



**TECHNICAL EVALUATION CRITERIA FOR CLEANING, HIGH LEVEL CLEANING, INSTALLATION OF HYGIENE EQUIPMENT, SUPPLY AND DELIVERY OF HYGIENE CONSUMABLES SERVICE AT MPUMALANGA OPERATING UNIT**

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### 1. INTRODUCTION

Effective cleaning and hygiene services are essential for the health, safety, and well-being of employees, tenants, and visitors at Eskom Park, Highveld Zone and Lowveld Zone. To ensure that facilities are maintained in a hygienic, presentable, and compliant manner, Eskom requires the appointment of a suitably qualified contractor for the provision of Cleaning Services, Hygiene Equipment Installation, and Hygiene Consumables Delivery at Eskom Park, Highveld Zone and Lowveld Zone located in the Mpumalanga Operating Unit within the LimLanga Cluster.

#### 1.1 TENDER TECHNICAL EVALUATION STRATEGY

The section details the methodology to be adopted by LimLanga Cluster in the evaluation of the “Technical” category of the tender returnable.

##### 1.1.1 Technical Evaluation Process

The process to be followed in the evaluation of service providers wishing to provide Cleaning, Hygiene, Deep cleaning and Supply of Consumables Services within LimLanga cluster is described in detail in this section.

In cases where the main contractor opts to subcontract some activities, the subcontractor will be evaluated for the specified activity. Only Eskom evaluated subcontractors may be used.

The evaluation shall be conducted in the following three (3) consecutive stages namely Desktop Evaluation, Site Assessment & Verification and Contractual Obligations.

##### 1.1.2 Stage 1: Desktop Evaluation

The desktop evaluation will be carried out in two phases namely Phase 1: Mandatory Requirement and Phase 2: Functional Requirements.

**Phase:** Mandatory Requirements - Full compliance is required, i.e., The tenderer needs to meet all the requirements to proceed to Phase 2. Should the tenderer fail to meet the requirements of this phase, the evaluation will end here, and the tenderer will be deemed unsuccessful.

**Phase 2:** Functional Requirements - The tenderer needs to obtain a minimum threshold score of **seventy (70%) percent** to proceed to the next stage, i.e., Site Assessment & Verification. Tenderers who fail to meet this minimum threshold will not be evaluated further and will be deemed unsuccessful.

##### 1.1.3 Stage 2: Site Assessment & Verification

Tenderers that meet the minimum threshold of Stage 1 will undergo an on-site assessment & verification before the final technical evaluation report is submitted to Procurement. They will need to obtain a minimum threshold of **seventy (70%) percent** to be deemed successful to proceed to the next stage, i.e., Contractual Obligations

This stage will focus on the assessment and verification of Vehicles and Tools & Equipment information submitted for desktop evaluation. If any information provided during the desktop evaluation is found to be fraudulent and/or inaccurate during the verification process, Eskom



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reserves the right to disqualify the tenderer from the tender or rectify the desktop score accordingly.

**1.1.4 Stage 3: Contractual Obligation**

Full compliance is required before the tender can be awarded. Non-compliance at any stage shall lead to immediate disqualification.

**1.2 Technical Evaluation Team Members**

The evaluation exercise will be performed by the appointed Eskom Technical Evaluation Team. TET members will be formally appointed by the Property Management Department and must be available for the complete evaluation process.

**1.3 The Evaluation Report**

The final report detailing the entire evaluation process as well as the overall results of those who were deemed successful and unsuccessful, with the corresponding reasons, will be compiled by the Lead Evaluator and handed over to Procurement. The following should be noted about the report:

- This report and any actions that are listed or recommended because of this assessment, is by no means a confirmation or guarantee that any contract will be entered into by Eskom and the Tenderer.
- Any liability for the said actions undertaken by the Tenderer is not transferrable to Eskom in any way.
- The evaluation team has no authority or responsibility in the decision taken by Eskom with respect to contracting for a product or service.
- Any statements, intentions and/or actions expressed by the evaluation team during the assessment and post the assessment has no effect and does not constitute any liability to Eskom with regards to contract placement.

**2. TECHNICAL REQUIREMENTS**

The requirements are divided into four (4) categories namely Mandatory Requirements, Functional Requirements, Site Assessment & Verification Requirements and Contractual Obligation, and each is described in detail below.

**NB: The technical returnable must be contained in a separate technical file or as a section in a file labelled technical and indexed in a logical manner.**

**2.1 MANDATORY REQUIREMENTS**

These are documents not required for functionality scoring. There will be no scoring linked to these requirements, the evaluator shall indicate with a Yes / No whether the requirement is met or not. Once the requirements are satisfied through an evaluation conducted by the evaluator, the technical evaluation for functionality evidence will proceed otherwise the submission will be deemed non-responsive and will not proceed to the next evaluation stage.



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**Table 1** below lists the mandatories that must be submitted by the tenderer. Please note that if any of the requested documentation is not submitted, the tender application shall be discarded / disqualified without requesting tenderer/s to submit outstanding documentation/s.

**Note: Should a tenderer be interested in more than one zone. Please ensure adequate resources per zone as sharing of resources amongst contractors in cleaning, installation of hygiene equipment and delivery of hygiene consumables, tools & equipment and certificates is not allowed and if a company is found to do so, it will be disqualified.**

**Table 1: Mandatory Requirements**

<b>Item No:</b>	<b>Requirement/s</b>	<b>Evidence Required</b>	<b>Evidence Notes</b>	<b>Submitted ? (Yes/No)</b>
1.	<p>Registration Body with the National Contracts Cleaners Association (NCCA) and</p> <p>Company confirmation letter for hygiene services or Letter of intent from a certified/registered service provider for Hygiene services including SHE waste.</p>	<p>Submit valid registration certificate (at the time of submission).</p> <p>Company confirmation letter for hygiene services and Waste membership registration certificate and Waste transportation Certificate Or</p> <p>Valid letter of intent from a certified/registered service provider for Hygiene services and company Waste membership registration certificate and Waste transportation Certificate</p>	<p>Certificate must be in company name or company director's name, and the registration must be valid (Not expired and not forged).</p> <p>Company to produce SHE waste certificate and or Bonafide letter of intent to hire from a SHE wastes disposal service provider</p>	
2.	Qualifications	<b>Safety Officer:</b>	<p>Certified certificate</p> <p>Curriculum vitae</p> <p>Drivers licence</p>	




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		<p><b><u>Qualification(s):</u></b> Matric certificate and any accredited 10-day safety trainings/ programmes such as SAMTRAC or SHEMTRAC etc.</p> <p><b><u>Related minimum experience:</u></b> 0 -1-year related experience in a Safety environment.</p> <p><b><u>Skills:</u></b> Valid Driver's license.</p> <p><b><u>Supervisor:</u></b></p> <p><b><u>Qualification(s):</u></b> Matric certificate or NQF 4 equivalent</p> <p><b><u>Related minimum experience:</u></b> 3 years industrial cleaning related experience.</p> <p><b><u>Skills:</u></b> Valid Driver's Licence</p>	<p>Certified certificate Curriculum vitae Drivers licence</p>	
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**2.2: Functional Requirements**

This will be a desktop evaluation of the functional requirements ONLY. Contractual requirements submitted will not influence the results of Stage 2 evaluation.

The table below shows the high-level explanation / rational behind the technical requirements and the weightings. Suppliers/Tenderers need to obtain a minimum threshold of 70% to be technically compliant.

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**Table 1: Scoring Summary of Functional Criteria**

Item	Description	Weight
<b>1. Functional Requirements</b>		
1.	Relevant Company Experience	35%
2.	Tools & Equipment	30%
3.	Project execution Approach and Methodology	15%
4.	Vehicles	20%

### 2.2.1 Company Relevant Experience

This section evaluates the experience of the contractor to enable Eskom LimLanga Cluster MOU to identify the risk associated with using incompetent / inexperienced contractor for a critical task such as Electrical Maintenance. The contractor is expected to demonstrate experience as depicted in **Table 3**.

**Table 3: Company Relevant Experience**

No	Requirements	Evidence Required	Evidence Notes	Qty	Max. Score
1.	Relevant Company Experience	Tenderers to submit proof of completed or current projects from previous or current employer that include the name of the client, contact number and duration of the service rendered, with a contract number or an order number of stipulating cleaning services experience (as per scope of work) for 36 Months	3 years or more experience of cleaning service = 35% 2 – 3 years' experience of cleaning services = 20% 1 – 2-year experience of cleaning service = 15% 0 - 1 year experience of cleaning service = 10%  <b>Produce proof of a referral letter with contract number stating the duration of the contract and the name of the company logo, you have rendered similar service</b>	1	35%
<b>TOTAL POINTS</b>					<b>35</b>
The final score for relevant work experience will be calculated by the <b>formula</b> below:  $Final\ Score = \frac{Tenderer\ Score}{Total\ Points} \times 30\%$					

### 2.2.2 Tools and Equipment Requirements



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This section stipulates requirements for Tools & Equipment for service providers as listed in **Table 4** below with the corresponding scoring methodology in **Table 6**.

The evidence required on this table should be provided as per an Eskom template provided in **Annexure A: Tools & Equipment List / Register**.

Please complete Annexures A to indicate whether you Own / Hire (Column C) tools & equipment and the corresponding quantities (Column D). The list / register must be completed in full and signed by the tenderer.

- a) Tools and equipment will be evaluated based on the tools register (Annexure A) submitted by the tenderers and it must be in the Eskom format provided (Annexure A). this will further be verified during Site Assessment & Verification.
- b) The tenders shall indicate in the tools register/s if the tools are Owned/ Hired by the company. Where tools are hired the tenderer shall in addition submit an agreement / contract / letter from a bona- fide hiring company. The hiring letter must indicate the specific tools or equipment as well as the tenderer's company name indicating all the tools that are hired for points to be allocated.
- c) The hiring of tools is to allow the upcoming contractors who don't afford the expensive tools that are not used regularly. For this option, submit as proof a letter from Bona Fide hiring company indicating tools to be hired.
- d) The frequently used tools cannot be hired. This is to ensure projects are not unnecessarily delayed due to unavailability of tools & equipment.

**Note: Should a tenderer be interested in more than one zone. Please ensure adequate resources per zone as sharing of resources amongst contractors in cleaning, installation of hygiene equipment and delivery of hygiene consumables, tools & equipment and certificates is not allowed and if a company is found to do so, it will be disqualified.**

**Table 4: Tools & Equipment Requirements**

Tools & Equipment	Proof for basic equipment: Cleaning and High-Level Cleaning and cleaning tools	<p><b>Cleaning equipment:</b> 1 kW Industrial vacuum cleaner minimum of ten for Site Evaluation, Buff machine, Window cleaning toolkit (extender), Strip and seal machine, Quick &amp; dry carpet cleaning machine. Please submit an equipment and consumable register with pictures. Suppliers to submit a letter of intent for rental or purchase of equipment. 15%</p> <p><b>Cleaning tools:</b> Fully equipped Janitorial /Multifunctional Trolley (including mopping trolley, mop, caution sign, bucket with wringer, broom soft and stiff, dustpan and brush set, duster extendable for all areas, microfiber cloths, dish cloths, sponges and scoring pads, scrub brushes. squeegee, feather duster short and long, spray bottle and garbage grabber: 15 %</p>	30%
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Project execution Approach and Methodology	<p>It must be detailed and straight to the point:</p> <ul style="list-style-type: none"> <li>• Details of how work will be executed (pre and during project implementation phase) Deep cleaning of carpets, office chairs, couches, steaming of blinds and curtains, floor stripping and s</li> <li>• Turnaround time (faulty equipment, fixing or replacement)</li> <li>• Delivery schedule of consumables (cleaning and hygiene)</li> </ul>	<p>Supplier to provide Service Plan on Performance management of Cleaning and high-level cleaning services = 5% Supplier to provide response time on cleaning, high-level cleaning and hygiene services defects = 5%</p> <p>Supplier to provide delivery schedule for cleaning and hygiene consumables and SHE waste removals = 5%</p>	15%
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**2.2.3 Vehicles**

This section stipulates requirements for Vehicles for the execution of services by service providers as listed in **Table 5** below. Please submit the evidence as stipulated in the table below to score full points. Failure to submit all the evidence will result in reduced or zero score as per **Table 8: Scoring Methodology for Vehicles**.


Certified copies of the vehicle registration documents shall be submitted. Registration documents shall bare the company name or owner(s)/director's name.

There will be an option of renting / hiring Vehicles from bona fide hiring companies. In this case, an agreement / contract from rental companies shall be submitted showing the type of vehicle/s rented/hired.

**Note: Should a tenderer be interested in more than one zone. Please ensure adequate resources per zone as sharing of resources amongst contractors in cleaning, installation of hygiene equipment and delivery of hygiene consumables, tools & equipment and certificates is not allowed and if a company is found to do so, it will be disqualified.**

**Table 5: Vehicle Requirements**

Vehicle	4x4, 4x2, Utility pick-up bakkie (LDV) or Delivery van capable for deliveries. Registration Certificate in the company / owner's (Shareholder in the case of Company and Managing member in the case of Close Cooperation) name.	<p>Full Licence document showing company / owner's information. License document must be certified and not older than 3 months from the tender closing date. Proof of hiring contract / pre-approved letter from Bona Fide Vehicle Hire Companies must be submitted.</p> <p>The vehicle will be used for Tools &amp; Equipment as well as transport for workers. Vehicle owned by tenderer with all required documentation = 20% Vehicle hired with documented proof from a bona fide hiring company and the vehicles to be hired are clearly</p>	20%
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		specified or the vehicle is owned however the copy of registration documents is not certified = 20% The hiring letter does not specify explicitly the exact name of the vehicle that is intended to be hired = 0% Did not submit proof of ownership or hiring letter from bona fide hiring company = 0%	
<b>Total Score %</b>			<b>100%</b>

**Table 6: Tools & Equipment Requirements**

No.	Tools & Equipment	Requirement (Owned/Hired)	Min. Qty	Max Score
<b>Power Tools</b>				
1.	Industrial vacuum cleaner	Owned	10	20
2.	Buff machine	Owned/Hired	2	20
3.	Window cleaning toolkit (extender)	Owned	2	20
4.	Strip and seal machine	Owned	1	20
5.	Quick & dry carpet cleaning machine	Owned/Hired	1	20
<b>TOTAL WEIGHT</b>				<b>100</b>
<p style="text-align: center;">The final score for tools and equipment will be calculated by the <b>formula</b> below:</p> $Final\ Score = \frac{Tenderer\ Score}{Total\ Points} \times 20\%$				

**Table 7: Scoring Methodology for Tools and Equipment**

<b>Scoring Methodology for Tools and equipment</b>	<b>Allocated Score (%)</b>
Tools List/Register ( <b>Annexure A</b> ) in Eskom format submitted, Tool(s) is owned by tenderer, and Submission meets the minimum number of required tools	100
Tools List/Register ( <b>Annexure A</b> ) in Eskom format submitted, the tool is hired with documented proof from a bona fide hiring company clearly indicating the tool(s) intended to be hired.	80
Tools List/Register ( <b>Annexure A</b> ) submitted with everything correct but not signed	60

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<b>Scoring Methodology for Tools and equipment</b>	<b>Allocated Score (%)</b>
The hiring letter does not specify explicitly the exact name of the tool(s) that is intended to be hired, or the tool that must be owned is hired with proof.	0

**Table 8: Scoring Methodology for Vehicles**

<b>Scoring Methodology for vehicles</b>	<b>Allocated Score (%)</b>
Vehicle owned by tenderer with all required documentation	100
Vehicle hired with documented proof from a bona fide hiring company and the vehicles to be hired are clearly specified or the vehicle is owned however the copy of registration documents is not certified	100
The hiring letter does not specify explicitly the exact name of the vehicle that is intended to be hired	0
Did not submit proof of ownership or hiring letter from bona fide hiring company	0



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**ANNEXURE A – TOOLS AND EQUIPMENT LIST / REGISTER**

A	B	C	D	E
No.	Tools & Equipment	Requirement (Owned/Hired)	Min. Qty	Max Score
<b>Power Tools</b>				
1.	Industrial vacuum cleaner			
2.	Buff machine			
3.	Window cleaning toolkit (extender)			
4.	Strip and seal machine			
5.	Quick & dry carpet cleaning machine			
6	Fully equipped Janitorial /Multifunctional Trolley (including mopping trolley, mop, caution sign, bucket with wringer, broom soft and stiff, dustpan and brush set, duster extendable for all areas, microfiber cloths, dish cloths, sponges and scoring pads, scrub brushes. squeegee, feather duster short and long, spray bottle and garbage grabber)			
<b>TOTAL WEIGHT</b>				
<p>The final score for tools and equipment will be calculated by the <b>formula</b> below:</p> $Final\ Score = \frac{Tenderer\ Score}{Total\ Points} \times 20\%$				