

	Strategy for Office Cleaning Services	Services: Office Services Department
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Title: **Tender Evaluation Strategy – Office Cleaning Services at Kendal Power Station for 5 years**

Unique Identifier: *

Alternative Reference Number: **N/A**

Area of Applicability: **Kendal Power Station**

Documentation Type: **Strategy**

Revision: **00**

Total Pages: **21**

Next Review Date: **N/A**

Disclosure Classification: **CONTROLLED DISCLOSURE**

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1. INTRODUCTION

The provision of the cleaning to Kendal Power Station Offices. The description of the services includes, cleaning of all offices, boardrooms, workshops, ablution block/toilets, change rooms, store rooms, kitchens, cleaning of machines, equipment's rooms and equipment's, dishes, passages, corridors, lifts, control rooms, gym area, floor and wall scrubbing, stairways, carports/parking areas, floor carpets and chairs, doors, handrails and staircases, around offices/buildings blocks, windows on all floors, stacker machines, smoke stackers, smoking areas, fuel filling station, emptying and cleaning dustbins, cleaning littering (i.e. Paper plastics, tins and everything littered on the ground and floors) and around the station , assist with resources to perform general work, supply of toilets papers, ordure neutralizer, hand towels, cleaning detergents, refuse bags, cleaning materials, equipment and machinery, and all resources needed to perform these tasks.

2. SUPPORTING CLAUSES

2.1 SCOPE

The provision of the cleaning to Kendal Power Station Offices. The description of the services includes, cleaning of all offices, boardrooms, workshops, ablution block/toilets, change rooms, store rooms, kitchens, cleaning of machines, equipment's rooms and equipment's, dishes, passages, corridors, lifts, control rooms, gym area, floor and wall scrubbing, stairways, carports/parking areas, floor carpets and chairs, doors, handrails and staircases, around offices/buildings blocks, windows on all floors, stacker machines, smoke stackers, smoking areas, fuel filling station, emptying and cleaning dustbins, cleaning littering (i.e. Paper plastics, tins and everything littered on the ground and floors) and around the station , assist with resources to perform general work, supply of toilets papers, ordure neutralizer, hand towels, cleaning detergents, refuse bags, cleaning materials, equipment and machinery, and all resources needed to perform these tasks, but not limited to the following:

Description of the services

Scope of work

- SSB Building (Ground and Level)
- All Units (1-6) top to bottom/all levels
- All Toilets and Ablution Blocks
- All workshops
- Power Electronics - sweeping paved/hard services, and transmission building
- Stores Building that is (Projects, Commercial, Works Management, Platter shop, Stores, Stores, Stores, Stores, Stores, OPMD, EMD, PPD and C&I etc.
- Every Offices at Auxiliary Services-station Cleaner. Horticulture Building (the whole building)
- The whole of Transport building including workshop
- Training Building, that is all training offices, Simulator building, lecture rooms and surrounding areas and all Park homes
- ECAS building e g, Dining Hall 1 and 2, office and cooking areas
- ABB Building
- Washing all windows on all floors, making sure the equipment to be used reaches all the windows Kopanong Hall and all toilets.
- Security Building / Protective Services
- Induction Centre
- Coal Stock Yard (Reclaimed 1and 2, all Cabins, Coal stackers machine windows and portable toilets)
- Sandblasting Workshop (during outages & as and when required)
- Weighbridge offices including all toilets and cabin

- Removing all littering inside, outside and around the station (i.e. Papers, plastics, tins and everything littered on the ground)
- Chemical services building at the back of SSB (drawings will be provided)
- Equipment's Rooms
- Rotek Offices

Some of the above-mentioned areas need to be serviced 24 hours 7 days a week Some of the profile and condition areas will require high maintenance intensity necessary to uphold ablution block, showers must be always cleaned Some of the services are planned on site at short notice on as when required basis to cater for inconsistencies in circumstantial situation/ condition, request for resources, VIP Visits

The contractor must make a provision to cater for all areas at his or her own cost, for example, when employees are not onsite/off sick The contractor must provide all necessary equipment and tools to render the service, in addition, the contractor must provide own transport, home-work-home, including on site transportation of tools and employees

The contractor must make a provision to pay its employees' bonus after completion of 12 months of service All costs in rendering the above-mentioned services must be included in the price list, for example transport, bonuses, overtime, shift workers, consumables, equipment, tools and site establishment etc.

Please Note:

The Contractor to ensure compliance to the Sectoral Determination 1 for the Contract Cleaning Sector in South Africa under the Basic Condition of Employment Act (BCEA) regarding the minimum wage, working hours and other benefits for the employees.

The Contractor will maintain all above-mentioned areas, and below areas that need to be always clean, including:

- Entrances, foyers, and reception areas
- Passages and corridors
- Offices and surrounding areas including carpets, walls and partitions
- Stairs and landing
- Lifts
- Toilets and rest rooms
- Refreshment area
- Conference rooms and boardrooms
- Doors
- Cleaning concrete and paved areas around building / office block
- Cleaning fuel area and offices

C2.1 pricing assumptions: Option A

The condition of contract

The Contractor will be paid according to the hours rendered, equipment's and consumable's supplied and transported.

Format of the price list

(From page 14 of the TSC3 Guidance Notes)

Entries in the first four columns in the price list in section C2 2 are made either by the Employer or the tendering contractor

If the contractor is to be paid an amount for the item which is not adjusted if the quantity of work in the item changes, the tendering contractor enters the amount in the Price column only, the Unit, Expected Quantity

and Rate columns being left blank

Management strategy and start up

The Contractor 'plan for the service

The employer will issue the task order for the service to be rendered by the contractor The contractor will submit the daily attendance register with hours worked daily for the service rendered the attendance register will be used as the assessment report and be signed by both parties

Management Meetings

A site meeting of a general or special nature, arranged by the Employer's Service Manager, monthly and /or as and when required

Records of these meetings shall be filed in the contracts manager's file for the reference purposes

All meetings shall be recorded using minutes or register prepared and circulated by the person who convened the meeting

Contractor's management: supervision, and key people (the contractor will decide to recruit people with required skill)

SKILL	GRADE AND RELATED EXPERIENCE
As prescribed by the contractor	As provided by the contractor

The contractor shall recruit competent people All Contractor's employees shall be trustworthy and have no criminal records

Documentation Control

All formal communication will be in writing or via email

Procedures, Records and Reports

The contractor implements the following procedures or paperwork over the first month of this contract

- Business organization Chart
- SHEQ procedures

Ensure of the compliance of the following policies, procedures and specifications

- Site Regulation — Kendal Power Station Regulations
- Safety, health, and environmental requirements to be met by contractor (available on request)
- Eskom Kendal Site transport requirements Occupational, health and safety Act 85 of 1993
- Occupational Health and Safety management procedure (32-95) Eskom Life Saving Rules
- All Relevant Eskom and Kendal Power Station standards, policies, and procedures

Invoicing and payment

Within one week of receiving a payment certificate from the officer business Admin in the terms of core 51.1, the Contractor provides the Employer with the tax invoices showing the amount due for payment equal to that stated in the Service Manager's payment certificate

RENDERING THE SERVICE

- Environmental Management System (ISO 14001,2015)
- Kendal Waste Management Procedure (* 1024102) All waste must be disposed of in a legal manner and environmental departmental must be provided disposed in a legal manner and environmental

- departmental must be provided with a waste manifests and safe disposal certificate
- The Contractor must provide the department with Environmental file which must be checked and approved by Environmental departmental before the Contractor can commence to work the file must be complied using Kendal Power Station Environmental site inspection checklist, (*1020229)
- The Contract must report any Environmental non-conformance procedure No water shall be drained into clean water dam/storm water drains
- The contractor must comply with the Labor Relation Act ,1995. & Safety files should be submitted before the work commences

MINIMUM MACHINERY AND EQUIPMENT IN RENDERING THE SERVICE

NOTE: ALL machines must have high efficiency, particular air e g (HEPA), filter that is more effective at trapping allergies and fine dust particles

- Commercial
- Vacuum Industrial
- Vacuum High-pressure cleaner
- Single disk machines
- Carpet cleaner Sweeper
- Scrubber
- Mopping trolleys

And all other small items are mop, cleaning rags, toilet brushes, broom stick, feather dusters etc.

Note: Vacuum Cleaner should be as follows:

MINIMUM FEATURES

- Wd3 V-17 17lt V/cleaner *m*
- 1000 Watt
- 17lt Capacity
- 2m Hose Length
- 4 Meter Power Cable

Working on the affected Property

Days of work

The contractor must provide the service on the Kendal Power Station premises 24 hours, 7 days a week
Some of the areas require permits to work and application of LAR Risk Assessment will accompany the application No task should be commenced without approval of application

Site services and facilities

The employer arranges the following services and facilities to the contractor

- Induction training
- Access to the station

Special Condition

Notwithstanding the man condition, the contract may be terminated with immediate effect by the Employer for:

- Poor service delivery
- No compliance with safety rules
- A successful tender will be allowed a month to arrange site establishment, organize machinery, equipment and resources needed to render the service
- It is compulsory for the Contractor to stick to these arrangements, failure to comply with these requirements will constitute a breach of contract and the Employer reserves the right to terminate the service

The following is the description of the items needed to be supplied:

Provision of hygiene services at Kendal Power Station					
QTY	Description	Frequency	Months	Unit Price	Total Price
1	Collect, Empty, maintain sanitary bins	Monthly	60		
1	Consumables & chemicals	Monthly	60		
1	Transport dispose Sanitary waste	Monthly	60		
1	Deep cleaning, sanitization & disinfecting	Monthly	60		
1	Health and safety including	Yearly	5		
Total					

Original Contract Prices						
Item no.	Description	Unit	Est. no. of Workers	Est. months/ yrs/ Hrs. per worker	Rate per hour (per worker), months/ years	Total Price for 5 years
				(5 years)		
1	Supervisor- Mon to Fri	Hour	3	10 380		
2	Cleaners - Mon to Fri	Hour	34	10 380		
3	Supervisor- Saturday	Hour	1	2 133		
4	Cleaners - Saturday	Hour	10	2 133		
5	Supervisor- Sun & P/H	Hour	1	2 467		
6	Cleaners - Sunday & Pub. Holiday	Hour	10	2 467		
7	Cleaners – Shift hours (flat rate)	Hour	6	10380		
8	Health & Safety Officer	Hour	1	2 400		
9	Transport for employees	Km	yes	monthly		
10	PPE	Each	44	Twice per year		
Total Prices Excluding VAT						

2.1.1 Purpose

The purpose of this tender technical evaluation strategy is to define the Mandatory Evaluation Criteria, Qualitative Evaluation Criteria and TET member responsibilities for tender technical evaluation. The technical evaluation strategy serves as basis for the tender technical evaluation process.

2.1.2 Applicability

This document is applicable to the Kendal Power Station Office Cleaning Services

2.2 NORMATIVE/INFORMATIVE REFERENCES

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

2.2.1 Normative

- [1] 240-48929482: Tender Technical Evaluation Procedure.
- [2] 32-1033: Eskom Procurement and Supply Chain Management Policy
- [3] 32-1034: Eskom Procurement and Supply Management Procedure

2.2.2 Informative

- [4] Scope of work – Provision of office cleaning services at Kendal Power Station

2.3 DEFINITIONS

N/A

2.3.1 Classification

Controlled Disclosure: Controlled Disclosure to external parties (either enforced by law, or discretionary).

2.4 ABBREVIATIONS

Abbreviation	Description
BU	Business Unit
PPE	Personal Protective Equipment
MSDS	Materials Safety Data Sheets
TET	Technical Evaluation Team

2.5 ROLES AND RESPONSIBILITIES

- Acting Support Services Manager: Kendal Acting Support Services Manager shall ensure that the respective areas understand and adhere to Tender Technical Evaluation Procedure
- Technical Evaluation Team (TET) Member: The delegated technical/management team is responsible for reviewing and evaluating technical aspects of the tender documentation.

2.6 PROCESS FOR MONITORING

N/A

2.7 RELATED/SUPPORTING DOCUMENTS

N/A

3. TENDER TECHNICAL EVALUATION STRATEGY

3.1 TECHNICAL EVALUATION METHOD

A weighted score-card approach is used to evaluate the technical compliance of the tenders against the specifications. Tenderers need to have an overall weighted score of 80% or more to technically qualify for further evaluation.

The evaluation of the tender submission will be based on the tender's ability to meet the office cleaning services requirements. A weighted score card approach will be used to evaluate the tender submission against the specifications and Employer's requirements.

The scoring method will be as follows:

TECHNICAL CRITERIA - 5 -YEARS CLEANING CONTRACT

Technical Criteria Description		Max Points	Mid Points	Min Points
	Score			
<u>THE FOLLOWING ARE MANDATORY TO ALL GATE KEEPERS</u> A contractor must be a registered member of the National Cleaning Contractor's Association (NCCA), and be a member of ISSA, Proof to be attached				
Method Statement Methodology on how to execute the scope of works = - The number of people allocated to various units 10% - Frequency of cleaning for each area in the station (when and where it required) 10 % - Cleaning checklist 10 %	30%			
Company Experience in Cleaning Proven experience in general office cleaning contracts A proof of Purchase order Numbers from previous clients as well as contact numbers should be provided Required evidence as stated (Purchase order and Contract) No Purchase Order provided - 0 % Purchase Order = 15% 3 & more years = 10% 2 years = 5% 1year and less = 0%	30%			
The bidder must be registered with the South African Revenue Service (SARS)	20%			
Equipment and cleaning material All equipment and cleaning material must be of an acceptable quality standard List of Industrial equipment to be used with the maintenance plan E g , Industrial Vacuum Cleaners – HEPA-filtered units for dust control in high-traffic zones Letter from the bank proving that the bidder will be able to acquire the required equipment must be provided	20%			
Total	100%			

NB: The minimum qualifying score for functionality (threshold) is 80%. All tenders that fail to achieve the minimum qualifying score will be automatically disqualified.

3.2 TECHNICAL EVALUATION THRESHOLD

Mandatory Technical Evaluation Criteria (gatekeepers) are ‘must meet’ criteria. These criteria shall not be weighted, or point scored but shall be assessed on a Yes/No basis as to whether the criteria are met unless set otherwise. An assessment of ‘No’ against any criterion shall technically disqualify the tenderer and shall not be further evaluated against Qualitative Criteria.

Qualitative Technical Evaluation Criteria are weighted evaluation criteria used to identify the highest technically ranked tenderer after determining that all the Mandatory Evaluation Criteria have been met. The Qualitative Evaluation Criteria are weighed to reflect the relevant importance of each criterion. The minimum weighted final score (threshold) required for a tender to be considered from a technical perspective is 80%.

3.3 TET MEMBERS

Table 1: TET Members

TET number	TET Member Name	Designation
TET 1	Lorraine Dlamini	Officer Business Administration
TET 2	Steven Jones	Acting Support Services Manager

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3.4 MANDATORY TECHNICAL EVALUATION CRITERIA

	Mandatory Technical Criteria Description	Reference to Technical Specification / Tender Returnable	Motivation for use of Criteria
1.	See 3.1 Gatekeepers		.

3.5 QUALITATIVE TECHNICAL EVALUATION CRITERIA

Table 2: Qualitative Technical Evaluation Criteria

No.	Qualitative Technical Criteria Description	Reference to Technical Specification / Tender Returnable	Criteria Weighting	Criteria Sub Weighting
				(%)
			(%)	<i>[intermediate % will be interpolated]</i>
1	Company profile and background	Proven experience in general office cleaning A proof of purchase order numbers from previous clients as well as contact numbers should be provided.	30%	• Required evidence as stated (PR or contract) • No Purchase Order provided - 0 % • Purchase Order =15% • 3 & more years = 10% • 2 years = 5% • 1year and less = 0

2	Personnel Expertise	Methodology on how to execute the scope of works	30%	• The number of people allocated to various units 10% • Frequency of cleaning for each area in the station (when and where it required) 10 % • Cleaning checklist 10 %
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3	Equipment and Cleaning material	All equipment and cleaning material must be of an acceptable quality standard List of Industrial equipment to be used with the maintenance plan.	20%	• E g, Industrial Vacuum Cleaners - HEPA-filtered units for dust control in high-traffic zones • Letter from the bank proving that the bidder will be able to acquire the required equipment must be provided
4	SARS Registration	The bidder must be registered with the South African Revenue Service (SARS).	20%	• Provide proof of tax clearance form cover (20%) • Non-submission (0)

TET MEMBER RESPONSIBILITIES

Tab: TET Member Responsibilities

Mandatory Criteria Number	TET 1	TET 2
1.	X	X
Qualitative Criteria Number	TET 1	TET 2
1	X	X
2	X	X
3	X	X
4	X	X
5	X	X

3.6 FORESEEN ACCEPTABLE / UNACCEPTABLE QUALIFICATIONS

3.6.1 Risks

Table 3: Acceptable Technical Risks

Risk	Description
1.	None

Table 4: Unacceptable Technical Risks

Risk	Description
1.	Tender proposal partly covering the SOW to be executed

3.6.2 Exceptions / Conditions

Table 5: Acceptable Technical Exceptions / Conditions

Risk	Description
1.	None

Table 6: Unacceptable Technical Exceptions / Conditions

Risk	Description
1.	N/A

4 AUTHORISATION

This document has been seen and accepted by:

Name	Designation
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5 REVISIONS

Date	Rev.	Compiler	Remarks
20 July 2026	00	Lorraine Dlamini	TES

6 DEVELOPMENT TEAM

The following people were involved in the development of this document:

Lorraine Dlamini

7 ACKNOWLEDGEMENTS

None