

Technical Evaluation Criteria: CLEANING SERVICES AND GENERAL LABOUR SERVICES FOR WESTERN GRID (WESTERN CAPE AND NORTHERN CAPE)											
	Requirements	Criteria	Scoring Guidelines	Weighting	Rating	% Rating	% Rating	% Score	[Supplier Name] Response	[Supplier Name] Supplier Comments	Eskom Comments
1. Company Profile and experience of proposed key personnel	Well Balanced organisational structure	Provide organisational structure highlighting key positions and how they will interface with Employer Not Meet: No Organogram or an Organogram with no roles or interface with Employer indicated. Partial Meet: Partial Organogram Supplied with either roles or employer interface indicated Meet: Full organogram supplied indicating roles and interface with Employer.	The structure needs to show the functional areas from Divisional Director down to the site management and the roles each member plays in delivering the specific required services.	25%		100%	0%	0%			
	Quantitative & practical experience of Company	Past experience in Cleaning Services Not Meet < 1 year Partial Meet: < 3 years Meet : >3 yrs	Submit a portfolio that demonstrates where the experience was involved in previous contracts or projects. Submit a list of contactable references that the Employer can contact during tender evaluations. A list of referrals will be useful but not be used for scoring.	25%		100%	0%	0%			
	Appropriately skilled & qualified personnel	Site Supervisors to have a Certificate for cleaning and hygiene or any qualification relevant to the scope of work. Supervisors must be computer literate. Provision of detailed training matrix to assure Employer that contractor will train cleaning staff once recruited upon contract award. Not meet: No certificate and tranning matrix submitted - 0% Partial meet: Not all Site Supervisors certificates or training matrix submitted. Meet: Certificate submitted and training matrix submitted	Submit proof of Certificate for Supervisor/s. Submit evidence of the training matrix.	25%		100%	0%	0%			
	Standard of Service	Relevant Certification/Industry specific professional registration (that ensures best practice) such as the National Contract Cleaners Association NCCA Not Meet: No Certificate submitted - 0% Partial Meet : > Expired less than 6 months certificate submitted with proof of renewal application - 60% Meet: > Certificate submitted - 100%	Valid Certificate	25%		100%	0%	0%			
	TOTAL WEIGHTING			50%		NOT MEET	0%	0%			
2. RESOURCE MANAGEMENT	Established equipment	Asset register indicating that atleast 50% of the Contractors equipment and tools are on the register. Mandatory cleaning equipment : Vacuum machine, Brooms and Dustpans, Wet floor signs, Mops and buckets, glass / window cleaners. Not meet: <50% of contractors are not on asset register and no hiring agreement in place. Meet: >50% of contractors are on asset register and no hiring agreement in place.	List of Cleaning materials/equipment for this contract	25%		100%	0%	0%			
	Work Execution	Statement with regards to how service will be executed Not Meet: No method statement or workplan Meet : Methods statement / work plan submitted	Method statement/work plan on how Service will be executed	25%							
	Proof of staff's training (excl. SHE training)	Meet: All staff on the organogram with training related to scope of work – 100% Partial Meet : At least 50% of staff on organogram with training –50% Not Meet: Less than 50% of staff on organogram with training – 0%	a) Company training matrix completed for all staff b) Proof of relevant training completed (certificates) External training should have a certificate of attendance	25%							
	Emergency cleaning requests after hours	Ability to provide staff after hours Not meet: Ability to accomodate emergengy requests >4 hours Partial Meet: Ability to accomodate emergency requests >3 hours Meet: Ability to accomodate emergency requests <2 hours	Documented strategy on how emergency cleaning requests after hours will be accomodated	25%		100%	0%	0%			
				50%		NOT MEET	0%	0%			
FINAL ANALYSIS											
1. Company Profile and experience of proposed key personnel				50%		0%					
2. Resource Management				50%		0%					
TOTAL				100%		0%					

The scoring of the Functional Evaluation is conducted as follows:
A supplier is given a score in each of the sub-categories. These sub-categories are requirements detailed in the specification or contract. Scores are allocated as follows:
0 - 0% - Does not meet
1 - 50% - Partial meet (Large gap)
2 - 75% - Partial Meet (Small gap)
3 - 100% - Meet
The score is then summed to a weighted average per category. The category scores are analysed as follows:
0% - 79% - Does not meet
80% - 100% - Meet

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