



Independent Communications Authority of South Africa
350 Witch-Hazel Avenue, Eco Point Office Park
Eco Park, Centurion.
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A REQUEST FOR QUOTATION (RFQ): HYGIENE SERVICES FOR A PERIOD OF TWENTY-ONE (21) MONTHS AT LIMPOPO REGIONAL OFFICE

1. PURPOSE

The supply, delivery, installation, and maintenance of hygiene services at ICASA's Limpopo Regional Office, for a period of (21) months, from the 01 June 2023 – 28 February 2025.

2. SERVICE DEFINITION

The Independent Communications Authority of South Africa (ICASA) intends to outsource the supply, delivery, installation, and maintenance of hygiene services to external service providers at ICASA's Limpopo Regional Office in Polokwane. Qualified and interested companies with a presence in the Limpopo Regional Office, specialising in providing hygiene services are invited to submit a proposal to provide these services for ICASA as mentioned below:

2.1. TECHNICAL MANDATORY REQUIREMENTS

- Valid proof of waste management certificate
- Valid pest control certificate registered with former Department of Agriculture, Forestry and Fisheries. The Department is now known as Forestry, Fisheries and the Environment.

3. SPECIFICATIONS

3.1. BUILDING

- Office Park Building: Isimini Office Park, 14 Limassol Street, Bendor, Polokwane
- Occupants: 5 staff members

4. SCOPE OF WORK

4.1 Provision of the following services/items:

- 4.1.1 Supply, deliver, install, commission of hygiene services, which includes installation of hygiene equipment;
- 4.1.2 Supply and replenishment of hygiene service consumables;
- 4.1.3 Supply and replenishment of hygiene service consumables;

- 4.1.4 All equipment to be kept in safe and in good working condition at all times, and must comply with all health and safety regulations;
- 4.1.5 Any faulty equipment to be replaced/maintained at the service provider's cost in the event of mechanical breakdown/malfunction; and
- 4.1.6 The equipment will be installed in various locations within the above-mentioned physical address.

4.2 Auto Cut Paper Towel Dispenser x 3 (Rental) (Kitchen & Bathrooms)

- 4.2.1 Paper towels dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction;
- 4.2.2 Auto cut dispenser in which paper is cut at equal lengths, taking 2 ply paper towels;
- 4.2.3 Must have viewing window of the dispenser to check paper levels;
- 4.2.4 The soft paper towel dispenser must have a paper towel capacity of 500+, plus a reservoir capacity, reducing the risk of running out of paper;
- 4.2.5 Tamper-proof, lockable cover to reduce theft of soft paper towel;
- 4.2.6 Soft paper towels must automatically advance, with no need to touch the dispenser;
- 4.2.7 Auto cut must have an emergency feed button;
- 4.2.8 The soft paper towel holder must be easy to fill; and
- 4.2.9 Colour: White

4.3 Air Fresheners X2 (Male and Female Bathrooms)

- 4.3.1 Must be mounted on the toilet/bathroom walls;
- 4.3.2 Air fresheners must be maintained monthly and always refilled;
- 4.3.3 Air freshener should spray at intervals of 15 minutes in restrooms and must always work;
- 4.3.4 Size 75ml; and
- 4.3.5 Colour: white

4.4 Foam Soap Dispenser X2 (Male and Female Bathrooms)

- 4.4.1 Sealed cartridge system with reliable, user-friendly pump mechanism;
- 4.4.2 Must have 800 ml -1 Litre tank 2ml nozzle, providing at least 1000 single 'shot' washes;
- 4.4.3 Must have an inspection window for an easy and convenient method of determining soap level;.
- 4.4.4 Must be fully lockable by means of an easy key operated open/close lock mechanism.
- 4.4.5 Must be refilled with high quality, foam hand soap;
- 4.4.6 Hand wash, foam soap must be drip free and not harsh/irritable to the skin (non-ammoniated), leaving skin soft and smooth;

- 4.4.7 Foam soap must be easily dispensed by means of a gentle hand operation;
- 4.4.8 Hands wash soap to be available for every two (2) wash basins or in areas where there is one wash basin;
- 4.4.9 Foam soap dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction; and
- 4.4.10 Colour: White

4.5 Automatic /No Touch Sanitary Bins X1 (Female Bathroom)

- 4.5.1 For Hygiene disposal of non-flushable waste material;
- 4.5.2 A safe, discreet, easy to use, and hygiene sanitary disposal solution;
- 4.5.3 Sanitary bins must have self-opening and closing tight fitting lids with trap doors, with non-touch opening/closing mechanism;
- 4.5.4 Bins are treated with SABS tested chemicals which combats the unpleasant odours inside sanitary bins;
- 4.5.5 Service provider to supply /refill fragranced sachet, which combats the unpleasant odours inside sanitary bins;
- 4.5.6 7- day service cycle, per bin per month is required;
- 4.5.7 Clean and disinfect the bins and replace the bin liner and disinfecting agent used to kill bacteria;
- 4.5.8 The service provider must remove the waste from the ICASA's premises friendly manner;
- 4.5.9 Size: 17 Litres or Equivalent; and
- 4.5.10 Colour: White

4.6 Toilet Sanitizer Seat Cover Dispenser X2 (Male and Female Bathrooms)

To be positioned next to the toilet roll holder, inside the dispenser, the user can dispense the alcohol- based sanitizer onto a sheet of toilet paper to wipe and clean around the toilet seat before use. This helps to improve hygiene confidence and considerably reduce risk of contamination.

- 4.6.1 Sanitizing solution with ingredients that is clinically proven to kill **99.99%** of bacteria and germs commonly found in the toilet;
- 4.6.2 Ideal for combating odour in the restrooms poorly ventilated rooms; and
- 4.6.3 Must prevent /reduce stains on surfaces.

4.7 Auto Flush Urinal Dispenser (Stainless steel) x1 (Male Bathroom)

- 4.7.1 To clean and clear the build-up of uric acid, bad odour and bacteria/germs in the urinals; and
- 4.7.2 To provide consistent chemical closing into urinals and provide fresh fragrance.

4.8 Electronic Hot Air Dryer (Stainless Steel) x2 (Male & Female Bathrooms)

- 4.8.1 Wall mounted turbo electronic hand drier required;
- 4.8.2 Must be maintenance free & activated by infrared sensor;
- 4.8.3 Must dry hands comfortably in 15 -45 seconds;
- 4.8.4 Must switch on and off and automatically & vandal proof; and
- 4.8.5 Power must cut off automatically in 90 seconds, in case of irregular use.

4.9 Waste wall Bins x2 (Male and Female Bathrooms)

- 4.9.1 Must be wall mounted;
- 4.9.2 Easy to remove waste in disposal liner;
- 4.9.3 Width: 310mm;
- 4.9.4 Height: 300 mm; and
- 4.9.5 Depth: 200 mm.

5. PHASE 1: MANDATORY REQUIREMENTS

NB: Failure to submit the following requirements with the proposal will disqualify the bidder's proposal.

- 5.1 Attach letter of good standing from the Department of Labour as proof of workmen's registration for Compensation for injuries or diseases (COIDA). The nature of business for the COIDA letter must state: Cleaning / Hygiene services. Only this category will be accepted;
- 5.2 Proof of public liability (minimum of R250 000.00) / letter of Intent from the Insurance company) to be attached. Provide an original letter or a certified copy from the issuing company. If proof of public liability for a minimum threshold of R250 000.00 is not attached, the bidder will not be considered further in the process;
- 5.3 Sanitary waste removal certificate (attach certificate as proof) if you are using the third party please attach the certificate and agreement;

- 5.4 Unemployment Insurance Fund (Valid Proof of registration or Letter for tender purposes or letter of good standing);
- 5.5 Compliance with the Department of Labour under Sectoral Determination Contract Cleaning Sector-Wages- proof to be attached of registration with registered bargaining council for cleaning / hygiene services;
- 5.6 Valid pest control certificate from Dept of Forestry, Fisheries and the Environment must be attached;
- 5.7 Mandatory Requirements will first be applied before selections are made for the next phases as indicated below

6. FUNCTIONALITY EVALUATION CRITERIA

- 6.1 The bid documents shall be evaluated individually on score sheets, by a representative evaluation panel, according to the below mentioned evaluation criteria.
- 6.2 All service providers who score less than minimum functionality score of (70) shall not be considered for placement on any of the panels.

CRITERIA DESCRIPTION			WEIGHT
Evaluation Criteria: Affiliation/training/equipment and green environment			30
1. Proof of affiliation with relevant cleaning bodies/associations (e.g. NCCA, BEECA or equivalent);proof of compliance with government requirements (valid COIDA; UIF; letter(s) of good standing etc.); proof of staff training for your current staff (certificates), preferably SAQA or Services SETA accredited; type of equipment to be used in cleaning of offices and provision of hygiene services and clarity on how green/organic are the cleaning chemicals to be used.			
No	Functionality	Score	
1	Attached proof of NCCA/ BEECA or equivalent; valid COIDA, UIF;Training Certificates; type of equipment to be used (cleaning and hygiene) and clarify on green/organic of chemicals	5	
2	Attached proof of NCCA/ BEECA or equivalent; valid COIDA, UIF; Training Certificates and type of equipment to be used (cleaning and hygiene)	4	
3	Attached proof of NCCA/ BEECA or equivalent; valid COIDA, UIF and Training Certificates	3	
4	Attached proof of NCCA/ BEECA or equivalent; valid COIDA and UIF	2	
5	Attached proof of NCCA/ BEECA	1	

2. Cleaning Work Methodology/Plan Provide details/ comprehensive health & safety work plan/work methodology; contingency plan (e.g. dealing with absenteeism during strikes); monitoring cleaning procedures; evaluating & maintaining quality of service and material safety data sheet, OHS compliance.			15
No	Functionality	Score	
1	Provide details/ comprehensive health & safety work plan/work methodology with OHS compliance; contingency plan (e.g. dealing with absenteeism during strikes); monitoring cleaning procedures; evaluating & maintaining quality of service and material safety data sheet	5	
2	Provide details/ comprehensive health & safety work plan/work methodology with OHS compliance; contingency plan (e.g., dealing with absenteeism during strikes); monitoring cleaning procedures; evaluating and maintaining quality of service	4	
3	Provide details/ comprehensive health & safety work plan/work methodology with OHS compliance and contingency Plan (e.g., dealing with absenteeism during strikes)	3	
4	Provide details/ comprehensive health & safety work plan/work methodology with OHS compliance	2	
5	No Cleaning Work Methodology/Plan provided	1	
3. Hygiene Work Methodology/Plan Service provider must submit detailed work methodology or plan on the provision of hygiene services (i.e., weekly & monthly); showing how replenishment will be done; how consumables are stored in line with regulatory requirements; replenishment of sanitary bins and disposal of sanitary waste. Service provider submitted material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.			15
No	Functionality	Score	

1	Provide detailed work methodology or plan on the provision of hygiene services (i.e. outlining installation time frames 1 June 2023); showing how replenishment will be done; how consumables are stored in line with regulatory requirements; replenishment of sanitary bins and disposal of sanitary waste and service provider submitted material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.	5
2	Provide detailed work methodology or plan on the provision of hygiene services (i.e. weekly & monthly); showing how replenishment will be done; how consumables are stored in line with regulatory requirements; replenishment of sanitary bins and disposal of sanitary waste.	4
3	Provide detailed work methodology or plan on the provision of hygiene services (i.e. weekly & monthly); showing how replenishment will be done and how consumables are stored in line with regulatory requirements.	3
4	Provide detailed work methodology or plan on the provision of hygiene services (i.e., weekly & monthly) and showing how replenishment will be done.	2
5	No Hygiene Work Methodology/Plan provided	1
4. References Provided at least 3 recent, contactable references, with recent reference letters where you performed similar work (corporate environment), specifying work done (e.g. cleaning, hygiene, pest control etc.) and indicate years of experience in the provision of these services. Attach reference letters, not older than 2 years, from your current/ex clients as proof of service rendered, contract amount/value; start & end dates to be mentioned.		10
No	Functionality	Score

1	Provide 3 recent reference letters with contactable telephone where you performed similar work (corporate environment); Attach reference letters not older than 2 years from your current/ex clients as proof of service rendered; Specify work done (e.g. cleaning, hygiene, pest control etc.);indicating years of experience in the provision of these services and Contract amount/values with start and end dates to be mentioned.	5	
2	Provide 3 recent reference letters with contactable telephone where you performed similar work (corporate environment); Attach reference letters not older than 2 years from your current/ex clients as proof of service rendered; Specify work done (e.g. cleaning, hygiene, pest control etc.) and indicating years of experience in the provision of these services	4	
3	Provide 3 recent reference letters with contactable telephone where you performed similar work (corporate environment); Attach reference letters not older than 2 years from your current/ex clients as proof of service rendered and specify work done (e.g. cleaning, hygiene, pest control etc.)	3	
4	Provide 3 recent reference letters with contactable telephone where you performed similar work (corporate environment); Attach reference letters not older than 2 years from your current/ex clients as proof of service rendered	2	
5	No recent letters attached only contactable telephone numbers provided	1	
5. Pest Control Provide/Specify: Valid proof of registration as Pest Control Operator; details of fumigation procedures, according to legislation & operational requirements; proof of registration/affiliation with Pest Control Industries Service Board or similar association (e.g. South African Pest Control Association etc.); type of chemicals & equipment to be used when rendering pest control services and clarity on how green/organic are the cleaning chemicals to be used.			15
Evaluation Criteria			
No	Functionality	Score	
1	Valid pest control operator; fumigation procedures; affiliation with Pest Control Industries Service Board; type of chemicals & equipment to be used and clarity on how green/organic	5	

	cleaning chemicals are used		
2	Valid pest control operator; fumigation procedures; affiliation with Pest Control Industries Service Board; type of chemicals & equipment to be used	4	
3	Valid pest control operator; affiliation with Pest Control Industries Service Board and type of chemicals & equipment to be used	3	
4	Valid pest control operator and fumigation procedures	2	
5	Valid pest control operator	1	
6.Waste Management Provide/Specify: details of waste management plan: procedures to be followed in collecting waste in offices, handling, temporary storage, transportation and disposal of waste, according to legislation & operational requirements; please indicate registered disposal site(s) to be used for final disposal ;valid proof of registration/affiliation with the local authority or similar association (e.g. South African Waste Information System (SAWIS); Institute of Waste Management of Southern Africa; etc.); type of chemicals & equipment to be used when rendering waste management services clarify how green/organic are the waste management resources to be used.			15
Evaluation Criteria			
No	Functionality	Score	
1	Details of waste management plan; procedures to be followed in collecting waste in offices; indicate registered disposal site(s) to be used for final disposal; valid proof of registration/affiliation with the local authority or similar association; type of chemicals and equipment to be used and clarify how green/organic are the waste management resources to be used	5	
2	Details of waste management plan; procedures to be followed in collecting waste in offices; indicate registered disposal site(s) to be used for final disposal; valid proof of registration/affiliation with the local authority or similar association and type of chemicals and equipment to be used	4	
3	Details of waste management plan; procedures to be followed in collecting waste in offices; indicate registered disposal site(s) to be used for final disposal and valid proof of registration/affiliation with the local authority or similar association	3	

4	Details of waste management plan; procedures to be followed in collecting waste in offices and indicate registered disposal site(s) to be used for final disposal	2
5	Details of waste management plan	1

Total score: 100

7. DETAILED METHODOLOGY

- 7.1 A detailed methodology should be provided on how the hygiene services will be done including the disposal of waste, where applicable as guided by health regulations.
- 7.2 The appointed service provider should provide a certificate, where applicable/required once the service has been conducted.

8. ADDITIONAL NOTES

- 8.1 Cleaning materials and chemicals shall not pose a health risk to personnel or clients and shall be cost-effective.
- 8.2 All products supplied must be environment friendly.

9. SPECIAL CONDITIONS

- 9.1 Based on the condition to this RFQ that any damages caused by the successful service provider during maintenance or replacement of any equipment, the cost of repairs, including damaged walls, will be recouped from the successful service provider.
- 9.2 The successful SERVICE PROVIDER shall at its own cost maintain public liability insurance for accidents, injury or death during the execution of its contract. Proof of such valid insurance must be submitted with bid before closing date and time.
- 9.3 The service provider must always use good quality materials and in accordance with SABS specifications.
- 9.4 Any electrical equipment used must comply with SABS, SANS and CKS specifications/certification requirements or equivalent. (Compliance certificate(s) must be submitted/attached)
- 9.5 Where necessary, all batteries to be provided and replaced by the service provider, at their own cost.
- 9.6 Service provider to provide proof of registration/affiliation with Pest Control Industries Service Board or similar association (e.g. South African Pest Control Association etc.)

10. CONTRACT PERIOD

- 10.1 Although within the discretion of ICASA, the minimum period that will be given to the successful SERVICE PROVIDER will be for twenty-one (21) months.
- 10.2 A Service Level Agreement will be signed between ICASA and the successful SERVICE PROVIDER.

11. ADDITIONAL REQUIREMENTS

The information supplied in this RFQ will form the basis of a contract with the successful SERVICE PROVIDER and will be legally binding.

12. SITE VISITS

Service providers may visit ICASA premises per appointment. To arrange an appointment kindly liaise with Kingsley Mokomane 082 304 2272. In addition, any enquiries should be directed to Boitumelo Phayane 082 439 0002.

13. INSURANCE

- 13.1 Without limiting the obligations of the service provider in terms of this Agreement, the service provider shall effect and maintain the following insurances, covering:
- 13.2 The service provider shall insure all its own possessions and equipment kept on the premises, in its own name;
- 13.3 All insurance must remain in force for the duration of this agreement; and
- 13.4 The service provider hereby guarantees that it shall make the necessary submissions of insurance to the satisfaction of the ICASA (copies of which policies shall be provided to the ICASA annually, within 7 (seven) days of awarding/acceptance of this contract, as proof that the required insurances exist and that it will comply with all terms, requirements, and conditions in respect of insurance applicable to this agreement.

14. COMPLIANCE WITH LEGISLATION

- 14.1 The successful service provider, tendering on items where labour and/or equipment are included, shall enter into an agreement with ICASA, indemnifying ICASA from the provisions of the Health and Occupational Safety Act (85 of 1993).
- 14.2 The service provider is to ensure compliance with the provisions of the OHS Act & all relevant regulations, by all employees of theirs & other contractors on the site. The service provider shall provide a suitable **comprehensive health and safety work plan** appropriate for the contract tendered for. All equipment to be always kept in good and safe working condition and to comply with all safety regulations, including all extension cords, etc.

- 14.3 The service provider shall register with the Department of Labour under Sectoral Determination 1: Contract Cleaning Sector, South Africa (Government Gazette No. 32741 and/or 29385), or an applicable sector within the Hygiene Services.
- 14.4 The service provider shall describe the firm's quality control system and demonstrate briefly that the firm has established adequate quality control policies and procedures that comply with international standards such as ISO 9000.
- 14.5 The service provider shall supply and use only non-hazardous solvents preferably of a biodegradable and environmentally friendly nature. Where hazardous chemical substances are to be used these shall be submitted together with their chemical data sheets as required by the relevant regulations contained in the Occupational Health and Safety Act (Act 85 of 1993)

PRICE SCHEDULE: INSTALLATION OF HYGIENE EQUIPMENT

Qty	Item Description	Unit Price	Frequency/number of times per month
3	Auto cut Paper Towel Dispensers + applicable hand towels as per specifications		Monthly
4	75 ml Air Fresheners + Monthly Refills		Monthly
2	800 ml Foam Soap Dispenser + Monthly Refills		Monthly
2	Paper Towel Waste Bin (White)		
2	Automatic / No-T Automatic /no-Touch sanitary Bins + weekly service +SHE tablets: 7-day service cycle		Weekly
4	400 ml Toilet Seat Cover Sanitizer Dispenser + Monthly Refills		Monthly
2	Auto Urinal Sanitiser Dispenser (white) + monthly refills (twice per month)		Monthly
4	Toilet Roll Holders (white)		Monthly
1	2-Ply soft toilet paper /consumables (24 packet each)		Monthly
2	Electronic Hand/Hot Air Driers (Stainless Steel)		Monthly
	TOTAL (per month) Services are rendered monthly		
	15% VAT		
	GRAND TOTAL (VAT INCLUSIVE) FOR 21 MONTHS SERVICE		

		Price for 12 Months	Price for 9 Months
1.	Price:	<u>R</u>	<u>R</u>
2.	VAT:	<u>R</u>	<u>R</u>
3.	Grand Total	<u>R</u>	<u>R</u>

Grand Total for 21 Months: R _____

Images of hygiene equipment

1. Hand towel dispensers



2. Mounted waste bins in the bathrooms



3. Hot air hand dryers



4. Auto flush urinal dispenser



5. Sanitary bin with pedal



6. Toilet papeholder(lockable)



7. Seat cover sanitizer

