
TERMS OF REFERENCE FOR CLEANING SERVICES, HYGIENE SERVICES, FUMIGATION/PEST CONTROL, AND FOOD SERVICE AID FOR A PERIOD OF THIRTY-SIX (36) MONTHS IN MPUMALANGA REGIONAL OFFICE.

1. BACKGROUND

- 1.1 Per the provisions of the Occupational Health and Safety Act (No: 85 of 1993), all National and Provincial governments and 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 in Mpumalanga Regional Office in Witbank.
- 1.3 The office has a total office space of 3852 square meters of which 3000 square meters are carpeted floor and 852 square meters is tiled floor. The address is Save Ways- Crescent Center, corner of OR Tambo and Mandela Road.

2. CONTRACT PERIOD

The contract period of the project is thirty-six (36) months after the signing of the service level agreement.

3. OBJECTIVE

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

4. SCOPE OF WORK

- 4.1 The service provider shall be expected to render cleaning services for the office building, which is comprised of closed and open-plan offices, boardrooms/meeting rooms, kitchens, bathrooms, storerooms, printing areas, file archives, registry offices, receptions, foyers, lifts, and staircases.
- 4.2 The service provider is expected to perform sweeping, dusting, scrubbing,

polishing, wall and furniture wiping, and damp mopping on a daily basis.

- 4.3 The service provider is expected to render vacuum carpet, furniture polish, floor buffing, spots buffing, interior window washing, wall wiping, dusting off light fittings, ceiling, and air conditioning defuse/vents on a weekly and monthly.
- 4.4 The service provider is expected to perform quarterly carpet wash, and it shall be arranged for weekends.
- 4.5 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.
- 4.6 The service provider shall deploy a minimum of four (4) cleaners and one (1) supervisor.
- 4.7 The service provider is required to retain one cleaner until 16h00 at each office every day until in cases of as and when the crisis arises.

4.2 Fumigation/pest control

- 4.2.1 The service provider is expected to supply 40 rodent traps and service them every month.
- 4.2.2 The service provider is expected to fumigate the office on quarterly basis with the chemical not harmful to humans and it shall be arranged for weekends.
- 4.2.3 The service provider is expected to treat insects/cockroaches with relevant paste every month and pesticides as and when required.
- 4.2.4 The Department reserves the right to verify chemicals for health purposes.

4.3 Food service aid

- 4.3.1 The service provider is expected to perform the boardroom preparation layout by setting up drinking water; tea/coffee etcetera in advance before the start of the 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 water, tea, coffee etcetera.
- 4.3.3 The service provider is expected to prepare hot water and wash cups and cutlery of the officials twice a day at 11h00 and 14h00.
- 4.3.4 The service provider shall provide dish soap, dish cloths, and all necessary kitchen cleaning supplies required.

4.4 Hygiene Services:

4.4.1 Supply and installation of dispensers

- 4.4.1.1 Supply and install 15 liquid seat wipes dispensers.
- 4.4.1.2 Supply and install 5 automated air fresheners.
- 4.4.1.3 Supply 10 sanitary bins.
- 4.4.1.4 Supply and install 5 hand soap dispensers.
- 4.4.1.5 Supply and install 5 hand paper towels.
- 4.4.1.6 Supply and install 5 waste bins.

4.5 Replenishment of consumables

- 4.4.1. Replenish 15 liquid seat wipes dispensers twice a month.
- 4.4.2. Replenish 5 automated air freshener dispensers twice a month.
- 4.4.3. Service 10 sanitary bins once a week.
- 4.4.4. Replenish 5 hand soap dispensers twice a week.
- 4.4.5. Replenish 5 hand paper towels three times a day.
- 4.4.6. Replenish 15 double toilet holders three times a day (first-grade single-ply)
- 4.4.7. Service 5 waste bins three times a day.
- 4.4.8. Supply 7 urinal mats twice a month.

4.6 Deep cleaning

4.6.1 The service provider is expected to perform deep cleaning with hot steam and relevant chemicals to remove stains for the 15 toilet bowls, 8 basins, and 7 urinals every six months and it shall be arranged for weekends.

5. DELIVERABLES OR PROJECT OUTPUT AND/OR OUTCOME

- 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 as a backup in case of sudden shortages.
- 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 presentable and identified.

6. EVALUATION CRITERIA

This bid will be evaluated in four stages, i.e. functionality, mandatory requirements, administrative compliance, and point scoring system.

6.1 Gate 01 - Functionality

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is **80%**. Bidders who score less than **80%** will be disqualified. Only bidders who score **80% or more** will be considered further.

Note: The points allocation stated here are for illustration purposes. The weights per criteria should be determined per tender.

No.	Evaluation criteria	Points	Weight
1.	<p>Company Experience</p> <p>The service provider must have a minimum of five (5) years of operational experience in rendering cleaning services, hygiene services, and pest control/fumigation.</p> <p>The service provider must provide testimonial/s indicating an experience period of 5 years, servicing office space of 3000m² as a minimum.</p>	<p>Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating eight years and above experience rendered cleaning services for office space of 3,000 m² = 05 points.</p> <p>Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating six to seven years' experience rendered cleaning services for office space of 3,000 m² = 04 points.</p>	35

No.	Evaluation criteria	Points	Weight
		<p>Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating a minimum of five (5) years' experience rendered cleaning services for office space at a minimum of 3,000 m² = 03 points.</p> <p>Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating between two to four years' experience in cleaning services for office space of 3,000 m² = 02 points.</p> <p>Testimonial/s indicating one year or no experience cleaning office space of 3,000m² = 01 point</p>	
2.	<p>Experience of Team Leader and Team Members:</p> <p>The team leader/supervisor must have at least three years of supervisory experience in the office cleaning industry</p>	<p>Cleaning services supervisory experience of five years and above = 5 points.</p> <p>Cleaning services supervisory experience of four years = 4 points.</p>	<p>20</p> <p>15</p>

No.	Evaluation criteria	Points	Weight
		<p>Cleaning services supervisory experience of a minimum of three years = 3 points.</p> <p>Cleaning services supervisory experience of two years = 2 points.</p> <p>Cleaning services supervisory experience of one year = 1 point.</p>	
3.	<p>Qualifications of Team Leader and Team Members</p> <p>Qualifications:</p> <p>Team supervisor qualifications:</p> <p>The supervisor must have obtained a minimum of National Diploma (NQF6)</p> <p>Copies of the certified certificate/qualification must be attached.</p> <p>Cleaning services supervisory certificate/s will be added as an advantage.</p>	<p>National Diploma (NQF6) and Cleaning Supervisory Certificate = 5 points</p> <p>National Diploma (NQF 6) = 3 points</p> <p>Grade twelve (12) and below = 1 point</p>	05
4.	<p>Project Plan</p> <p>Detailed daily duties with time frames with an order of preference.</p>	<p>Detailed project plan with daily, weekly, monthly, quarterly, and six-monthly duties with time frames and</p>	25 15

No.	Evaluation criteria	Points	Weight
	<p>Detailed weekly, monthly, quarterly, and six-monthly duties.</p> <p>Detailed replenishment frequency for consumables.</p> <p>The monitoring and assessment of cleaning services.</p> <p>The contingency plan in cases of emergency.</p> <p>Health and Safety Plan</p> <p>The service provider shall provide a Health and Safety plan in line with the Occupational Health and</p>	<p>order of preference. Detailed contingency plan. Detailed replenishment frequency for consumables. Detailed monitoring and assessment. Proposal/s for regular improvements. = 5 points</p> <p>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 assessment. = 3 points</p> <p>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</p> <p>No indication or attachment of project plan =1 point</p> <p>Detailed Health and Safety plan in compliant with OHSA for office environment. The health and safety must be aligned to the project. The</p>	10

No.	Evaluation criteria	Points	Weight
	<p>Safety Act (OHSA) compliance in the office working environment.</p> <p>The Health and Safety plan must indicate the induction procedures.</p>	<p>detailed induction or training procedures = 5 points.</p> <p>Adequate Health and Safety in compliance with OHSA for office environment. The health and safety plan must be aligned to project. Adequate induction and training procedures. =3 points</p> <p>Inadequate health and safety plan. The health and Safety plan is not aligned with the project. No indication of induction or training procedures. = 1 point.</p>	
6.	<p>Infrastructure</p> <p>Indicate all appropriate cleaning materials and quantities to be supplied per month.</p> <p>Indicate all appropriate consumables and quantities to be supplied per month.</p> <p>Indicate the fumigation chemical not harmful to humans, and the quantity of rodent traps to be supplied every two months.</p> <p>Indicate all required dispensers to be supplied.</p> <p>The service provider shall provide the current signed contract of employment and pay slip of a cleaner as an example.</p> <p>The service provider shall provide a bathroom and cleaning services checklists.</p>	<p>Detailed indication for supply of cleaning material per month.</p> <p>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.</p> <p>The service provider must indicate that all required supplies are SABS approved. The proposal for regular</p>	20

No.	Evaluation criteria	Points	Weight
	<p>All the required supplies indicated above must be of the South African Bureau of Standards (SABS) and the Department reserves the right to verify the resources.</p>	<p>improvements or indication of extra supplies = 5 points.</p> <p>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 indicate that all required supplies are SABS approved. = 3</p> <p>Inadequate indication of supply of cleaning material. Inadequate indication of supply for consumables per month. Inadequate indication of fumigation 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</p>	

No.	Evaluation criteria	Points	Weight
		services checklists. No indication of SABS approved. =02 No indication or attachment of infrastructure = 1	

Formula; $\frac{A}{B} \times 100 = C\%$

B

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

6.2 Gate 02 – Mandatory requirements

The following requirements are mandatory. Bidders who do not comply with the mandatory requirements will be disqualified.

- (i) The valid registration of the accredited cleaning services institutions.
- (ii) The valid registration for office pest and fumigation control with the Department of Agriculture

6.3 Gate 03 - Administrative compliance

- (i) Compliance to the specification / Terms of Reference.
- (ii) Fully completed SBDs (Duly signed and dated) listed hereunder
 - SBD 1
 - SBD 4
 - SBD 6.1
- (iii) The following will be regarded as noncompliance.
 - Price amendments / other amendments without signature/initials.
 - Use of correctional fluid
 - Completion of the bid document in coloured ink other than black ink

6.4 Gate 04 – Point Scoring System

Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- Price points = 80
- Preferential points = 20

6.4.1 The bidder that scores the highest points in this phase will be awarded the tender.

6.4.2 Should more than one bidder score the same number of points, the award will be made to the bidder who scores more points on specific goals.

6.4.3 Should there be more than one bidder who score the same number of points overall and same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.

6.4.4 Should there be more than one bidder who score the same number of points in all aspects, the bid will be determined by the drawing of the lot.

6.4.5 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder.

6.4.6 Bidders who do not submit proof (means of verification) of specific goals claimed will not qualify for preference points for specific goals.

Specific Goal	Number of points (80/20 Preference System)	Means of Verification
Enterprise owned by Black people	4	Identity documents and CIPC document
Enterprise owned by Women	4	Identity documents and CIPC document
Enterprise owned by Youth	4	Identity documents and CIPC document
Enterprise owned by disabled persons	4	Medical certification
Enterprise owned by SMMEs (QSE or EME)	4	B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit

NB: “Ownership = 51% of the company share. Designated group/person that are part of the entity directorship but have less than 51% share = points will be calculated on a pro-rata basis in relations to the share/s held by the designated group/persons.

Eg. Number of women directors = 01
Shares owned by women = 20%
Specific goal for women = 4 points
Points claimable for women ownership = $\frac{20}{100} \times 4 = 0.8$ points

7. REPORTING REQUIREMENTS

- 7.1 The service provider shall report to the relevant Regional Manager.
- 7.2 The service provider shall conduct daily inspections on quality and standards and weekly written reports shall be submitted to the Regional Manager.
- 7.3 The service provider shall report daily 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.
- 7.4 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.
- 7.5 The service provider shall ensure that additional resources are made available to augment employee absenteeism caused by any form of leave.

8. WORK PLAN AND METHODOLOGY-*

- 8.1 The service provider must provide:
 - 8.1.1 A project proposal that demonstrates comprehension and competence to deliver on what is required in line with the scope of work under section 4.
 - 8.1.2 A preliminary project plan outlining key activities, milestones, timeframes, and resources to be committed to the project.

9. ROLE AND RESPONSIBILITY

- 9.1 Service Level Agreement will be entered into with the successful service provider which will include, inter alia, obligations of the DMRE and the successful service provider.
 - 9.1.1 The DMRE reserves the right to appoint more than one service provider for the project.

- 9.1.2 The successful service provider must develop detailed project schedule/ plan.
- 9.1.3 The successful service provider will be required to submit a payment schedule providing projections for the period of 6 months on work performed.
- 9.1.4 The service provider shall disclose all information in its proposal regarding any interests that may result in an actual or perceived conflict of interest.

10 **CONFIDENTIALITY OF INFORMATION**

- 10.1 The names of all the members of the service provider team must be disclosed for the prior approval of DMRE. Any changes, replacements and additions should be submitted for prior approval of DMRE.
- 10.2 All members will have to sign a Non-Disclosure Agreement before project commencement and may be required to undergo security screening and tests as the DMRE deems necessary.

11 **PAYMENT**

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

12 **TAX CLEARANCE CERTIFICATE**

- 12.1 Bidders must ensure compliance with their tax obligations.
- 12.2 Bidders 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.
- 12.3 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.
- 12.4 A bidder may also submit a printed TCS together with the proposal.
- 12.5 In proposals where consortia / joint ventures / sub-contractors are involved, each party must submit a separate proof of TCS / pin / CSD number.
- 12.6 Where no TCS is available but the bidders is registered on the central supplier database (CSD), a CSD number must be provided

13 **DOCUMENTATION**

- 13.1 Not applicable

14 **COST / PRICING**

- 14.1 The bidders are requested to provide a quoted proposal regarding the work to be undertaken.
- 14.2 Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. The total cost must be VAT-inclusive and should be quoted in South African Rands (i.e. ZAR).
- 14.3 Bidders 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.
- 14.4 Bidders 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.

15 **CONDITIONS OF THE CONTRACT**

- 15.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 15.2 The successful service provider will sign a confidentiality agreement regarding the protection of DMRE information that is not in the public domain.
- 15.3 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.
- 15.4 The successful service provider shall ensure that the contract is executed in line with the scope of work.
- 15.5 The successful service provider may be subjected to security screening by the State Security Agency.
- 15.6 The DMRE reserves the right to verify the authenticity of the information submitted, any falsified information may result in the disqualification or cancellation of the contract.

16 **FORMAT OF SUBMISSION OF PROPOSAL**

- 16.1 Bidders are requested to submit two (2) copies of technical proposals plus the original.
- 16.2 Bidders are requested to index their proposals for easy reference.

17 **PRE-BID MEETING / BRIEFING SESSION DETAILS**

A compulsory briefing session will be held on **12 March 2024 at 10H00** at the **Department of Minerals Resources and Energy Head Office at Mpumalanga Witbank regional office is situated SaveWays- Crecent Center, corner of OR Tambo and Mandela Road.**

17.1 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.

18 **CLOSING DATE**

18.1 Proposals must be submitted on or before **(26 March 2024 at 11H00)** at the **Department of Minerals Resource and Energy, at 192 Matimba Building, Corner Visagie and Paul Kruger Streets, Pretoria** in the bid box marked in the bid box marked Department of Minerals Resource and Energy. **No late bids will be accepted.**

19 **ENQUIRIES**

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

Ms. Rachel Moerane/ Mr Samuel Msiza

Tel No: (012) 406 7747/7910

E-mail: Rachel.Moerane@dmre.gov.za/Samuel.msiza@dmre.gov.za

19.2 **Technical enquiries can be directed to:**

Ms Naledi Salagae / Mr Alfred Thibela

Tel No: (012) 406 7322/7410

E-mail: naledi.salagae@dmre.gov.za/Alfred.thibela@dmre.gov.za