



**PROVISION OF CLEANING AND HYGIENE SERVICES AT THE LEGAL AID SOUTH AFRICA
PRETORIA LOCAL OFFICE, 317 FRANCIS BAARD STREET, 4TH FLOOR, LOCARNO HOUSE,
PRETORIA, FOR A PERIOD OF THREE (3) YEARS**

1. BACKGROUND

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 indigent 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 Pretoria Local 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 Pretoria Local Office for a fixed period of three (3) years.

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

Total employees/occupants	± 70 approximate total occupants
Total Square meters of the offices	1025m ²
Space size per cleaner	± 512m ² per cleaner
Number of cleaners	2
Number of floors	1
Passages	All Office passages
Number of toilet rest rooms	2 and 1 Differently able persons
Number of urinals	2
Number of hand washing basins	6
Board rooms	1
Reception	1
Waiting area – clients	1
Canteen & kitchen area	1
Coffee Station area	1
Storage Rooms	2
No of offices	34

3. HYGIENE SERVICES SCHEDULE

No	Toilets	Type	Urinals	She-Bin	She-Bin Packets Dispenser/holder	Toilets (No of cubicles)	Total paper holder	Foam Soap/Sanitizer Dispenser	Airfreshner Dispenser	Hand/Paper Towel Dispenser	Paper Towel Bin	Hand Soap Dispenser
1	4th Floor	Disabled	0	0	0	0	1	1	1	1	1	1
		Male	2	0	0	2	2	2	1	1	1	1
		Female	0	3	3	3	3	3	1	1	1	1
		Total	2	3	3	5	6	6	3	3	3	3

4. PROVISIONING OF CLEANING MATERIALS AND CONSUMABLES:

PLEASE NOTE: The successful bidder shall provide all cleaning materials and consumables which shall be included in the final bid price.

4.1 Consumables

The service provider must ensure that all cleaning materials must be SABS approved and environmentally friendly. 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.

4.2 List of Consumables - The following cleaning materials and equipment should be included in the total tender price:

No	Description	Quantity Per Month
1	Toilet Paper – Unwrapped, 1Ply Soft white, 500 sheet toilet roll. Stock must always be available. 48 toilet rolls per pack	10 Packs
2	Hand Paper Towels - (24 x 20 cm) Stock must always be available. 100 paper towels per pack and 12 packs per box.	12 Boxes
3	Hand soap – all toilets must be provided with adequate good quality hand soap and ensure that stock is always available. 6 x 800ml sachet per box.	1 Box
4	Bleach – 5L	1
5	Dishwashing Liquid – 5L	2
6	Furniture Polish – 300ml spray can	12
7	Handy Andy (ammonia) or equivalent – 5L	3
8	Toilet seat sanitizer – supply good quality product and ensure	12 sachet

	that stock is always available. 400ml sachet	
9	Automatic Toilet Air freshener 250ml Spray	12
10	Glass or Mirror cleaning materials Progen or equivalent - 5L	2
11	Hand Gloves – latex disposable and kitchen use, supply good quality	24
12	Disinfectant cleaner fresher, 3 in 1 Multi Guard or equivalent - 5L	2
13	Clear Refuse plastic bags (Large) – quantity 20 in a pack	10 packs
14	Clear Bin liners plastic bags (small) - quality 20 in a pack	10 packs
15	Broom with dustpan – supply good quality	2
16	Pro Cleaning Mops or equivalent for Laminated floors and Tiles – supply good quality	2
17	Cleaning water bucket – Fred double bucket or equivalent	2
18	Small Cleaning pads – supply good quality cleaning pads	12
19	Mask – supply good quality	40
20	Toilet bowl cleaner – supply good quality 5L	5
21	Dusters/twister dusters or equivalent	2
22	SHE bin plastic/refuse bags	6
23	SHE pack plastics (20 bags per box)	5 boxes

4.3 The following equipment should be included in the total tender price:

Item
Industrial auto scrubbers & sweepers (required for deep cleaning)
Industrial wet & dry vacuum cleaners
Toilet paper holders
Toilet Sanitizer dispensers
Air freshener dispensers
Hand paper towel dispensers
Used hand paper towel bins
Hand soap dispensers
SHE Bins
SHE pack dispensers

4.4 The bidder will be responsible for the maintenance of hand towel dispensers, toilet roll holders, soap dispensers and air freshener dispensers at its own cost – broken or damaged dispensers must be replaced by the bidder.

4.5 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
Floors		
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
Carpets		
5	Vacuum cleaning of all carpets	Daily
6	Washing of all carpets (ad hoc project)	Annually
7	Spot cleaning of carpets	Weekly or as necessary
8	Cleaning of all office blinds	Annually or as necessary
Dusting		
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
Waste Disposal:		
15	Empty and clean all waste baskets and bins	Daily
16	Remove stains, disinfect all waste baskets and bins	Weekly
Walls and Paint work		
17	Spot clean all low surfaces (finger marks, etc.)	Daily
18	Glass walls/panels, doors and light switches	Daily
19	Spot clean all aluminum walls (low level)	Daily
Glass and Metal work		
20	Clean and polish all bright metal fittings	Weekly
21	Clean all glass partitioning/panels	Weekly
Bathrooms		
22	Empty and clean all waste receptacles	Twice a day
23	Clean and sanitize all bowls, basins and urinals	Twice a day
24	Clean all mirrors	Twice a day
25	Clean all metal fittings	Daily
26	Spot clean walls, doors and partitions	Weekly

27	Filling of soap/lotion dispensers, toilet roll dispensers and paper towel containers	Twice a day
28	Fill air freshener dispenser	As necessary
29	Damp mop floors	Twice a day
30	Clean all toilet floors with disinfectant	Twice a day
31	Disinfect urinals and toilets	Twice a day
Window Cleaning		
32	Clean interior of all windows	Quarterly
Miscellaneous		
33	Polish all wooden furniture	Monthly
34	Vacuum cloth covered couches and chairs	Weekly
35	Clean directory boards	Weekly
36	Clean all rest rooms and kitchen areas	Twice a day
37	Clean all strong rooms and archiving rooms	Monthly
38	Service times (Work plan to be submitted)	Daily
39	Dusting only of all computer equipment	Daily
40	Sorting of recycling material (all cleaners)	Daily
41	Keep the recycling area neat and clean at all times	Daily
42	Carpet Deep Cleaning	Annually
43	Bathroom Deep Cleaning	Monthly

5 PRE-QUALIFICATION CRITERIA – MANDATORY REQUIREMENTS

The bidder must provide an index and number each page of the proposal. **Failure to index, number the pages of the proposal and provide any ONE of the documents requested below, will lead to the bid being declared non-responsive and not being evaluated further.**

The bidder must strictly provide all the documents set out in the table below and cross-reference to the relevant page of the proposal.

NO.	MANDATORY REQUIREMENTS	REFERENCE TO PAGE NUMBER
1	Valid COIDA certificate for office cleaning or hygiene services in the name of the bidder	
2	Proof of public liability insurance	
3	Track record and experience of the bidder in the cleaning services industry - bidder must provide at least 3 letters from clients attesting to similar work done previously (office cleaning), which must incorporate ALL of the following details: - - name of organization where services were rendered; - project description or nature of services; - estimated size of offices in m ² (square meters) - contract start and end dates; - contact details of client, i.e. e-mail address, telephone number and name of contact person	
4	Completed Pricing Schedule as set out in Annexure A	
5	Confirmation of full compliance with regards to payment of workers in line with the Sectoral Determination 1 for contract cleaners. We require bidders to confirm in the form of a <u>signed letter</u> that their staff are paid in line with the latest Sectoral Determination 1 for contract cleaners	

FAILURE OF THE BIDDER TO PROVIDE ALL OF THE ABOVEMENTIONED INFORMATION WILL LEAD TO DISQUALIFICATION OF THE BID.

6. 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.**

6.1. Functionality Evaluation

FUNCTIONALITY CRITERIA		POINTS	REFERENCE TO PAGE NUMBER ON PROPOSAL
1.	<u>Organisation of work:</u> Bidders must provide an <u>operational work plan</u> for <u>each</u> of the proposed <u>2 cleaners</u>, which must outline how the work will be organised and time schedules. Work plan must set out the following for each cleaner: - Description of function; frequency; time schedule of when the function will be carried out	40	
	<u>Points:</u> 1.Understanding our requirements 10 points 2.Operational work plan for each of the 2 cleaners covering ALL of the abovementioned aspects fully - 15 points for each work plan x 2 cleaners = 30 points Where the work plan does not fully address our requirements, a percentage of the points will be awarded		
2.	<u>Capacity and relevant experience of the cleaning team –</u> CV's of 2 proposed cleaners must be provided in the proposal/bid <u>Points:</u> 1. A total of 15 points will be allocated for each cleaner's CV; 2. the experience in office cleaning will be assessed and points awarded as follows: - - office cleaning of less than 1 year = 0 points - office cleaning of 1 - 5 years = 9 points - office cleaning of 5 - 7 years = 12 points - office cleaning of over 7 years = 15 points 3. each of the 2 cleaners' scores will be added to obtain the final score	30	
3.	<u>Track record and experience of the bidder in the cleaning services industry</u> - bidder must provide at least 3 letters from clients attesting to similar work done previously (office cleaning), which must incorporate ALL of the following details: - - name of organisation where services were rendered; - project description or nature of services; - estimated size of offices in m² (square metres) - contract start and end dates; - contact details of client, i.e. e-mail address, telephone number and name of contact person	30	

	Points: - 1. A total of 10 points will be allocated for each letter (max 3 letters); 2. Each letter will be assessed to establish whether each of the 5 items of information requested has been provided and how the responses satisfy the requirements of the Legal Aid Pretoria Local Office 3. the scores for each letter (maximum 3) will be added to obtain the final score		
TOTAL		100	

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

The bids that achieve 80% or more for the Functionality Evaluation will be further evaluated on the 80/20 points system where 80 points are for Pricing, and 20 points are for preferential procurement requirements.

6.2 Evaluation on Price and B-BBEE Status Level of Contribution

Preferential points will be awarded in terms of the B-BBEE status level of contribution which must be substantiated as follows (please refer to Form SBD 6.1 for more details): -

Bidders must submit a valid B-BBEE status level verification certificate, which must be issued by a Verification Agency accredited by SANAS or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE.

PRICE AND BBBEE SCORE		100
1.	PRICE The bid price offered must be VAT inclusive	80
2.	B-BBEE SCORE	20
TOTAL		100

7. BID CONDITIONS

7.1 Bidders may be requested to attend a meeting where they will be given the opportunity to present their proposal to the bid evaluation committee.

7.2 Bids must be submitted in line with any attached annexures and detailed specifications. Failure to bid accordingly shall invalidate the bid.

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

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

7.5 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.

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.

ANNEXURE A – PRICING SCHEDULE

The pricing must strictly be quoted in accordance with table below and must be inclusive of VAT.

	Item description	Quantity per month	Price including VAT per month	Price including VAT over 36 months
(A) Consumables				
1	Toilet Paper- unwrapped 1 ply 500 sheet toilet paper (48 per pack)	10 packs		
2	Hand Paper towels (24x20cm) 100 paper towels per pack & 12 packs per box)	12 Boxes		
3	Hand soap (6 x 800ml sachet per box)	1 box		
4	Bleach	1 x 5L		
5	Dishwashing liquid	2 x 5L		
6	Furniture polish (300ml spray can)	12		
7	Handy Andy (ammonia) or equivalent	3 x 5L		
8	Toilet seat sanitizer – 400ml sachet	12		
9	Automatic Toilet Freshener 250ml Spray	12		
10	Glass or Mirror cleaning materials Progen or equivalent	2 x 5L		
11	Hand gloves (latex disposable and for kitchen use)	24		
12	Disinfectant cleaner freshener 3 in 1 – Multi Guard or equivalent	2 x 5 L		
13	Clear plastic/refuse bags (Large) 20 per pack	10 packs		
14	Clear plastic bags – Bin liners (Small) 20 per pack	10 packs		
15	Broom with dustpan	2		
16	Pro Cleaning Mops or equivalent for Laminated floors and Tiles	2		
17	Cleaning water bucket - Fred Double Buckets or equivalent	2		
18	Small cleaning Pads	12		
19	Masks	40		
20	Toilet bowl cleaner	5 x 5L		
21	Dusters/twister dusters or equivalent	2		
22	She bin plastic/refuse bags liners	6		
23	SHE pack plastics(20 bags)	5 boxes		

Total			R	R
(B)	Once off installation / hygiene services			
1	She-Bin	3		
2	Toilet Paper Holder	6		
3	SHE pack dispenser	3		
4	Sanitizer Dispenser	8		
5	Air freshener Dispenser	3		
6	Hand Paper Towel Dispenser	5		
7	Used Hand Paper Towel Bin	5		
8	Hand soap Dispenser	3		
Total			R	R
(C)	Hygiene services rental			
1	She-Bin	3		
2	Toilet Paper Holder	6		
3	Sanitizer Dispenser	8		
4	Air freshener Dispenser	3		
5	Hand Paper Towel Dispenser	5		
6	Used Hand Paper Towel Bin	5		
7	Hand soap Dispenser	3		
8	Hygiene service intervals	2		
Total			R	R
(D)	Number of Cleaners			
1	Cleaners	2		
Total	R		R	R
(E)	Carpet deep cleaning			
1	Annual carpet deep cleaning	Annually		
2	Bathroom deep cleaning	1		
Total			R	R
	Total tender price for per month			-
	Total tender price over 36 months	-		