

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING SERVICES, HYGIENE SERVICES, FUMIGATION/PEST CONTROL AND FOOD SERVICE AID FOR THE DEPARTMENT OF MINERAL RESOURCES AND ENERGY (DMRE) DURBAN REGIONAL OFFICE IN KWAZULU NATAL FOR A PERIOD OF (24) TWENTY-FOUR MONTHS SUBJECT TO PERFORMANCE REVIEW.

1. BACKGROUND

- 1.1 In accordance with the provision of Occupational Health and Safety Act (No: 85 of 1993), all National and Provincial government Departments are obliged to provide a clean, healthy, hygienic and safe working environment.
- 1.2 The Department of Mineral Resources and Energy intends to appoint the service provider to render cleaning services, hygiene services, fumigation/pest control and food service for Durban regional office in KwaZulu Natal.
- 1.3 The total office space square meter is 2077 of which 1727m² remains carpeted and 350m² is covered with tiles.
- 1.4 The DMRE KwaZulu Natal regional office is situated at corner Durban Bay House building, 333 Aton Lambede on first and second floors in Durban.

2. CONTRACT PERIOD

- 2.1 The expected duration of the project is twenty-four months after the signing of a contract subject to performance review.

3. OBJECTIVE

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

4. SCOPE OF WORK

4.1 Cleaning Services

- 4.1.1 The service provider shall be expected to render cleaning services for the office building which

is comprised of closed and open plan offices, boardrooms/meeting rooms, kitchens, bathrooms, store rooms, printing areas, file achieves, registry offices, receptions, foyers, lifts and staircases.

- 4.1.2 The service provider is expected to perform sweeping, dusting, scrubbing, polishing, wall and furniture wiping, and damp mopping on the daily basis.
- 4.1.3 The service provider is expected to render vacuum carpet, furniture polish, floor buffing, spots buffing, interior window washing, wall wiping, dust off light fittings, ceiling and air conditioning defuses/vents on weekly and monthly.
- 4.1.4 The service provider is expected to perform quarterly carpet wash, and it shall be arranged for weekends.
- 4.1.5 The cleaning services shall be rendered from Monday to Friday during office working hours from 06h30 to 15h00, excluding weekends and public holidays unless where otherwise specified.
- 4.1.6 The service provider shall deploy at least a minimum of three (3) cleaners and one (1) supervisor.
- 4.1.7 The service provider is required to retain one cleaner every day until 16h00 in cases of as and when the crisis arises.

4.2 Fumigation/pest control

- 4.2.1 The service provider is expected to supply 15 rodent traps and service every month.
- 4.2.2 The service provider is expected to fumigate the office on quarterly basis with the chemical not harmful to humans.
- 4.2.3 The service provider is expected to treat insects/cockroaches with relevant paste or pesticides as and when required.
- 4.2.4 The department reserve the right to verify chemicals for health purposes.

4.3 Food service aid

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

supplies required.

4.4 Hygiene Services: Supply and installation of dispensers

- 4.4.1 Supply and install 9 liquid seat wipes dispensers.
- 4.4.2 Supply and install 7 automated air fresheners.
- 4.4.3 Supply 5 sanitary bins.
- 4.4.4 Supply and install 7 hand soap dispensers.
- 4.4.5 Supply and install 7 hand paper towels.
- 4.4.6 Supply and install 7 waste bins.

4.5 Hygiene Services: Replenishment of consumables

- 4.5.1 Replenish 9 liquid seat wipes dispenser twice a month.
- 4.5.2. Replenish 7 automated air freshener dispensers twice a month.
- 4.5.3. Service 5 sanitary bins once a week.
- 4.5.4. Replenish 7 hand soap dispensers twice a week.
- 4.5.5. Replenish 7 hand paper towels three times a day.
- 4.5.6. Replenish 9 double toilet holders three times a day (first grade single ply)
- 4.5.8. Service 7 waste bins thrice a day.
- 4.5.9. Supply 5 urinal mats twice a month.
- 4.5.9. Supply 40 liters of 70% alcohol-based sanitizer once a month.

Deep cleaning

- 4.5.1 The service provider is expected to perform deep cleaning with hot steam and relevant chemical to remove stains for the 8-toilet bowls, 7 basins and 5 urinals every six months.

5. DELIVERABLES OR PROJECT OUTPUT AND OR OUT COME

- 5.1 The service provider shall during the period of the contract ensure that the office is continuously cleaned, spotless, healthy and hygienic to enable a conducive working environment as per scope of work,
- 5.2 The service provider shall provide enough equipment and dispensers to enable smooth running of cleaning services.

- 5.3 The service provider shall continuously provide enough consumables and cleaning material as required.
- 5.4 The service provider shall ensure that enough supplies are kept in the storage provided as a backup in case of sudden shortage thereof.
- 5.5 The service provider shall develop and monitor a schedule for fumigation, carpet wash and deep cleaning and cleaning services checklists.
- 5.4 The service provider shall ensure that the deployed staff is always representable and identified.

6. REPORTING REQUIREMENTS

- 6.1. The service provider shall report to the Regional Manager.
- 6.2. The service provider shall conduct daily inspection on quality and standard and a weekly written report must be submitted to the Regional Manager.
- 6.3. The service provider shall report on daily basis to the Regional Manager of any defects such as broken mirrors, blocked toilets/ urinals, broken windows etc. that they might come across during cleaning of the building.
- 6.4. The Directorate: Auxiliary Support will convene quarterly meetings with the service provider regarding performance, specific problems, suggestions, improved methods and work programs, tenant's complaints and remedial action and all matters related to this contract.
- 6.5. The service provider shall ensure that additional resources are made available to augment employee absenteeism caused by any form of leave.

7. COMPANY EXPERIENCE

- 7.1. The service provider must have at least a minimum of three years reputable operational experience in cleaning services, hygiene services and pest/fumigation control.
- 7.2. The service provider must have obtained experience in cleaning office space of at least a minimum of 1000m² as one project.
- 7.3. The service provider must provide signed testimonial/s on the business letter head, not older than 3 years from current/ex clients as proof of service rendered.
- 7.4. The content of the testimonial/s must indicate contactable reference/s, period, square meters and services rendered as proof that they had facilitated similar project/s successfully.
- 7.5. The company experience will be determined by the signed testimonial/s.

7.6. Purchase orders for goods and services and appointment letters will be disregarded.

7.7. The Department reserve the right to verify the testimonial/s.

8. QUALIFICATION AND EXPERIENCE OF TEAM LEADER/SUPERVISOR

8.1. The team leader/supervisor must have at least a minimum of grade twelve (12) certificate.

8.2. The team leader/supervisor must have at least a minimum of three (3) years supervisory experience in cleaning services industry.

8.3. The service provider must provide a CV of the team leader/supervisor with relevant experience and a certified copy of the qualification/certificate.

9. PROJECT PLAN

9.1. The service provider shall provide a detailed cleaning services project plan indicating daily duties with time frames and order of preference.

9.2. The project must also indicate weekly, monthly, quarterly and six-monthly duties.

9.3. The project plan must have a detailed replenishment frequency of consumables as per scope of work.

9.4. The project plan must indicate the monitoring and assessment of cleaning services check lists.

9.5. The project plan must indicate the contingency proposals in cases of unusual circumstances.

9.6. The service provider shall provide a Health and Safety plan in line with the Occupational Health and Safety Act compliance in the office working environment.

9.7. The Health and Safety plan must indicate the induction procedures.

10. INFRASTRUCTURE

10.1. The service provider shall provide lists of supplies to be utilized for the project as follows.

10.1.1. Indicate and quantify all appropriate cleaning material to be supplied per month.

10.1.2. Indicate and quantify all consumables to be supplied per month.

10.1.3. Indicate and quantify all equipment required for the project.

10.1.4. Indicate the fumigation chemical not harmful to humans.

10.1.5. Indicate and quantify type of rodent traps.

10.1.6. Indicate and quantify all required dispensers.

- 10.1.7. The service provider shall provide the existing signed contract of employment and pay slip of a cleaner as an example.
- 10.1.8. The service provider shall provide a bathroom and cleaning services checklists.
- 10.1.9. All the required resources indicated above must be of South African Bureau Standard (SABS) and the Department reserve the right to verify the resources.

11. ROLE AND RESPONSIBILITY

- 11.1. The Department shall provide support with all reasonable requests of the service provider to enable the service provider to perform its duties in terms of the contract.
- 11.2. The Department will provide storage facility and change rooms.

12. CONFIDENTIALITY OF INFORMATION

- 12.1. Any patents or copyright developed from this project will belong to the Department.
- 12.2. The service provider will sign a confidentiality agreement regarding the protection of DMRE information that is not in the public domain.

13. PAYMENT

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

14. TAX CLEARANCE CERTIFICATE

- 14.1. The potential service provider/s must ensure compliance with their tax obligations.
- 14.2. The potential service provider/s is/are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 14.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.
- 14.4. The potential service provider may also submit a printed TCS together with the proposal.

14.5. In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.

14.6. Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided

15. EVALUATION METHODOLOGY

15.1 Phase 1: Compliance and Technical Review:

15.1.1. Each submission is checked for compliance. If the submission complies, it will move to the next round in the evaluation process. The following documents are compulsory; failure to submit together with the proposal shall result in a company being disqualified.

A valid Tax Clearance Certificate	
A valid B-BBEE Certificate	
Signed SBD forms	
Proof of CSD registration	

15.1.2 Service providers will be evaluated based on functionality. The minimum threshold for functionality is 70 out of 100 points. Service providers who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and preference points for B-BBEE.

NO	CRITERIA	SCORING	WEIGHTS
1	Company Experience: (i) Service provider must have a minimum of three (3) years operational experience in rendering cleaning services, hygiene services and pest control/fumigation.	<ul style="list-style-type: none">• Experience 6 years and above = 05 points• Experience above 4 to 5 years = 04 points• Experience equal 3 years = 03 points.• Experience below 2 years = 2 points• Experience less than 1 year = 01 points.	10

	<p>(ii) The service provider must provide testimonial/s indicating experience period of 5 years, servicing office space for a minimum of 1 000m².</p>	<ul style="list-style-type: none"> • Testimonial/s indicating more than 6-year experience and more than 2500m² = 05 points • Testimonial/s indicating 4-to-5-year experience and 2000m² = 04 points. = 04. • Testimonial indicating 3-year experience and 1000m² = 03 • Testimonial indicating below 2 years = experience and/or below 800m² = 02 points. • No testimonial attached or indicating below 1-year experience and/or below 400m² = 1 point. 	10
2	<p>Team leader/supervisor experience:</p> <p>(i) The team leader/supervisor must have at least two (2) years supervisory experience in office cleaning industry.</p> <p>(ii) The team leader/supervisor CV must be attached as proof.</p>	<ul style="list-style-type: none"> • Five (5) year and above experience = 5 points. • Three (3) to four (4) year experience = 4 points. • Two (2) year experience = 3 points. • Below two (2) to one (1) year experience = 2 points = 2 points. • Below one (1) year experience = 1 points. 	10
3.	<p>Team leader/supervisor qualifications:</p> <p>(i) Team leader must have obtained a minimum of grade twelve (Matric) certificate.</p> <p>(ii) Copies of certified certificates must be attached to the proposal as proof.</p>	<ul style="list-style-type: none"> • Grade twelve 12- & three-year Diploma = 5 points • Grade twelve (12) certificate and cleaning services supervisory certificate/s = 4 points • Grade twelve (12) or equivalent certificate = 3 points • Grade eleven (11) testimonial = 2 points • Grade ten (10) testimonial = 1 points 	5

4	<p>Project Plan:</p> <p>(i) Detailed daily duties with time frames with order of preference.</p> <p>(ii) Detailed weekly, monthly, quarterly and six-monthly duties.</p> <p>(iii) Detailed replenishment frequency of consumables.</p> <p>(iv) The monitoring and assessment of cleaning services check lists.</p> <p>(v) The contingency proposals in cases of unusual circumstances.</p> <p>Health and Safety Plan</p> <p>(i) The service provider shall provide a Health and Safety plan in line with the Occupational Health and Safety Act (OHSA)</p>	<ul style="list-style-type: none"> • Detailed project plan with all relevant daily, weekly, monthly, quarterly and six-monthly duties. Detailed contingency proposals. Checklists monitoring and assessment. Detailed replenishment frequency. Proposal/s on how to improve project plan regularly =5 points • Detailed project plan with relevant daily, weekly, monthly, quarterly and six-monthly duties. Detailed contingency proposals. Checklists monitoring and assessment. Detailed replenishment frequency = 4 points • Adequate project plan with relevant daily, weekly, monthly, quarterly and six-monthly duties. Contingency proposals. Checklists monitoring and assessment. Replenishment frequency = 3 points • Project plan with neither adequate daily, weekly, monthly, quarterly and six-monthly duties, nor contingency proposal/s nor checklists monitoring and assessment nor replenishment frequency = 2 points • No Project plan attached =1 point • Detailed Health and Safety align to the project for office working environment in compliance with the provision of OHSA and the detailed induction procedures = 5 points. 	<p>30</p> <p>5</p>

	<p>compliance in the office working environment.</p> <p>(ii) The Health and Safety plan must indicate the induction procedures.</p>	<ul style="list-style-type: none"> • The adequate Health and Safety align to the project for office working environment in compliance with the provision of OHSA and the induction procedures = 3 points. • No Health and safety plan, nor inadequate Health and Safety does not align to the project for office working environment = 1 points. 	
	<p>Infrastructure</p> <p>(i) Indicate all appropriate cleaning material and quantity to be supplied per month.</p> <p>(ii) Indicate all appropriate consumables and quantity to be supplied per month.</p> <p>(iii) Indicate the fumigation chemical not harmful to humans, and the quantity of rodent traps to be supplied every two months.</p> <p>(iv) Indicate all required dispensers to be supplied.</p> <p>(v) The service provider shall provide the existing signed contract of employment and pay slip of a cleaner as an example.</p> <p>(vi) The service provider shall provide a bathroom and</p>	<ul style="list-style-type: none"> • Detailed supplies of SABS and quantity of cleaning material and consumables per month. Supply and service rodent traps every month. Indicate type and quantity of dispensers. Indicate all cleaning equipment. Indicate fumigation chemical not harmful to humans. Provide existing signed employment contract & pay slip. Cleaning/bathroom check lists. Indicate any extra items or double supplies per month/s = 5 points. • Adequate supplies of SABS and quantity of cleaning material and consumables per month. Supply and service rodent traps every month. Indicate type and quantity dispensers. Indicate all cleaning equipment. Indicate fumigation chemical not harmful to humans. Provide existing signed employment contract & pay slip. Cleaning/bathroom check lists = 3 points. • Inadequate supplies or quantity. No indication of SABS. Inadequate dispensers or equipment. No Indication of fumigation chemical or harmful to humans. No existing 	30

	cleaning services checklists. (vii) All the required supplies indicated above must be of South African Bureau Standard (SABS) and the Department reserve the right to verify the resources.	signed employment contract & pay slip and no cleaning/bathroom check lists = 01 point	
Total			100

For purpose of evaluating functionality, the following values will be applicable:

1=	Very poor	Does not understand the requirements
2=	Poor	Will not be able to fulfil the requirements
3=	Average	Will partially fulfil the requirements
4=	Good	Will be able to fulfil the requirements
5=	Excellent	Will fully fulfil the requirements

16. PHASE 2: PRICING AND BBBEE

16.1. Bids will be evaluated on the 80/20 preference point system as outlined in the Procurement Preferential Regulation of 2017. Bidder that scores the highest points in this phase will be awarded the tender.

CRITERIA	WEIGHT
Price	80
B-BBEE Status level contributor	20

16.2. COST / PRICING

- 16.2.1. The service provider will be requested to provide a quoted proposal regarding the work to be undertaken.
- 16.2.2. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).
- 16.2.3. The service provider should provide hourly rates as prescribed by Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.
- 16.2.4. The service Provider should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:
- i) Hotel Accommodation – R1550 per night per person, including breakfast, dinner and parking
 - ii) Air travel must be restricted to economy class
 - iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

16.3. BROAD-BASED BLACK ECONOMIC EMPOWERMENT

- 16.3.1. Provisions of the Preferential Procurement Policy Framework Act (PPPFA) of 2000 and its regulation of 2017 will apply in terms of awarding points.
- 16.3.2. Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids, to substantiate their B-BBEE rating claims.
- 16.3.3. Bidders who do not submit their B-BBEE status level verification certificates or are non-compliant contributors to B-BBEE will not qualify for preference points for B-BBEE.
- 16.3.4. Accounting Officers must ensure that the B-BBEE Status level Verification Certificates submitted are issued by the following agency:
- Verification agencies accredited by SANAS.
- 16.3.5. Bidders who qualify as EMEs and QSEs must submit:
- Sworn affidavit signed by the EME or QSE representative and attested by a Commissioner of oath.

- 16.4. The table below depicts the B-BBEE status level of contribution:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8

6	6
7	4
8	2
Non-compliant contributor	0

17. SPECIAL CONDITION OF THE CONTRACT

- 17.1. The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 17.2. The appointment of the successful service provider will be subject to annual performance review.
- 17.3. The appointment of the successful bidder is subject to positive security screening and vetting results by the State Security Agency.
- 17.4. The successful service provider will be subject to enter into signing of the Service Level Agreement (SLA) with the department.
- 17.5. The shortlisted service providers may be required to conduct presentation regarding the proposal.
- 17.6. The service provider must comply with the provision of Occupational Health and Safety Act (OHSA) and Compensation of Injury and Disease Act (COIDA).
- 17.7. The successful service provider shall provide acceptable protective clothing/uniform and name tags for staff members.
- 17.8. The successful service provider shall provide valid Unemployment Insurance Fund (UIF) certificate, Workman compensation certificate and provident fund registration.
- 17.9. The successful service provider shall comply with the provision of the Department of Labour Sectorial Determination 1, of the contract cleaning sector and minimum salary is obligatory.

18. FORMAT OF SUBMISSION OF PROPOSAL

- 18.1. Service providers are requested to submit four (4) copies of technical proposals plus the original.
- 18.2. Service providers are requested to index their proposals for easy reference.

19. PRE-BID MEETING / BRIEFING SESSION DETAILS-

- 19.1.1. A non-compulsory briefing session will be held on **29 July .2022 @10:00 at Department of Minerals Resource and Energy at Durban Bay House building, 333 Aton Lambede, third floor, Durban.**

20. CLOSING DATE:

- 20.1. Proposals must be submitted on or before **16 August 2022 @ 11:00** at **Department of Minerals Resource and Energy, at Trevenna Campus, Building block 2C, 70 Meintjies Street, c/o Meintjies and Francis Baard Street, Sunnyside. Pretoria.**

No late bids will be accepted.

21. ENQUIRIES

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

Ms. Nonhlanhla Zingwevu/ Ms Lucia Nkhethoa

Tel No: (012) 444 3055/ 444 3778

E-mail: Nonhlanhla.Zingwevu@dmre.gov.za/Lucia.Nkhethoa@dmre.gov.za

- 21.2 **Technical enquiries can be directed to:**

Ms Naledi Salagae/ Mr. Alfred Thibela

Tel No: (012) 444 3544/ 444 3542

E-mail: naledi.salagae@dmre.gov.za / Alfred.Thibela@dmre.gov.za