



ANNEXURE A- TECHNICAL SUBMISSION / QUESTIONNAIRE

Pre-qualifying Quality criteria	Sub-Criteria	Sub-Criteria Points Allocation	Maximum number of points
<u>CV with Tertiary Qualification of key persons:</u> Provide full CV detailing cleaning management experience in commercial contract. (Minimum gross lettable area of 20 000 m ²).	Operations Manager Experience		20
	No CV attached/no experience	0	
	Provide CV detailing cleaning management experience in commercial contract ≤ 3yrs.	4	
	Provide CV detailing cleaning management experience in commercial contract > 3 < 6yrs.	10	
	Provide CV detailing cleaning management experience in commercial contract ≥ 6, ≤ 10yrs.	14	
	Provide CV detailing cleaning management experience in commercial contract >10yrs.	20	
<u>DETAILED SERVICE IMPLEMENTATION PLAN</u> Key Elements: 1. Strike Contingency Plan: transport, safety of cleaners, communication plan, 2. Training and inductions: Decanting and labelling of cleaning chemicals; chemical storage plan, chemicals and equipment distribution process, cleaning of carpet and upholstery process plan. 3. Time managements: recruitment plan, shift rostering, clocking system or register plan, placement of relievers. 4. Human Resources: Employment and labour relations procedure, remuneration dates and payment of bonuses procedure; absenteeism, misconduct, disciplinary process, labour disputes, employee retainment/retention plan, resignations and constructive dismissal and record keeping. 5. Staff Transporting plan of employees to remote depots: plan	No Service Implementation Plan	0	20
	Document with only 1 to 2 key elements of service implementation plan.	5	
	Document with only 3 to 4 key elements of service implementation plan.	10	
	Document with only 5 key elements of service implementation plan.	15	
	Document with all 6 key elements of service implementation plan.	20	



to include, local public transport associations permit, pick-up and drop-off plan, transport schedule.			
6. Handling of chemicals: storage, decanting process, labelling of refill bottles, disposal process of used chemical containers			
(Minimum gross lettable area of 20 000 m ²).			
<u>Risk Assessment (Specific to the Works)</u>	No submission of Health and Safety Plan or submission does not refer to the cleaning works .	0	15
1.Health and Safety Policy	Health and Safety Plan only covers 1 to 3 of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information.	5	
2.Hazard Identification and Risk Assessment	Health and Safety Plan only covers 4 to 6 of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information.	7	
3.Legal and Other Requirements	Health and Safety Plan only covers 7 to 9 of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information.	10	
4.Health and Safety Objectives	Health and Safety Plan only covers 10 to 12 of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information.	12	
5.Resources, Accountabilities and Responsibilities	Health and Safety Plan only covers 13 to 15 or more of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information .	15	
6.Competence, Training and Awareness			20
7.Communication, Participation and Consultation			
8.Operational Control			
9.Emergency Preparedness and Response			
10.Management of Change			
11.Sub-contractor Alignment			
12.Incident Reporting and Investigation			
13.Non-conformance and Action Management			
14.Performance Assessment and Auditing			
15.Measuring and Monitoring			
(Minimum gross lettable area of 20 000 m ²).			
<u>Company Previous Experience:</u>	No evidence provided .	0	
Tenderers experience in carrying out work of a similar nature. Please provide proof in of form Award/Appointment letters or signed Contracts or purchase order/s.	Bidder has successfully supplied 1 to 2 similar services	5	
	Provide proof in the form of appointment letters or signed contracts or purchase order.		
	Bidder has successfully supplied 3 to 4 similar services.	10	



(Minimum gross lettable area of 20 000 m ²).	Provide proof in the form of appointment letters or signed contracts or purchase order.		
	Bidder has successfully supplied 4 to 5 similar services.	15	
	Provide proof in the form of appointment letters or signed contracts or purchase order.		
	Bidder has successfully supplied 6 similar services.	20	
	Provide proof in the form of appointment letters or signed contracts or purchase order.		
Method Statement:	No submission or method statement does not refer to cleaning and hygiene services.	0	25
Key elements:			
1. Health and safety (including PPE)	Method statement only covers 1 of the key elements on how the contractor will execute cleaning and hygiene services.	5	
2. Maintenance approach	Method statement only covers 2 of the key elements on how the contractor will execute cleaning and hygiene services	10	
3. Quality control,	Method statement covers 3 to 4 of the key elements on how the contractor will execute cleaning and hygiene services	15	
4. Quality assurance			
5. Applicable Standards and regulations	Method statement covers 5 to 6 of the key elements on how the contractor will execute cleaning and hygiene services.	20	
6. Compliance to maintenance schedules	Method statement covers 7 or more of the key elements on how the contractor will execute cleaning and hygiene services.	25	
7. Compliance to key performance indicators			
(Minimum gross lettable area of 20 000 m ²).			
Maximum possible score			100
Minimum Qualifying Score			80