

## **TECHNICAL SPECIFICATION**

### **PROVISION FOR CLEANING, HYGIENE, WASTE MANAGEMENT SERVICES AND RECYCLING AT LEGAL AID SOUTH AFRICA, 29 DE BEER STREET, BRAAMFONTEIN, JOHANNESBURG, FOR A PERIOD OF THREE (3) YEARS.**

#### **1. INTRODUCTION**

Legal Aid SA is a national public entity established in terms of section 2 of the Legal Aid South Africa Act 39 of 2014; a key contributor to South Africa's constitutional democracy, providing quality legal services to poor and vulnerable persons. The organisation has a national footprint and its culture is rooted in leadership, driven by the value and advancement of human rights.

The Legal Aid SA, Braamfontein Office, hereby invites suitably qualified and reputable service providers to submit proposals for the provision of cleaning services, hygiene equipment and hygiene consumables to the Braamfontein Office for a period of **three (3) years**.

The Legal Aid SA National Office building comprises of office space and other areas and staff allocation will be distributed in accordance to the areas as indicated below:

| <b>Description</b>               | <b>Area/volume/Quantity</b>       |
|----------------------------------|-----------------------------------|
| a) Total employees/occupants     | ± 250 approximate total occupants |
| b) Space size per cleaner        | ± 640 sqm. per cleaner            |
| c) Total Space in square sq      | ± 7000sqm                         |
| <b>d) Staffing Requirement</b>   |                                   |
| e) Cleaners                      | <b>10 (8 Females, 2 Males)</b>    |
| f) Supervisor                    | <b>1 (Male /Female)</b>           |
| g) Operations/Contracts Manager  | <b>1 (Male /Female)</b>           |
| h) Waste/Recycling Sorter        | <b>1 (Male /Female)</b>           |
| i) Number of floors              | 10 floors and 1 Basement          |
| j) Passages                      | All floors                        |
| k) Number of toilet rest rooms   | 15                                |
| l) Number of urinals             | 12                                |
| m) Number of hand-washing basins | 26                                |
| n) Number of showers             | 2                                 |
| o) Parking areas                 | 3                                 |
| p) IT Computer room              | 1                                 |
| q) Board rooms                   | 8                                 |
| r) Training room                 | 1                                 |

| Description                                 | Area/volume/Quantity |
|---|----------------------|
| s) Entrance foyer (reception)               | 1                    |
| t) Roof                                     | 1                    |
| u) Foyer (roof)                             | 1                    |
| v) Lifts                                    | 3                    |
| w) Canteen area (excluding canteen kitchen) | 1                    |
| x) Kitchen areas                            | 11                   |
| y) Storage Rooms                            | 25                   |
| z) Plant area (small)                       | 1                    |
| aa) Security Guard Rooms                    | 3                    |
| bb) Security Control Room                   | 1                    |

## 2. **SCOPE OF CLEANING SERVICES TO BE RENDERED BY THE CONTRACTOR:**

2.1 The Service Provider/s will be expected to render a comprehensive hygiene, specialised cleaning services, waste management and recycling services to ensure Legal Aid SA work environment is clean, hygienic and safe all the time. The soft facilities services provision shall consist of the following service categories and deliverables:

| <b><u>Service Category</u></b>   | <b><u>Deliverable</u></b>   |
|----------------------------------|---|
| A. Hygiene and Cleaning services | i. Supply of hygiene equipment and consumables and comprehensive hygiene services |
|                                  | ii. Deep (periodic) cleaning  |
|                                  | iii. Supply of cleaning equipment, consumables, brush-ware and tools              |
|                                  | iv. Supply of cleaning chemicals  |
|                                  | v. External and internal window cleaning  |
|                                  | vi. Cleaning of curtains and blinds   |
|                                  | vii. Upholstery Cleaning  |
|                                  | viii. Reactive / emergency cleaning (incidents and events)                        |
|                                  | ix. Ad-hoc cleaning services  |
| B. Waste management services     | i. Feminine hygiene waste- Service intervals are based on a seven (7)             |

| <u>Service Category</u> | <u>Deliverable</u>  |
|-------------------------|---|
|                         | ii. day cycle and liner bags must be changed weekly.                    |
|                         | iii. General waste  |
|                         | iv. Hazardous waste   |
|                         | v. Recycled waste – Service interval are based on a two (2) week cycle. |
| C. Recycling Services   | i. Provision for Recycling bins   |
|                         | ii. Sorting of recycling material                                       |
|                         | iii. Bi-Monthly removal of recycling material                           |
|                         | iv. Monthly recycling report  |

## **2.2 HYGIENE & CLEANING SERVICES**

The Service Provider/s shall provide a hygienic, healthy and supportive working environment for all Legal Aid SA staff and visitors through the provision of services including but not limited to:

- Provision of a comprehensive hygiene & cleaning services to all office spaces, ablutions, storage, parking, guardrooms etc.
- Supply (on a rental basis) and maintenance of hygiene & sanitary equipment
- Supply of sanitary hygiene consumables
- Supply of cleaning equipment
- Supply of consumables and material (cleaning material/disinfectants/polishes/ finishes, etc.)
- Deep cleaning of ablutions
- Cleaning of external windows
- Upholstery cleaning
- Reactionary cleaning services (for specific functions or incidents)
- Provision of relief staff in the event of shortages as and when required

#### **HYGIENE EQUIPMENT SCHEDULE:**

| No | Location                | Type              | Product Finish/ Type | Toilet | Urinals | SHE Bin | Toilet Paper Holder | SHE Bag Dispenser | Sanitiser Dispenser | Automatic Airfreshner Dispenser | Hand Paper Towel Dispenser | Used Hand Paper Towel Holder | Hand soap Dispenser | Urinal Auto Sanitizer Dispenser |
|----|-------------------------|-------------------|----------------------|--------|---------|---------|---------------------|-------------------|---------------------|---------------------------------|----------------------------|------------------------------|---------------------|---------------------------------|
| 1  | 6th Floor CEO           | Unisex            | Stainless Steel      | 1      | 0       | 1       | 1                   | 1                 | 1                   | 1                               | 1                          | 1                            | 1                   | 0                               |
| 2  | Ground Floor            | Paraplegic/Female | White                | 1      | 0       | 1       | 1                   | 1                 | 1                   | 1                               | 1                          | 1                            | 1                   | 0                               |
| 3  | Ground Floor            | Male              | White                | 1      | 1       | 0       | 1                   | 0                 | 1                   | 1                               | 1                          | 1                            | 1                   | 1                               |
| 4  | 1st Floor               | Male              | White                | 4      | 2       | 0       | 4                   | 0                 | 4                   | 1                               | 1                          | 1                            | 1                   | 2                               |
| 5  | 2nd Floor               | Female            | White                | 5      | 0       | 5       | 5                   | 5                 | 5                   | 1                               | 1                          | 1                            | 1                   | 0                               |
| 6  | 3rd Floor               | Male              | White                | 4      | 2       | 0       | 4                   | 0                 | 4                   | 1                               | 1                          | 1                            | 1                   | 2                               |
| 7  | 4th Floor               | Female            | White                | 5      | 0       | 5       | 5                   | 5                 | 5                   | 1                               | 1                          | 1                            | 1                   | 0                               |
| 8  | 5th Floor               | Male              | White                | 4      | 2       | 0       | 4                   | 0                 | 4                   | 1                               | 1                          | 1                            | 1                   | 2                               |
| 9  | 6th Floor               | Female            | White                | 5      | 0       | 5       | 5                   | 5                 | 5                   | 1                               | 1                          | 1                            | 1                   | 0                               |
| 10 | 7th Floor               | Male              | White                | 4      | 2       | 0       | 4                   | 0                 | 4                   | 1                               | 1                          | 1                            | 1                   | 2                               |
| 11 | 8th Floor               | Female            | White                | 5      | 0       | 5       | 5                   | 5                 | 5                   | 1                               | 1                          | 1                            | 1                   | 0                               |
| 12 | 9th Floor               | Male              | White                | 3      | 2       | 0       | 3                   | 0                 | 3                   | 1                               | 1                          | 1                            | 1                   | 2                               |
| 13 | 9th Floor (Call Centre) | Female            | White                | 1      | 0       | 5       | 1                   | 5                 | 1                   | 1                               | 1                          | 1                            | 1                   | 0                               |
| 14 | 9th Floor (Call Centre) | Male              | White                | 1      | 0       | 0       | 1                   | 0                 | 1                   | 1                               | 1                          | 1                            | 1                   | 0                               |
| 15 | 10th Floor/Roof         | Female            | White                | 5      | 0       | 5       | 5                   | 5                 | 5                   | 1                               | 1                          | 1                            | 1                   | 0                               |
|    |                         |                   |                      | 49     | 11      | 32      | 49                  | 32                | 49                  | 15                              | 15                         | 15                           | 15                  | 11                              |

All cleaning equipment, such as industrial vacuum cleaners; window cleaning equipment, industrial auto scrubbers and sweepers etc. should be of an acceptable standard to ensure that it causes no damage to carpets, windows, furniture etc. when used by the contractor in task execution.

**All items/ models delivered in terms of this contract shall be new and unused with the appropriate guarantees for the duration of the contract.**

### **2.3 Hygiene Equipment Service Frequency**

| <b>No</b> | <b>Description</b>                              | <b>Service Frequency</b>   |
|-----------|---|--|
| 1         | SHE Bin   | 7 Days/Weekly disposal   |
| 2         | Toilet Paper Holder – Lockable T3               | Daily Replenishment or as needed                                 |
| 3         | SHE Bag Dispenser                               | 14 Days Replenishment or as needed                               |
| 4         | Manual Seat Sanitizer                           | Monthly Replenishment  |
| 5         | Automatic Air-freshener with anti-theft bracket | Monthly Replenishment incl. Replacement of batteries when needed |
| 6         | Manual Hand Paper Towel Dispenser               | Monthly Replenishment  |
| 7         | Used paper towel holder                         | 2 Hourly or as needed disposal                                   |
| 8         | Manual Foam Soap Dispenser                      | Monthly Replenishment  |
| 9         | Automatic Urinal Sanitizer Dispenser            | Monthly Replenishment incl. Replacement of batteries when needed |

The successful bidder will be responsible for the maintenance of all hygiene equipment at its own cost – broken or damaged dispensers must be replaced by the bidder within **24 hours**.

**PROVISIONING OF CLEANING MATERIALS** The service provider must ensure that all cleaning materials are SABS approved (or equivalent), safe and environmentally friendly.

Material Safety Data Sheets (MSDS) for all chemicals must be provided.

#### **2.3.1 List of Consumables**

A list of cleaning and hygiene consumables has been provided, bidders are to price on the specified materials or those which are similar or equally equivalent.

**AND CONSUMABLES:**

**PLEASE NOTE:**

- The successful bidder shall provide all cleaning materials and consumables which shall be included in the final bid price.
- **LEGAL AID SA RESERVES THE RIGHT TO ORDER AND PAY ONLY FOR THE REQUIRED CONSUMABLES BASED ON STOCK LEVELS PER MONTH.**

**Consumables**

Bidders are to disclose the brand which they intend to supply- refer to Annexure C: Consumable and Hygiene Price Schedule.

| No | Description   | Estimated Quantity Per Month |
|----|---|------------------------------|
| 1  | <b>Toilet Paper</b> – Unwrapped, 2Ply Soft white. stock must be always available – 48 rolls per bale  | 2 Bales                      |
| 2  | <b>Toilet Paper</b> – Unwrapped, 1Ply Soft white. stock must be always available- 48 rolls per bale   | 21 Bales                     |
| 3  | <b>Hand Paper Towels</b> - (6 x 125mm) 100s. stock must be always available. 100 per box  | 14 Boxes                     |
| 4  | <b>Toilets hand wash soap</b> – all toilets must be provided with adequate good quality hand soap with SABS standards and ensure that stock is always available 700/800ml. 6 per box (Soap dispensers to be installed for this purpose) | 7 Boxes                      |
| 5  | <b>Bleach</b> – 5L  | 4                            |
| 6  | <b>Dishwashing Liquid</b> – 5 L   | 8                            |
| 7  | <b>Furniture Polish</b> – 300 ml  | 18                           |
| 8  | <b>Ammonia/ Similar or equivalent to Handy Andy cleaning soap</b> – 5 L   | 4                            |
| 9  | <b>Toilet sanitizer</b> – supply good quality product and ensure that stock is always available 350/400ml (6 per box)   | 12 Boxes                     |
| 10 | <b>Automatic Toilet Air freshener Spray</b> – 250ml   | 15                           |
| 11 | <b>Glass or Mirror cleaning materials</b> - 5L  | 2                            |
| 12 | <b>Hand Gloves</b> – latex, supply good quality   | 100                          |
| 13 | <b>Disinfectant cleaner fresher, 3 in 1</b> - 5L  | 2                            |
| 14 | <b>PMat Mats or similar/equivalent Urinal Mat Deodorizer (10 per box)</b>   | 13                           |
| 15 | <b>Purinel or similar/equivalent Urinal Autosantiser Refill-300ml</b>   | 13                           |
| 16 | <b>Clear Refuse plastic bags (Large)</b> – 750x950x 40-micron quality   | 200                          |
| 17 | <b>Clear Bin liners plastic bags (small)</b> - 450x600x 40-micron quality   | 200                          |
| 18 | <b>SHE (Sanitary Waste)/Hygiene Bag Plastic 50 packs of 100 bags (Colour coded)</b>   | 1                            |
| 19 | <b>Broom with dustpan</b> – supply good quality   | 13                           |
| 20 | <b>Pro Cleaning Mops for Laminated floors(x2) and Tiles(x13)–</b> supply good quality   | 15                           |
| 21 | <b>Double Cleaning water bucket with wringer–</b> Fred double   | 10                           |

| No | Description   | Estimated Quantity Per Month |
|----|---|------------------------------|
|    | bucket or similar quality- 50ltr                          |                              |
| 22 | <b>Cleaning pads</b> – supply good quality cleaning pads  | 20                           |
| 23 | <b>Disposable Face Mask</b> – supply good quality         | 20                           |
| 24 | <b>Toilet bowl cleaner</b> – supply good quality 5 litres | 5                            |
| 25 | <b>Prosolve (similar or equivalent) (5 litre)</b>         | 2                            |
| 26 | <b>Progen (similar or equivalent) (5 litre)</b>           | 2                            |
| 27 | <b>Brasso (similar or equivalent) (1 litre)</b>           | 1                            |
| 28 | <b>Dish swabs (small)</b>                                 | 9                            |
| 29 | <b>Dish cloths (medium)</b>                               | 9                            |
| 30 | <b>Toilet Brush Set (Round)</b>                           | 49                           |

### 2.3.2 Cleaning and maintenance of the offices

The bidder shall provide the cleaning and maintenance services in accordance with the frequency outlined in the table below

| No                          | Task  | Frequency              |
|-----------------------------|---|------------------------|
| <b>Floors</b>               |   |                        |
| 1                           | Sweep Vinyl and ceramic tiles, etc. using duster and damp mop | Daily                  |
| 2                           | Damp the floor with mop                                       | Daily                  |
| 3                           | Machine buff-   | As necessary           |
| 4                           | Scrub   | As necessary           |
| <b>Carpets</b>              |   |                        |
| 5                           | Vacuum cleaning of all carpets                                | Weekly                 |
| 6                           | Washing of all carpets (ad hoc project)                       | Bi-Annually            |
| 7                           | Spot cleaning of carpets                                      | Weekly or as necessary |
| 8                           | Cleaning of all office blinds                                 | Quarterly              |
| <b>Dusting</b>              |   |                        |
| 9                           | Dust all horizontal surfaces (low level)                      | Daily                  |
| 10                          | Dust all tables/desks   | Daily                  |
| 11                          | Dust all high ledges and fittings with twister dusters        | Weekly                 |
| 12                          | Dust all vertical surfaces (walls, cabinets, etc.)            | Weekly                 |
| 13                          | Dust all window ledges (high and low)                         | Daily                  |
| 14                          | Telephones (all)  | Daily                  |
| <b>Waste Disposal:</b>      |   |                        |
| 15                          | Empty and clean all waste baskets                             | Daily                  |
| 16                          | Remove stains, disinfect all waste baskets and bins           | Weekly                 |
| 17                          | Remove all waste to designated area                           | Daily                  |
| <b>Walls and Paint work</b> |   |                        |
| 18                          | Spot clean all low surfaces (finger marks, etc.)              | Daily                  |
| 19                          | Glass walls/panels, doors and light switches                  | Daily                  |
| 20                          | Spot clean all aluminum walls (low level)                     | Daily                  |
| <b>Glass and Metal work</b> |   |                        |
| 21                          | Clean glass doors   | Daily                  |
| 22                          | Clean and polish all bright metal fittings                    | Weekly                 |
| 23                          | Clean all glass partitioning/panels                           | Weekly                 |
| <b>Toilets and showers</b>  |   |                        |
| 24                          | Empty and clean all waste receptacles                         | Twice a day            |



|   |  |                           |
|---|--|---------------------------|
| 25  | Clean and sanitize all bowls, basins and urinals                                     | Twice a day               |
| 26  | Clean all mirrors  | Twice a day               |
| 27  | Clean all metal fittings   | Daily                     |
| 28  | Clean showers  | Twice a day               |
| 29  | Spot clean walls, doors and partitions   | Weekly                    |
| 30  | Filling of soap/lotion dispensers, toilet roll dispensers and paper towel containers | Twice a day               |
| 31  | Damp mop floors  | Twice a day               |
| 32  | Clean all toilet floors with disinfectant  | Twice a day               |
| 33  | Disinfect urinals and toilets  | Twice a day               |
| <b>Window Cleaning</b>  |  |                           |
| 34  | Clean interior of all windows  | Quarterly                 |
| 35  | Clean exterior of all windows - Rope Access Window Cleaning                          | Annually                  |
| <b>Staircases</b>   |  |                           |
| 36  | Dust handrails, fittings and wipe with wet cloth                                     | Daily                     |
| 37  | Clean fire escapes   | Monthly                   |
| <b>Roof</b>   |  |                           |
| 38  | Cleaning of the roof   | Quarterly or as necessary |
| <b>Entrance Foyers, including steps and tiled area in front of building</b> |  |                           |
| 39  | Sweep/wash/polish  | Twice a day               |
| 40  | Buff entrances   | Twice a day               |
| 41  | Clean doormats and walls   | Twice a day               |
| <b>Parking Areas</b>  |  |                           |
| 42  | Cleaning of parking areas  | B-Monthly                 |
| 43  | Industrial auto scrubbers & sweepers (required for deep cleaning)                    | Once per quarter          |
| <b>Miscellaneous</b>  |  |                           |
| 44  | Polish all wooden furniture  | Monthly                   |
| 45  | Vacuum cloth covered couches and chairs  | Weekly                    |
| 46  | Clean directory boards   | Weekly                    |
| 47  | Clean all rest rooms and kitchen areas   | Twice a day               |
| 48  | Clean all strong rooms and archiving rooms   | Monthly                   |
| 49  | Service times (Work plan to be submitted)  | Daily                     |
| 50  | Dusting only of all computer equipment   | Daily                     |
| 51  | Sorting of recycling material (all cleaners)   | Daily                     |
| 52  | Keep the recycling area neat and clean at all times                                  | Daily                     |
| 53  | Waste Removal and Recycling  | Bi-Monthly (Two weeks)    |
|   |  |                           |

### 2.3.4 Waste Removal and Recycling Services

The bidder shall be required to collect, separate, transport and recycle and/or dispose of hazardous waste e.g., Electrical and Electronic waste (fluorescent tubes, batteries, IT equipment, and consumables) for the duration of the contract period.

The Service Provider/s shall ensure the following services are completed every **two (2) weeks or as and when the need arises** and adheres to the National





Environmental Management Act No. 107 of 1998 and applicable regulations):

- **Recycle Waste** – Waste such as glass, paper, tins, plastics must be separated from general waste for recycling. - The bidder is expected to implement a recycling and rebate program.
- **Hazardous Waste** - Hazardous waste including electronic and electrical waste i.e. fluorescent tubes, IT equipment and consumables, batteries) and feminine hygiene waste such as SHE Bins. Hazardous waste is to be collected from the waste source for safe handling, treatment and/or safe disposal to permitted disposal facilities.
- The bidder must ensure the Waste management areas must always be free of smell or any pest infestation.

### 2.3.5 Rope Access Window Cleaning Services

The service provider will be required to conduct Cleaning All Exterior window surfaces using rope access services.

The recommended bidder will be required to submit a Health and Safety File for the Window Cleaning Services prior to commencing with this service.

**Note:** The awarded bidder will be required submit or hand in a Safety Plan (particular attention must be given to adherence to all OHS regulations).

Bidders need to take note of the requirements of the Occupational Health and Safety Act No 85 of 1993 and the Construction Regulations 2003 issued in terms of Section 43 of the Act. The bidder shall be deemed to have read and fully understood the requirements of the above Act and Regulations and have considered all related costs.

The bidder will be required to ensure that the Team Leader is a Professional in terms of the Institute for Work at Height; valid certification **(on the day of tender closure)** will be requested prior to appointment and must be maintained for the duration of the contract. **These services may be sub-contracted/outsourced to registered professionals. Such an intention (letter of intent) or agreement must be submitted with the bid proposal**

### 3. **PRE-QUALIFICATION CRITERIA – MANDATORY REQUIREMENTS**

The bidder is encouraged to provide an index and number each page of the proposal.

**Note: Failure to submit ALL of the following documents requested below, the bid will be considered non-responsive and will not be evaluated further.**

| NO. | MANDATORY REQUIREMENTS  | REFERENCE TO PAGE NUMBER |
|-----|---|--------------------------|
| 1   | Valid COIDA certificate in the name of the bidder-For Cleaning or Hygiene Services<br><b>Bidders must be in good standing at the closure of the bid as per RFP</b>  |                          |
| 2   | Proof of active public liability insurance ( <b>not older than 2 years from date of tender closure</b> ) <ul style="list-style-type: none"> <li><b>Bidders must obtain the latest proof of insurance for purposes of tender.</b></li> <li><b>Bidders must be in good standing at the closure of the bid as per RFP.</b></li> <li><b>Failure to adhere to the above will invalidate your proposal.</b></li> </ul>  |                          |
| 3   | References: <p>3.1 List of five (5) contactable positive references the bidders had contracts with in the past five (5) years and including the current companies where they rendering Cleaning &amp; Hygiene services. <b>Annexure A, table (a)</b> must be completed.</p> <p>3.2 The bidders must also submit only five (5) positive reference letters that match the information provided in <b>Annexure A, table (a)</b>. In the event more than five letters are submitted, only the first five will be considered and contacted as per the <b>Annexure A, table (a)</b> for due diligence for the recommended bidder.</p> |                          |

| NO. | MANDATORY REQUIREMENTS   | REFERENCE TO PAGE NUMBER |
|-----|--|--------------------------|
|     | <p><b>Note: Annexure A: Table (A) must be fully completed, non-adherence to the instruction to the above, the bidder will be disqualified.</b></p> <p><b><u>NB: No purchase orders, Award letters, Appointment letters will be accepted.</u></b></p> |                          |
| 4   | Fully completed Pricing Schedule as set out in <b>Annexure B as per RFP requirements</b>   |                          |
| 5   | Valid or active Registration of Association to any recognized Cleaning Body in South Africa  |                          |

**FAILURE OF THE BIDDER TO PROVIDE ALL OF THE ABOVEMENTIONED INFORMATION OR ADHERE TO THE REQUIREMENTS WILL INVALIDATE YOUR PROPOSAL AND WILL NOT BE EVALUATED FURTHER.**

### **3.1 EVALUATION CRITERIA**

All qualifying bids would be evaluated for functionality. The table below contains the weights of each functional requirement component. **The bidder must refer to the page number where each functionality criteria set out below has been addressed.**

#### **Functionality Evaluation**

| NO | FUNCTIONALITY CRITERIA  | POINTS    | REFERENCE TO PAGE NUMBER ON PROPOSAL |
|----|---|-----------|--------------------------------------|
| 1. | <p><b><u>Organisation of work:</u></b><br/>Bidders must provide an <u>operational work plan</u> for <b><u>each</u></b> of the proposed 12 <u>cleaners</u>, which must outline how the work will be organised and their proposed time schedules</p> <p>Work plan must set out the following for each cleaner:</p> <ul style="list-style-type: none"> <li>- Description of function;</li> <li>- Frequency;</li> <li>- Time schedule of when the function will be carried out</li> </ul> | <b>30</b> |                                      |

| NO | FUNCTIONALITY CRITERIA   | POINTS    | REFERENCE TO PAGE NUMBER ON PROPOSAL |
|----|--|-----------|--------------------------------------|
|    | <p><u>Points:</u></p> <ol style="list-style-type: none"> <li>1. Understanding the requirements as per scope of work. <b>(6 points)</b></li> <li>2. Operational work plan for each of the 12 proposed cleaners covering <b>ALL</b> of the abovementioned aspects fully.</li> </ol> <p>A total of 2 points will be allocated for each cleaner's time schedule. <b>(24 points)</b></p> <p>Note. Zero points will be allocated for criterion not addressed.</p>  |           |                                      |
| 2. | <p><b><u>Capacity and relevant experience of the cleaning team</u></b></p> <ul style="list-style-type: none"> <li>- CV of Operations/Contracts Manager must be provided in the proposal/bid</li> <li>- CV of Supervisor must be provided in the proposal/bid</li> <li>- Full proposed team consisting of the Area Manager, Operations/Contract Manager, Supervisor, Waste/Recycling Sorter and the ten (10) cleaners, the organogram must be provided in the proposal/bid</li> </ul> <p><u>Points:</u> -</p> <p><b>Operations/Contracts Manager:</b> A total of <b>15 points</b> will be allocated including the experience of Five years or more in the management of cleaning contracts will be assessed and points awarded.<br/>5 years or more experience- <b>15 points</b><br/>Less than 5 years' experience but more than 3 years- <b>10 points</b>.<br/>Less than 3 years – <b>5 points</b></p> <p><b>Supervisor:</b> A total of <b>10 points</b> will be allocated including the experience of Five years or more in office cleaning will be assessed and points awarded.<br/>5 years or more experience- <b>10 points</b><br/>Less than 5 years' experience but more than 3 years- <b>5 points</b>.<br/>Less than 3 years – <b>3 points</b></p> | <b>30</b> |                                      |

| NO | FUNCTIONALITY CRITERIA   | POINTS | REFERENCE TO PAGE NUMBER ON PROPOSAL |
|----|--|--------|--------------------------------------|
|    | <p><b>Staff Organogram:</b> As per the above criteria -5 points</p> <p><b>Failure to provide the organogram will result in 0 points awarded.</b></p>   |        |                                      |
| 3. | <p><b><u>Track record and experience of the bidder in the cleaning services industry</u></b></p> <p>Bidder must provide at least five (5) letters from clients attesting to similar work done previously or current contracts for office cleaning, which must incorporate <b>ALL</b> of the following details:</p> <p>3.1 Name of company/organization where services were rendered;</p> <p>3.2 Project description or nature of services;</p> <p>3.3 Number of cleaner's and square meters contract was awarded for;</p> <p>3.4 Contract start and end dates <b>(or future date of expiry as per contract)</b>;</p> <p>3.5 Contact details of the client <b>(this should include at least an e-mail address/telephone number and name of contact person)</b></p> <p><b>NB: No purchase orders, Award letters, Appointment letters will be accepted.</b></p> <p><b>Points: -</b></p> <p>(a) A maximum of 8 points will be allocated for each letter (maximum of 5 letters);</p> <p>(b) each letter will be assessed to establish level of experience and points will be allocated as following.</p> <ul style="list-style-type: none"> <li>• 7 000 or more sqm <b>(8 Points)</b></li> <li>• 5 000 up to 6 999 sqm <b>(6 points)</b></li> <li>• 3 000 up to 4 999 sqm <b>(4 points)</b></li> <li>• 1000 up to 2999 sqm <b>(2 points)</b></li> <li>• Less than 1000sqm <b>(0 points)</b></li> </ul> <p><b>In the event more than five letters are submitted, only the five letters will be considered as per fully</b></p> | 40     |                                      |

| NO           | FUNCTIONALITY CRITERIA          | POINTS     | REFERENCE TO PAGE NUMBER ON PROPOSAL |
|--------------|---------------------------------|------------|--------------------------------------|
|              | completed Annexure A, Table (a) |            |                                      |
| <b>TOTAL</b> |                                 | <b>100</b> |                                      |

**NB:** Bidders who score less than **80 points** of the 100 points for functionality will be disqualified and will not be evaluated further.

Qualifying bidders will be evaluated on Specific Goals whereby the Preference Point System of 80/20 with the maximum points as follows: Price = 80 points and 20 points are for preferential procurement requirements on Historically Disadvantaged Individuals (HDI).

**Evaluation on Price and Historically Disadvantaged individual (HDI)** will be calculated as per the below table;

Preferential points will be awarded in terms of the Historically Disadvantaged individual (HDI) which must be substantiated as follows **(kindly refer to form SBD 6.1 for more details and fully complete to claim the points):** -

| NO | PRICE AND Historically Disadvantaged individual (HDI)       | POINTS     |
|----|---|------------|
| 1. | Total bid price offered (inclusive of all applicable taxes) | <b>80</b>  |
| 2. | Historically Disadvantaged individual (HDI)                 | <b>20</b>  |
|    | <b>TOTAL</b>  | <b>100</b> |

Bidders must submit a valid CSD registration or B-BBEE status level verification certificate, or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE as proof to substantiate the HDI points claimed as per SBD 6.1.

#### **4. GENERAL CONDITIONS AND TERMS**

i. Working hours

- Normal working hours for Legal Aid SA officials for weekdays excluding public holidays are from 08:00 to 16:00. However, cleaning services will be required from 07:00 to 16:00 week days or subject special areas.
- In order to provide for the requirements of Legal Aid SA, working hours shall be determined by the Service Provider in consultation with the Legal Aid SA Representative and may be adjusted from time to time.
- It could be expected from the Service Provider to provide services during special occasions, after hours, over weekends and public holidays. When service is required on Saturdays and/or Sundays, it will be communicated to the Service Provider in advance.

ii. Identification of personnel & Access Cards

- The Service Provider must issue all its staff with personal identification tags at the Service Provider's cost.
- Legal Aid SA will issue all of the Service Provider's staff with Access Cards.
- It will be the responsibility of the Service Provider to ensure that all cleaning personnel have both their identification tags and access cards at all times.
- The Service Provider must take responsibility for informing Legal Aid SA Representative where staff is no longer in the service of the Service Provider or at the expiry of the contract for the deactivation of cards.
- Lost or damaged cards will be replaced by the Service provider at a fee determined by Legal Aid SA.

iii. Training

- Legal Aid SA recognizes the need for training, both induction and training occurring during the course of employment, and expects to derive both benefit and value-for-money from all training undertaken by employees of the Service Provider engaged in relation to this contract.
- Bidders are also to provide for intensive training of all the staff appointed.
- Records of such training must be submitted to the Legal Aid SA on an annual basis.

iv. Uniforms and Personal Protective Equipment

- The service provider's staff will be required to wear protective uniforms, headgear (including goggles, visors and masks) and fully covered shoes and/or boots and gloves (appropriate to their tasks and functions) whilst on duty.



- The service provider will supply all PPE, which shall be of good quality.
  - All uniforms must bear the name and logo of the service provider
  - PPE is to be worn at all times, without any exception.
  - The Service Provider shall ensure that all its personnel employed in rendering of the Service are at all times whilst on duty, neatly dressed, presentable and hygienic.
  - The Service Provider shall provide uniforms annually.
- v. Relief staff
- The service provider will provide relief-staff, in the event of labour unrest, or to replace staff on training, leave or sick leave and reasonable notice must be given to Legal Aid SA of the reliever including details of personnel.
  - The service provider will bear all costs related to the provision of relief staff.
- vi. Minimum wages
- The Service Provider shall pay their employees (cleaners) at least the minimum monthly basic wage in terms of the Government Gazette notice no. 48094 of 21 February 2023 or amended from time to time by the relevant minister.
  - The Service Provider must also be registered with the Unemployment Insurance Fund and Worker's Compensation Fund or obtain confirmation to register as an employer if appointed the contract.
- vii. Equipment and consumables
- All materials and cleaning equipment should be provided by the Service Provider and shall be SABS approved. Legal Aid SA reserves the right to approve cleaning materials, pesticides and chemicals prior to the use thereof.
  - The Service Provider shall have use of water and electricity, change rooms / rest room free of charge.
  - The Service Provider shall ensure that all their staff comply with the rules and regulations in terms of use of the facilities.
  - The Service Provider shall not be entitled to store or leave goods or articles on the floors and offices, for example in the entrance, corridors or the staircase, other than in the area designated for Equipment and Materials.
  - Storage facilities will be provided by Legal Aid SA, however The Service Provider has the responsibility to keep the storeroom facilities in a clean and tidy condition at all times. Legal Aid SA will conduct regular inspections of the said facilities and non-compliance will have negative impact on The Service Provider's performance.

viii. Legislative compliance

- The successful bidder is required to comply with the following legislation, not limited to:
  - Occupational Health & Safety Act No.181 of 1993
  - Machinery and occupational safety Act 6 of 1983
  - Hazardous Substance Act no.53 of 1992
  - National Water Act 36 of 1998
  - National Building Regulation and Building Standards Act 103 of 1977
  - Labour Act 66 of 1995 as amended in 2002
  - Basic conditions of employment. Act 75 of 1997
  - Employment equity Act 55 of 1998

ix. Occupational Safety and Health

- The Service Provider will ensure that all work performed and all vehicles, plant and equipment bought onto or used on site complies with the Occupational Health and Safety Act, 1993 (Act No 85 of 1993) as well as the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No 130 of 1993).

x. Contract Management

- A Contract/Operations Manager is required as point of contact with the Legal Aid SA Representative for all service requests and ensuring compliance with service level agreements.
- Prepare and submit monthly report stating services delivered as well as progress made in implementation of the plan/schedule.
- Attend monthly meetings to assess progress and resolve any service matters.
- Conduct site visits to inspect the delivery of services.

xi. Performance Management

- Service Provider Performance Management is viewed by the Legal Aid SA as a critical component in ensuring value for money acquisition and good Service Provider relations between the Legal Aid SA and all its Service Providers.
- The Service Provider shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the Legal Aid SA, which will form an integral part of the contract.
- The SLA will serve as a tool to measure, monitor and assess The Service Provider performance and ensure effective delivery of service, quality and value-add to Legal Aid SA.

## 5. PRICING

The pricing must **strictly be quoted** in accordance with **Annexure B: Pricing Schedule** and must be **inclusive of VAT** – the total **bid price inclusive of VAT** must also be reflected on **SDB 3.1** of the tender document.

**Note: price escalations must be indicated from the 2<sup>nd</sup> year and the percentage rate indicated as part of the bid.**

**LEGAL AID SA RESERVES THE RIGHT TO ORDER AND PAY ONLY FOR THE REQUIRED CONSUMABLES BASED ON STOCK LEVELS PER MONTH.**

In accordance with the clause above, Bidders are requested to also fully complete **Annexure C: Consumables and Equipment Price schedule**. Schedule will serve as pricing for material and equipment orders for the duration of the contract period.

## 6. BID CONDITIONS

6.1 Responsive Bidders may be requested to attend a meeting (which might be conducted virtually) where they will be given the opportunity to present their proposal to the bid evaluation committee for clarity.

6.2 Bid responses should be submitted in line with any attached annexures and detailed specifications.

6.3 Legal Aid SA reserves the right to award the bid to one or more service providers.

6.4 Legal Aid SA reserves the right to award the bid in whole or only partially.

6.5 By submitting the bid, the bidder agrees that the terms and conditions of the services level agreement attached read together with the General Conditions of Contract as stipulated by the National Treasury will be applicable.

6.6 Any personal information provided in response to this tender, will be regarded as acceptance to process the provided personal information in line with



## 7. OBJECTIVE CRITERIA

- 7.1 The recommended bidder must have a minimum bank rating of **Code C (Good for the amount quoted) or an equivalent bank confirmation letter** from the recommended bidder's bank as per their CSD records. **The bank rating code/confirmation letter** stating the above must be furnished within 7 working days from date of request by Legal Aid SA as part of due diligence.
- 7.2 Failure to provide the required information above, will render the proposal non-responsive and will be disqualified in line with section 2(1)(f) of the Preferential Procurement Policy Framework Act no. 5 of 2000 and another bidder may be appointed.

**LEGAL AID SOUTH AFRICA RESERVES THE RIGHT NOT TO MAKE ANY APPOINTMENT AND SHALL NOT ENTERTAIN ANY CLAIM FOR COSTS THAT MAY HAVE BEEN INCURRED IN THE PREPARATION AND THE SUBMISSION OF THE PROPOSALS.**