
SCOPE OF WORK

APPOINTMENT OF THE SERVICE PROVIDER TO RENDER CLEANING SERVICES, TO THE SANPC REFINERY FOR A PERIOD OF 36 MONTHS (3 YEARS)

1. ABOUT CEF

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Minerals and Petroleum Resources (DMPR). For more information on the company, you can visit our current website: www.cefgroup.co.za. The company derives its mandate primarily from the Central Energy Fund Act No. 38 of 1977.

The Act mandates the CEF SOC Ltd Group to contribute to the national security of energy supply through commercial operations and projects, as well as investing in developmental projects, all the while operating in a highly competitive and capital-intensive environment with the need to be a profitable entity through its subsidiaries and associates. The dual mandate of Commercial and Developmental obligations requires a tight balancing act between the two imperatives given the strategic nature of the national assets that The Group holds, and its obligations as defined in the National Development Plan (NDP) .

2. BACKGROUND

The SANPC Refinery, owned by the Central Energy Fund (CEF), is a critical infrastructure facility pivotal to the national energy supply chain. Given its strategic importance, the

refinery has been designated as a National Key Point, which underscores its significance in maintaining national security and economic stability.

The refinery is designated as a National Key Point (NKP) due to its critical role in national energy security and economic stability. It is made up of various building (offices, ablutions, and workshops) that requires regular cleaning on a daily basis, covering a radius of +/- 25,206m².

The scope will provide for interior and exterior cleaning. No cleaning service would mean that the offices, ablutions and workshops occupied by Refinery staff will be in an unacceptable, unhygienic state for employees and visitors. This would result in a poor image for the SANPC Refinery and would be in breach of the OHS Act.

The scope will provide for interior and exterior cleaning. Interior cleaning shall be the cleaning and sanitizing of workstations, cleaning of common areas (walkways) and steam cleaning of carpets & all upholstery furniture ; exterior cleaning shall be the cleaning of entrance doors, cleaning of the exterior of window frames and glass and the cleaning of aprons around buildings; kitchen duties shall be preparing tea for staff and visitors, the washing and packing of all crockery and cutlery in cupboards, the cleaning of the refrigerators, microwaves and cupboards; bathroom duties shall be the mopping of tiled floors, cleaning of all wash hand basins, showers, urinals and water closets and the replenishment of all consumables in the bathrooms

3. EXECUTIVE SUMMARY

The SANPC Refinery is seeking a partner to provide solutions for its interior and exterior cleaning services in buildings occupied by Refinery staff, it also seeks to improve its current processes for providing these services to its end user community throughout its various workstations.

The selected service provider must share in the mission and business objectives of the SANPC Refinery. These mutual goals will be met by meeting contractual requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communications. In this spirit of partnership, the SANPC Refinery and its Service provider will study the current ways they do business to enhance current practices and support processes and systems.

4. PURPOSE OF THE PROJECT

The service provider is required to render professional cleaning services, at the Refinery. This service is aimed at maintaining cleanliness and good hygiene standards within the SANPC Refinery.

5. SPECIFICATION

5.1 SCOPE OF WORK – PARTICULAR- SCHEDULE OF EQUIPMENT

The service provider will be expected to render a comprehensive Cleaning Service to the Refinery from a control and maintenance perspective

5.1.1 Deliverables

The service provider shall:

- Supply, delivery and refilling of cleaning materials – The service provider must ensure that the consumables are timeously replenished, there should be no shortage on site at any time;
- Toilet Paper and other frequently utilised consumables must be replenished twice daily (only applicable where it is part of the site requirement);

- Quarterly stripping and deep cleaning of toilets / ablution facilities. The bidder will be required to provide all necessary equipment and consumables;
- Carpet and upholstery cleaning to be carried out quarterly – **this should be done after hours and over weekends;**
- Buffing of floors to be carried out bi-weekly - **this should be done after hours and over weekends**
- Service Provider to supply labour and remuneration in terms of the provisions of the Bargaining Council for Contract Cleaning Industry (BCCCI) for sectoral determination 6 as gazetted;
- Where staff have been taken leave as per provisions of the BCCCI , you are required to ensure a reliever is on site for the duration of the leave;
- All staff to be in full uniform and required Personal Protective Equipment (PPE) when coming to site;
- Implement chemical deep cleaning of toilets, wash hand basin, kitchen sinks, urinary and shower drains quarterly;
- High pressure cleaning using high pressure water spray to remove loose paint, mould, grime, dust; mud and dirt from concrete surfaces;

5.1.2 Green Economy / Carbon Footprint

The SANPC Refinery wishes to have an understanding of your company's position with regards to environmental commitments, including key environmental characteristics such as waste disposal, recycling and energy conservation .

5.1.3 . Compliance with the National Key Point Act and Regulations

Ensuring adherence to the National Key Point Act, 1980 (Act No. 102 of 1980). Implementing strict compliance with Occupational Health and Safety (OHS) and Environmental Regulations. Conducting regular Health & Safety risk assessments and audits.

5.1.4 Delivery and Services Location

SANPC Refinery

1 Refinery Road

PROSPECTON

Durban

5.1.5 SIZE OF VARIOUS SITES WITHIN THE REFINERY

SITE NAME	ESTIMATED SIZE
Admin Block	7,500m ²
ICT Block	1,900m ²
Service Stores	950m ²
Central Stores	620m ²
Command Centre	520m ²
Check Point	520m ²
Permit Office	80m ²
Clubhouse	700m ²
Training Centre	2,800m ²
Laboratory	2,200m ²
Tanker Gate	140m ²
Control Room	4,700m ²
North Zone (Lubes)	1,132m ²
Tankage Yard	745m ²

Fire Training Ground	330m ²
Dispatch	480m ²
South Tank Farm	100m ²
Main Workshop	1,250m ²
Service Providers Parkhomes	40m ²

5.1.6 Contract Term

The contract will be effective for a period of 36 months (3 Years) .

5.2 DESCRIPTION OF ITEMS FOR RENDERING CLEANING SERVICES, SUPPLY & DELIVERY OF EQUIPMENT RENTAL AND MAINTENANCE

5.2.1 TASK DESCRIPTION

EQUIPMENT DESCRIPTION	FREQUENCY
Cleaning Floor according to type	Daily
Clean/Dust/ Disinfect/ Wipe down all horizontal/vertical surfaces with damp cloth	Daily
Dust desks with damp cloth	Monthly
Wipe all surfaces with suitably dilutes disinfectant SABS approved	Bi-weekly
Polish all wooden furniture	Bi-weekly
Steam Clean and vacuum upholstered chairs & Furniture	Quarterly
Clean White Boards	Weekly
Clean Client Directory/ Information Boards/ Signs	Daily
Empty dust bins, Waste paper baskets, wash and replace plastic liners	Twice- daily
Wash dishes (utensils, crockery & cutlery)	Daily – as and when required

Spot Clean marks from Walls , doors, paint work and light switches	Weekly
Apply liquid metal polish, to brass door handles , window stays and window fasteners	Monthly
Vacuum carpets	Bi-Weekly
Deep Cleaning of Carpets & Upholstery	Quarterly
Spot clean of glass , windows and window seals, doors , door knobs and metal work and dust all accessible ledges	Weekly
Cleaning of passages and staircases including skirting and handrails	Daily
Cleaning of toilets (closet pans, urinals, wash bins, mirrors) with disinfectant	Hourly (as and when required on a daily basis)
Washing of toilet floors, walls, doors and pipes	Twice Daily
Supply plastic to line toilet bins	Twice Daily
Cleaning of showers	Daily
Deep cleaning of showers	Weekly
Clean both faces of glass , dustbins, clean blinds	Bi-Weekly
Clean & disinfect kitchen floor , counter tops , tables and cupboards	Daily
Cleaning of all Guard houses	Daily
Cleaning of the Clubhouse	Weekly / as and when required (depending on usage)
Wash bins with approved soap and detergents and line them with plastic	Daily
Clean & refill kettles and Urns	Daily
Fridges must be defrosted and washed with water and detergent	Monthly

All Kitchen Appliances must be washed with water and detergent	Daily
Separate paper waste and general waste and use designated / labelled bins	Twice Daily
Wash the waste bins and the refuse area	Bi-Weekly
Cleaning of the hand dryer with damp cloth	Daily
All machinery , equipment , cleaning materials and consumables must be supplied by the service provider and must be SABS Approved	Weekly
Clean/Mop/ paved / tarred areas/ parking/ driveways/walkways	Daily
Pressure wash paved / tarred areas/ parking/ driveways/walkways	Quarterly
Buff Floors (Buffing & appropriate Industrial Machine to be used with industrial strength cleaning detergent	Bi-Weekly
Each cleaner must always be dressed in company uniform with name badges and company name at all times (PPE must be supplied) PPE Spec : Normal Cleaning Uniform , PVC & Eye Protection, Gloves (when using chemicals as per SDS) & Safety Shoes	Daily
Refresh and Replenish tea / coffee stations including boardrooms	Daily
Supply cleaning materials & Consumables – There should be sufficient supply at all times	Monthly

5.2.2 EQUIPMENT RENTAL

EQUIPMENT DESCRIPTION	QUANTITY	FREQUENCY
Buffing Machines	5	Monthly
Vacuum Cleaners	5	Monthly

Carpet & Upholstery Cleaning Machines (including blower)	3	Quarterly
Industrial Cleaning Machines : ➤ Wet Pick-Up Machine ➤ High Pressure Cleaner	5	Monthly
Cherry Picker	2	Quarterly

5.2.3 CONSUMABLES

ITEM DESCRIPTION	QUANTITY	FREQUENCY
3 Ply Toilet Paper (Pack of 48)	80	Monthly
Micro Fibre Cloths – Yellow, Blue , Bathrooms (Pack of 3)	16	Monthly
Jumbo Blue Cloth	34	Monthly
Jumbo Rolls	30	Monthly
Toilet Bin liners	200	Monthly
Brooms	10	Quarterly
Mops	30	Quarterly
Buckets	45	Quarterly
Gear Press Trolley	45	Quarterly
Scoop & Broom	45	Quarterly
Window Cleaning Kit	10	Annually
Extended Long Pole	5	Annually
Cleaning Chemicals (Liquid Furniture Polish, Floor Polish, Insect Spray, Ant powder , Scourers, Spray Bottles with triggers, Furniture Spray Polish, Floor Striper, Window Cleaners , Cleaning chemicals etc)		Monthly

5.2.4 WEEKLY SERVICES

ITEM DESCRIPTION	QUANTITY	FREQUENCY
Deep Cleaning of showers	135	Weekly

5.2.5 QUARTERLY SERVICES

ITEM DESCRIPTION	QUANTITY	FREQUENCY
Toilet Deep Cleaning	220	Quarterly
Wash Hand Basin Deep Cleaning	195	Quarterly
Kitchen Sink Deep Cleaning	35	Quarterly
Urinal Basin and Shower Drain Deep Cleaning	250	Quarterly
Carpet & Upholstery Deep Cleaning	All Offices	Quarterly

5.3 EVALAUTION CRITERIA

5.3.1 Mandatory Requirements

The Mandatory Technical Requirements are as follows:

No.	Mandatory	Comply	Not Comply
1	Valid COIDA certificate.		
	Substantiate / Comments		
2	Public Liability Insurance or letter of intent from an insurance company or insurance broker for a minimum of comprehensive value of R5million		
	Substantiate / Comments		
3	Valid Registration certificate with the Bargaining Council for Contract Cleaners Industry (BCCCI) – KZN		
	Substantiate / Comments		
4	Certified copies of valid driver's license for all supervisors & Site Manager		
	Substantiate / Comments		

5	All Detergents are required to be compliant to the South African National Standards (SANS) as issued by the South African Bureau of Standards (SABS) – to provide material safety data sheet (MSDS) on a monthly basis		
	Substantiate / Comments		
6	Submit proof of being a registered member with the Provident Fund		
	Substantiate / Comments		

Note: Failure to comply with any of the Mandatory Requirements may lead to the bidder being disqualified, and not considered for further evaluation on Other Technical Requirements.

5.3.2 TECHNICAL EVALUATION CRITERIA

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

Technical Information	Scoring	Proof of documents	Weighting Percentage
1. Experience of Bidder			
Company Experience The bidder must submit relevant reference letters of providing cleaning services at a critical Infrastructure/ National Key Points . Reference letters submitted should not be older than 10 years. Reference letters of the bidder from clients as evidence of similar work successfully completed. NB: The Reference Letter(s) must not be older than ten (10) years (between 2014 – Current Year) . Must be on the letterhead of the previously serviced client and should reflect at least the name of the client, a description of the similar work conducted, duration of contract completed, contactable reference name, email address and cell phone number. The evaluation will consider positive written reference letters by authorised signatory confirming successful performance on previous similar projects as listed in paragraph 1 above must be submitted in order for points to be claimed. Failure to attach positive reference letters will result in points not being allocated. The reference letters must		Previous Appointment Letters or Purchase Orders issued and Reference Letters on client's letter head	25%

be accompanied by a matching appointment letter/ Purchase Order in order to be considered.			
Previous Appointment Letters and Reference Letters for 5 projects and above	5		
Previous Appointment Letters and Reference Letters for 4 projects	4		
Previous Appointment Letters and Reference Letters for 3 projects	3		
Previous Appointment Letters and Reference Letters for 2 projects	2		
Previous Appointment Letter and Reference Letter for 1 project	1		
Reference Letters for 0 projects	0		
2. Safe Work Procedure : Cleaning			
Bidder to submit a safe work procedure for a minimum of five cleaning tasks ; cleaning of offices, ablutions, steam cleaning of carpets and working on heights		Detailed Safe Work Procedure	15%
Safe work procedure for five or more cleaning tasks, cleaning of fixtures in ablutions (urinals, wash hand basins, mirrors, tiled walls), steam cleaning of carpets, working on heights (cleaning of windows) submitted	5		
No safe work procedure of cleaning tasks submitted or safe work procedure that does not cover all components	0		
3. Resource Allocation Plan			

Bidder to make a submission inclusive of all Equipment, Machinery, Consumables and Uniforms that will be supplied for the duration of the project . Protective Clothing to be in line with the Occupational Health and Safety Act. The submission must include a detailed description as well as actual pictures or images : • Provision of a dedicated vehicle allocation for cleaning services. • Clearly indicate the rental equipment for installation and ensure compatibility with consumables (paper handtowels, toilet papers, liquid soap, seat sanitisers, etc). • Clear human resource allocation (organogram of 40 or more staff / personnel) , detailing the supervisory roles (2 supervisors & 1 Site Manager) on company payroll; • Clear execution timetable for inventory management, waste removal, quarterly deep cleaning of lavatories, quarterly deep cleaning , quarterly carpet and upholstery cleaning and kitchen sinks deep cleaning. • Indication of flexible inventory control management in line with varying quantity requirement. The important issues approached in an innovative and efficient way, indicating that the respondent has outstanding knowledge of the latest methodology. Methodology details ways to improve the execution outcomes and the quality of the output.	The bidder must demonstrate thorough understanding of the objectives and deliverables of this request by providing a detailed Resource (Organogram & Company Payroll) and Execution Plan	20%
Project Plan with activities indicating all minimum requirements.	5	

Incomplete Resource Allocation Plan Provided.	0		
4. Compliance on Occupational, Health and Safety (OHS) Plan			
Compliance OHS Plan The bidder must provide an OHS Plan. This must have: • OHS & Risk Mitigation Plan, • Baseline Risk Management Plan • Incident Management Plan, • OHS standards for hygiene services, • PPE for staff • Deep cleaning frequency and waste removal frequency.		OHS Plan	15%
The overall OHS plan satisfies all 6, the important issues are approached in an innovative and efficient way, indicating that the respondent has outstanding knowledge of the latest approaches.	5		
No OHS plan or OHS Plan does not cover all 6 components.	0		
5. Approach and Methodology			
The approach and methodology should detail the bidders understanding of the scope of work and outline the proposed approach /methodology. It should explain why the approach and methodology is appropriate to achieving the scope of work as well as the objectives of the project. This section should also set out variables and risks associated with the approach/methodology and any other matters that might affect the achievement of the assignment : - All the activities that are required prior to commencement / take-over of the site			15%

(recruitment of staff, purchase of equipment and materials , uniform etc) - All activities that are required on the site-take-over , this typically will include staff induction, staff training hand-over of uniforms/ PPE, setting the cleaning schedules and routines - All activities detailing the recruitment of local youth (between 18 – 35 Years) , ensuring that the Refinery is contributing to the National Job Creation mandate - All activities addressing short, medium and long-term objectives such as service supervision, monitoring, reporting, timelines, contingency measures, follow-up training etc - What is the company's position with regards to environmental commitments, including key environmental characteristics such as waste disposal, recycling and energy conservation		Detailed Approach & Methodology	
Detailed approach and methodology covering all areas listed above	5		
Incomplete methodology	0		
6. Financial Capacity			
Proof of financial capacity of at least R5million annual turnover for the past 3 Years.		Annual Financial Statements for the past 3 Years	10%
5 million or more turnover per annum	5		
Between R2million to R4,9million turnover per annum	3		
Less than R2million turnover per annum	1		
No proof of turnover	0		