

**Damage Compensation**

- The bidder will be responsible for any damages or thefts that may be caused, to NMM premises or contents by him/her or his/her employees due to their neglect, whether in the normal execution of their duties and claim for indemnification can accordingly be imposed by NMM against the service provider.

### **Contractor Induction**

- The bidder will be expected to attend an induction meeting where a formal handover will be conducted and be familiarized with NMM site compliance requisites, policies and procedures prior to commencement of the service contract.
- The bidder must, in the induction meeting, bring all staff to be deployed at the NMM with the following information: Name, Address and ID Number.  
**NB: NMM reserves the right to request removal of any personnel on site deemed not to be compliant with NMM policies and procedures.**

### **Cleaning Staff**

- The bidder shall ensure that the personnel to be deployed at NMM are vetted and have no criminal records. *Note: NMM reserves the right to verify such before work commencement.*
- The cleaning staff and management on site must be able to communicate, read and write in English.
- No information concerning NMM activities may be furnished to the public or news media by the contractor and his employees.
- The cleaning staff are prohibited from reading documents in offices or doing unnecessary handling thereof.
- All contractor management/ supervisory staff should have access to cellphone 24/7 for ease of communication in cases of emergency.

## **4. TERMS AND CONDITIONS**

- All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. NMM is not liable to pay such costs and expenses or to reimburse or compensate

service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.

- NMM reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- NMM may require responsive bidders to present and discuss their proposals in person.
- NMM reserves the right not to make any appointment from the proposals submitted.
- Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of NMM.
- Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.
- NMM reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- Any and all project proposals shall become the property of NMM and shall not be returned.
- The bid offers and proposals should be valid and open for acceptance by NMM for a period of 120 days from the date of submission.
- NMM reserves the right not to award the bid to the bidder that scores the highest points. Disputes that may arise between NMM and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract, an original signed copy of which must be submitted together with all other bid documentation.
- All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.

- The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes, verification of supplier and its shareholders / directors / members' status on the list of defaulters and restricted suppliers.
- After the successful service provider has received the appointment letter, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.
- No tender shall be awarded to a bidder whose name (or any of its directors or partners or associates and/or attorneys) appears on the Register of Defaulters kept by the Treasury, or who have been placed on the National Treasury's List of Restricted Supplies. The NMM reserves the right to withdraw an award or cancel the Service Level Agreement concluded with the bidder should it be established, at any time, that a bidder has been blacklisted with the National Treasury by any Government Institution
- No tender shall be awarded to a bidder whose tax affairs are not in order. NMM reserves the right to withdraw an award made, or cancel the Service Level Agreement concluded with the successful bidder(s) should it be established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the NMM

## **5. ACCOUNTABILITY**

- The service provider will be accountable to and under the direction of the CEO of the NMM in the performance of the assignment duties.

## **6. PRICING INSTRUCTION**

- The provision of cleaning services must be rendered as per the requirements of the NMM, and it must be invoiced on completion;

- The bid and the total price for the provision of cleaning services may not be exceeded;
- Amounts due to the Service Provider shall be paid by the NMM within thirty (30) days of receipt of the invoice.
- The NMM reserves the right by giving written notice to the service provider to stop the works' progress at any time. Should the client exercise this right, the NMM will pay the service provider for work done and expenses incurred only up to the time that the notice was given.

## **7. APPLICABLE POINT SYSTEM**

(1) Points for this shall be awarded for:

(a) Price; and

(b) Specific Goals.

(c) Where 80 points will be allocated for price and 20 points allocated specific goals

(2) The NMM will utilize the following preference criteria, captured on the table below: -

Category		Sub-categories	Specific goals points	Verification documents
Local Supplier	5	OR Tambo supplier	5	CIPC Registration Certificate (CK)
		Eastern Cape Supplier	4	
		Anywhere in South Africa	3	

		Non-South African	0	or Proof of residence
Women-owned supplier	4	Black African Women	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Black African Women	2	
Youth Owned Supplier	4	Youth Owned (< 35-year-old persons)	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Youth Ownership (> 35-year-old persons)	2	
People living with disabilities	3	People living with disabilities	3	CSD Report
Small Micro, Medium & Enterprises	4	SME – Owned by people with disability	4	CSD Report
		SME – Black owned	3	Sworn Affidavit (BBBEE Affidavit)

		SME Other	–	2	
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## 8. RETURNABLE DOCUMENTS

Service providers are required to submit all the returnable documents together with their proposals. ***Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFP will result in a respondent's disqualification. Respondents are therefore urged to ensure that all these Documents are returned with their Proposals. Failure to submit the Supporting documents for functionality scoring will result in a score of zero.***

### 7.1 Compulsory Returnable Documents

- Duly signed & completed **SBD 1** Invitation to BID
- SBD 2 Tax Clearance Requirements
- Duly signed & completed **SBD 3.3** Pricing Schedule
- Duly signed & completed **SBD 4** Declaration of Interests form.
- Duly signed & completed SBD 6.1 Preference points claim form (valid BBEE certificate must be submitted together with this completed document).
- Duly signed & completed **SBD 7.2** Contract Form (Rendering Services).
- General Conditions of Contract
- Duly signed & completed **SBD 8** Declaration of Bidder's Past Supply Chain Management Practices.
- Duly signed & completed Duly signed & completed **SBD 9** Certificate of Independent Bid Determination.
- Proof of CSD registration
- Proof of registration with National Contract Cleaners (NCCA) or any other cleaning affiliation
- Proof of wage paid to employees; should not be less than minimum wages as per:
  - Labour Relations Act
  - UIF Letter of good standing

- COIDA letter of good standing
- Certificate/ records of compliance with Occupational Health and Safety Act (OHSA)
- Proof of minimum R 1 000 000 (R1m) liability cover or letter of intent
- 3 months financial guarantee (bank guarantee letter) {bidders must submit a financial guarantee confirming that they will be able to pay their employees, and supplier and render the services for at least a period of 3 months}

## 7.2 Supporting Returnable Documents (for functionality scoring)

- Project Proposal
- Proof of delivery capacity
- Proof of relevant qualifications
- Proof of company experience

## 7.3 Essential Supporting Documents

Specific goals verification documents listed on the applicable preference point system below must be submitted to the NMM on or before the closing date and time ***(failure to submit on or before the closing date will result in an automatic score of zero for preference)***

## 9. VALIDITY PERIOD

- Bid submissions **must** be valid for a period of 120 days.

## **10. COMPULSORY SITE INSPECTION MEETING**

Bidders must attend a compulsory site inspection meeting scheduled as follows:

**Date: 22 March 2023**

**Venue: Qunu Youth & Heritage Centre, then Bhunga Building**

**Time: 10:00**

**Bhunga Building**

**12:30**

## **11. EVALUATION CRITERIA**

- **Phase one:** Compliance to the terms of reference and conditions of the tender. Failure to submit the stipulated compulsory returnable documents of the tender will automatically disqualify your tender on this phase.
- **Phase two:** The bid will be evaluated and adjudicated using the 80/20 system (80 for Price and 20 for Specific Goals). Functionality will be scored at a maximum of 100 points whereby the bidder must obtain a **minimum of 70 points** to qualify for the financial evaluation according to the criteria captured in the table below:

<b>CRITERIA FOR FUNCTIONALITY</b>	<b>BREAKDOWN OF POINTS</b>	<b>WEIGHT</b>
<b>Project Proposal</b>  <b>The service provider must provide NMM with the project implementation and rollout plan for cleaning, hygiene and pest control services. Please</b>	Excellent =20 points	<b>20</b>

<p><b>outline how the following regulations are adhered to.</b></p> <ul style="list-style-type: none"> <li>• <b>The service provider must demonstrate if they have the necessary capacity to provide the required service. This may include but not limited to the following. o Resources e.g. equipment, staff, etc.</b></li> <li>• <b>Procedure to be followed in the preparation for commencement of the contract.</b></li> <li>• <b>Sourcing of material required for this tender</b></li> <li>• <b>Timeline for implementation.</b></li> <li>• <b>Training Plan for proposed staff.</b></li> </ul>	<p>Good = 11 -15 points</p> <p>Average = 10 points</p> <p>Poor =1- 9 points</p> <p>Not submitted= 0 points</p>	
<p><b>List of current and active contracts</b></p> <p>The service provider must submit a list of current and active cleaning contracts. The list should contain at least the following information</p> <ul style="list-style-type: none"> <li>- Contract value</li> <li>- Start and end date (duration)</li> <li>- Client details (location, contact details, contact person)</li> </ul>	<p>5 or more active contracts= 10 points</p> <p>3-4 active contracts = 6 points</p> <p>Less than 3 active contracts = 4</p> <p>No submission= 0 points</p>	<b>10</b>

<p><b>Physical verification of active contracts sites by NMM personnel will be conducted for the top 3 scoring bidders for price &amp; BBEE.</b></p>		
<p><b>Relevant Qualifications</b></p> <p><b>Relevant health and safety certificate</b></p>	<p>Relevant certificate= 10 points</p> <p>Irrelevant certificate/ failure to submit = 0 points</p>	<p><b>10</b></p>
<p><b>Company Experience</b></p> <p><b>The company demonstrates proof of rendering similar services, it must provide the NMM with contactable references (current and/or completed). Please provide signed letters of reference, including the company name, contact person and contact details (telephone number and e-mail) in the recommending company's letterhead. Reference letters must not be older than 5 years.</b></p> <p><b>No appointment letters or Purchase Orders will be accepted.</b></p>	<p>7 or more reference letters= 40 points</p> <p>5-6 reference letters= 30 points</p> <p>3-4 reference letters = 20 points</p> <p>1-2 reference letters= 5 points</p> <p>No reference letters submitted =0 points</p>	<p><b>40</b></p>

<b>Financial Guarantee</b>  <i><b>“The responding bidder must show the capacity to deliver a sustainable service for a period of three (3) months without external support. The financial guarantee must be equivalent to 3 months bid price</b></i>  <i><b>To do so a Bank guarantee letter must be provided, and this will count for 20 points toward the Functionality score</b></i>	Within OR Tambo region= 20 points  Within the Eastern Cape=15 points  Within the borders of South Africa=10 points  Outside South Africa= 0 points  No proof submitted= 0 points	<b>20</b>
<b>TOTAL</b>	<b>100</b>	

## **12. SUBMISSION OF TENDERS**

The bid submissions must be returned to the **Nelson Mandela Museum, Bhunga Building, Corner Nelson Mandela Drive & Owen Street, Mthatha.**

- Service providers are requested to furnish the NMM with two copies of their submissions (an original and a copy).

- Submissions are to be deposited in the allocated Tender Box clearly marked with reference and this bid's title.
- NMM will not be responsible for any submissions placed in an incorrect box and submissions left with the security officers or any employee of the NMM, which may lead to the submission not deposited into the tender box by the closing date.
- NO LATE, FAXED OR EMAILED QUOTATIONS SHALL BE ACCEPTED.
- **CLOSING DATE FOR THE SUBMISSION OF PROPOSALS IS**  
**5th April 2023 @ 12:00**
- **Tender documents will be sold for a non-refundable fee of R300, deposited into:**

**ABSA BANK**

**Account Number: 405 200 2226**

**Branch Code: 632 005**

**Reference: NMM-2022-05 + Name of the bidding company**

**Email proof of payment to [mihlali@nelsonmandelamuseum.org.za](mailto:mihlali@nelsonmandelamuseum.org.za)**

**NB: Service providers who bought the tender documents when the tender was initially advised, need not to re-pay the non-refundable R300. They are however required to re-send their proof of payment and request the updated bid document to the above mentioned email address.**

**Tenders submitted on the old bid documents will NOT be considered.**

### **13. DISCLAIMERS**

The NMM is not committed to any course of action as a result of its issuance of this bid document and/or its receipt of a bid in response to it. Please note that the NMM reserves the right to:

- modify the bid document's service(s) and request Respondents to re-quote on any changes;
- reject any bid submission which does not conform to instructions and specifications which are detailed herein;
- disqualify bids submitted after the stated submission deadline;
- not necessarily accept the lowest priced bid;
- cancel the tender

### **14. ENQUIRIES**

All communications and enquiries/requests for clarification relating to this proposal should be directed to the contact person:

Ms M Mputa
Tel: 047 501 9504
Email: <a href="mailto:mihlali@nelsonmandelamuseum.org.za">mihlali@nelsonmandelamuseum.org.za</a>
Supply Chain Specialist
Mr L. Nongcaula
Tel: 047 501 9517
Email: <a href="mailto:lihle@nelsonmandelamuseum.org.za">lihle@nelsonmandelamuseum.org.za</a>

SFL Manager

***All inquiries must be forwarded to the relevant NMM personnel by no later than 28 March 2023 @ 16:30.***

**Dr Vuyani Boo**

**Chief Executive Officer**

