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**TERMS OF REFERENCE TO RENDER CLEANING SERVICES, HYGIENE SERVICES, FUMIGATION/PEST CONTROL, AND FOOD SERVICE AID FOR DEPARTMENT OF MINERAL RESOURCES ENERGY KWAZULU NATAL REGIONAL OFFICE IN DURBAN FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

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**1 BACKGROUND**

- 1.1 In accordance with the provisions of the Occupational Health and Safety Act (No: 85 of 1993), all National and Provincial government, Departments are obliged to provide a clean, healthy, hygienic, and safe working environment.
- 1.2 The Department of Mineral Resources and Energy intends to appoint the service provider to render cleaning services, hygiene services, fumigation/pest control and food service for KwaZulu Natal Regional office in Durban.
- 1.3 The total office space square meter is 2723,33 of which 1573,33m<sup>2</sup> remains carpeted and 500m<sup>2</sup> is covered with tiles and 700m<sup>2</sup> covered with interlock rubber mats.
- 1.4 The DMRE KwaZulu Natal regional office is situated at corner Manison House building, 12 Joe Slove Street on from five to eleventh floors in Durban.

**2. CONTRACT PERIOD**

The expected duration of the project is thirty-six months after the signing of a contract subject to performance review.

**3. OBJECTIVE**

The main objective of this project is to provide, as far as reasonably practicable, a working environment that is safe and without risk to the health of employees and visitors in compliance to the provision of Occupational Health and Safety Act. (OHSA)

**4. SCOPE OF WORK**

- 4.1 The service provider shall be expected to render cleaning services for the office building, which is comprised of closed and open plan offices, boardrooms/meeting rooms, kitchens, bathrooms, storerooms, printing areas, file achieves, registry offices, receptions, foyers, lift and staircases.

- 4.2 Service provider is expected to perform sweeping, dusting, scrubbing, polishing, wall and furniture wiping, and damp mopping on the daily basis.
- 4.3 The service provider is expected to render vacuum carpet, furniture polish, floor buffing, spots buffing, interior window washing, wall wiping, dust off light fittings, ceiling and air conditioning defuses/vents on weekly and monthly
- 4.4 The service provider is expected to perform quarterly carpet wash, and it shall be arranged for weekends.
- 4.5 The cleaning services shall be rendered from Monday to Friday during office working hours from 06h30 to 15h00, excluding weekends and public holidays unless where otherwise specified.
- 4.6 The service provider shall deploy a minimum of three (6) cleaners and one (1) supervisor.
- 4.7 The service provider is required to retain one cleaner until 16h00 at each office every day until in cases of as and when the crisis arises.

## **5. Fumigation/pest control**

- 5.1 The service provider is expected to supply 70 rodent traps and service every month.
- 5.2 The service provider is expected to fumigate the office on quarterly basis with the chemical not harmful to humans. The fumigation shall be conducted on weekends.
- 5.3 The service provider is expected to treat insects/cockroaches with relevant paste or pesticides as and when required.
- 5.4 The department reserve the right to verify chemicals for health purposes.

## **6. Food service aid**

- 6.1 The service provider is expected to perform the boardrooms preparation layout by setting up drinking water; tea/coffee etcetera in advance before the start of the meeting or workshop. The DMRE will provide groceries and crockery.
- 6.2 The boardroom shall be cleaned after every meeting or workshop and replenishment of water, tea and coffee etcetera.
- 6.3 The service provider is expected to prepare hot water and wash cups and cutlery of the officials twice a day at 11h00 and 14h00.
- 6.4 The service provider shall provide dish soap, dish cloths and all necessary kitchen cleaning supplies required.

## **7. Hygiene Services: Supply and installation of dispensers**

- 7.1 Supply and install liquid 20 seat wipes dispensers.
- 7.2 Supply and install 12 automated air fresheners.
- 7.3 Supply 12 sanitary bins.
- 7.4 Supply and install 12 hand soap dispensers.
- 7.5 Supply and install 12 hand paper towels.

7.6 Supply and install 12 waste bins.

**8. Hygiene Services: Replenishment of consumables**

8.1 Replenish 20 liquid seat wipes dispenser twice a month.

8.2 Replenish 12 automated air freshener dispensers twice a month.

8.3 Service 12 sanitary bins once a week.

8.4 Replenish 12 hand soap dispensers twice a week.

8.5 Replenish 12 hand paper towels three times a day.

8.6 Replenish 20 double toilet holders three times a day (first grade 2 ply)

8.7 Service 12 waste bins thrice a day.

8.8 Supply 8 urinal mats twice a month.

**9. Deep cleaning**

The service provider is expected to perform deep cleaning with hot steam and relevant chemical to remove stains for the 20-toilet bowls, 20 basins and 8 urinals every six months.

**10. DELIVERABLES OR PROJECT OUTPUT AND/OR OUTCOME**

10.1 The service provider shall during the period of the contract ensure that the office is continuously cleaned, spotless, healthy, and hygienic to enable a conducive working environment as per the scope of work.

10.2 The service provider shall provide enough equipment and dispensers to enable the smooth running of cleaning services.

10.3 The service provider shall continuously provide enough consumables and cleaning material as required.

10.4 The service provider shall ensure that enough supplies are kept in the storage as a backup in case of sudden shortages.

10.5 The service provider shall develop and monitor a schedule for fumigation, carpet washing, and deep cleaning and cleaning services checklists.

10.6 The service provider shall ensure that the deployed staff is always presentable and identified.

**11 EVALUATION CRITERIA**

**This bid will be evaluated in four stages, i.e. functionality, mandatory requirements, administrative compliance, and point scoring system.**

**11.1 Gate 01 - Functionality**

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold

for this bid is **70%**. Bidders who score less than **70%** will be disqualified. Only bidders who score **70% or more** will be considered further.

No.	Evaluation criteria	Points	Weight
1.	<p><b>Company Experience</b></p> <ul style="list-style-type: none"> <li>The bidder must have operational experience in rendering cleaning services, hygiene services, and pest control/fumigation. (Attach testimonial/s and purchase order/s or copy of a signed contract/s to support the testimonial indicating experience period servicing office space of 2500m<sup>2</sup> as a minimum).</li> </ul> <p><b>NB:</b> The calculation of number of years of experience shall be done as continuum in case there are more than one projects running parallel.</p>	<ul style="list-style-type: none"> <li>five (5) years and above = 5 points</li> <li>Four (4) years = 4 points</li> <li>Three (3) years = 3 points</li> <li>Two (2) years = 2 points</li> <li>One 1 year = 01 point</li> <li>No experience = 0</li> </ul>	40
2.	<p><b>Experience of Team Leader and Team Members:</b></p> <ul style="list-style-type: none"> <li>The team leader/supervisor must relevant supervisory experience in the office cleaning industry.</li> </ul>	<ul style="list-style-type: none"> <li>five years and above = 05 points.</li> <li>four years = 04 points.</li> <li>three years = 03 points.</li> <li>two years = 02 points.</li> <li>one year = 01 point.</li> </ul>	10
3.	<p><b>Qualifications of Team Leader and Team Members</b></p> <p>Qualifications:</p> <p>Team supervisor qualifications:</p> <ul style="list-style-type: none"> <li>The supervisor must have a SAQA recognised qualification. (Copies of the certified certificate/qualification must be attached).</li> </ul>	<ul style="list-style-type: none"> <li>NQF level 7 and above = 5 points</li> <li>NQF level 6 = 3 points</li> <li>NQF level 5 and below = 1 point</li> </ul>	05

No.	Evaluation criteria	Points	Weight
4.	<p><b>Project Plan</b></p> <p><b>A Detailed project plan should include at least the following five (5) aspects.</b></p> <p>(i) daily duties with time frames in an order of preference.</p> <p>(ii) weekly, monthly, quarterly, and six-monthly duties.</p> <p>(iii) replenishment frequency for consumables.</p> <p>(iv) The monitoring and assessment of cleaning services.</p> <p>(v) The contingency plan in cases of emergency.</p>	<ul style="list-style-type: none"> <li>• Five (5) or more aspects = 5 points</li> <li>• Four (4) aspects = 4 points</li> <li>• Three (3) aspects = 3 points</li> <li>• Two (2) aspects = 2 points</li> <li>• One (1) aspect = 1 point</li> </ul>	20
5.	<p><b>Health and Safety Plan</b></p> <p>The bidder should provide a Health and Safety plan in line with the Occupational Health and Safety Act (OHSA) compliance in the office working environment, with an indication of the induction procedures.</p>	<ul style="list-style-type: none"> <li>• Health and Safety plan in compliant with OHSA for office environment and reflecting the induction procedures = 05 points.</li> <li>• health and safety plan not compliant to OHSA or no health and safety plan = 0 point.</li> </ul>	05
6.	<p><b>Supplies – Bidders should indicate at least the following four supplies</b></p> <p>(i) all appropriate cleaning material and quantities to be supplied per month.</p> <p>(ii) the fumigation chemicals (-not harmful to humans),</p> <p>(iii) the quantity of rodent traps to be supplied every two months.</p> <p>(iv) all required dispensers to be supplied.</p> <p>NB: All the required supplies indicated above must be of South African Bureau of Standard (SABS) and the Department reserve the right to verify the resources.</p>	<ul style="list-style-type: none"> <li>• More than four (4) supplies = 5 points</li> <li>• Four (4) supplies = 4 points</li> <li>• Three (3) supplies = 3 points</li> <li>• Two (2) supplies = 2 points</li> <li>• One supply = 1 points</li> <li>• No supplies indicated = 0 point</li> </ul>	20

Formula;  $\frac{A}{B} \times 100 = C\%$

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

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## 12. Gate 02 – Mandatory requirements

The following requirements are mandatory. Bidders who do not comply with the mandatory requirements will be disqualified.

12.1 Proof of valid Registration for Office Pest Control and Fumigation with The Department of Agriculture.

12.2 Proof of valid Registration for Compensation Fund with The Department of Employment and Labour.

12.3 Proof of valid Registration for Unemployment Insurance Fund (UIF) with The Department of Employment and Labour.

NB: The Department reserves the right to verify validity of registrations.

## 13. Gate 03 - Administrative compliance

(i) Compliance to the specification / Terms of Reference.

(ii) Fully completed SBDs (Duly signed and dated) listed hereunder.

- SBD 1
- SBD 4
- SBD 6.1

(iii) The following will be regarded as noncompliance.

- Price amendments / other amendments without signature/initials.
- Use of correctional fluid
- Completion of the bid document in coloured ink other than black ink

## 14. Gate 04 – Point Scoring System

Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- Price points = 80

➤ Preferential points = 20

- 14.1 The bidder that scores the highest points in this phase will be awarded the tender.
- 14.2 Should more than one bidder score the same number of points, the award will be made to the bidder who scores more points on specific goals.
- 14.3 Should there be more than one bidder who score the same number of points overall and same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.
- 14.4 Should there be more than one bidder who score the same number of points in all aspects, the bid will be determined by the drawing of the lot.
- 14.5 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder.

Bidders who do not submit proof (means of verification) of specific goals claimed will not qualify for preference points for specific goals.

Specific Goal	Number of points (80/20 Preference System)	Means of Verification
Enterprise owned by Black people	4	Identity documents and CIPC document
Enterprise owned by Women	4	Identity documents and CIPC document
Enterprise owned by Youth	4	Identity documents and CIPC document
Enterprise owned by disabled persons	4	Medical certification
Enterprise owned by SMMEs (QSE or EME)	4	B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit

**NB:** "Ownership = 51% of the company share. Designated group/person that are part of the entity directorship but have less than 51% share = points will be calculated on a pro-rata basis in relations to the share/s held by the designated group/persons.

Eg. Number of women directors = 01  
 Shares owned by women = 20%  
 Specific goal for women = 4 points  
 Points claimable for women ownership = 20 x 4 = **0.8 points**

## 15. **Gate 05 – Objective Criteria**

- 15.1 The following principles shall apply under this criterion.
- 15.2 Any company that would have been terminated in the last five (05) years due to non and or poor performance will be disqualified.
- 15.3 Any company that his or her director has or had interest in the company that was terminated in the last five (05) years due to non and or poor performance will be disqualified.

## 16. **REPORTING REQUIREMENTS**

- 16.1 The service provider shall report to the relevant Regional Manager.
- 16.2 The service provider shall conduct daily inspections on quality and standards and weekly written reports shall be submitted to the Regional Manager.
- 16.3 The service provider shall report daily to the Regional Manager any defects such as broken mirrors, blocked toilets/ urinals, broken windows, etc. that they might come across during the cleaning of the building.
- 16.4 The Regional Manager/Director: Auxiliary Support will convene quarterly meetings regarding performance, specific problems, suggestions, improved methods, and work programs, tenant's complaints and remedial action, and all matters related to this contract.
- 16.5 The service provider shall ensure that additional resources are made available to augment employee absenteeism caused by any form of leave.

## 17. **WORK PLAN AND METHODOLOGY**

The service provider must provide:

- 17.1 A project proposal that demonstrates comprehension and competence to deliver on what is required in line with the scope of work under section 4.
- 17.2 A preliminary project plan outlining key activities, milestones, timeframes, and resources to be committed to the project.

## 18. **ROLE AND RESPONSIBILITY**

- 18.1 Service Level Agreement will be entered into with the successful service provider which will include, *inter alia*, obligations of the DMRE and the successful service provider.
- 18.2 The DMRE reserves the right to appoint more than one service provider for the project.
- 18.3 The successful service provider must develop detailed project schedule/ plan.
- 18.4 The successful service provider will be required to submit payment schedule providing projections for the period of 6 months on work performed.
- 18.5 The service provider shall disclose all information in its proposal regarding any interests that may result in an actual or perceived conflict of interest.

## 19 CONFIDENTIALITY OF INFORMATION

- 19.1 The names of all the members of the service provider team must be disclosed for the prior approval of DMRE. Any changes, replacements and additions should be submitted for prior approval of DMRE.
- 19.2 All members will have to sign a Non-Disclosure Agreement before project commencement and may be required to undergo security screening and tests as the DMRE deems necessary.

## 20. PAYMENT

The Department will not make an upfront payment to a successful service provider. Payment will only be made in accordance with the delivery of service that will be agreed upon by both parties and upon receipt of an original invoice.

## 21. TAX CLEARANCE CERTIFICATE

- 21.1 Bidders must ensure compliance with their tax obligations.
- 21.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 21.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. To use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).
- 21.4 A bidder may also submit a printed TCS together with the proposal.
- 21.5 In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.
- 21.6 Where no TCS is available, but the bidders are registered on the central supplier database (CSD), a CSD number must be provided.

## 22 DOCUMENTATION

No Documents

## 23 COST / PRICING

- 23.1 The bidders are requested to provide a quoted proposal regarding the work to be undertaken.
- 23.2 Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).
- 23.3 Bidders should provide hourly rates as prescribed by Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.

- 23.4 Bidders should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:
- i) Hotel Accommodation – R1550 per night per person, including breakfast, dinner and parking.
  - ii) Air travel must be restricted to economy class.
  - iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

## 24. CONDITIONS OF THE CONTRACT

- 24.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 24.2 The successful service provider will sign a confidentiality agreement regarding the protection of DMRE information that is not in the public domain.
- 24.3 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.
- 24.4 The successful service provider shall ensure that the contract is executed in line with the scope of work.
- 24.5 The successful service provider may be subjected to security screening by the State Security Agency.
- 24.6 The DMRE reserves the right to verify the authenticity of the information submitted, any falsified information may result in the disqualification or cancellation of the contract.
- 24.7 The successful service provider is required to submit Unemployment Insurance Fund (UIF) and Compensation Fund reports on quarterly basis.

## 25. FORMAT OF SUBMISSION OF PROPOSAL

- 25.1 Bidders are requested to submit one original hard copy of the technical proposal plus one electronic copy on the USB.
- 25.2 Bidders are requested to index their proposals for easy reference.

## 26. PRE-BID MEETING / BRIEFING SESSION DETAILS

- 26.1 A compulsory briefing session will be held on **23 September 2024 at 10:00** at the Department of Minerals Resources and Energy Regional Office is situated in Mansion House building, 12 Joe Slove Street, Durban.
- 26.2 Bidders must ensure that they sign a register during a compulsory briefing session to confirm attendance. Failure to sign the register to confirm attendance will invalidate your bid.

## 27. CLOSING DATE

Proposals must be submitted on or before **04 October 2024 at 11:00** at the Department of Minerals Resource and Energy, at 192 Matimba Building, Corner Visagie and Paul Kruger Streets, Pretoria in the bid box marked in the bid box marked Department of Minerals Resource and Energy. **No late bids will be accepted.**

## **28. ENQUIRIES**

**All general enquiries relating to bid documents should be directed to:**

Ms. Lucia Nkhethoa

Tel No: (012) 406 7702

E-mail: [Lucia.Nkhethoa@dmre.gov.za](mailto:Lucia.Nkhethoa@dmre.gov.za)

**Technical enquiries can be directed to:**

Ms Naledi Salagae

Tel No: (012) 406 7322

E-mail: [naledi.salagae@dmre.gov.za](mailto:naledi.salagae@dmre.gov.za)