

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING SERVICES, HYGIENE SERVICES, FUMIGATION/PEST CONTROL, AND FOOD SERVICE AID FOR THE DEPARTMENT OF MINERAL RESOURCES AND ENERGY (DMRE) EASTERN CAPE EAST LONDON (WAVERLEY OFFICE PARK) OFFICE FOR A PERIOD OF TWENTY-FOUR (24) MONTHS SUBJECT TO PERFORMANCE REVIEW.

1. BACKGROUND

1.1 In accordance with the provision of the Occupational Health and Safety Act (No: 85 of 1993), all National and Provincial government Departments are obliged to provide a clean, healthy, hygienic, and safe working environment.

1.2 The Department of Mineral Resources and Energy intends to appoint a service provider to render cleaning services, hygiene services, fumigation/pest control, and food service aid for the Eastern Cape regional office in East London.

1.3 The total office space square meters 602.67 are of which 352,67 is carpeted area and 200 is tiled area.

1.4 DMRE Eastern Cape regional office is situated at **3-33 Phillip Frame Park, Waverley Office, Chislehurst, East London.**

2. CONTRACT PERIOD

2.1 The expected duration of the project is twenty-four (24) months after the signing of a contract subject to performance review.

3. OBJECTIVE

3.1 The main objective of this project is to provide, as far as reasonably practicable, a working environment that is safe and without risk to the health of employees and visitors in compliance with the provision of the Occupational Health and Safety Act. (OHSA)

4. SCOPE OF WORK

4.1 Cleaning Services

- 4.1.1 The service provider shall be expected to render cleaning services for the office, which is comprised of closed and open plan offices, boardrooms/meeting rooms, kitchens, bathrooms, storerooms, printing areas, file achieves, registry offices, receptions, foyers, lift lobby, and staircases.
- 4.1.2 The service provider is expected to perform sweeping, dusting, scrubbing, polishing, wall and furniture wiping, and damp mopping on a daily basis.
- 4.1.3 The service provider is expected to render vacuum carpet, furniture polish, floor buffing, spots buffing, interior window washing, cleaning of window blinds, wall wiping, dusting off light fittings, ceiling, and air conditioning defuses/vents on weekly and monthly.
- 4.1.4 The service provider is expected to perform quarterly carpet wash, and it shall be arranged for weekends.
- 4.1.5 The cleaning services shall be rendered from Monday to Friday during office working hours from 06h30 to 15h00, excluding weekends and public holidays unless where otherwise specified.
- 4.1.6 The service provider shall deploy a minimum of two (2) cleaners and one (1) supervisor.
- 4.1.7 The service provider shall retain one cleaner until 16h00 every day to be on standby in cases of emergency and spillages.

4.2 Fumigation/pest control

- 4.2.1 The service provider shall supply, install, and service 30 disposable rodent traps every month.
- 4.2.2 The service provider shall fumigate the offices on a quarterly basis with the chemical not harmful to humans. The fumigation shall be conducted during the weekend.
- 4.2.3 The service provider shall treat insects/cockroaches with relevant paste or pesticides as and when required.
- 4.2.4 The department reserves the right to verify chemicals for health purposes.

4.3 Foodservice aid

- 4.3.1 The service provider shall perform preparations for meetings or workshops by setting up drinking water; hot water, and tea/coffee in advance before the start of every meeting or workshop. The Department will provide groceries and crockery.
- 4.3.2 The boardroom shall be cleaned after every meeting or workshop and replenishment of drinking water, hot water, and tea/coffee.
- 4.3.3 The service provider shall prepare hot water and wash cups and cutlery for the officials twice a

day at 10h30 and 14h00. The Department will provide urns, flasks, and kettles.

4.3.4 The service provider shall provide all cleaning detergents required.

4.4 Hygiene Services:

Supply and installation of dispensers

4.4.1. Supply and install 5 liquid gel seat wipes dispensers.

4.4.1 Supply and install 3 automated air freshener dispensers.

4.4.2 Supply and install 3 hand paper towel dispensers.

4.4.3 Supply and install 3 hand soap dispensers.

4.4.4 Supply 3 wastepaper bins

4.4.5 Supply 3 sanitary bins

4.5 Replenishment of consumables

Replenish air freshener refills for 3 dispensers twice a month.

4.5.1 Replenish hand paper towels for 3 dispensers three times a day.

4.5.2 Replenish hand soap for 3 dispensers once a week.

4.5.3 Service 3 waste bins three times a day.

4.5.4 Service 3 sanitary bins once a week

4.5.5 Replenish one-ply first-grade toilet paper three times a day.

4.5.6 Supply 2 urinal mats twice a month.

4.6 Deep cleaning

4.6.1 The service provider is expected to conduct deep cleaning on 5 toilet bowls, 3 basins, and 1 urinal every six months

DELIVERABLES OR PROJECT OUTPUT

5.1 The service provider shall during the period of the contract ensure that the office is continuously cleaned, spotless, healthy, and hygienic to enable a conducive working environment as per the scope of work,

- 5.2 The service provider shall provide enough equipment and dispensers to enable the smooth running of cleaning services.
- 5.3 The service provider shall continuously provide enough consumables and cleaning material as required.
- 5.4 The service provider shall ensure that enough supplies are kept in the storage provided as a backup in case of sudden shortage thereof.
- 5.5 The service provider shall develop and monitor a schedule for fumigation, carpet washing, and deep cleaning and cleaning services checklists.
- 5.4 The service provider shall ensure that the deployed staff is always representable and identified.

6. REPORTING REQUIREMENTS

- 6.1. The service provider shall report to the relevant Regional Manager.
- 6.2. The service provider shall conduct daily inspections on quality and standards and weekly written reports shall be submitted to the Regional Manager.
- 6.3. The service provider shall report on a daily basis to the Regional Manager any defects such as broken mirrors, blocked toilets/ urinals, broken windows, etc. that they might come across during the cleaning of the building.
- 6.4. The service provider shall convene quarterly meetings with the Regional Manager/Director: Auxiliary Support regarding performance, specific problems, suggestions, improved methods, and work programs, tenant's complaints and remedial action, and all matters related to this contract.
- 6.5. The service provider shall ensure that additional resources are made available to augment employee absenteeism caused by any form of leave.

7. COMPANY EXPERIENCE

- 7.1. The service provider must have a minimum of five (5) years of reputable operational experience in cleaning services, hygiene services, and pest/fumigation control.
- 7.2. The service provider must have obtained experience in cleaning office space of a minimum of 1000 square meters as one project.

- 7.3. The service provider must provide signed testimonial/s on the business letterhead, not older than 3 years from current/ex-clients as proof of service rendered and Purchase orders for goods and services or appointment letters to support the testimonial.
- 7.4. The content of the testimonial/s must indicate contactable reference/s, period, square meters, and services rendered as proof that they had facilitated a similar project/s successfully.
- 7.5. The company experience will be determined by valid and signed testimonial/s.
- 7.6. The Department reserves the right to verify the testimonial/s.

8. QUALIFICATION AND EXPERIENCE OF SUPERVISOR

- 8.1. The team supervisor must have a minimum grade twelve (12) certificate or N3.
- 8.2. A higher qualification (NQF6) and supervisory certificates will be added as an advantage.
- 8.3. The team supervisor must have a minimum of three (3) years of supervisory experience in the cleaning services industry.
- 8.4. The service provider must provide a comprehensive CV of the team leader/supervisor indicating relevant experience and a certified copy of the qualifications.

9. PROJECT PLAN

- 9.1. The service provider shall provide a detailed cleaning services project plan indicating daily duties with time frames and order of preference.
- 9.2. The project must also indicate weekly, monthly, quarterly, and six-monthly duties.
- 9.3. The project plan must indicate a detailed replenishment frequency of consumables as per the scope of work.
- 9.4. The project plan must indicate the monitoring and assessment of cleaning services.
- 9.5. The project plan must indicate the contingency plan in cases of emergency.
- 9.6. The service provider shall provide a Health and Safety plan in compliance with the Occupational Health and Safety Act (OHSA) in the office working environment.
- 9.7. The Health and Safety plan must indicate the induction and training procedures.

10. INFRASTRUCTURE

- 10.1. The service provider shall provide lists as follows.
 - 10.1.1. Indicate and quantify all appropriate cleaning materials to be supplied per month.
 - 10.1.2. Indicate and quantify all consumables to be supplied per month.

- 10.1.3. Indicate and quantify all equipment required for the project.
- 10.1.4. Indicate the fumigation chemical is not harmful to humans.
- 10.1.5. Indicate and quantify the type of rodent traps.
- 10.1.6. Indicate and quantify all required dispensers.
- 10.1.7. The service provider shall provide a copy of the current signed contract of employment and pay slip of a cleaner as an example.
- 10.1.8. The service provider shall provide bathroom and cleaning services checklists.
- 10.1.9. All the required supplies indicated above must be of the South African Bureau of Standard (SABS) and the Department reserve the right to verify the supplies.

11. ROLES AND RESPONSIBILITIES

- 11.1. The Department will provide support with all reasonable requests of the service provider to enable the service provider to perform its duties in terms of the contract.
- 11.2. The Department will provide storage facilities and change rooms.

12. CONFIDENTIALITY OF INFORMATION

- 12.1. Any patents or copyright developed from this project will belong to the Department.
- 12.2. The service provider will sign a confidentiality agreement regarding the protection of DMRE information that is not in the public domain.

13. PAYMENT

- 13.1 The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of service that will be agreed upon by both parties and receipt of an original invoice.

14. TAX CLEARANCE CERTIFICATE

- 14.1. The potential service provider/s must ensure compliance with their tax obligations.

- 14.2. The potential service provider/s is/are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 14.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.
- 14.4. The potential service provider may also submit a printed TCS together with the proposal.
- 14.5. In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.
- 14.6. Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

15. EVALUATION METHODOLOGY

Bids will be evaluated on

- (i) Compliance and technical review
- (ii) Mandatory requirements
- (iii) Functionality and point system.

15.1 Phase 1: Compliance and Technical Review:

15.1.1. Each submission is checked for compliance. The following documents are required:

A valid Tax Clearance Certificate and/ or unique PIN issued by SARS and/ or CSD Registration number	
Signed SBD forms	
Proof of CSD registration	
Copy ID's of Company Directors/Managing Directors and the project team member (s) for vetting purposes	
CIPC Registration certificate	

15.1.2 The following are mandatory failure to attach mandatory documents will invalidate your bid.

The valid registration of the accredited cleaning services institutions.	Disqualification
The valid registration for office pest and fumigation control with the Department of Agriculture	Disqualification

15.1.3 Bidders will be evaluated based on functionality. The minimum threshold for functionality is 80 out of 100 points. Bidders who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and preference points for specific goals.

NO	CRITERIA	SCORING	WEIGHTS
1	Company Experience: (i) Service provider must have five (5) years of operational experience in rendering cleaning services, hygiene services, and pest control/fumigation. (ii) The service provider must provide testimonial/s indicating an experience period of 5 years, servicing office space of 1000 m² as a minimum.	• Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating eight years and above experience rendering cleaning services for office space of 3000 m² = 05 points. • Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating six to seven years' experience rendering cleaning services for office space of 2000 m² = 05 points.	25

		• Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating five years' experience rendered cleaning services for office space at a minimum of 1000 m² = 03 points. • Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating two to four years' experience rendered cleaning services for office space of 700 = 02 points. • Testimonial/s indicating one year or no experience cleaning office space minimum of 500m² = 01 point	
2	Supervisor experience: (i) The team leader/supervisor must have at least three years of supervisory experience in the office cleaning industry.	• Cleaning services supervisory experience of five years and above = 5 points. • Cleaning services supervisory experience of four years = 4 points. • Cleaning services supervisory experience of three years = 3 points.	15

		• Cleaning services supervisory experience of two years = 2 points. • Cleaning services supervisory experience of one year = 1 point.	
3.	Supervisor qualifications: (i) The supervisor must have obtained a minimum of grade twelve (12)/ N3 certificate. (ii) Copies of the certified certificate/qualification must be attached. (iii) Cleaning services supervisory certificate/s will be added as an advantage (iv) Higher qualifications (NQF6) and supervisory certificate/s will be added as an advantage	• Grade twelve (12/ N3) certificate and higher qualification (NQF6) = 5 points • Grade twelve (12) /N3 and cleaning services supervisory certificate/s = 4 points • Grade twelve (12) / N3 certificate and = 3 points • Grade eleven (11) qualification or statement = 2 points • Grade ten (10) and below = 1 point	05
4	Project Plan: 1.1 Detailed daily duties with time frames with an order of preference. 1.2 Detailed weekly, monthly, quarterly, and six-monthly duties. 1.3 Detailed replenishment frequency for consumables.	• Detailed project plan with daily, weekly, monthly, quarterly, and six-monthly duties with time frames and order of preference. Detailed contingency plan. Detailed replenishment frequency for consumables. Detailed monitoring and	20

	1.4 The monitoring and assessment of cleaning services. 1.5 The contingency plan in cases of emergency. Health and Safety Plan (i) The service provider shall provide a Health and Safety plan in accordance with the provision of the Occupational Health and Safety Act (OHSA) in the office working environment. (ii) The Health and Safety plan must indicate the induction or training procedures.	assessment. Proposal/s for regular improvements. = 5 points • Adequate project plan with daily, weekly, monthly, quarterly, and six-monthly duties with time frames and order of preference. Detailed contingency plan. Adequate replenishment frequency for consumables. Adequate monitoring and assessment. = 3 points • Inadequate project plan without one of; daily, weekly, monthly, quarterly, and six-monthly duties with time frames and order of preference. Inadequate contingency plan. Inadequate replenishment frequency for consumables. Inadequate monitoring and assessment. = 2 points • No indication or attachment of project plan =1 point • Detailed Health and Safety plan in compliant with OHSA for office environment. The health and safety must be aligned to the project. The detailed induction or training procedures = 5 points.	05
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	(iii) The health and safety plan must be aligned to the project.	• Adequate Health and Safety in compliant with OHSA for office environment. The health and safety plan must be aligned to project. Adequate induction and training procedures. =3 points • Inadequate health and safety plan. The health and Safety plan is not aligned to the project. No indication of induction or training procedures. = 1 point.	
	Infrastructure (i) Indicate all appropriate cleaning material and quantity to be supplied per month. (ii) Indicate all appropriate consumables and quantity to be supplied per month. (iii) Indicate the fumigation chemical not harmful to humans, and the quantity of rodent traps to be supplied every two months. (iv) Indicate all required dispensers to be supplied. (v) The service provider shall provide the current signed contract of employment and pay slip of a cleaner as an example. (vi) The service provider shall provide a bathroom and cleaning services checklists. (vii) All the required supplies indicated above must be of South African Bureau of	• Detailed indication for supply of cleaning material per month. Detailed indication for supply of consumables per month. Detailed indication of fumigation chemical not harmful to humans and supply of rodent traps. Detailed indication of all dispensers. The service provider must attach the current signed contract of employment and pay slip of a cleaner. The service provider must provide bathroom and cleaning services checklists. The service provider must	30

	Standard (SABS) and the Department reserve the right to verify the resources.	indicate that all required supplies are SABS approved. The proposal for regular improvements or indication of extra supplies = 05 points. • Adequate indication for supply of cleaning material per month. Adequate indication for supply of consumables per month. Adequate indication of fumigation chemical not harmful to humans and supply of rodent traps. Adequate indication of all dispensers. The service provider must attach the current signed contract of employment and pay slip of a cleaner. The service provider must provide bathroom and cleaning services checklists. The service provider must indicate all required supplies are SABS approved. = 03 • Inadequate indication of supply of cleaning material. Inadequate indication of supply for consumables per month. Inadequate indication of fumigation	
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		chemical not harmful to humans and supply of rodent traps. Inadequate indication of all dispensers. No indication of the current signed contract of employment and pay slip of a cleaner. No bathroom or cleaning services checklists. No indication of SABS approved. = 02 • No indication or attachment of infrastructure = 01	
Total			100

For purpose of evaluating functionality, the following values will be applicable:

1=	Very poor	Does not understand the requirements
2=	Poor	Will not be able to fulfil the requirements
3=	Average	Will partially fulfil the requirements
4=	Good	Will be able to fulfil the requirements
5=	Excellent	Will fully fulfil the requirements

16. PHASE 2: PRICING AND SPECIFIC GOALS

16.1. Bids will be evaluated on the 80/20 preference point system as outlined in the Procurement Preferential Regulation of 2022. Bidder that scores the highest points in this phase will be awarded the tender.

CRITERIA	WEIGHT
Price	80
SPECIFIC GOALS	20

16.2. COST / PRICING

16.2.1. The service provider will be requested to provide a quoted proposal regarding the work to be undertaken.

16.2.2. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).

16.2.3. The service provider should provide hourly rates as prescribed by the Department of Public Service and Administration (DPSA), Auditor-General (AG), or the body regulating the profession of the consultant.

16.2.4. The Service Provider should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:

- i) Hotel Accommodation – R1550 per night per person, including breakfast, dinner and parking
- ii) Air travel must be restricted to economy class
- iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

16.3. SPECIFIC GOALS

16.3.1. Provisions of the Preferential Procurement Policy Framework Act (PPPFA) of 2000 and its regulation of 2022 will apply in terms of awarding points.

16.3.2. Bidders who do not submit proof for specific goals claimed will not qualify for preference points for specific goals.

16.4. The table below depicts the specific goals to be claimed by the bidder:

SPECIFIC GOAL	NUMBER OF POINTS FOR (80/20 PREFERENCE SYSTEM)	MEANS OF VERIFICATION
1.Enterprise owned by Black people	4	Identity Documents and CIPC document
2.Enterprise owned by Women	4	Identity Documents and CIPC document
3. Enterprise owned by Youth	4	Identity Documents and CIPC document
4.Enterprise owned by Disabled persons	4	Medical Certification
5. Enterprise owned by SMME'S – QSE and EME	4	B-BBEE / Sworn affidavit issued by SANAS Accredited Agency or the DTIC

17. SPECIAL CONDITIONS OF THE CONTRACT

- 17.1. The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 17.2. The appointed service provider will be subjected to security screening and vetting by the State Security Agency.
- 17.3. The successful service provider will be subject to enter into signing of the Service Level Agreement (SLA) with the department.
- 17.4. The service provider must comply with the provision of Occupational Health and Safety Act (OHSA) and Compensation of Injury and Disease Act (COIDA).
- 17.5. After appointment, the department reserves the right to conduct verifications with the Department of Labour to check compliance and registration status of UIF, COIDA and provident fund.
- 17.6. The successful service provider shall provide acceptable protective clothing/uniform and name tags for staff members.

18. FORMAT OF SUBMISSION OF PROPOSAL

- 18.1. Service providers are requested to submit two (2) copies of technical proposals plus the original.
- 18.2. Service providers are requested to index their proposals for easy reference.

19. PRE-BID MEETING / BRIEFING SESSION DETAILS-

- 19.1. A compulsory briefing session will be held **on 28th July 2023 at 10:00** at the **Department of Minerals Resources and Energy Head Office at Western Cape regional office is situated at Atterbury Building (9th and 10th floors), corner Riebeek and Lower Burg Streets, Cape Town.**
- 19.2 Bidders must ensure that they sign a register during a compulsory briefing session to confirm attendance. Failure to sign the register to confirm attendance will invalidate your bid.

20. SUBMISSION OF TENDER BIDS

- 20.1. Proposals must be submitted on or before **14 AUGUST 2023,11:00** at The **Department of Minerals Resources and Energy Head Office at Matimba House, 192 Visagie Street, corner of Visagie and Paul Kruger Street, Pretoria.** (Tender box is located at the reception ground floor)

21. ENQUIRIES

- 21.1 **All general enquiries relating to bid documents should be directed to:**

Mr Samuel Msiza

Tel No: (012) 444 3000 /406 7910

E-mail: Nonhlanhla.Zingwevu@dmre.gov.za/Samuel.msiza@dmre.gov.za

- 21.2 **Technical enquiries can be directed to:**

Ms Naledi Salagae

Tel No: (012) 406 7322

E-mail: Naledi.Salagae@dmre.gov.za