

SANBI

Biodiversity for Life



South African National Biodiversity Institute

**APPOINTMENT OF SERVICE PROVIDER FOR RENDERING OF CLEANING,
HYGIENE, DISINFECTION AND PEST CONTROL SERVICES FOR THE
SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE AT THE
PRETORIA NATIONAL BOTANICAL GARDEN, THE LOWVELD NATIONAL
BOTANICAL GARDEN AND THE MOKOPANE BIODIVERSITY
CONSERVATION CENTRE FOR A PERIOD OF SIXTY (60) MONTHS**

PHYSICAL ADDRESS:

The South African National Biodiversity Institute (SANBI)
Pretoria National Botanical Garden
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Brummeria
Pretoria

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The South African National Biodiversity Institute
Pretoria National Botanical Garden
Private Bag X101
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TENDER NO. SANBI: G399/2021

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1. INTRODUCTION

The South African National Biodiversity Institute (SANBI) contributes to South Africa's sustainable development by facilitating access to biodiversity data, generating information and knowledge, building capacity, providing policy advice, and showcasing and conserving biodiversity in its national botanical and zoological gardens.

SANBI intends to outsource the cleaning, hygiene, disinfection and pest control services, to a service provider for three (3) of its centers i.e. the Pretoria National Botanical Garden (PNBG), the Mokopane Biodiversity Conservation Centre (MBCC) in Limpopo and the Lowveld National Botanical Garden (LNBG) in Mbombela for a period of sixty (60) months. The current cleaning contracts for both Pretoria (PNBG) and Mokopane (MBCC) will expire on 31 December 2021. The Lowveld (LNBG) cleaning contract will end on 30 September 2022, the garden requires three (3) cleaners that will commence their duties on different dates. For Lowveld NBG the contract will reflect the following:

- Two (2) x cleaners - 60 months and;
- One (1) x cleaner - 51 months.

The bidders to take cognizance of the difference in contract periods for cleaners as stipulated above when pricing for the LNBG.

2. INVITATION TO TENDER

Tenders are hereby invited for the appointment of a service provider to provide cleaning, hygiene, disinfection and pest control services to the various offices at SANBI which are PNBG, MBCC and LNBG for a period of sixty (60) months. The tender process will be coordinated by SANBI's Supply Chain Management (SCM) department, contactable at the following address:

Deputy Director: Supply Chain Management
The South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184
Email: sanbi.tenders@sanbi.org.za

The tender closes on: 28 September 2021

3. NON-COMPULSORY BRIEFING SESSION

The service providers are requested to carefully observe the dates, time and venue for an non-compulsory briefing session which will be held at different venues as stipulated below:

- Pretoria National Botanical Garden (PNBG)
Date: 15 September 2021
Time slots: 11:00 - 11:30; 12:00 -12:30; 13:00 -13:30
Venue: African Pride Conference Hall, Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria, 0184.
- Mokopane Biodiversity Conservation Centre (MBCC)
Date: 16 September 2021
Time slots: 11:00 - 11:30; 12:00 -12:30; 13:00 -13:30
Venue: 2 Thabo Mbeki Dr, Mokopane, 0601

- Lowveld National Botanical Garden (LNBG)
Date: 17 September 2021
Time slots: 11:00 - 11:30; 12:00 -12:30; 13:00 -13:30
Venue: Emnotweni Ave, Riverside Park, Mbombela, 1201

Note: Three (3) non-compulsory briefing sessions of 30 minutes each will be conducted. Potential service providers wishing to attend the non-compulsory briefing session for PNBG must e-mail Morwesi Dladla (M.Dladla@sanbi.org.za), for LNBG must email Rejoice Mathebula (R.Mathebula@sanbi.org.za) and for MBCC must email Mark Howitt (M.Howitt@sanbi.org.za), to indicate the slot that they wish to attend so that numbers can be restricted to a maximum of 50 participants per session. All necessary Covid-19 precautions and processes will be followed for the briefing sessions (social distancing, provision of hand sanitiser, screening processes including taking of attendees' temperatures and declaration of any symptoms, sanitisation of the venue after each session). All attendees must always wear a face mask during the briefing sessions and must supply their own pen.

Booking must be submitted before **13 September 2021 at 16:00.**

The non-compulsory briefing session and site inspection will provide potential service providers with an opportunity to clarify aspects of the process as set out in this document and will address any substantive issues that bidders may wish to raise.

Bidders may direct technical and bidding procedure enquiries to Supply Chain Management email address below. All responses will be communicated via this tender's advertisement webpage on the SANBI website at sanbi.tenders@sanbi.org.za. Failure to attend the non-compulsory briefing session will not disqualify a potential bidder's proposal/tender. If opting not to attend the briefing sessions, questions may be emailed to: m.dladla@sanbi.org.za for PNBG, for LNBG may email Rejoice Mathebula (R.Mathebula@sanbi.org.za) and for MBCC may email Mark Howitt (M.Howitt@sanbi.org.za), before **14 September 2021 at 16:00.**

4. REQUIREMENTS FOR PROPOSAL

4.1. Mandatory requirements

Tenderers must include the following documentation (**Failure to submit this required documentation WILL lead to disqualification**):

The following documentation will be required:

- The proof of professional registration with the National Contract Cleaning Association (NCCA). Failure to provide proof of registration with NCCA will render the bid not being considered.
- A copy of the company Central Supplier Database (CSD) registration report.
- Fee/cost structure (Annexure C,D & E). (NB: This information must **only** be included in the pack marked "original", financial and pricing information in the copy will lead to your bid being disqualified).
- A valid letter of Good Standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour.
- UIF compliance is demonstrated by submission of one of the following:
 - ✓ A valid copy of the UIF Letter of Compliance issued by the Department of Labour, or
 - ✓ Labour eFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or

- ✓ SARS eFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or
- ✓ Valid proof of exemption for UIF.
- The company's Occupational Health and Safety Policy and Training Plan.
- A valid waste management licence.
- The pest controller must be in a possession of a valid P-registration certificate from the Department of Agriculture, Forestry and Fisheries in line with Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act, 1947 (Act 36 of 1947) as amended
- Completed and signed SBD forms.
- Note that for this tender, the following pre-qualification criterion for preferential procurement will be applied: Section 4(1) (a) a Tenderer having a B-BBEE status level of contributor Level 1 plus Section 4(1) (c) (i) sub-contracting 30% to an EME or QSE which is at least 51% owned by black people.

4.2. Other documents to be submitted

Each tender document should also include the following documentation, although failure to submit these documents will not result in disqualification. However, the information contained in them is required for evaluation purposes:

- Company information and profile: mission statement and policies with an indication of the management, communication, and supervision structures.
- Document on the management of staff on the campus, see section 6.2.
- Training and Skills Development Plan see section 6.2.4 (Please attach a detailed plan/program that the personnel will receive prior to commencement of work and for the duration of the contract).
- Waste Management Plan, see section 7.4
- Risk Management Plan, see section 7.2
- Contingency Plan, see section 7.3
- Three (3) letters of reference for similar contracts carried out by the service provider within the last three years.
- Service provider must provide list of five (5) previous similar projects that has been conducted by the service provider with contactable references in the past five (5) years.
- CVs for the required supervisor and site manager for the respective centre is as follows:
 - ✓ 1X Supervisor and 1X site manager for PNBG.

5. SERVICE TO BE RENDERED

This is inclusive of cleaning, hygiene, disinfection, pest control services, servicing of SHE bins, and provision of cleaning material for the various facilities at the centers detailed below:

Centre	No. of Facilities	Reference Section
Pretoria National Botanical Garden	Fourteen (14) Facilities	Section 5.1
Mokopane Biodiversity Conservation Centre	Five (5) Facilities	Section 5.2
Lowveld National Botanical Garden	Nine (9) Facilities	Section 5.3

5.1. Below is a list of buildings for Pretoria National Botanical Garden to be serviced:

- The National Herbarium building
- The Biodiversity Centre
- Aloe Lodge
- Imbila and Letlapa Houses
- Garden Offices
- Environmental Education Centre
- Two (2) garden staff facilities
- Milk Plum (Boardroom and toilets)
- Visitors Centre
- Workshop Complex
- Garden ablutions (Braai Area, Forest and Stanza Bopape)
- Two guard houses
- New Collections Hub
- African Pride

5.2. Below is a list of buildings for Mokopane Biodiversity Conversation Centre to be serviced:

- Administration building
- Guest house
- Two public toilets
- Staff kitchen
- Staff ablution block

5.3. Below is a list of buildings for Lowveld National Botanical Garden to be serviced:

- Garden Offices
- Public Ablutions
- Environmental Education Centre
- Ladies Change Room
- Male Change Rooms
- Two visitor centres (Entrance 1 and 2)
- Two Guard houses
- Guesthouse
- Restaurant

6. OPERATIONAL CONDITIONS

- The service provider to be able to render services to SANBI three (3) centers i.e. the Pretoria National Botanical Garden (PNBG) in Pretoria (Gauteng), the Mokopane Biodiversity Conservation Centre (MBCC) in Mokopane (Limpopo), and the Lowveld National Botanical Garden (LNBG) in Mbombela (Mpumalanga).
- The products utilized to be locally manufactured.
- Products price to be fixed for the duration of the contract.

7. SCOPE OF WORK

7.1. Scope of cleaning and dimensions of areas to be cleaned

Please see the following Annexures to obtain the information required for tendering:

Annexure A: Scope of work

Annexure B: Spaces to be cleaned with dimensions indicated for the number of offices/workspaces/ablution facilities

NB: These areas/spaces can be viewed at the non-compulsory briefing session and site inspection

7.2. Staff requirements, management, and training

The bidder must deploy cleaning personnel with relevant cleaning and hygiene services experience together with trained and competent management personnel. Please note the table below that indicates the required staff per SANBI Centre:

SANBI centre	Staff and Quantity required	Term of contract
Pretoria National Botanical Garden	15X Cleaners 1X Supervisor 1X Site Manager	60 months
Mokopane Biodiversity Conservation Centre	1X Cleaner	60 months
Lowveld National Botanical Garden	2X Cleaners	60 months
	1X Cleaner	51 months

Annexure C: Salaries for staff required.

7.2.1. General points relating to staff

- For security reasons, the appointed service provider must inform garden management or a delegated official when there is any removal or replacement of personnel.
- The appointed service provider's staff must all comply with SANBI's professional Code of Conduct and must abide by all Health, Safety and Environment regulations and practices.
- Regarding the Covid-19 pandemic, the appointed service provider will be expected to ensure that all staff are supplied with all required PPEs, and that they have an appropriate procedures document for various aspects of the virus, that staff are appropriately trained for dealing with Covid-19 safety requirements, and that they comply with the SANBI SOPs for cleaning and disinfecting of surfaces.
- The staff to be employed by the appointed service provider on this contract should be South African citizens. Valid work permits would be required for foreign nationals.
- The service provider to ensure that the jobs are to be created in the local community where the contract is to be executed. Priority must be given to the unemployed people from the previously disadvantaged groups, such as woman, youth, disabled people with special focus to South African citizens.
- Employment of existing contract staff by the appointed service provider, while not be compulsory, but is encouraged.

7.2.2. Supervisors

The following requirements for supervisors must be met:

- The supervisor must be on duty every working day to supervise the cleaning personnel on duty.
- There must be a supervisor for each shift for PNBG.
- Supervisor will liaise directly with the Management of the respective Garden/Centre (details to be provided to the successful bidder).
- Supervisor must ensure that cleaning personnel are assigned to all areas as required, in line with the scope of work, and must supervise all cleaning duties on a routine basis to ensure punctuality, efficiency and to maintain high levels of service quality.
- The supervisor must also perform cleaning duties when necessary

7.2.3. Site Manager

The following requirements for the site manager must be met:

- A site manager must be on-site at least five (5) days a week to inspect all cleaning areas.
- The site manager must ensure that supervisors are performing their supervisory duties and the site manager must inspect all areas with the supervisors to maintain high levels of service quality.
- The site manager must have monthly meetings with respective Garden Management to ensure efficient service delivery and to discuss any problems and matters that may be at hand.
- The site Manager shall furnish a monthly and quarterly report of the cleaning services, problems, etc. which transpired in the previous month to the Garden Management.
- A thorough inspection of the service shall be performed by SANBI officials as well as the appointed service provider every three (3) months or as and when required.

7.2.4. Staff training

The following requirements must be met by the service provider:

- The service provider must demonstrate/ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract.
- A training programme must be submitted with the tender submission indicating the training programmes available and completed or how it will be implemented for the duration of the contract.
- The service provider's staff will be expected to attend induction training including evaluation procedures within the first week before commencing any work (signed register of such induction must be available in the Health and Safety file and available to the auditors).

7.3. Equipment and materials

All equipment and materials to be used must be provided by the service provider, must be of local content and must comply with the South African National Standards (SANS) and the Occupational Health and Safety Act (OHSA) and its regulations. For more information on the type of cleaning materials to be used, see Annexure D attached.

The following requirements must be met:

- No equipment, tools or detergents that may cause damage to the environment, buildings, fittings and collections, or harm staff members and visitors may be used. SANBI has the right to reject harmful equipment, tools and detergents.
- All cleaning, hygiene equipment and detergents should be safely and securely stored daily.
- All toilet roll holders and soap dispensers shall be lockable to prevent theft.
- The service provider shall install all SHE bins, automatic air freshener units, soap dispensers and toilet seat sanitizers in all areas where required.
- All dispenser batteries must be of high quality and durability, should be inspected regularly and replaced accordingly, and be disposed offsite following the prevailing environmental regulations. The service provider is required to indicate their disposal in the Waste Management Plan, see section 7.4.
- The service provider shall ensure that cleaning and hygiene services are conducted in accordance with any/all prescribed safety, health and environment regulations and guidelines and shall ensure that all necessary precautions are taken.
- Upon termination of the contract, the service provider must remove all equipment installed by them from the premises without causing any damage to the property, if there are any damages the service provider will be required to fix the defects.
- The cost of repairs for any damages caused by the service provider may be deducted from SANBI's payment to the service provider.

SANBI reserves the right to conduct tests and analyses on the selected cleaning and hygiene detergents and equipment provided by the service provider to ascertain the level of local content, and the quality and compliance with the South African National Standards (SANS).

7.4. Cleaning days and times

- The prospective service provider is expected to undertake cleaning services to SANBI offices on daily basis from Monday to Friday between 08:00 and 16:00.
- In areas where activities take place on public holidays and weekends, cleaning must be done between 08:00 and 17:00 seven days a week. When evening functions, events or concerts are taking place, the hours will be extended where cleaners will be required to work beyond these times. The last-mentioned times i.e. weekends and public holidays, are applicable to areas where weekend duty staff are working and during concert periods and public holidays. Cleaning duties may also be required on an *ad hoc* basis as and when the need arises.
- During the weekends and public holidays, only one (1) cleaner and one (1) supervisor will be required to undertake the cleaning activities for PNBG. And for LNBB and MBCC, only one (1) cleaner is required to be on duty on public holidays and weekends.

8. SAFETY, HEALTH AND ENVIRONMENTAL REQUIREMENTS

8.1. Minimum Compliance

All Service Providers entering into a contract with the South African National Biodiversity Institute (SANBI) shall, as a minimum, comply with the following General Safety, Health and Environment (SHE) requirements:

- The Occupational Health & Safety Act (OHSA) (Act 85 of 1993) and its Regulations: A current, up to-date copy of the Occupational Health and Safety Act as well as Safety, Health and Environment file for the company shall be available on site at all times. The Health and Safety file will become SANBI property at the end of the contract.

- The service provider's staff will be expected to attend induction training within the first week before commencing any work including training so that they become familiar with the parts of the garden they are stationed in and the evacuation procedures (A signed register of such induction must be available in the Safety, Health and Environmental file and be available to the internal and external auditors and SHE representatives of SANBI on request).
- The Compensation for Occupational Injuries & Diseases Act (Act 130 of 1996): The service providers will be required to submit a letter of good standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases. The letter should be issued by the Department of Labour. A current, up-to-date copy of the Compensation for Occupational Injury and Diseases Act (COIDA) shall be available on site at all times.
- National Environmental Management Act (Act No. 107 of 1998),
- National Environmental Management: Waste Act (Act 59 of 2008).
- The South African National Biodiversity Institute Health and Safety specifications and relevant policies.

It will be expected of the potential Service Providers to supply an Occupational Health, Safety and Environmental file before signing the contract. This file will be checked for compliance by SANBI's Deputy Director: Health, Safety and the Environment before the contract can be signed. The Health, Safety and Environmental File will become SANBI property at the end of the contract. Compliance will be monitored for the duration of the contract.

8.2. Risk Management Plan

Potential service providers are requested to submit a Risk Management Plan as part of their proposal. The plan must describe all aspects of the management of risk in terms of identifying, monitoring and managing potential risk related to cleaning and hygiene services to SANBI.

8.3. Contingency plan

Potential service providers are to submit a contingency plan to indicate what measure will be put in place should any issue arise in the carrying out of its obligation regarding the Service Level Agreement agreed upon. The list below should only be used as a guideline of possible issues that might arise and that may have to be addressed on short notice:

- An appointed staff member not arriving on time or at all for a day or more
- Strikes or any employee action by own company staff
- An appointed staff member testing positive for Covid-19
- Civil unrest
- Load-shedding
- Transport problems
- Shortage of supplies and equipment, etc.

8.4. Waste Management Plan

In terms of Schedule 5B of the Constitution of South Africa (Act 108 of 1996), waste management is a local government competence that must be executed to protect human and environmental health.

Potential service providers are requested to submit a Waste Management Plan for each respective SANBI centre as part of their proposal. The plan must describe all aspects of the

management of waste that will be generated, collected, processed or treated as part of the services to SANBI.

The plan should emphasize the following:

- The management of waste generated through the cleaning, hygiene and fumigation services provided, such as used cleaning chemicals and empty containers from these and from fumigation material.
- The processes and responsibilities for the removal and disposal of sanitary waste in compliance with the current prevailing legislations.
- The legal disposal of waste collected, including batteries and recyclable materials.
- An indication of how recycling will be conducted.

9. EVALUATION CRITERIA

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (issued 3 September 2010), this bid will be evaluated in two stages:

9.1. STAGE ONE

The first stage will be divided into two phases, the first phase will evaluate functionality according to the criteria listed in the table below. Bids that fail to score a minimum of 70 points out of a possible 100 points for functionality will not be eligible for further consideration. The second phase will be the site inspection for the bidders who passed phase one.

Phase 1: Functionality Evaluation

Item	Criteria	Sub-criteria	Weight
1.	Company experience: Cleaning and Hygiene Industry related		20
1.1	Supply a list of similar projects undertaken over the last five (5) years by the service provider. Provide a brief description of the scope and scale of the work undertaken for each, the dates of the contract and the value of each contract.	More than ten (10) years relevant experience	10
		Between six (6) and ten (10) years relevant experience	8
		Between three (3) and six (6) years relevant experience	6
		Between one (1) and three (3) years of relevant experience	4
		No submission of evidence for less than one (1) year of experience.	0

1.2	Provide reference letters from clients relating to cleaning and hygiene projects undertaken in the past five (5) years. The letters must include the following information such as company name, contact person, telephone number, services provided, the total value of the contract and contract duration with dates, the performance of the service provider per service provided. In addition, provide the following supporting documents pertaining to the list and reference letters: Official Purchase Orders, or Service Level Agreement, or Appointment Letters with contact details and value of contracts.	More than ten (10) years relevant experience	10
		Between six (6) and nine (9) years relevant experience	8
		Between three (3) and six (6) years relevant experience	6
		Between one (1) and three (3) years relevant experience	4
		No submission of evidence for less than one (1) year experience.	0
2.	Team experience		20
2.1	Provide CVs of at least three (3) supervisors and at least three (3) site managers, that will be utilized in the execution of the contract (personnel skills, qualifications, and experience). The experience should be in relation to the duties of the site manager and supervisory in the cleaning, hygiene, and administrative support of staff in the company. Provide certified copies of qualifications and each CV submitted should not be longer than three (3) pages in total.	Relevant experience of five (5) years, Matric and professional qualifications.	20
		The relevant experience between three (3) and five (5) years and Matric.	10
		The relevant experience between one (1) and three (3) years and Matric.	5
		No submission of evidence for less than one (1) year of experience.	0
3.	Financial Capacity		30
3.1	Bank rating code: Bidders must submit a bank rating code letter valid for three (3) months showing the conduct of the account. Supplemented by the following financial documents:	Undoubted for the amount of inquiry or Good for inquiry (Bank code: A)	30

	• A certified copy of Liability Insurance Cover of R 5 million is available per claim. • An audited financial statement showing the financial capacity to implement and run the contract without foreseen cashflow challenges, liquidity.	The subject has a good record of meeting their financial commitments, and the amount is well within the capacity of an ordinary business commitment. (Bank code: B)	20
		The subject has a good record, the amount may appear high in relation to normal transactions on the account. (Bank code: C)	15
		The financial position of the subject is modest or unknown, but where the account is satisfactorily conducted, and the subject is considered business commitments. (Bank code: D)	10
		The amount of the enquiry is too high for the subject and terms given. (Bank code: E)	8
		This code is given when there is insufficient information to assess the position of the subject. (Bank code: F)	5
		Occasional / Frequent dishonors (Bank code: G and H)	3

		Non-submission of bank rating letter	0
4.	Training and Skills Development Plan		30
4.1	Provide a detailed training and skills development Plan that cover: • Code of conduct and new procedures of cleaning and hygiene services • Schedule of work/duty sheet/work plan with clear milestones. • Procedure and record-keeping, and In-depth knowledge on cleaning and hygiene services	Training and skills development plan with time frame that covers code of conduct and health and safety procedures, work plan with clear milestones, record keeping, and in-depth knowledge on cleaning and hygiene services	30
		Training and skills development plan with time frames that covers code of conduct, workplan with clear milestones, record keeping and in-depth knowledge on cleaning and hygiene services	15
		Training and skills development plan with time frames that covers code of conduct, workplan with clear milestones and in-depth knowledge on cleaning and hygiene services	10
		Training and skills development plan that covers in-depth knowledge on cleaning and hygiene services	8
		None submission of Trainings and Training plan that does not cover any of the	0

		elements above	
TOTAL		100	

NB: Any bidder who scores less than **70 points** out of a possible **100 points** in terms of functionality will not be eligible for further consideration.

Phase 2: Site inspection

- The physical inspection would be limited to bidders who passed the minimum threshold of 70 points on functionality.
- A site inspection will be conducted to confirm representations made in the bid document.
- Bidders that score less than 70 points out of 100 on-site inspection will not be considered for further evaluation on Price and BBBEE preference points.

The following would be used to evaluate site inspection:

No.		Weight
1.	Office Infrastructure	15
	Proof of the office premises where the company is based and the footprint. - Existing office structure (5) - Copy of title deeds or lease agreement (5) - Office equipment (i.e. computers, printers, cabinets, etc.) (2) - Office staff (3)	
2.	Quality of cleaning material and equipment	20
	Proof to show that all cleaning consumables and equipment required comply with the legislative requirement. - No evidence of quality cleaning chemicals electrical equipment (0) - Good quality material that is in accordance with SANS specification, MSDS sheet (5) - Any electrical equipment used must comply with SANS and CKS specifications/certification requirements. (Compliance certificate(s) from SANS must be made available (5) - Availability of adequate cleaning material on-site (5)	
3.	Training plan on the handling of Hygiene chemicals, Decontamination and Pest control services	10
	Proof to show that personnel are qualified to deliver the service and that they have been trained on OHS and Waste handling/Management: (Internal and external training) - No evidence of training (0) - Yearly training plan (2) Internal training: attendance register indicating the course attended and signed by employee's (2) - Proof of assessment method used to evaluate the level of employee's effectiveness (2) External training: Certificate of attendance outlining the course/modules completed (2) - Health and Safety file available (2)	
4.	Identifiable Personal Protective Equipment (PPE)	20
	Fully identifiable personnel protective equipment for personnel that	

	would be entering SANBI premises should comprise of the following: • No evidence of personnel protective equipment (0) • Appropriate acceptable cleaning, pest control and disinfection uniform (company logo and name tag) (4) • Gloves (4) • Safety Masks (4) • Safety shoes (4) • Eye and face protection (4)	
5.	Storage facility for equipment and consumables	20
	Demonstrate a proper and suitable storage area: • No storage facility and/or does not meet the requirements (0) • Consumables kept in a cool dry place (5) • Protected from unauthorized entry (lockable and safety/awareness signs) (5) • Stored on steel shelves/racks and labeled (3) • Inventory list for received and dispatched products (2) Availability of equipment for decontamination and deep cleaning: • No equipment available and presented (0) • All equipment available and presented (5)	
6.	Transportation	15
	Mode of transportation: must be a closed/covered vehicle to protect the contents in a safe and hygienic manner. • No evidence of transport documents (0) • Leased with an agreement in place or owned with vehicle registration documents in the name of the company (4) • Records of monthly inspection (4) • Clearly branded with company name (4) • Emergency plan and fully serviced fire extinguisher (label must indicate service details) (3)	
TOTAL		100

9.2. STAGE TWO: PRICE AND PREFERENTIAL POINTS

The **second stage** will evaluate the price and Broad-Based Black Economic Empowerment (B-BBEE) preference points of those bids which meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2011 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20-point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate.

10. FRAUD AND CORRUPTION

- Any effort by a Bidder to influence the bid evaluation, bid comparisons or bid award decisions in any matter, may result in rejection of the bid concerned.
- The SANBI shall reject a submission if the Bidder has committed a proven corrupt or fraudulent act, or any other improper conduct in bidding for any other work.
- The SANBI may disregard any submission if that Bidder, or any of its directors:
 - have abused the Supply Chain Management (SCM) system of any Government Department/ institution.
 - have committed proven fraud, corruption, or any other improper conduct in relation to such system.

- have failed to perform on any previous contract and the proof thereof exists; and/or is restricted from doing business with the public sector if such a bidder obtained preferences fraudulently or if such bidder failed to perform on a contract based on the specific goals.

11. PREPARATION OF PROPOSAL

SANBI shall not be held liable for any cost that has been incurred by the potential Service Provider in the preparation of the proposal, the obtaining of certificates or any other cost that might be incurred in submitting the proposal.

12. TENDER DOCUMENTATION AVAILABILITY

Please note: No tender documents will be issued at the briefing session. Bidders are requested to download the tender documents from the SANBI website www.sanbi.org or other related websites.

13. REPORTING AND MANAGEMENT

The Service Provider will supply the relevant SANBI Project Manager with a management report on a monthly basis. The report shall be based on the different services and shall cover all work performed and completed during the month.

14. CONTRACT PERIOD

The contract is for sixty (60) months, is performance-based, and will be reviewed every twelve (12) months from the date of commencement.

15. SUBMISSION REQUIREMENTS

This is a two-envelope tender process.

Service providers are to submit (1) printed document with pricing included in an envelope, marked 'ORIGINAL', and in a separate envelope provide a copy of the document without pricing as a PDF file on a memory stick.

NB! Financial or pricing details (Annexure C, D and E) should ONLY be included in the pack marked "ORIGINAL". Financial information included in the "copies" will lead to your bid being disqualified.

Tenders can be submitted in the Tender Box located in the Biodiversity Centre Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria during office hours (08:00 – 16:00).

Tenders may also be submitted by post addressed to:

The Deputy Director: Supply Chain Management
The South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184

Tender Number: SANBI:G399/2021

NB: All documents must be clearly labelled.

The closing date for submissions is: 28 September 2021

Note: E-mailed and faxed submissions will not be accepted. Late submissions will be disqualified.

Contact the following officials for technical inquiries:

Ms Morwesi Dladla (Pretoria National Botanical Garden), e-mail address: M.Dladla@sanbi.org.za

Mr Mark Howitt (Mokopane Biodiversity Conservation Centre), e-mail address:

M.Howitt@sanbi.org.za

Ms Rejoice Mathebula (Lowveld National Botanical Garden), email address:

R.Mathebula@sanbi.org.za

Any queries in connection with the ToR must be submitted in writing to the following e-mail address: sanbi.tenders@sanbi.org.za.

16. PRICING

NB: Bidders must price for all line items in ANNEXURES C, D, and E. Failure to do so will result in disqualification.

The wages of the cleaners, supervisors and *ad hoc* cleaners should not be less than the minimum wage rates as prescribed by the Department of Labour (compliance must be in accordance with wage labour rates & the Basic Conditions of Employment Act as per the Department of Labour's regulations).

The total amount of the contract must be fixed for the full period of the contract and must be VAT inclusive and must factor in annual salary increases of the employees.

ANNEXURES

The annexures below are attached to this document.

Annexure A: Scope of work

Annexure B: Spaces to be cleaned with associated dimensions

Annexure C: Salaries

Annexure D: Cleaning materials to be supplied

Annexure E: Pricing schedule breakdown

ANNEXURE A

SCOPE OF WORK AND MONITORING STANDARDS

PRETORIA NATIONAL BOTANICAL GARDEN

A. OFFICES, FOYERS, OPEN AREAS AND PASSAGES

<u>Carpets:</u>	
- Spot brush and clean carpets	- Weekly
- Vacuum thoroughly	- Weekly
- Steam clean carpets	- Yearly
<u>Vinyl Flooring & Tiles:</u>	
- Thoroughly sweep with a broom and clean with a wet mop	- Daily
- Scrubbing of floors with power scrubber	- Twice a year
- Burnishing floor with polishing machine and polish	- Weekly
- Strip and seal floors	- Quarterly
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, handrails/ banisters, skirting etc. Dust furniture, fittings and computers with a dry cloth.	- Daily
Spot clean marks from walls, doors, door handles, window handles, light switches, and disinfect all the furniture and open surfaces.	- Daily
Steam clean upholstered furniture	- Twice a year
Polish furniture and fittings	- Weekly
Wipe all telephones with a damp cloth with a suitably dilute disinfectant	- Weekly
Dust the blinds	- Weekly
Empty dust bins and wastepaper baskets	- Twice Daily
Wash office dustbins if necessary and replace plastic inners	- Daily
Pick up, clean all waste and dispose of all litter	- Daily
Clean glass doors at all entrances and passages with window cleaner	- Weekly
Spot clean all glass, glass doors	- Daily
Dust all accessible landings, beams, ledges, glass with long feather duster	- Weekly

B. CLEANING OF LABORATORIES	
These rooms require minimum cleaning and must be cleaned under supervision	-Weekly
C. KITCHENS	
<u>Vinyl, Tiles floors</u> - Sweep with a broom and clean with a wet mop - Scrubbing of floors with power scrubber - Burnishing floors with polishing machine - Strip and seal floors	-Daily -Twice a year - Weekly -Quarterly
Kitchen sink, cupboards must be disinfected and cleaned with water and detergent	-Daily
Microwaves, urns and fridges must be cleaned with water and detergent	-Daily
Fridges must be defrosted and washed with water and detergent	-Monthly
Where available, watercoolers must be cleaned and disinfected	-Daily
Where available, watercoolers must be replenished with water	-As required
Cutlery, crockery and glasses used must be washed and kept safe	-Daily
Stock taking of cutlery, crockery and glasses	-Monthly
Empty dust bins wash them if necessary and replace plastic inners	-Daily
Where available, replace hand paper towels in holders	-As required
Ensure supply of washing liquid, dishtowels in all kitchens	-As required
D. MEETING ROOMS, CONFERENCE ROOM AND PAUSE AREAS	
Vacuum thoroughly	-Weekly
Spot brush/clean carpets, tables and chairs	-After use
Steam clean carpets and upholstered furniture	-Twice a year
Arrange seating and refreshments (Water/tea/coffee)	-As required
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, skirting etc.	-Weekly
Polish furniture and fittings	-Weekly

E. TOILETS

Floors

- Sweep with dust control mop/broom
- Wash with wet mop
- Spot clean/wipe
- Strip and seal

-Daily

-Daily

-Monthly

-Monthly

Wipe down all horizontal/ vertical surfaces: tiles, mirrors, pipes, etc. with damp cloth

-Weekly

Wash hand basins, toilet pans, wall mounted items with suitably diluted disinfectant

-Twice Daily

Replace toilet paper and hand towels in holders as required

-As required

Public toilets

-Hourly

F. STAIRCASES

- Sweep with broom and clean with wet mop
- Scrubbing with power scrubber
- Burnishing of floor with polishing machine
- Strip and seal floor

-Weekly

-Twice a year

-Weekly

-Quarterly

Dust/wipe down all horizontal/vertical surfaces with damp cloth, e.g. walls, handrails/banisters, directory/notice boards, skirting, etc.

-Weekly

G. WINDOW CLEANING

Clean accessible interior faces of all windows below 2m with a window cleaner

-Weekly

High level window cleaning (It must be noted that SANBI buildings do not have harness hooks. Relevant cleaning technologies to be utilized)

-Twice a year

H. STOEPS, LAPAS AND SURROUNDING AREAS

- Sweep and clean with hard/soft broom
- Clean using water and mop

-Daily

-Weekly

General cleaning of step/Lapa area

-Daily

I. HYGIENE SERVICES

Emptying of SHE bins
Deep cleaning of water closets and urinals including changing of P-Mats

-Twice a month
-Quarterly

J. FUMIGATION SERVICES

Offices, Kitchens, Conference/Meeting venues, Staff facilities and ablutions: Treatment of crawling insects, cockroaches, termites and rodents	- Twice a year
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LOWVELD NATIONAL BOTANICAL GARDEN

A. OFFICES, FOYERS, OPEN AREAS AND PASSAGES

<u>Vinyl Flooring & Tiles:</u>	
- Thoroughly sweep with a broom and clean with a wet mop	- Daily
- Scrubbing of floors with power scrubber	- Twice a year
- Burnishing floor with polishing machine and polish	- Weekly
- Strip and seal floors	- Quarterly
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, handrails/ banisters, skirting etc.	- Weekly
Spot clean marks from walls, doors, door handles, window handles, light switches and disinfect all the furniture and open surfaces.	- Daily
Steam clean upholstered furniture	- Twice a year
Dust furniture, fittings and computers with a dry cloth	- Weekly
Polish furniture and fittings	- Weekly
Wipe all telephones with a damp cloth with a suitably dilutes disinfectant	- Weekly
Dust the blinds	- Weekly
Empty dust bins and wastepaper baskets	- Twice Daily
Wash office dustbins if necessary and replace plastic inners	- Daily
Pick up, clean all waste and dispose of all litter	- Daily
Clean glass doors at all entrances and passages with window cleaner	- Weekly
Spot clean all glass, glass doors	- Daily
Dust all accessible landings, beams, ledges, glass with long feather duster	- Weekly

B. KITCHENSVinyl, Tiles floors

- Sweep with a broom and clean with a wet mop
- Scrubbing of floors with power scrubber
- Burnishing floors with polishing machine
- Strip and seal floors

-Daily

-Twice a year

-Weekly

-Quarterly

Kitchen sink, cupboards must be disinfected and cleaned with water and detergent

-Daily

Microwaves, urns and fridges must be cleaned with water and detergent

-Daily

Fridges must be defrosted and washed with water and detergent

-Monthly

Where available, watercoolers must be cleaned and disinfected

-Daily

Where available, watercoolers must be replenished with water

-As required

Cutlery, crockery and glasses used must be washed and kept safe

-Daily

Stock taking of cutlery, crockery and glasses

-Monthly

Empty dust bins wash them if necessary and replace plastic inners

-Daily

Where available, replace hand paper towels in holders

-As required

Ensure supply of washing liquid, dishtowels in all kitchens

-As required

C. MEETING ROOMS, CONFERENCE ROOM AND PAUSE AREAS

Vacuum thoroughly

-Weekly

Spot brush/clean, tables and chairs

-After use

Steam clean carpets and upholstered furniture

-Twice a year

Arrange seating and refreshments (Water/tea/coffee)

-As required

Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, skirting etc.

-Weekly

Polish furniture and fittings

-Weekly

D. TOILETSFloors

- Sweep with dust control mop/broom
- Wash with wet mop
- Spot clean/wipe
- Strip and seal

-Daily

-Daily

-Monthly

-Monthly

Wipe down all horizontal/ vertical surfaces: tiles, mirrors, pipes, etc. with damp cloth

-Weekly

Wash hand basins, toilet pans, wall mounted items with suitably diluted disinfectant

-Twice Daily

Replace toilet paper and hand towels in holders as required

-As required

Public toilets

-Hourly

E. WINDOW CLEANING

Clean accessible interior faces of all windows below 2m with a window cleaner

-Weekly

F. HYGIENE SERVICES

Emptying of SHE bins

Deep cleaning of water closets and urinals including changing of P-Mats

-Twice a

month

-Quarterly

G. FUMIGATION SERVICESOffices, Kitchens, Conference/Meeting venues, Staff facilities and ablutions:
Treatment of crawling insects, cockroaches, termites and rodents

-Twice a year

MOKOPANE BIODIVERSITY CONSERVATION CENTRE

NOTE:

All cleaning products used must be biodegradable and environmentally friendly. The Centre is not part of the general municipal sewerage system and only has septic tanks and soak pits. Care must be taken not to destroy the biological processes in the septic tanks.

A. ADMINISTRATION BUILDING AND PUBLIC TOILETS

<u>Tiles flooring:</u>	
- Thoroughly sweep with a broom and clean with a wet mop	- Daily
- Scrubbing of floors with power scrubber	- Twice a year
- No polishing of any floors	- N/A
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, handrails/ banisters, skirting etc.	- Weekly
Spot clean marks from walls, doors, door handles, window handles and light switches, and disinfect all the furniture and open surfaces.	- Daily
Steam clean upholstered furniture.	- Twice a year
Dust furniture, fittings and computers with a dry cloth	- Weekly
Polish furniture and fittings	- Weekly
Wipe all telephones with a damp cloth with a suitably dilutes disinfectant	- Weekly
Dust the blinds	- Weekly
Empty dust bins and wastepaper baskets	- Daily
Wash office dustbins if necessary and replace plastic inners	- Daily
Pick up, clean all waste and dispose of all litter	- Daily
Clean glass doors at all entrances and passages with window cleaner	- Weekly
Spot clean all glass, glass doors	- Daily
Dust all accessible landings, beams, ledges, glass with long feather duster	- Weekly
B. GUEST HOUSE	
<u>Tiles flooring:</u>	
Thoroughly sweep with a broom and clean with a wet mop	- Daily
Scrubbing of floors with power scrubber	- Twice a year

No polishing of any floors	- N/A
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, picture frames, glass, directory/notice boards, handrails/ banisters, skirting etc.	- Weekly
Spot clean marks from walls, doors, door handles, window handles and light switches	- Daily
Steam clean upholstered furniture	- Twice a year
Dust furniture, fittings and computers with a dry cloth	- Weekly
Polish furniture and fittings	- Weekly
Wipe all Televisions and stands with a damp cloth with a suitably dilute disinfectant	- Weekly
Washing Curtains	- Quarterly
Empty dust bins and wastepaper baskets	- Daily
Wash office dustbins if necessary and replace plastic inners	- Daily
Pick up, clean all waste and dispose of all litter	- Daily
Clean glass doors at all entrances and passages with window cleaner	- Weekly
Spot clean all glass, glass doors	- Daily
The replacement of toilet rolls and the filling of hand soap and paper towel dispensers are to be checked and replenished throughout the day, as maybe required	- Daily
Client Services at the Guest House: (Between 10:00 and 13:00, and the facility is to be ready to receive new clients daily by 14:00. The check-out time of clients is 10:00.)	
Wash dishes, dry and pack away	- Daily dependant on occupancy.
Making-up of beds	- Daily dependant on occupancy.
Cleaning of rooms, living areas and bathrooms.	- Daily dependant on occupancy.
Guest house laundry services: (The average occupancy rate per year is between 25%-40%)	
All bedding in a room that is used by a client is to be replaced with clean bedding, washed and ironed after the departure of a client. With clients staying for more than 4/5 days, all bedding is to be replaced on the	As required (Based on occupancy)

fourth or fifth day of the clients stay	
All bedding removed are to be wash, ironed, and stored ready for use.	As required (Based on occupancy)
Towels: all towels are to be replaced when a client departs. In addition clients staying longer than 4/5 days are to have their towels replaced every on the fourth or fifth day.	As required (Based on occupancy)
All Towels removed are to be wash, ironed, and stored ready for use.	As required (Based on occupancy)
C. STAFF KITCHEN AND STAFF ABLUTION BLOCK	
<u>Concrete / Tiled flooring:</u> Thoroughly sweep with a broom and clean with a wet mop	- Weekly
Scrubbing of floors with power scrubber	- Quarterly
No polishing of any floors	- N/A
Dust/ wipe down all horizontal/ vertical surfaces with damp cloth/feather duster e.g. walls, glass, directory/notice boards, handrails/ banisters, skirting etc.	- Weekly
Spot clean marks from walls, doors, door handles, window handles and light switches	- Weekly
Empty dust bins and wastepaper baskets	- Weekly
Wash dust bins if necessary and replace plastic inners	- Weekly
Pick up, clean all waste and dispose of all litter	- Weekly
Clean and disinfect showers and wash basins (Floors, walls, and tapes)	- Weekly
Clean and disinfect toilets	- Weekly
D. KITCHENS	
Kitchen sink, cupboards must be disinfected and cleaned with water and detergent	-Weekly
Microwaves, urns and fridges must be cleaned with water and detergent	-Daily
Fridges must be defrosted and washed with water and detergent	-Monthly
Cutlery, crockery and glasses used must be washed and kept safe	-Daily
Stock taking of cutlery, crockery and glasses	-Monthly

Empty dust bins wash them if necessary and replace plastic inners	-Daily
Ensure supply of washing liquid, dishtowels in all kitchens	-As required
E. TOILETS	
<u>Floors</u> • Sweep with dust control mop/broom • Wash with wet mop • Spot clean/wipe	-Daily
Wipe down all horizontal/ vertical surfaces: tiles, mirrors, pipes, etc. with damp cloth	-Weekly
Wash hand basins, toilet pans, wall mounted items with suitably diluted disinfectant	-Twice Daily
Replace toilet paper and hand towels in holders as required	-As required
Public toilets	-Hourly
The replacement of toilet rolls and the filling of hand soap and paper towel dispensers are to be checked and replenished throughout the day, as maybe required	- Daily
F. WINDOW CLEANING	
Clean accessible interior faces of all windows below 2m with a window cleaner	-Weekly
G. HYGIENE SERVICES	
Emptying of SHE bins Deep cleaning	- Quarterly - Quarterly
H. FUMIGATION SERVICES	
Offices, Kitchens, Conference/Meeting venues, Staff facilities and ablutions: Treatment of crawling insects, cockroaches, termites and rodents	-Twice a year