

TERMS OF REFERENCE (TOR)



SUBJECT	HOUSEKEEPING SERVICES
PROJECT	APPOINTMENT OF Service provider for the HYGIENE and PEST CONTROL SERVICES
TYPE of Contract	Service Contract
BID NUMBER	SSA/09/2024-25
DATE	

Appointment of service provider for the Hygiene and Pest Control services

Contents

SECTION A: TERMS OF REFERENCE	7
1. PURPOSE	7
2. INVITATION	7
3. BACKGROUND AND INTRODUCTION	7
4. SITE LOCATION	8
5. TERMS AND CONDITIONS	8
5.1 Compliance	8
5.2 Mandatory Professional Requirements	8
5.3 Capacity	9
5.4 Experience	9
5.5 Time Line of the Project	9
6. SERVICE PROVISION APPROACH	9
7. SCOPE OF WORKS	10
7.1 Pest Control Services	10
7.2 Hygiene Services	10
8. DESCRIPTION OF WORKS	11
8.1 Other Conditions	12
8.2 Access to site	12
8.3 Equipment, Materials and Consumables	13
8.4 Uniforms and Personal Protective Equipment	13
8.5 Meetings	13
8.6 SSA's Administrative Requirements	13
8.7 Reporting Structure	13
8.8 Employment of labour	13
8.9 Safety and Security	13
8.10 Site Establishment	14
8.11 Insurance and Public Liability Cover	14
9. WORKS PROGRAMMES / SCHEDULES	14
9.1 Initiation of Service	14
9.2 Work Schedules	14
10. PRICING, WORKS ORDERS AND PAYMENTS	14
10.1 Submission of Bid Costs	14
10.2 Approval and Payment of Works	15
11. BID SELECTION AND EVALUATION CRITERIA	16
11.1 Bid Selection	16

11.2	Evaluation Criteria.....	16
11.3	Scoring Model	17
11.4	Bid Evaluation process.....	17
11.5	Bid Evaluation process.....	19
11.5.1	Stage 1: Pre-Evaluation	19
11.5.2	Stage 2: Technical /Functionality.....	19
11.5.3	Stage 3: Price Evaluation (80 Points)	26
11.5.4	Stage 4 – BBBEE Evaluation (20 Points)	26
11.6	Multi-disciplinary practice, Joint Ventures and Consortiums	26
11.7	Sub-contracting	27
12.	CONTRACT PRICE ADJUSTMENT.....	27
13.	DISCOUNTS.....	27
14.	CONTRACT and SERVICE LEVEL AGREEMENT	27
15.	SUB-CONTRACTING	28
16.	SPECIAL CONDITIONS OF THIS BID.....	28
17.	SSA REQUIRES BIDDER(S) TO DECLARE.....	29
18.	CONFLICT OF INTEREST, CORRUPTION AND FRAUD.....	29
19.	MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT	29
20.	PREPARATION COSTS	30
21.	INDEMNITY	30
22.	PRECEDENCE	30
23.	LIMITATION OF LIABILITY	30
24.	TAX COMPLIANCE	30
25.	TENDER DEFAULTERS AND RESTRICTED SUPPLIERS	30
26.	GOVERNING LAW	30
27.	RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER’S PERSONNEL	30
28.	CONFIDENTIALITY	31
29.	SSA PROPRIETARY INFORMATION.....	31
30.	AVAILABILITY OF FUNDS.....	31
31.	AWARD OF CONTRACT	31
32.	FRONTING	32
	SECTION B: WORKS STANDARD	33
1.	STANDARDS	33
1.1	Materials and workmanship.....	33
1.2	Interchange ability of materials.....	33
1.3	Rectification of faults and unsatisfactory works	33

1.4	Tests	33
1.5	Laws, Regulations and Specifications	33
1.6	Supervision	34
1.7	Maintenance and operation manuals.....	34
1.8	Maintenance of Stock.....	34
1.9	Design and Shop Drawings.....	34
1.10	Warranties and Guarantees	34
1.11	Management Reports.....	35
1.12	Hand Over (at end of Contract)	35
SECTION C: REGULATORY REQUIREMENTS		36
1.	WORKS INFORMATION.....	36
1.1	Title of Publication.....	36
SECTION D: OCCUPATIONAL SAFETY AND HEALTH REQUIREMENTS		37
1.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	37
SECTION E: SERVICES REQUIRED		38
32.1.	Pest Control Services.....	38
32.2.	Hygiene Services	38
32.3.	Specialized Cleaning Services	40
SECTION F: PRICE SCHEDULE.....		41
SECTION E: ANNEXURES.....		45

GLOSSARY OF TERMS

In this Bid and in any other Project Documents (as defined below) which so provides, the following words and expressions shall have the meaning assigned to them below and cognate expressions shall have a corresponding meaning, unless inconsistent with the context:

Bid	A proposal submitted by a Bidder in response to this RFP;
Bidder	A Pre-qualified Bidder who having received this RFP responds thereto by submitting a proposal to undertake the Project, or forms an intention to submit a proposal in response to this RFP;
Briefing Note	Written notices issued by the GIFA to disseminate further instructions, programme changes, information updates and clarifications in relation to the Project, each entitled "Briefing Note to the RFP", and to be consecutively numbered and referenced to the Project;
Compliant Bid	A Bid being in compliance with the Essential Minimum Requirements
Essential Minimum Requirements	The minimum requirements to be met in respect of each Compliant Bid, as set out in paragraph 4.1 and as prescribed in the SBD forms
Evaluation Committee	A committee or committees constituted by the SSA for the purpose of evaluating the Bids.
Facilities	The buildings and other facilities together with all supporting infrastructure, plant and equipment as required to enable the Private Party to exercise its rights and perform its obligations included in the Project Deliverables;
National Footprint	The ability of the supplier to deliver required services at various provinces across South Africa through its established branches/offices.
National Treasury	The national treasury of South Africa as established under the provisions of section 5 of the PFMA as contemplated in section 7(2) and Schedule 1 of the Public Service Act, 1994
PFMA	The Public Finance Management Act No 1 of 1999;
PPPFA	Preferential Procurement Policy Framework Act
Preferred Bidder	The Pre-qualified Bidder who, following evaluation of its proposal in response to the bid is selected by the SSA as the Client
Project	The maintenance programme for the provision of pest control, hygiene and specialized cleaning services.
Project deliverables	The carrying out of Scheduled Routine Pest Control, Hygiene and Specialized Cleaning Services and Additional Services
Project Manager	Project Manager selected by the SSA for the specific project and introduced to manage the project
Response	A response submitted by a respondent in response to this bid
Respondent	Each entity that wishes to be pre-qualified to bid to provide the Services (whether it is a single organization or a consortium);
Main Site	means SSA Head Quarters, 1 Joe Nhlanhla Str, Delmas Road, at Musanda building
Remote or Satellite Site	9 Provincial offices at Gauteng, Limpopo, Mpumalanga, North West, Northern Cape, Eastern Cape, Western Cape, KwaZulu Natal and Free State
Small Enterprise	Means same as SMME below;
SMME	Means any Enterprise, which satisfies any of the criteria listed in National Small Business Act, 1996 (Act No 102 of 1996) for small, micro and very small or medium enterprises, based on the economic sector in which the activities undertaken by such an enterprise in relation to the Project falls;
Space	A space within any Facilities in respect of which the applicable Services is to be provided as per the Space Categories

Subcontractors	Means the counter parties of the contractors to the subcontracting including the construction/refurbishment subcontractor, and the operations subcontractor; and any sub-subcontractors for goods or services of whatever kind;
South Africa	means the Republic of South Africa, constituted in terms of the Constitution;
Treasury Regulations	National Treasury Regulations as promulgated in terms of the PFMA;
Working Hours	10 hours on each Business Day, being the hours between 7:00 to 17h00

SECTION A: TERMS OF REFERENCE

1. PURPOSE

- 2.1 To invite eligible bidders with relevant skills, experience and empowerment profiles to submit proposals for the appointment of the Hygiene and Pest Control services, for the period not exceeding five (5) Years.

2. INVITATION

- 2.1 The State Security Agency (herein referred to as SSA or the Department) invites eligible and or professional companies or consortia with relevant skills, experience and empowerment profiles to submit their bids for the Hygiene and Pest Control services for the State Security Agency.
- 2.2 This request for proposal therefore details and incorporates, as far as possible, the tasks and responsibility of the potential Service Provider.
- 2.3 The project shall be treated with strict confidentiality to prevent speculation and escalation of prices.
- 2.4 The project shall be referred to as **“APPOINTMENT OF SERVICE PROVIDER FOR THE HYGIENE AND PEST CONTROL SERVICES”**

3. BACKGROUND AND INTRODUCTION

- 3.1 The State Security Agency (SSA) is the department of the South African Government with overall responsibility for civilian Intelligence Operation. The departments was established in October 2009 2009 to incorporate the Formerly separate National Intelligence Agency (NIA), South African Secret Services (SASS), the South African National Academy of intelligence Agency (SANAI), the National Communications Centre (NCC) and Communications Security (COMSEC).
- 3.2 The mandate of the State Security Agency's is to provide the government with intelligence on domestic and foreign threats or any potential threats to national stability, the constitutional order and safety and well-being of South Africans
- 3.3 The Occupational Health and Safety Act, 85 of 1993 requires employer to bring about and maintain, as far as reasonably practice, a work environment that is safe and without to the risk to the health and wellness of workers.
- 3.4 The Facilities Regulation, (03 August 2004) requires adequate sanitary facilities toilets, bathrooms, showers, dining facilities, drinking water, certain prohibitions as well as the conditions of these facilities that forms part of the work environment to comply with the act.
- 3.5 The State Security Agency (SSA) requires Hygiene and Pest Control service contract to ensure compliance with the Occupational Health and Safety Act, 85 of 1993.
- 3.6 The document contains the client's needs, scope and specifications and evaluation criteria.

4. SITE LOCATION

- 4.1 The Hygiene and Pest Control services for the State Security Agency (SSA) required to all SSA facilities, of which details in the scope of work / pricing schedules **Annexure A**. This includes:
- Headquarters (Head Office)
 - Training centres
 - Nine (9) Provincial offices
 - Satellite offices
 - Strategic properties

5. TERMS AND CONDITIONS

5.1 Compliance

- 5.1.1 Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services and comply with the following minimum statutory requirements:

- 5.1.1.1 Constitution of the Republic of South Africa, 1996.
- 5.1.1.2 Intelligence Services Act, Act 65 of 2002 and Regulations, 2014
- 5.1.1.3 The Occupational Health and Safety Act, 85 of 1993
- 5.1.1.4 Public Finance Management Act, Act 1 of 1999
- 5.1.1.5 National Environmental Management Act 1998: Waste Act 59 of 2008
- 5.1.1.6 Basic Conditions of Employment Act, No 75 of 1997
- 5.1.1.7 Income Tax Act, 1962 (Act No. 58 of 1962)
- 5.1.1.8 Value Added Tax Act, 1991 (Act No. 89 of 1991)
- 5.1.1.9 General Intelligence Laws Amendment Act, Act 11 of 2013
- 5.1.1.10 Occupational Health and Safety Management standard (ISO 18001 / OHSAS 18001), etc.
- 5.1.1.11 Management System standards, ISO 9001, ISO 14001 standards, and proof of such certification should be provided.
- 5.1.1.12 Management System standards, ISO 9001
- 5.1.1.13 NEMWA

5.2 Mandatory Professional Requirements

- 5.2.1 To ensure standards of delivery bidders must comply with the following criteria:
- 5.2.1.1 Proof of valid Membership of National Contract Cleaners Association (NCCA)
 - 5.2.1.2 Proof of valid Membership of South African Pest Control Association (SAPCA)
 - 5.2.1.3 Proof of Unemployment Insurance Fund (UIF) compliance
 - 5.2.1.4 Registration with the Compensation for Occupational Injuries and Disease Act (COIDA)
 - 5.2.1.5 Proof of registration with professional / technical body/bodies (compulsory or voluntary membership) e.g.
 - National Pest Management Association,
 - South African Pest Control Association and
 - National Contract Cleaners Association.
 - 5.2.1.6 Proof of Waste Management / Disposal Licence from Department of Environmental Affairs or appointed subcontractor.
 - 5.2.1.7 Proof of prior experience and certified vehicle, plant and tools assets register.
 - 5.2.1.8 Proof of track record should be backed up with the attachment of the list of services / projects of more or less this nature completed by the company.
 - 5.2.1.9 National footprint across South Africa (proof e.g. municipal account etc.)
 - 5.2.1.10 Proof of sub-contractor agreements to render services across nine (9) provinces as well as the incorporation of Small, Medium and Macro-sized Enterprises.
 - 5.2.1.11 Proof via Material Safety Data Sheets and related documentation ensuring that service providers and all their subcontractors use locally developed equipment / products / chemicals that are SABS approved.

5.3 Capacity

- 5.3.1 The eligible service providers must have a dedicated team with the capacity to deliver (render) the required service.
- 5.3.2 The eligible service providers required to provide a company profile on the following:
 - 5.3.2.1 Profile of the organization with relevant experience, projects of similar nature;
 - 5.3.2.2 Description of the current organisational arrangements (professional structure, systems, local networks etc.);
 - 5.3.2.3 An overview of the key personnel to be used on the contract. Please note that the representative of the team is an important factor;
 - 5.3.2.4 The ability to implement the project in a cost effective way
 - 5.3.2.5 Location of the company
 - 5.3.2.6 Evidence of compliance with B-BBEE. The applicant must demonstrate commitment or provide evidence of meeting the requirement of Broad Based Black Economic Empowerment (B-BBEE);

5.4 Experience

- 5.4.1 The following should be submitted:
 - 5.4.1.1 Evidence of track record in similar assignments undertaken, duration, value, number of beneficiaries serviced;
 - 5.4.1.2 Two reference letters indicating an objective assessment of the quality of relevant and recent work undertaken by the potential bidder and who will not be seen to be in a potential conflict of interest situation.

5.5 Time Line of the Project

- 5.5.1 The duration of the contract will be for the period not exceeding 60 months (5 years) from the date of appointment, subject to an annual performance review.
- 5.5.2 The SSA reserves the right to extend or terminate the contract based on the service delivery and performance outcome.

6. SERVICE PROVISION APPROACH

- 6.1 The service provision approach is as follows:
 - 6.1.1 Regular Operating Hours with is Monday to Friday from 07:30 to 17:00, with the exception of:
 - 6.1.1.1 Essential functions and emergencies must be provided on a 24 hour / 7 days per week basis including state holidays, or as maybe require.
 - 6.1.1.2 Instances of Service provision where the contractors may deem it practical to provide the Services outside of the Working Hours.
 - 6.1.1.3 The response time to an emergency call out shall be a maximum of 2 hours.
 - 6.1.1.4 If the Service Provider does not meet this requirement, the SSA will, at its discretion, be allowed to engage the services of others to render the necessary services / repairs. The cost of such work shall be deducted from the fees payable to the Service Provider.
 - 6.1.2 Service level requirements as per responsiveness to works requests will be measured as per table below:

Performance Measurement Criteria			<u>Platinum</u>	<u>Gold</u>	<u>Silver</u>	<u>Bronze</u>	<u>Minimum</u>
SERVICE LEVEL REQUIREMENTS(SLR)	Emergencies hours response time at local site	Working Hours	<15min	<30min	<1hrs	<2hrs	<4hrs
	Emergencies hours response time at remote sites	Working Hours	1hrs	2hrs	3hrs	3.5hrs	4hrs
	Job cards	Working Hours	3hrs	4hrs	5hrs	12hrs	24hrs
	Works completed must be invoiced within 30 day	Days	30 Days				
	Quotations within 48 hrs for minor service		2hrs	3hrs	4hrs	24hrs	48hrs
	Quotations within 7 days for major projects A		4hrs	48hrs	4	5	7
Acceptable Performance (AP)*			95%	85%	65%	50%	Acceptable

7. SCOPE OF WORKS

The Service Providers will be expected to provide pest control and Hygiene services the following activities

7.1 Pest Control Services

7.1.1 The supply/provisioning/servicing of a full range of pest control services by qualified and registered pest control expert in the field. This includes the following services:

- Provision and servicing of rodent bait stations
- Provision and servicing of uv light fly catchers
- Provision and servicing of sticky fly catcher
- Installation of red top disposable fly catcher
- Treatment of crawling insects
- Treatment of Flying Insects
- Treatments of termites
- Provision of bird repellent gel
- Provision of bird repellent spikes
- Installation and servicing of eagle eye bird repellent mechanism
- Treatment of feline (stray cats)
- Provision of snake Repellent
- Removal of Wasps
- Removal and relocation of bees
- Fumigation of bees
- Removal and relocation of snakes
- Removal and relocation of Bird nests

7.2 Hygiene Services

7.2.1 The services of PVC white hygiene equipment (washroom products) and services at all our ablution facilities. This should include the supply non-branded/universal hygiene equipment and consumables), installation, monthly service and maintenance. This includes the following services:

- Touch-free Sanitary Bin Units (SHE Bins)
- Sanitary Bin Packets Dispenser and SHE Packets
- Touch-free Nappy bins
- Air-freshener Units (fragranced) incl. canisters.
- Air-freshener Units (antibacterial / non-fragranced) incl. canisters

- Seat Sanitizer Unit including foam consumable
- Soap Dispenser Units including foam soap
- Soap Dispenser Units including blue/industrial soap
- Industrial Kitchen and Oil Grease Traps
- Automatic Sanitizing Units (Urinals) including consumable
- Consumable: Paper rolls (3 packs per cabinet)
- Wall bins mounted
- Toilet paper holder (TR3)
- Condom dispenser
- Hot and Cold water dispenser including 19L purified water refill and 140ml cups (biodegradable paper)

7.2.2 The supply and provision of specialized, contractual cleaning services as per industry norms and standards as and when required. A portion of these services are mandated by the Department of Health, in terms of food production facilities (kitchens). This includes:

- 7.2.2.1 Industrial Kitchen Extraction system cleaning (canopies/fan)
- 7.2.2.2 Industrial Kitchen Deep Cleaning (equipment, ablutions - Ceiling Top-to-Bottom, walls, windows, carpets, chairs, fridges and floor scrubbing included)
- 7.2.2.3 Ablutions Deep Cleaning (Toilets, Showers, Urinals, Basins, Kitchenettes – incl. walls and floor scrubbing)
- 7.2.2.4 Window Cleaning: Both face, High-rise Buildings (Max. height external 12500mm / Max. height internal (floor to ceiling) 2975mm) via cherry pickers etc.
- 7.2.2.5 Carpet and Chair/Couch Cleaning (wet extraction / hoist)

8. DESCRIPTION OF WORKS

The service provider will be expected to perform routine daily, weekly, monthly and seasonal routine activities as per scheduled works programmes including additional works and tasks that may arise on an ad-hoc basis as and when required; unless otherwise directed by designated project manager of the SSA

The service providers shall:

- Notify the State Security Agency of any discrepancies before the commencement of maintenance works
- Be required to supply all labour, material, equipment, loose tools and transport for the duration of the contract period and for the completion of projects unless alternatively requested in the additional services section
- Supply an inventory list of all equipment, plant and machinery kept on site.
- Provide storage of any material from inception until the completion of the contract.
- Be required to cart away waste and surplus material unless otherwise specified by the State Security Agency, which must also be disposed of in compliance with Municipal by Laws and Environmental Regulations
- Provide specified and approved materials by the State Security Agency for proposed "Works"
- Meet the clients recommended performance standards required to complete and endorse required forms, e.g. Payment Certificates will be assessed on actual works completed via the State Security Agencies Assessment form
- Ensure the latest revisions of all applicable standards and regulations
- Have clear and de-establish total site on completion of proposed works
- Constantly liaise with State Security Agency to ensure that all problematic areas and potential problematic areas are reported timeously to ensure proactive response, in particular structural and infrastructure problems, hazards and safety issues, reliability of equipment, availability of spares/materials
- Compile an OHS file and keep it up to date, with routine audit discussions with the OHS coordinator (or the OHS representative) of the Organisation
- Ensure that all replacement parts provided are new and from the same manufacturer as the original part(s) or an equivalent that meets or exceeds OEM (Original Equipment Manufacturer) standards.

- Not provide any equivalent part(s) where its use will void any warranty of the equipment being serviced.
- Ensure that any equivalent parts provided shall be approved by designated project manager
- That all replacement parts shall have a minimum of a one (1) year warranty.
- Leave all serviced equipment and the service area safe, clean and ready for use.
- Warranty all repairs for 60 days.

8.1 Other Conditions

8.1.1 The service providers are expected to take consideration and cognisance of the following constraints:

- 8.1.1.1 The site is considered to be a conservation area and under no circumstances may indigenous fauna or flora be removed from site or deliberately harmed in any way
- 8.1.1.2 Use of water must be done in consultation with the employer due to water restrictions
- 8.1.1.3 Except for site management and specialised labour such as operators for plant and equipment, service providers are encouraged to use 'local' labour for all manual tasks, where feasible
- 8.1.1.4 The onus is on the contractor's to manage all contracts and sub-contractor's contract documentation, labour force and all works activities, vehicles and transport associated with operations on SSA sites
- 8.1.1.5 Ensure that reasonable environmental concerns of the SSA, residents and others are respected
- 8.1.1.6 The allocated ablution and storage rooms are to be kept in a neat , tidy and safe condition at all times and each plant room register completed on entry and exit during the respective visits
- 8.1.1.7 Liaise directly with the State Security Agency should it be envisaged that office staff or tenants may be inconvenienced for whatever reason, during maintenance activities
- 8.1.1.8 Provide the State Security Agency periodically (as per request from the SSA) with a written record, in schedule form, reflecting the number and description of tradesman and labour employed by him any other sub-contractors which may have been utilised
- 8.1.1.9 Immediately notify the State Security Agency in writing of possible scope changes and or variations on site
- 8.1.1.10 The State Security Agencies representative will perform daily quality control checks, inspection of the works, also ensuring compliance with Health and Safety standards
- 8.1.1.11 All obstacles on site and problems encountered that could impact on time, quality, efficient and effective service delivery or costs must be reported to the SSA in writing
- 8.1.1.12 Required to work in conjunction with other contractors and service providers on site, viz., Building maintenance, Air-conditioning maintenance, Electrical (HT, MV, and LV) maintenance, Civil works, Special Events, etc.
- 8.1.1.13 Provide Compliance Certificates on the completion of the works where required or applicable
- 8.1.1.14 Ensure that all sub-contractors obtain access to the relevant State Security Agencies properties and premises, subject to full compliance with the applicable policies, directives (security clearance and vetting)
- 8.1.1.15 Will be liable for any breakages or damage caused in the execution of works by them
- 8.1.1.16 All excess material provided for the works will remain the property of the State Security Agency unless specified otherwise
- 8.1.1.17 The bidder must note that the location of the main site is not adjacent to a route supported by public transport. Transport of employees and subcontractors to site must be arranged by the Service Provider; is a requirement

8.2 Access to site

8.2.1 Access is restricted to the area(s) under the service providers control unless alternatively arranged. Access to the site is as per the Access and Control Procedure and Service Provider and their employees and sub-contractors must familiarize themselves with these.

- 8.2.2 The respective sites can only be entered through a dedicated security gate. All vehicles and personnel shall be searched when entering and leaving the site.
- 8.2.3 The Service Provider shall supply the SSA with the names and copies of the identification documents of all site staff who will be issued with access cards, at no cost to the Service Provider, for the 1st card issued per person.
- 8.2.4 All staff working on the contract shall obtain, at the SSA's cost, all security clearances required.
- 8.2.5 All the material and tools of the Service Provider shall be declared at the security gate when entering the site.
- 8.2.6 Laptop computers not allowed on site, where required, prior approval must be obtained
- 8.2.7 The use of Cell phones and cameras not allowed. Permission required for taking of pictures for project related pictures (proof of evidence i.e. completion of baiting stations etc.)
- 8.2.8 The SSA reserves the right to request the removal of any employee of the Service Provider and the replacement cost will be for Service Provider.
- 8.2.9 Access to facilities and local and remote sites will be subject to restrictions at certain times depending on special events and core business activities of the SSA.

8.3 Equipment, Materials and Consumables

- 8.3.1 All necessary human resource capacity, equipment and materials for the successful execution of the above to be provided for by the Service Provider (minimum requirements stipulated but not limited too and must be determined by delivery requirements) inter alia:
 - forgers,
 - sprayers

8.4 Uniforms and Personal Protective Equipment

- 8.4.1 The contractor shall at all times ensure that all pest control, hygiene and specialized cleaning staff are neatly clothed in uniforms with the necessary personal protective clothing and equipment which shall include but not be limited to head gear, shoes, gloves, goggles and shin guards etc. (Refer Section E)

8.5 Meetings

- 8.5.1 The Service Provider shall make provision in his tender price for 10 hours per month for the attendance of management and safety meetings which may from time to time be called by the SSA, Suppliers, Local Authorities and others.

8.6 SSA's Administrative Requirements

- 8.6.1 The Service Provider and his staff shall comply with all administrative requirements that may from time to time be in force at the works.

8.7 Reporting Structure

- 8.7.1 The Service Provider and his staff shall report to a Project Manager / Maintenance Representative so appointed by the SSA.
- 8.7.2 Any communication with the SSA and other service providers shall be through or authorised by the Project Manager.

8.8 Employment of labour

- 8.8.1 The Service Provider shall strictly adhere to all the labour laws and regulations that are applicable to permanent staff and casual labour.

8.9 Safety and Security

- 8.9.1 The safety and security of the employees shall remain the responsibility of the Service Provider.
- 8.9.2 The Service Provider shall be responsible for the safeguarding and security of his equipment on site. (Refer Section E: Attachment)

8.10 Site Establishment

- 8.10.1 Limited storage facilities will be made available at the main site, including ablution facilities / access to ablution facilities.
- 8.10.2 Water and electricity will be provided by the SSA at no cost to the Service Provider, subject to being available at fixed points of consumption as part of the infrastructure at the SSA site.
- 8.10.3 Technical information on electrical infrastructure will be provided to the appointed Service Provider.
- 8.10.4 Service Provider must provide their own communication facilities, which includes:
 - *Personal computer (s)*
 - *Cellular telephone / s*
 - *PPE*
 - *Office consumables*

(Note: These must be declared to security and registered for use on site failure to ensure such may result in the confiscation of such as a security breach.)

8.11 Insurance and Public Liability Cover

- 8.11.1 The contractor must ensure that comprehensive insurance is subscribed to and remains in place for the duration of the contract.

9. WORKS PROGRAMMES / SCHEDULES

9.1 Initiation of Service

- 9.1.1 Complete a site survey and a plant walkthrough
- 9.1.2 Identify critical and non-critical equipment / services for the facility
- 9.1.3 Conduct a needs assessment for all equipment involved
- 9.1.4 Determine immediate intervention areas and repairs required prior to the start of the
- 9.1.5 10.1.5 Scheduled Routine Pest Control, Hygiene and Specialized Cleaning Services

9.2 Work Schedules

- 9.2.1 A project timeline schedule shall be developed for the maintenance of the Hygiene and Pest Control services taking into consideration the seasonal emphasis. The timeline must take into consideration all time consuming activities including but not limited to:
 - *The start and completion dates for each of the activities*
 - *The order and timing of operations which the Service Provider plans to provide the works*
 - *The Service Provider shall within the stipulated timeframe as specified in the activity schedule, produce a high level programme for each of the key activities identified*
 - *Design a program that meets the Clients requirements for complete Hygiene and Pest Control services*
- 9.2.2 Strict adherence to the programme will be monitored, no service payments will be made where there is no record and proof of works as outlined by schedule

10. PRICING, WORKS ORDERS AND PAYMENTS

10.1 Submission of Bid Costs

- 10.1.1 Bidders are required to submit individual rates strictly on the provided pricing schedule (**Annexure A**). The pricing must be in line with unit rate costs. Quantities are measurable, they might increase or decrease depending on clients' needs.
- 10.1.2 A consolidated scope of work/ pricing schedule reflecting requirements for SSA Headquarters, Provincial and Spending Centres is attached to the TOR as (**Annexure A**) and the breakdown

for footprint information purposes as **(Annexure B)**. However, the quantities/ locations will vary. The individual rates will be used as for comparative purposes.

- 10.1.3 The total cost of all works/services quoted for, including unit rates should be inclusive of VAT. The same, fixed unit rates will apply to all sites nationally.
- 10.1.4 The fixed unit rates for the rent of a product, the rendering of a service and/or purchasing of consumables shall remain firm for the first 12 months of the agreement. Consequent to which, the rates increase annually on each anniversary of commencement date, in line with the prevailing CPI at that time, except General Office Cleaning services which shall be increased with CPI. In terms of Section 56(1) of the Basic Conditions of Employment Act, No 75 of 1997, Sectoral Determination 1: Contract Cleaning Sector, South Africa.
- 10.1.5 It should be noted that SSA has limited resources and bids must be very competitive with market related pricing. This will be the deciding factor on the final award of the bid.
- 10.1.6 All rates must be inclusive of providing materials, travel, labour, profit and attendance (site management/supervision).
- 10.1.7 Materials for additional works will be on an ad hoc quotation basis for all spares/materials as per the tender unit rate or through requested supplier quotations.
- 10.1.8 Where the Agency can obtain materials of same specification and warranties at rate lower than stated or provided by quotation the contractor will be required to utilize such. (This will also apply to Unit Rates).
- 10.1.9 All ad hoc works will be quoted for as per the approved tender unit rates.
- 10.1.10 Failure to comply to with this requirement will invalidate your bid as the contract will be awarded as whole not per item.

10.2 Approval and Payment of Works

- 10.2.1 The Service Provider has the responsibility to take all measurements for quotation purposes which are to be verified by the SSA.
- 10.2.2 All works are subject to re-measurement on completion and amendments made according to the results.
- 10.2.3 The work will be performed only after the approval from an authorized SSA representative and shall be billed according to the prices submitted on the bid proposal form or as per the distributor rates.
- 10.2.4 Effort and productivity will be assessed on completion of works where activities such as labour and scope were not determined. Variable items of such will be re-assessed on completion of works and the quotations amended accordingly.
- 10.2.5 All invoices must be attached to a statement; failure to submit will delay payment.
- 10.2.6 Payment for services provided by the contractors shall be processed within 30 days of the receipt date (as received and stamped by Client) of a detailed invoice and statement.

11. BID SELECTION AND EVALUATION CRITERIA

SSA has set minimum standards (gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria	Technical Evaluation Criteria (Gate 1)	Price and B-BBEE Evaluation (Gate 2)
Bidders must submit all documents as outlined in essential requirements as indicated in the table below Only bidders that comply with ALL these criteria will proceed to Gate 1.	Bidder(s) are required to achieve a minimum 70 points out of 100 points to proceed to Gate 2 (Price and BEE).	Bidder(s) will be evaluated out of 100 points and Gate 2 will only apply to bidder(s) who have met and exceeded the threshold of 70 points.

SSA reserves the right to disqualify any bidder which does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder.

11.1 Bid Selection

11.1.1 Whilst State Security Agency wishes to achieve affordability, creativity, innovation and adherence the terms of reference will weigh heavily in the selection of the finalists. It is intended that the successful service provider will have made substantial input into the proposed concept/s of service delivery:

- Is an established recognized provider of professional services
- Is able to offer in-house support capacity
- Demonstrate experience / capability of working with multiple parties

11.1.2 As a minimum requirement, the Bidder must submit a Compliant Bid which meets the Essential Minimum Requirements as listed in SBD forms

11.1.3 SSA reserves the right to reject any bids that does not comply with minimum requirements

11.1.4 The bid's key evaluation criteria will include verification of capability to successfully implement the Hygiene and Pest Control services as prescribed in the scope of works.

11.1.5 The prospective bidder who achieves the highest total points and pass the IA's security clearance will be recommended by the Bid Evaluation Committee as the preferred service provider

11.1.6 The decision of the SSA will be final.

11.2 Evaluation Criteria

11.2.1 Proposal will be evaluated in terms of the State Security Agency's Procurement Policy, which conforms to the PPPFA provisions.

11.2.2 The bid's key evaluation criteria will include verification of capability to successfully implement the Low Voltage maintenance services as prescribed in the scope of works.

11.2.3 The prospective bidder who achieves the highest total points, will be subjected to the SSA security clearance process

11.3 Scoring Model

- 11.3.1 The bids will be evaluated based on points systems for the price, preference for functionality on the 80/20 scoring model (80 points for the Price and 20 points for preference/B-BBEE). The following are the maximum number of points that can be awarded for each category, and the threshold score for each category are as listed in the table below:

Item	Stages	Category	Maximum points	Threshold score
1	Stage 1	Pre-Evaluation – Essential Requirements		
2	Stage 2	Technical / Functional Proposal	100	70
3	Stage 3	Price	80	-
4		BBBEE	20	-

11.4 Bid Evaluation process

11.4.1 Stage 1: Pre-qualification criteria – Essential Requirements/or Administrative criteria

- 11.4.1.1 To be considered responsive, bids must satisfy responsive criteria as set in the SDB forms attached failure which may result in the proposals being disqualified.
- 11.4.1.2 Without limiting the generality of the State Security Agency's other critical requirements for this bids, bidder(s) must submit the documents listed in Table below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses, will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal may be disqualified for non-submission of any of the documents.
- 11.4.1.3 To be considered responsive, bids must satisfy responsive criteria as set in the SDB forms attached failure which may result in the proposals being disqualified. Bids that do not comply with the mandatory requirements will not be considered for Phase 2 evaluation.
- 11.4.1.4 SSA reserves the right to reject any bids that does not comply with minimum requirements.
- 11.4.1.5 Documents that must be submitted for Pre-qualification (Administrative criteria) are indicated in the table below:

ESSENTIAL REQUIREMENTS				
Item No	Document that must be submitted	YES √	NO x	Comments
1	Invitation to Bid – SBD 1			Complete and sign the supplied document In the event the bidder fails to submit the completed documents at the time of submitting the proposal, a bidder will be requested to submit the document within 3 days from the date of the request, failure to submit the documents will disqualify the bidder
2	Tax Status Tax Clearance Certificate – SBD 2			Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status.

ESSENTIAL REQUIREMENTS				
Item No	Document that must be submitted	YES √	NO x	Comments
				Proof of Registration on the Central Supplier Database Vendor number In the event where the Bidder submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence.
3	Companies offices			Details of Bidder's nearest office, national foot print
4	Compliance			- National Contract Cleaners Association (NCCA)
				- South African Pest Control Association (SAPCA)
				- Unemployment Insurance Fund (UIF)
				- Compensation for Occupational Injuries and Disease Act (COIDA)
5	Qualifications and membership			Proof of registration with professional body/bodies e.g. nursery practice, or any board Proof of applicable membership of related technical governing bodies Proof of membership of applicable Institutes, compulsory or voluntary membership
6	Financial Statements			Proof of financial resources from recognized financial institution and/or latest audited financial statements signed
7	Security Clearance Requirements			(Schedule M)
8	On CDS In case of Joint Venture arrangement, all Bidder(s)/members must also submit tax compliance status			In the event where the Bidder submits a hard copy of the Tax Clearance Certificate, the CDS verification outcome will take precedence. In the event the bidder is not tax compliant at the time of submission of the proposal, the bidder will be notified in writing of their non-compliance status and will be given 7 working days to submit a proof from SARS of their tax compliance status The bidder will be disqualified should they fail to provide written proof of their tax compliance status after 7 days of notification
9	SBD 3.2.1 (pricing Schedule) - Year 1			Complete and sign the supplied document
10	SBD 3.2.2 (pricing Schedule) - Year 2			Complete and sign the supplied document
11	SBD 3.2.3 (Pricing Schedule) - Year 3			Complete and sign the supplied document
12	SBD 3.1.4 (pricing Schedule) - Consolidated Pricing for year 1, 2 & 3			Complete and sign the supplied document
13	Declaration of interest – SDB 4 also submit mandatory documents			Complete and sign the supplied document In the event the bidder fails to submit the completed documents at the time of submitting the proposal, a /bidder will be requested to submit the documents within 3 days from the date of the request, failure to submit the documents will disqualify the bidder

ESSENTIAL REQUIREMENTS				
Item No	Document that must be submitted	YES √	NO X	Comments
14	Preference Point Claim Form – SBD 6.1			Non – Submission will lead to a zero (0) score on BBEE
15	Declaration of Bidder's Past Supply Chain Management Practices – SBD 8 In case of a/joint Venture arrangement, all Bidder(s) members must also submit all the mandatory documents			Complete and sign the supplied documents In the event the bidder fails to submit the completed documents at the time of submitting the proposal, a /bidder will be requested to submit the documents within 3 days from the date of the request, failure to submit the documents will disqualify the bidder
16	Declaration of Bidder's Past Supply Chain Management Practices – SBD 9 In case of a/joint Venture arrangement, all Bidder(s) members must also submit all the mandatory documents			Complete and sign the supplied documents In the event the bidder fails to submit the completed documents at the time of submitting the proposal, a /bidder will be requested to submit the documents within 3 days from the date of the request, failure to submit the documents will disqualify the bidder
17	Registration on Central Supplier Database (CSD) In case of a/joint Venture arrangement, all Bidder(s) members must also submit all the mandatory documents			The Company must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to Submit proof of registration.

11.4.2 Stage 2: Technical W/Functionality

11.5 Bid Evaluation process

11.5.1 Stage 1: Pre-Evaluation

To be considered responsive, bids must satisfy responsive criteria as set in the SDB forms attached failure which may result in the proposals being disqualified.

11.5.2 Stage 2: Technical /Functionality

- 11.5.2.1 The Technical Proposals received will be evaluated the Functional / Technical threshold Score will be 100 points and only those bids that subsequently achieve the technical threshold score of 70 points or more will be short listed.
- 11.5.2.2 The Functional/Technical information must be consolidated into a report format.
- 11.5.2.3 Any bid that does not meet the minimum eligibility threshold will be automatically disqualified.
- 11.5.2.4 Presentations: Prior to the award of the contract, the SSA reserves the right to invite shortlisted and or potential travel management companies to make presentations and to view the service offered. Information provided during the presentations may be used for evaluation purposes
- 11.5.2.5 As part of due diligence, SSA may conduct a site visit at a client establishment
- 11.5.2.6 The technical proposals will consist of the following area:-

TECHNICAL /FUNCTIONALITY		
Evaluation area	Evaluation criteria	Total Scores
Overall integrated Project solution, Project management and technical competency	Company profile	30

	- Professional structure / team to complete the project - Relevant experience in project of similar nature - Number of completed projects of similar nature	
Technical skills, resources and capabilities	- Pest Control, Hygiene tools and equipment's - Capacity	20
Operations and maintenance Plan	- Commitments of means - Project Plan - Risk Register and Contingency plan	25
Compliance with regulations and standards	- Quality of assurance method proposed - Health and Safety Promotion and Legislative Compliance - Accreditation with professional bodies	25

11.5.2.7 The following score sheet and criteria shall apply for scoring by the evaluation committee members in scoring compliant/qualifying bids meeting the minimum technical / functional requirements.

Stage 2: Technical /Functionality			
	Description	Scoring	Item Weight
1	Overall Integrated Project Solution, Project Management And Technical Competency		
1.1	Company Profile		
	- Company Profile with proof of established company and experience on Hygiene and Pest Control, - Proof of a national footprint across South Africa – demonstration of locality of business (municipal account) - Proof of sub-contractor agreements in place to enable them to render services across nine provinces as well as the incorporation of Small, Medium and Macro-sized Enterprises.	5	
	<i>No Company Profile</i>		0
	<i>Basic, Company Profile</i>		1
	<i>Company Profile with Staff compliment</i>		2
	<i>Company Profile with Staff or functional authority organisational structure</i>		3
	<i>Company Profile, Staff or functional authority organisational structure, Committee structures and Project Integrated structure with foot print in less than five (5) province</i>		4
	<i>Comprehensive structure and completed projects of similar nature and National foot print</i>		5
1.2	Professional Structure / team to complete the project		
	- Management qualifications - Skills and personnel available for, Hygiene and Pest Control Services - Supervisors and cleaning staff experience – list of supervisors with attached CV's. - Qualifications of personnel must be applicable to the relevant field of expertise required to render the services set of in the terms of reference. - Professional registrations with National Pest Management Association, South African Pest Control Association and National Contract Cleaners Association. - Minimum requirements to obtain score at “acceptable level” will be relevant qualification for field of expertise, as acceptable in the industry	10	
	<i>No submission</i>		0
	<i>Matric with relevant experience</i>		2
	<i>Tertiary Diploma with relevant experience and 1 professional registration</i>		4
	<i>Tertiary Degree with relevant experience and 2 professional registration</i>		6
	<i>Tertiary Honours with relevant experience and 3 professional registration</i>		8
	<i>Tertiary Honours and Masters with relevant experience and more than 3 professional registration</i>		10
1.3	Relevant experience in project of similar nature -		
	The prospective bidder must indicate number of years active in Hygiene and Pest Control services with track record & relevant experience. in particular when time constraints were to be adhered to: - experience gained in this field, - to whom and record services rendered to, - Indicating types, variety, and quantity, complete with references. Minimum requirements to obtain score at “acceptable level” will be confirmation of at least five (5) years of applicable experience in maintenance related projects.	5	
	<i>No Experience</i>		0
	<i>1 – 3 years' experience</i>		1
	<i>2 – 4 years' experience</i>		2
	<i>4 – 6 years' experience</i>		3
	<i>7 – 9 years' experience</i>		4
	<i>>9 years' experience</i>		5

No	Stage 2: Technical/Functionality		
No	Description	Scoring	Item Weight
1.4	Number of completed projects of similar nature		
	- The prospective bidder must also clearly illustrate total number of hygiene and pest control projects - Minimum requirements to obtain score at “acceptable level” will be indication and illustration of availability of sufficient support personnel with specialized skills and illustration of specialist maintenance performed, measured against the level of specialist maintenance in the industry	10	
	<i>No project</i>		0
	<i>1 Projects</i>		2
	<i>2 – 3 Projects</i>		4
	<i>4– 5 Projects</i>		6
	<i>6 – 7 Projects</i>		8
	<i>>8 Projects</i>		10
2	Technical skills, resources and capabilities		
2.1	Pest Control, Hygiene tools and equipment's		
	- The prospective bidder must indicate what equipment's are and will be available to render the services and how additional resources will be acquired when needed - This includes the following identified equipment's - Light delivery vehicle - Trailer - PPE - Equipment's (forgers, sprayers, etc.) - Materials - Resources - Tools Minimum requirements to obtain score at “acceptable level” will be indication and illustration of availability Equipment's available for the project	10	
	<i>No submission</i>		0
	<i><4 identified equipment's</i>		2
	<i><8 identified equipment's</i>		4
	<i><10 identified equipment's</i>		6
	<i><14 identified equipment's</i>		8
	<i>> 15 identified equipment's and above</i>		10
2.2	Capacity		
	- The prospective bidder must indicate what capacity to be deployed (or reserved) to meet the expectations of the client and will be available to render the services as described in the tender e.g. - General workers - Supervisors - Technical expertise - Drivers - Professional team - etc. - Support capacity in terms of personnel available for general pest control, hygiene and specialized cleaning services as well as emergency call-outs. The prospective bidder must indicate what resources are and will be available to render the services as described in the tender and how additional resources will be acquired when needed Minimum requirements to obtain score at “acceptable level” will be indication and illustration of availability of sufficient support personnel in respective disciplines to perform the work required, measured against the norms of the maintenance industry	10	

	<i>No submission</i>	0
	<i>General deployment plan</i>	2
	<i>Deployment and equipment plan</i>	4
	<i>Description of works, deployment and equipment plan</i>	6
	<i>Scheduled works plan outlining deployment and equipment</i>	8
	<i>Detailed description of works as per seasonal requirements including staff and equipment requirements</i>	10

No	Description	Scoring	Item Weight
3.	Operations and Maintenance Plan		
3.1	Commitment of Means		
	- Magnitude of previous contracts - Financial backing and capacity to handle such maintenance projects of varying magnitude - The prospective bidder must indicate the magnitude of previous contracts and projects during past years and how these contracts and projects were financed, also explaining how the financial aspects of the abovementioned tender will be managed. - Minimum requirements to obtain score at “acceptable level” will be indication and illustration of availability of sufficient funds to maintain “healthy” cash flow.	5	
	<i>Commitment of Means</i>		
	<i>No Experience</i>		0
	<i>1 – 3 million Annually</i>		1
	<i>3.1 – 4 million Annually</i>		2
	<i>4.1 – 5 million Annually</i>		3
	<i>6 – 8 million Annually</i>		4
	<i>>8.1 million Annually</i>		5
3.2	Project Plan		
	- Detailed project / Executive Plan and Management plan indicating work breakdown structures, time frames and important milestones. - The works programme / terms or calendar should be reliable, indicate how the work will be managed, process and work flows; and how to deal with crisis management - The following items must be evaluated - Strategic relevance - Quality of project design - Nature of external context - Effectiveness, which comprises an assessment of outputs deliverables, achievement of direct outcomes and the likelihood of impact - Efficiency - Sustainability - The prospective bidder must indicate what and when resources will be deployed (or reserved) to meet the expectations of the client and will be available to render the services as described in the tender. - Minimum requirements to obtain score at “acceptable level” will be indication and illustration of proper project plan to illustrate what support personnel (in the respective disciplines) will be available to perform the work required, what the activities of the personnel will entail and what plant and equipment must be available for optimal delivery.	10	
	<i>No management systems or plans</i>		0
	<i>Basic programme -very basic maintenance schedule and operational plan</i>		2
	<i>Works programme that demonstrates understanding of the requirement up to 50% - workable maintenance and operational plan that is likely to result in average service delivery</i>		4

	<i>Works programme that demonstrates understanding of the requirement up to 70% - comprehensive maintenance and operational plan and is most likely to result in quality work</i>		6
	<i>Works programme that demonstrates understanding of the requirement up to 89% - comprehensive maintenance and operational plan and is most likely to result in quality work</i>		8
	<i>Detailed works programme with a handover programme that incorporates all requirements up to 100% - comprehensive maintenance and operational plan and standard operational procedures</i>		10
3.3	Manageability of risk register and Contingency plan		
	- Indicate risks associated with Pest Control, Hygiene and Specialized Cleaning Services mitigation factors - Contingency Plan with Scenarios(triggers/escalations), time period when to invoke, Description of contingency arrangements to manage continuity of supply, actions and assumptions and costing - outlining approach to the development of a risk register highlighting risk identification, ranking and mitigation factors for both scheduled and planned projects and the management thereof. - Traverse through the following risk impacts: - List of identified risks - Risk prioritise - Action plan developed - HR deployment plan - Communication	10	
	<i>No risks identified</i>		0
	<i>Basic Risk Register</i>		2
	<i>Risk register with impacts</i>		4
	<i>Risk register with impacts risk ranks</i>		6
	<i>Risk register with impacts risk, ranks and mitigation factors</i>		8
	<i>Risk register with impacts risk, ranks and mitigation factors, overall risk levels and Contingency Plan</i>		10

4	Compliance with Regulations and Standards		
4.1	Health and Safety Promotion and Legislative Compliance		
	- Level of skills regarding maintaining a safe and healthy work environment whilst addressing the needs of the SSA. - Knowledge and understanding of OHS act, with the H&S file illustrating how the service provider will implement safety and preventative measures to control risks anticipated maintenance activities and projects. - The H&S file will be therefor be evaluated to determine the service providers' understanding of risks in the work place and how to control such risks. - The H&S file must clearly illustrate how risks encountered during execution of the variety of SSA's requests will be minimized and totally eliminated, where possible. - The H&S file must illustrate the prospective bidder's understanding of the risks that are present (and which may be anticipated) in the maintenance environment and how risks encountered during execution of the variety of SSA's requests will be minimized and totally eliminated, where possible - Minimum requirements to obtain score at "acceptable level" will be indication and illustration of ability to meet all requirements set out in the checklist in the OHS section, measured against the norms of the industry regarding acceptable H&S plans.	10	
	<i>No Health and Safety plan</i>		0
	<i>Very basic health and safety plan that addresses some of the issues.</i>		2
	<i>Reasonable health and safety plan that addresses most of the issues.</i>		4
	<i>Comprehensive health and safety plan that addresses most of the issues.</i>		6
	<i>comprehensive health and safety plan that addresses all the issues in a most comprehensive manner</i>		8

	<i>comprehensive health and safety plan that addresses all the issues in a most comprehensive manner and is OHSAS 18001 certified</i>		10
4.2	Quality Management Plan (QMP)		
	• Submit quality management plan that describe how quality will be managed through the lifecycle of the project. • The QMP must determine quality policies and procedures associated with hygiene and pest control services (deliverables and process) and defines responsibilities • The plan should include effective Quality Control Plan, quality management system, quality policy, Quality standards and regulations, SANS 9000 / ISO 9001, SANS 14000 / ISO 14000 and tools and techniques • Minimum requirements to obtain score at “acceptable level” will be indication and illustration of ability to meet all requirements of the QMP, measured against the norms of the industry regarding acceptable QMP plans.		
	<i>no Quality of assurance method proposed</i>		0
	<i>very basic Quality Management plan</i>		1
	<i>workable Quality Management plan and is likely to result in quality work</i>		2
	<i>comprehensive Quality Management plan and is most likely to result in quality work</i>		3
	<i>comprehensive Quality Management plan and policies that are SANS 9000 / ISO 9001 certified</i>		4
	<i>comprehensive Quality Management plan and policies that are SANS 9000 / ISO 9001 certified and Environmental Management plan and policies that are SANS 14000 / ISO 14000 certified</i>		5
4.3	Accreditation with professional bodies		
	Bidders must be accredited with the following bodies: • National Pest Management Association, • South African Pest Control Association • National Contract Cleaners Association • COIDA • Proof of Waste Management / Disposal Licence from Department of Environmental Affairs or appointed subcontractor. • Minimum requirements to obtain score at “acceptable level” will be indication and illustration of ability to meet all requirements of the accreditation	10	
	<i>No Accreditation with professional bodies</i>		0
	<i>One proof of accreditation</i>		2
	<i>Two accreditation</i>		4
	<i>Three accreditation</i>		6
	<i>Four accreditation</i>		8
	<i>Five or more accreditation</i>		10

11.5.3 Stage 3: Price Evaluation (80 Points)

11.5.3.1 Only Bidders that have met the 70 point threshold in Gate 1 will be evaluated in Gate 2 for price and BBBEE. Price and BBBEE will be evaluated as follows:

- In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:
 - The bid price (maximum 80 points)
 - B-BBEE status level of contributor (maximum 20 points)

11.5.3.2 The following formula will be used to calculate the points for price:

Criteria	Points
Price Evaluation $P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	80

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{min} = Comparative price of lowest acceptable bid

11.5.4 Stage 4 – BBBEE Evaluation (20 Points)

11.5.4.1 BBBEE Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- B-BBEE Certificate.

11.6 Multi-disciplinary practice, Joint Ventures and Consortiums

11.6.1 Multi-disciplinary practice, joint venture or consortium, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

11.6.2 Multi-disciplinary practice, joint venture or consortium will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

11.6.3 Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. SSA will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

11.6.4 The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

11.7 Sub-contracting

11.7.1 Bidders/ tenderers who want to claim Preference points will have to comply fully with regulations 11(8) and 11(9) of the PPPFA Act with regard to sub-contracting.

11.7.2 The following is an extract from the PPPFA Act:

- 11(8) “A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub- contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.”
- 11(9) “A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.”

Stage 3 (80 + 20 = 100 points)

11.7.3 The Price and BBBEE points will be consolidated.

11.7.4 A bidder will not be awarded the points claimed for B-BBEE status level of contribution if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the contract value to any other enterprise that does not qualify for at least the same number of points that the bidder qualifies for, unless the intended sub-contractor is an EME that has capability and ability to execute the sub-contract.

11.7.5 A contractor is not allowed to sub-contract more than 25% of the contract value to another enterprise that does not have equal or higher B-BBEE status level, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.

12. CONTRACT PRICE ADJUSTMENT

12.1 A fixed yearly inflation adjustment tariff will be based on CPI and will be applied annually.

12.2 Contract price adjustments will be done annually on the anniversary of the contract start date.

12.3 The price adjustment will be based on the Consumer Price Index Headline Inflation.

STATS SA P0141 (CPI)

Table E – all items

13. DISCOUNTS

13.1 Unconditional discounts will be taken into account for evaluation process; and

13.2 Conditional discounts will not be taken into account for evaluation purposes but will be implemented when payments are made

14. CONTRACT and SERVICE LEVEL AGREEMENT

14.1 Any award made to a bidder(s) under this bid is conditional, amongst others, upon:

- The bidder(s) accepting the terms and conditions contained in the General Conditions of Services (GCC) of Contract as the minimum terms and conditions upon which SSA is prepared to enter into a contract with the successful Bidder(s).
 -
 - The bidder submitting the GCC Contract to SSA together with its bid, duly signed by an authorised representative of the bidder.
- 14.2 Upon award SSA and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by SSA, more or less in the format of the draft Service Level Indicators included in this tender pack.
- 14.3 SSA reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.
- 14.4 Bidder(s) are requested to:
- Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;
 - Explain each comment and/or amendment; and
 - Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.
- 14.5 SSA reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to SSA or pose a risk to the organisation
- 15. SUB-CONTRACTING**
- 15.1 A bidder will not be awarded the points claimed for B-BBEE status level of contribution if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the contract value to any other enterprise that does not qualify for at least the same number of points that the bidder qualifies for, unless the intended sub-contractor is an EME that has capability and ability to execute the sub-contract.
- 15.2 A contractor is not allowed to sub-contract more than 25% of the contract value to another enterprise that does not have equal or higher B-BBEE status level, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 16. SPECIAL CONDITIONS OF THIS BID**
- 16.1 SSA reserves the right:
- 16.1.1 To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000).
 - 16.1.2 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
 - 16.1.3 To accept part of a tender rather than the whole tender.
 - 16.1.4 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
 - 16.1.5 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
 - 16.1.6 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
 - 16.1.7 Award to multiple bidders based either on size or geographic considerations.

17. SSA REQUIRES BIDDER(S) TO DECLARE

17.1 In the Bidder's Technical response, bidder(s) are required to declare the following:

- Confirm that the bidder(s) is to: –
 - Act honestly, fairly, and with due skill, care and diligence, in the interests of SSA;
 - Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
 - Act with circumspection and treat SSA fairly in a situation of conflicting interests;
 - Comply with all applicable statutory or common law requirements applicable to the conduct of business;
 - Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with SSA;
 - Avoidance of fraudulent and misleading advertising, canvassing and marketing;
 - To conduct their business activities with transparency and consistently uphold the interests and needs of SSA as a client before any other consideration; and
 - To ensure that any information acquired by the bidder(s) from SSA will not be used or disclosed unless the written consent of the client has been obtained to do so.

18. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

18.1 SSA reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of SSA or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

- engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- seek any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity.

18.2 In order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity:

- makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SSA's officers, directors, employees, advisors or other representatives;
- makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- accept anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity.

18.3 Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity.

19. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

19.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that SSA relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

19.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by SSA against the bidder notwithstanding the conclusion of the Service Level

Agreement between SSA and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

20. PREPARATION COSTS

- 20.1 The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing SSA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

21. INDEMNITY

- 21.1 If a bidder breaches the conditions of this bid and, as a result of that breach, SSA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds SSA harmless from any and all such costs which [SSA] may incur and for any damages or losses SSA may suffer.

22. PRECEDENCE

- 22.1 This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

23. LIMITATION OF LIABILITY

- 23.1 A bidder participates in this bid process entirely at its own risk and cost. SSA shall not be liable to compensate a bidder on any Hygiene and Pest Control services whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

24. TAX COMPLIANCE

- 24.1 No tender shall be awarded to a bidder who is not tax compliant. SSA reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to SSA, or whose verification against the Central Supplier Database (CSD) proves non-compliant. SSA further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

25. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

- 25.1 No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. SSA reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

26. GOVERNING LAW

- 26.1 South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

27. RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

- 27.1 A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that SSA allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and SSA will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

28. CONFIDENTIALITY

- 28.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with SSA's examination and evaluation of a Tender.
- 28.2 No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by SSA remain proprietary to SSA and must be promptly returned to SSA upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.
- 28.3 Throughout this bid process and thereafter, bidder(s) must secure SSA's written approval prior to the release of any information that pertains to the:
- potential work or activities to which this bid relates; or
 - process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

29. SSA PROPRIETARY INFORMATION

- 29.1 Bidder will on their bid cover letter make declaration that they did not have access to any SSA proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

30. AVAILABILITY OF FUNDS

- 30.1 Should funds no longer be available to pay for the execution of the responsibilities of this bid, the SSA may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

31. AWARD OF CONTRACT

- 31.1 In the event that two or more bids have scored the total points, the successful bid will be the ones scored the highest points for B-BBEE.
- 31.2 If two or more bids have equal points, including equal preference points for B-BBEE, the successful bid will be the one scoring the highest score for functionality, if functionality is part of evaluation process.
- 31.3 If two or more bids are still equal in all respects, then the award will be decided by drawing of lots.
- 31.4 A contract may, on reasonable and justifiable Hygiene and Pest Control services, be awarded to a bid that did not score the highest number of points.
- 31.5 The State Security Agency reserves the right to arrange contracts with more than one contractor for the same item.

32. FRONTING

- 32.1 The State Security Agency, as part of government institution supports the spirit of broad based black economic empowerment and recognises that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the National Treasury condemn any form of fronting.
- 32.2 The State Security Agency, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder /contractor to conduct business with the public sector for a period not exceeding ten years.

SECTION B: WORKS STANDARD

1. STANDARDS

1.1 Materials and workmanship

1.1.1 All materials and equipment supplied and installed under this contract shall be new, undamaged and of the best quality available and shall comply to manufacture specification with part numbers and descriptions.

1.1.2 The workmanship shall be of high quality to the satisfaction of the SSA. All inferior work, on indication by the SSA, shall immediately be rectified by and at the expense of the Service Provider.

1.1.3 All equipment and materials shall be rated for both the normal and extreme climatic and site conditions.

1.1.4 Warranties and guarantee of works are applicable for all services rendered

1.2 Interchange ability of materials

1.2.1 Faulty equipment shall be replaced with equipment of same make and model.

1.2.2 Where a replacement product is to be used, the Service Provider must prove that the original equipment / part

- (a) Is obsolete,
- (b) Has been superseded, or
- (c) The alternative product is more cost-effective

1.3 Rectification of faults and unsatisfactory works

1.3.1 The maximum response time for the routine rectification of faults shall be 6 hours.

1.3.2 A maximum of 12 hours is allowed to effect repairs or rectification of unsatisfactory work

1.3.3 In the event of proof that the Service Provider failed to attend to the fault/works as requested, a negligence default will be recorded against the Service Provider.

1.3.4 The occurrence of such defaults must not exceed three events in a month otherwise SSA will have the right to review the contract.

1.4 Tests

The Service Provider shall be responsible for the testing and commissioning of all equipment installed by him under this contract.

1.5 Laws, Regulations and Specifications

1.5.1 The Service Provider shall ensure that the installation and workmanship complies in full and at all times with the requirements of:

- (a) The Occupational Health and Safety Act (October No 85 of 1993)
- (b) Relevant regulations and specifications

1.6 Supervision

- 1.6.1 All the work to be carried out is to be of a high standard and shall be carried out under the supervision of skilled and competent representatives of the Service Provider, who in turn shall be able and authorised to receive and carry out instructions.
- 1.6.2 All drivers employed on the contract shall be in possession of valid driving licenses and PDP's
- 1.6.3 All machine operators must have certified training in particular chain saw operators

1.7 Maintenance and operation manuals

The Service Provider shall collect and keep complete, comprehensive and up-to-date records of technical specification, operating manuals and manuals of all installed equipment. This must be handed over to the State Security Agency on termination of contract or end of contract period

1.8 Maintenance of Stock

- 1.8.1 The Service Provider shall supply and manage emergency and back-up stock for all equipment and chemicals maintained under this contract.
- 1.8.2 Back-up stock will be stored at the Service Provider or his supplier's works and under control of the Service Provider and/or his suppliers. The State Security Agency reserves the right to inspect stock levels of the back-up stock at any time during normal working hours.
- 1.8.3 The Service Provider shall submit together with the tender priced list the detail of equipment and chemical quantities of recommended emergency stock items.
- 1.8.4 In addition the Service Provider shall submit a list of back-up stock kept by him or his suppliers in South Africa. Not all equipment supplied under this contract need to be in emergency stock. However, all equipment supplied under this contract shall be kept in back-up stock.

1.9 Design and Shop Drawings

- 1.9.1 Where Landscape Architecture/ Design works have been effected the Service Provider shall submit the updated drawings to the State Security Agency.
- 1.9.2 The Service Provider shall on an on-going basis update design and shop drawings by recording any changes to the Hygiene and Pest Control services during the currency of the Contract.

1.10 Warranties and Guarantees

- 1.10.1 The Service Provider shall identify all equipment under warranties and guarantees and familiarise himself with the conditions and scope of the warranties/guarantees and ensure that:
 - (a) Conditions of warranties/guarantees are complied with in full
 - (b) Keep copies of warranties and guarantees
 - (c) Repair all applicable equipment in terms of the warranties and guarantees
 - (d) Inform the State Security Agency of the expiry date and where applicable advise the SSA of benefits of extending warranties/guarantees

1.11 Management Reports

The Service Provider shall include in his tender price for the compilation of detailed management reports as part of the contract, as might be called for by the IA from time to time.

1.12 Hand Over (at end of Contract)

1.12.1 The Contractor shall include in his tender price for the handover of the works at the end of the contract to the State Security Agency.

1.12.2 The hand over shall be fully comprehensive but not be limited to the following items:

- (a) Complete set of maintenance and operation manuals
- (b) Updated set of as built drawings

SECTION C: REGULATORY REQUIREMENTS

1. WORKS INFORMATION

1.1 Title of Publication

- 1.1.1 Occupational Health and Safety Requirements of the SSA and all normative references.
- 1.1.2 SSA's Policy and Procedures for the Co-Ordination and Implementation of Occupational Health and Safety Act (Act 85 of 1993) and Compensation for Occupational Injuries and Diseases Act of 1993.
- 1.1.3 SABS 1200 AA – General (Small Works).
- 1.1.4 Access Control Procedures to SSA Premises.
- 1.1.5 PPPFA Act number 5 of 2000.
- 1.1.6 PFMA Act.
- 1.1.7 Security Officers Act (Act 92 of 1987), and the Security Officers Amendment Act (Act 104 of 1997).
- 1.1.8 Employment Equity Act (Act 55 Of 1998).
- 1.1.9 Intelligence Services Act (Act 38 of 1994).
- 1.1.10 National Strategic Intelligence Act (Act 39 of 1994).
- 1.1.11 National Small Business Act (Act 102 of 1996).
- 1.1.12 Intelligence Services Control Act (Act 40 of 1994).
- 1.1.13 Protection of Information Act (Act 84 of 1984).
- 1.1.14 Auditor-General Act (Act 12 of 1995).
- 1.1.15 Income Tax Act (Act 58 of 1962).
- 1.1.16 Promotion of Equality and Prevention of Unfair Discrimination Act (Act 4 of 2000).
- 1.1.17 Labour Relation Act (Act 66 of 1995).
- 1.1.18 Skills Development Act (Act 97 of 1998).
- 1.1.19 Occupational Health and Safety Act (Act 85 of 1993.)
- 1.1.20 Requirements of the Companies Act.
- 1.1.21 General Procurement Guidelines (issued by the Minister of Finance).
- 1.1.22 National Treasury: Circular No. 6 of 2002: Preference Points Claim Form for Equity Ownership by Historically Disadvantaged Individuals (HDIs).
- 1.1.23 Government Procurement: General Conditions of Tender, Contract and Order.
- 1.1.24 Security Service Trade Orders.
- 1.1.25 White Paper on Transforming Public Service Delivery: Batho Pele-"People First": 1997 September.
- 1.1.26 Government Notice R1237, 1988 July 1.
- 1.1.27 Government Gazette No 16085, 1998 November 23.
- 1.1.28 SSA Procedure for the Identification of Risk Prior to the Commencement of Work.
- 1.1.29 Construction Regulations 2014.
- 1.1.30 National Building Regulations, SANS 10400.
- 1.1.31 National Road Traffic Act 93 of 1996, and all amendments.
- 1.1.32 General Safety Regulations 2003.
- 1.1.33 Environmental Regulations for Workplaces 1987.

SECTION D: OCCUPATIONAL SAFETY AND HEALTH REQUIREMENTS

1. OCCUPATIONAL HEALTH AND SAFETY (OHS)

Refer to attached OHS Booklet – Annexure C

SECTION E: SERVICES REQUIRED

The service contract will include but not be limited to the following areas of work:

32.1. Pest Control Services

PEST CONTROL SERVICES			
No.	Service	Interval	Details
1	Pest Control – general spray/gel : cockroaches, rodents, ants etc.	Quarterly	This entails the pest control service to eradicate all crawling and creeping pests e.g. cockroaches.
2	Fogging : paper lice(Archive), viruses etc.	Quarterly	This entails specialized fumigation for the Archive area to eradicate paper lice, fish moths by smoking / antimicrobial fogging and decontamination.
3	Pest Control/Smoking : Bees, Termites, Ants, Wasps etc. including services of a Bee-Keeper	Ad-hoc / 24hrs call out fee	This entails the pest control services for environmental pests which may surface at any point unexpectedly such as Bats, Bees, Wasps, Termites and Ants etc. Service must be compliant with applicable legislation.
4	Pest control : permanent bait stations	Monthly	This entails the installation, maintenance and servicing of units containing relevant rodent chemicals typically installed at entrances as bait to catch rodents prior to entering buildings.
5	Fly catcher / exterminator lights for main kitchens (food preparation areas)	Monthly	This entails the installation, maintenance and servicing of fly catcher lights, aimed at attracting flies at main doors thus maintaining a hygienic environment.
6	Bird control (installation + service + maintenance)	Ad-hoc	Installation, Servicing and Maintenance of bird control equipment (flash flags etc.), nest removal and disposal, flock reduction and removal.

32.2. Hygiene Services

HYGIENE SERVICES (PVC WHITE EQUIPMENT)			
No.	Service	Interval	Details
1	Touch-free Sanitary Bin Units (SHE Bins)	Every 14 days	This entails the sanitary bins that are used in all the female bathrooms for depositing sanitary material.
2	Sanitary Bin Packets Dispenser and SHE Packets	Monthly	This entails the Dispenser utilised to dispose of sanitary material including the related packets.
3	Touch-free Nappy bins	Every 14 days	These bins are to be utilised for the disposal of soiled nappies, limited to nursery school.
4	Air-freshener Units (fragranced) incl. canisters.	Monthly	These are used in bathrooms / reception areas to curb unpleasant odours, keeping the environment fresh and hygienic.
5	Air-freshener Units (antibacterial / non-fragranced) incl. canisters.	Monthly	These are typically installed in main kitchen environments where food is prepared, aimed at eradicating pests thus keeping the atmosphere bacteria free.

6	Seat Sanitizer Unit including foam consumable	Monthly	This entails the units used in the bathrooms that cater for keeping the toilet seats fresh, clean via the toilet roll to wipe the seat.
7	Soap Dispenser Units including foam soap	Monthly	Liquid Soap Dispenser units used in all bathrooms for hand-washing purposes to avoid the spread of disease due to unclean hands.
8	Soap Dispenser Units including blue/industrial soap	Monthly	Liquid Soap Dispenser units used in all main kitchens and transport workshop areas for hand-washing purposes to avoid the spread of diseases due to unclean hands.
9	Industrial Kitchen and Oil Grease Traps	Quarterly	These are used in the main kitchens to cater for the grease build-up in the drains and to clear lines.
10	Automatic Sanitizing Units (Urinals) including consumables	Monthly	These are used in all urinals in male bathrooms to cater for the unpleasant odours and maintain a hygienic environment.

Note: This should include the outright purchase of non-branded hygiene equipment (washroom products), installation, monthly service, supply of consumables and maintenance.

HYGIENE SERVICES (PVC WHITE EQUIPMENT)			
No.	Service	Interval	Details
11	Automatic hand dryer cabinets	Monthly	These auto paper dispenser units are utilised for hand drying purposes in the bathrooms.
12	Consumable: Paper rolls (3 packs per cabinet)	Monthly	3 x packs paper rolls should be supplied monthly as consumables for the hand-dryer cabinets.
13	Wall bins mounted	Monthly	These refuse bins are mounted to the wall in the ablutions.
14	Toilet paper holder (TR 3)	Monthly	These toilet roll holders are mounted in select ablutions exclude consumables.
15	Condom dispenser	Monthly	These dispensers are installed in all ablutions for male / female condoms.
16	Hot and Cold water dispenser including 19L purified water refill and 140ml cups (biodegradable paper)	Every 14 days	These water dispensers are to be installed at selected buildings.

Note: This should include the outright purchase of non-branded hygiene equipment, installation, monthly service, supply of consumables and maintenance.

32.3. Specialized Cleaning Services

SPECIALIZED CLEANING SERVICES			
No.	Service	Interval	Details
1	Industrial Kitchen Extraction system cleaning (canopies/fan)	Bi-Annual	This entails the specialized cleaning of the extractor canopy and inside/outside exhaust pipes above the cooking area in the main kitchens.
2	Grease and Oil Traps de-greasing and cleaning	Quarterly	This specialised plumbing service entails the usage of the relevant fat extraction trucks for degreasing oil traps and clearing lines. *Provide specialized combination unit to clean and clear grease trap(s) courtyard outside building restaurant area and nursery school. Maintenance - grease trap(s) cleaning drains – courtyard outside building restaurant area nursery school and clean and clear lines kitchen nursery school inclusive relevant PPE, health and safety requirements and certified operator plus dump site.
3	Industrial Kitchen Deep Cleaning (equipment, ablutions - Ceiling Top-to-Bottom, walls, windows, carpets, chairs, fridges and floor scrubbing included)	Every 2nd month (60 days)	This is the specialized deep cleaning of all walls, floors and equipment including scrubbing floors to eradicate germs on the surfaces and maintain a hygienic environment.
4	Ablutions Deep Cleaning (Toilets, Showers, Urinals, Basins, Kitchenettes – incl. walls and floor scrubbing)	Monthly	Specialized deep cleaning for the bathrooms and kitchenettes, walls, floors and equipment to eradicate germs on the surfaces and maintain a hygienic environment.
5	Window Cleaning : Both face, High-rise Buildings (Max. height external 12500mm / Max. height internal (floor to ceiling) 2975mm) via cherry pickers etc.	Bi Annual/Ad-hoc	The service is for the window cleaning of the high-rise buildings (Both faces). Including frame cleaning / shining plus lime scale removal
6	Carpet and Chair/Couch Cleaning (wet extraction / hoist)	Annual/Ad-hoc	This service is for the specialized deep cleaning of all the carpets and upholstery (chairs / couches) at the various boardrooms / offices via wet extraction / hoist dry method.
7	General Office Cleaning/Housekeeping	Annual/Ad-hoc	This entails the general day-to-day professional cleaning of offices and ablution facilities via prescribed hygienic cleaning methods. (Hourly, Daily and Monthly Rates)
8	Hard Floor cleaning (strip and seal)	Annual/Ad-hoc	This entails the strip & seal of tiled floors (slate, terra cotta etc.) as well as staircases and vinyl tiles with 3 layers of Polymer sealer. (Day/Night rates)

SECTION F: PRICE SCHEDULE

Item	Service	Interval	Description	Unit	Qty	Rate	Amounts
PEST CONTROL SERVICES							
1.	Rodent bait stations	Monthly	Service Rodent bait stations	No	100		
2.	uv light fly catchers	Monthly	Service uv light fly catchers	No	5		
3.	red top disposable fly catcher	Quarterly	Installation of red top disposable fly catcher	Item	1		
4.	Fly catcher / exterminator lights for main kitchens (food preparation areas)	Monthly	Installation, maintenance and servicing of fly catcher lights, aimed at attracting flies at main doors thus maintaining a hygienic environment.	No	14		
5.	Installation of red top disposable fly catcher						
5.1.	Crawling insects	PS	Treatment of crawling insects	Item	1		
5.2.	Flying Insects	PS	Treatment of Flying Insects	Item	1		
5.3.	Pest Control – general spray/gel : cockroaches, rodents etc.	Quarterly	Pest control service to eradicate all crawling and creeping pests e.g. cockroaches.	m ²	345370		
5.4.	Fogging : paper lice etc. (Archive)	Quarterly	Specialized fumigation for the Archive area to eradicate paper lice, fish moths by smoking / fogging.	m ³	28706		
6.	Pest Control/Smoking : Bees, Termites, Ants, Wasps etc. including services of a Bee-Keeper	Ad-hoc / 24hrs call out fee	Bats	m ²	345370		
6.1.			Removal and relocation of Bees	No	24		
6.2.			Provide bees smoking and hive removal	Item	1		
6.3.			Wasps	Item	1		
6.4.			Termites	Item	1		
7.			Ants	Item	1		
7.1.			Provision of bird repellent gel	Item	1		
7.2.	Pest control: birds	PS	Provision of bird repellent spikes	Item	1		
8.	Pest control: Feline	PS	Installation and servicing of eagle eye bird repellent mechanism	Item	1		
9.	Pest control: Reptiles	PS	Treatment of feline - (stray cats)	Item	1		
10.	Snake catching		Provision of snake Repellent	Item	1		
11.	Pest control : permanent bait stations	Monthly	Provision of snake catching	Item	1		
12.	Provincial sum Bird control (installation + service + maintenance)						
12.1.		Ad-hoc	Netting				

Item	Service	Interval	Description	Unit	Qty	Rate	Amounts
12.2.	Installation, Servicing and Maintenance of bird control equipment (flash flags etc.), nest removal and disposal, flock reduction and removal.			m²	2000		
12.3.			Roving eye/Bird scarer	No	25		
12.4.			Stainless Steel Bird Spikes	No	1000		
12.5.			Wind driven Flags (Gold / Silver)	No	95		
12.6.			Provision of bird repellent gel				
HYGIENE EQUIPMENT SERVICING							
13.	Touch-free Sanitary Bin Units (SHE Bins)	Every 14 days	Sanitary bins that are used in all the female bathrooms for depositing sanitary material.	No	538		
14.	Sanitary Bin Packets Dispenser and SHE Packets	Weekly	Dispenser utilised to dispose of sanitary material including the related packets.	No	538		
15.	Touch-free Nappy bins (Creche)	Every 14 days	Bins are to be utilised for the disposal of soiled nappies, limited to nursery school.	No	11		
16.	Air-freshener Units (fragranced)	Monthly	Bathrooms / reception areas to curb unpleasant odours, keeping the environment fresh and hygienic.	No	543		
17.	Air-freshener Units (antibacterial / non-fragranced)	Monthly	Installed in main kitchen environments where food is prepared, aimed at eradicating pests thus keeping the atmosphere bacteria free.	No	19		
18.	Seat Sanitizer Unit including foam consumable	Monthly	Units used in the bathrooms that	No	842		
19.	Soap Dispenser Units including foam soap	Monthly	Bathrooms for hand-washing purposes to avoid the spread of disease due to unclean hands.	No	628		
20.	Soap Dispenser Units including blue/industrial soap	Monthly	Main kitchens and transport workshop areas for hand-washing purposes to avoid the spread of diseases due to unclean hands.	No	24		
21.	Industrial Kitchen and Oil Grease Traps	Quarterly	Main kitchens to cater for the grease build-up in the drains and to clear lines.	No	7		
22.	Automatic Sanitizing Units (Urinals)	Monthly	Urinals in male bathrooms to cater for the unpleasant odours and maintain a hygienic environment.	No	427		
23.	Automatic hand dryer cabinets	Monthly	Auto paper dispenser units are utilized for hand drying purposes in the bathrooms.	No	277		
24.	Consumable: Paper rolls (3 packs per cabinet)	60 days	3 x packs paper rolls should be supplied monthly as consumables for the hand-dryer cabinets.	No	643		
25.	Wall bins mounted	Monthly	Refuse bins are mounted to the wall in the ablutions.	No	276		

Item	Service	Interval	Description	Unit	Qty	Rate	Amounts
26.	Toilet paper holder (TR3)	Monthly	Toilet roll holders are mounted in select ablutions exclude consumables.	No	283		
27.	Condom dispenser	Monthly	Dispensers are installed in all ablutions for male / female condoms.	No	4		
28.	Hot and Cold water dispenser including 19L purified water refill and 140ml cups (biodegradable paper)	Every 14 days	Water dispensers are to be installed at selected buildings.	No	22		
CLEANING SERVICES							
29.	Industrial Kitchen Extraction system cleaning (canopies/fan)						
29.1.	Specialized cleaning of the extractor canopy and inside/outside exhaust pipes above the cooking area in the main kitchens.	Bi-Annual	Canopies	No	10		
29.2.			Filters	No	17		
30.	Grease and Oil Traps de-greasing and cleaning	Quarterly	Specialized plumbing service entails the usage of the relevant fat extraction trucks for degreasing oil traps and clearing lines. *Provide specialized combination unit to clean and clear grease trap(s) courtyard outside building restaurant area and nursery school. Maintenance - grease trap(s) cleaning drains – courtyard outside building restaurant area nursery school and clean and clear lines kitchen nursery school inclusive relevant PPE, health and safety requirements and certified operator plus dump site.	m ³	2.5		
31.	Industrial Kitchen Deep Cleaning (equipment, ablutions - Ceiling Top-to-Bottom, walls, windows, carpets, chairs, fridges and floor scrubbing included)						
	Specialized deep cleaning of all walls, floors and equipment including scrubbing floors to eradicate germs on the surfaces and maintain a hygienic environment.	Quarterly	Equipment (stoves, microwaves, ovens, fridges etc.)	No	57		
			Floors	m ²	1873		

Item	Service	Interval	Description	Unit	Qty	Rate	Amounts
32.	Ablutions Deep Cleaning (Toilets, Showers, Urinals, Basins, Kitchenettes – incl. walls and floor scrubbing)						
32.1.	Specialized deep cleaning for the bathrooms and kitchenettes, walls, floors and equipment to eradicate germs on the surfaces and maintain a hygienic environment.	Monthly	Units (basins, toilets etc.)	No	3660		
32.2.			Floors	m²	5089		
33.	Window Cleaning : Both face, High-rise Buildings (Max. height external 12500mm / Max. height internal (floor to ceiling) 2975mm) via cherry pickers etc.						
33.1.	Window cleaning of the high-rise buildings (Both faces).	Bi Annual/A d-hoc	Window cleaning	m²	18438		
34.	Carpet and Chair/Couch Cleaning (wet extraction / hoist)						
34.1.	Specialized deep cleaning of carpets and upholstery (chairs / couches) at the various boardrooms / offices via wet extraction / hoist dry method.	Annual/A d-hoc	Carpet cleaning per m2	m²	42306		
34.2.			Chair / Couch cleaning	No	3083		
35.	General Office Cleaning/Housekeeping	Ad-hoc	This entails the general day-to-day professional cleaning of offices and ablution facilities via prescribed hygienic cleaning methods.	m²	6164		
36.	Hard Floor cleaning (strip and seal)	Ad-hoc	This entails the strip & seal of tiled floors (slate, terra cota etc.) as well as staircases and vinyl tiles with 3 layers of Polymer sealer.	m²	23846		
TOTAL BID PRICE (YR 1) VAT INCL.							
CONTINGENCY 6.5% OVER 3 YEARS							
PROJECTED TOTAL BID PRICE (3YRS) VAT INCL.							

SECTION E: ANNEXURES

Section A	Scope Of Works / Pricing Schedule -Template-
Section B	Breakdown For Footprint Information Purposes
Section C	Regulatory Requirements
Section D	Occupational Safety And Health Requirements
Section E	Services Required
Section D	Price Schedule
Section E	Annexures