

Block B 2nd Floor,  
Megawatt Park  
1 Maxwell Drive  
Sunninghill,  
Gauteng  
2157



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**REQUEST FOR PROPOSALS**

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**PROVISION OF CLEANING SERVICES AT HOUSING DEVELOPMENT AGENCY  
FOR THE PERIOD OF THREE YEARS,**

**86 Kellner Street, Westdene 1<sup>st</sup> Floor, Spitskop Building, Bloemfontein,  
9301**

**FREE STATE**

**RFP/FS/2022/001**

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**PROPOSALS TO BE SUBMITTED BY**

**NOT LATER THAN**

**FRIDAY, 11H00**

**17 JUNE 2022**

## TERMS OF REFERENCE

### Provision of Cleaning Services at the Housing Development Agency, 86 Kellner Street, Westdene, Spitskop Building, 1st floor, Bloemfontein, Free State

#### 1. INTRODUCTION

The Housing Development Agency (HDA) is a national public development agency established by an Act of Parliament (Act 23 of 2008). The HDA promotes sustainable communities by making well-located land and buildings available for the development of housing and human settlements. As an organ of state, the HDA is accountable through its board to the Minister of Human Settlements. Visit [www.thehda.co.za](http://www.thehda.co.za) for more information.

#### 2. BACKGROUND

HDA seeks to appoint an experienced and reputable service provider to provide a cleaning service for a period of three **(3) years**, at the below address:

##### Physical Location

86 Kellner Street  
Westdene  
First Floor  
Spitskop Building  
9301

#### 3. SCOPE OF SERVICES

3.1. The scope of service for this quotation that the appointed service provider must adhere to is as follows:

3.1.1. To provide office cleaning services at the HDA premises situated at 86 Kellner Street, Westdene, 1<sup>st</sup> floor, Spitskop Building, Bloemfontein, 9301 within Mangaung Metro Municipality in Free State.

3.1.2. Provide the Free State HDA office with **one (1) cleaner** for a period of three (3) years, as per the following:

- Monday to Friday from 07:30 to 16:00pm, with 30 minutes lunch break.
- Weekends and public holidays will be arranged as and when there is a need.

3.1.3. Perform cleaning services by vacuuming, sweeping, dusting, furniture wiping, polishing, scrubbing, wall wiping, damp mopping and carpet washing for closed and open offices, board/meeting rooms, kitchens, reception/waiting areas, bathrooms and storerooms. The service provider is expected to dust light fittings, ceiling and air conditioning defuses/vents and do window washing monthly on the inside and outside, and carpet washing every three months, and other requirements related to the services as may be stipulated at ad hoc.

3.1.4. Assist the HDA with the following, but not limited to:

Services required	Daily	Weekly	Monthly
Keep offices clean	x		
Keep entrance areas and the patio clean	x		
Wash cups, glasses, plates, cutlery	x		
Clean inside kitchen cupboards and dustbin cupboards		2x	
Clean fridge		x	
Dust all furniture, windowsills and equipment	x		
Dustbins must be emptied and cleaned (3 times daily)	x		
Vacuum office carpets and open space		3x	
Clean windows inside and outside		2x	
Clean main entrance foyer windows inside out	x		
Assist with setup of meeting rooms daily	x		
Clean carpets disinfecting the office furniture, dust everything			x
The cleaning of boardrooms and reception must receive preference followed by kitchens, offices, and open plan	x		

3.1.5. The HDA is expecting the service provider to have the following cleaning equipment to enable seamless service provision and maintain such at its own cost:

- Industrial vacuum cleaner 1x
- 2 x Mops (to be replenished every three months and or as and when required)
- Bucket trolley
- Window Squeegee 1x (to be replaced as and when required)
- Soft broom 1x (to be replaced as and when required)
- Feather duster (to be replaced as and when required)
- Toilet rolls 24x per month (double ply) (to be replenished as and when required)
- 5 litre sanitizer 1x per month (to be replenished as and when required)
- SABS approved office cleaning chemicals (to be replenished as and when required)

### **3.2. Total Area of Service**

The total area of floor space to be cleaned is 485m<sup>2</sup> and includes:

- 6 Offices
- 5 Open plan spaces
- Passages
- Storeroom, printing area and server room
- Reception area
- 2x boardrooms
- kitchen
- Windows and Blinds

**NB: all offices (Including boardrooms have carpets excluding kitchen which is tiled**

## **4. EXPECTED DELIVERABLES**

4.1. The service provider shall,

4.1.1. Be fully responsible for all work and services performed by its personnel

4.1.2. be expected to provide and maintain a clean, healthy and hygienic working environment

4.1.3. ensure that additional resources/capacity, therefore extra cleaner/s is made available to augment employee absenteeism caused by any form of leave

4.1.4. ensure its supervisor report daily to the HDA's facilities coordinator of any defect in and to area concerned e.g., broken mirrors in the toilets, blocked toilets, broken cupboards etc...

4.1.5. provide and execute everything necessary for the services in accordance with industry standards and norms in terms of the prevailing sectorial determination, and industry acceptable training levels, and any other relevant regulations, including, but not necessarily limited to: -

- The provision of all service provider's equipment, qualified, competent, and well-trained personnel, and supervision thereof, required for the servicing of the building.
- Ensuring that its personnel is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes, and hand gloves.
- Provision of a roster indicating the staff activities every day to ensure the smooth operation of the cleaning activities.
- Provide an attendance register for the cleaning personnel.
- All areas of the building to be always kept clean.
- All furniture, inside and outside of the building to be always kept clean.

## 5. **ACCESS TO PREMISES**

Cleaning personnel will be issued with access cards/biometric system.

## 6. **INDEMNITY**

The service provider shall indemnify Housing Development Agency against any claim for compensation in terms of Workmen's Compensation legislation for any loss which the service provider is liable; and

Any claim by any employee of the service provider for any loss or damage resulting from any bodily injury and/or damage to property caused by cleaning personnel.

## 7. **EVALUATION PROCESS**

7.1. **Pre-qualification (Stage 1)** The compulsory documents to be submitted with the tender are as listed below. Failure to submit any of the documents will result in the tenderer being disqualified and not considered for the next stage, i.e. Functionality.

(i) Proof of a bidder having a Level 1 – 4 Status (Original and Valid or certified copy of B-BBEE certificate) as a minimum B-BBEE Status Level of Contribution. Only B-BBEE status level certificates issued by the following are valid:

- Verification Agencies accredited by South African National Accreditation System (SANAS), or;
- Registered Auditors approved by the Independent Regulatory Board of Auditors (IRBA) in accordance with the approval granted by the Department of Trade Industry

A certified copy (not older than 6 months) of valid Sworn Affidavit can be submitted as proof of bidder having a Level 1 – 4 Status as a minimum B-BBEE Status Level of Contribution.

Please note that a Joint B-BBEE Status Level Certificate, issued by the above-mentioned institutions, must be submitted for Joint Venture or Partnerships.

**Failure to submit the above-mentioned document will lead to automatic disqualification**

**Bidders who score more than 70 Points out of 100 points on technical functionality will be able to proceed to be evaluated in terms of the points for price and B-BBEE.**

7.2. Bids will be evaluated on the 80/20 points system as outlined in the PPPFA of 2017.

**Stage 2:** Bidders will be evaluated based on functionality. The minimum threshold for the functionality of 70 of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and BBBEE points

CRITERIA	WEIGHT
<b>A. Company experience</b>	
1. Service provider must have a minimum of one (1) year operational experience in rendering cleaning and hygiene services. Attach company profile <b>(10 points)</b> . 2. The experience must be supported by written and signed, not older than 5 years, reference letters on the Referees’ letterhead <b>(20 Points)</b> . <ul style="list-style-type: none"> <li>• 1 or 2 reference letters = 5 points</li> <li>• 3 or 4 reference letters = 10 points</li> <li>• 5 or more reference letters = 20 points</li> </ul>	30
<b>B. Competent staff</b>	

<ol style="list-style-type: none"> <li>1. Team leader should have two (2) years office cleaning supervisory experience and a minimum of Grade 10. (CV with relevant experience and certified proof of qualification to be attached). <b>(10 points)</b>.</li> <li>2. Cleaner should have one (1) year office cleaning experience and a minimum of grade 10 (CV with relevant experience and certified proof of qualification to be attached). <b>(10 points)</b>.</li> <li>3. Copies of the employment contracts for both Team Leader and Cleaner. <b>(10 points)</b></li> </ol>	30
<b>C. Equipment and consumables</b>	
<ol style="list-style-type: none"> <li>1. Service provider should provide list of cleaning and hygiene equipment to be utilise during service provision. <b>(10 points)</b></li> <li>2. Sample of cleaning consumables that are SABS approved to be attached in a pictures format. <b>(5 points)</b></li> </ol>	15
<b>D. Methodology and Project Plan</b>	
<ol style="list-style-type: none"> <li>1. Detailed project plan indicating daily duties with time frames, daily, weekly, monthly and quarterly duties and order of preferences. <b>(15 points)</b>.</li> <li>2. Detailed health and safety plan indicating the OHS compliance in office environment. <b>(10 points)</b>.</li> </ol>	25
<b>Total</b>	<b>100</b>

7.3. The following criteria will be used for point's allocation for price and B-BBEE compliance on a 80/20 point system: -

**Phase 2:** Those that qualify will be assessed using the 80:20 formula for Price and B-BBEE as per the PPPFA.

**Table 1 – Price and B-BBEE**

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
B-BBEE (Status Level Verification Certificate)	B-BBEE Level Contributor	20
<b>TOTAL</b>		<b>100</b>

## 8. GENERAL

### **Below are compulsory requirements for this service.**

- 8.1. It is important to note that the successful person will work under the supervision of a HDA representative, abide by HDA's Code of Conduct, and other organizational guidelines.
- 8.2. Kindly complete and submit the following:
  - CSD Report
  - SBD Forms (SBD4, SBD6.1, SBD8 and SBD9) obtainable from HDA Website: [www.thehda.co.za/procurement](http://www.thehda.co.za/procurement). Under the compliance checklist.
  - Valid and original or certified B-BBEE Status Level Verification Certificates issued by SANAS, IRBA or CCA.
- 8.3. Further information regarding this tender can be sent via email to: [jennifer.monareng@thehda.co.za](mailto:jennifer.monareng@thehda.co.za) or at Tel: 011 544 1000
- 8.4. All quotations/price proposals must be valid for the duration of the service.
- 8.5. The premises can be viewed from Monday to Friday between 09:00 and 15:00 at The Housing Development Agency, 86 Kellner Street, Westdene, 1<sup>st</sup> Floor, Spitskop Building, Bloemfontein, 9301. The contact person is Ms Dithlare Phandliwe for arranging viewing of the property. The viewing to be done only during working hours.
- 8.6. Service Providers must be a registered with Compensation for Occupational Injuries and Diseases (COID), proof of which must be supplied.
- 8.7. Service Provider must comply with the Occupational Health & Safety Act No 85 of 1983 and Disaster Management regulations and practices.
- 8.8. All electrically operated equipment supplies, and materials should have been approved and /or registered with the South African Bureau Standards.

## 9. TERMS AND CONDITIONS

- 9.1. HDA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.
- 9.2. No payment will be made where there is an outstanding information/work by the service provider/s.



## 10. SUBMISSION OF PROPOSAL

### 10.1. PRICING INSTRUCTIONS

The Bidder must take note of the following Pricing Instructions when completing the Activity Schedule:

- The Bidder must study or refer to Scope of Works when completing the Activity Schedule.
- The Bidder is to allocate a maximum lump sum bid to each item in the Activity Schedule.
- The office must be cleaned to the satisfaction of the client and invoices be submitted on monthly basis.
- The amounts inserted in the Activity Schedules are deemed to include for all expenses, costs, profit, general obligations, cleaning material and equipment, annual escalations, etc necessary to provide cleaning services required.
- Amounts due to the Service Provider shall be paid by the client within thirty (30) days of receipt of correct or corrected relevant invoices.
- The Client reserves the right, by giving written notice to the Bidder, to terminate the services at any time. Should the Client exercise this right, the client will pay the Bidder for work done and expenses incurred only up to the time that the notice was given.
- Delivery Notes must accompany any goods and equipment delivered to the office on an as and when basis.

### 10.2. ACTIVITY SCHEDULE

The activity schedule must be completed in full and as described in the pricing instructions. Please refer to the Scope of Works when completing the schedule.

### 10.3. PRICING SCHEDULE

DESCRIPTION	UNIT	QUANTITY	RATE	AMOUNT
Provision of office cleaning services (Please refer to scope of works in this document)	Months	36		
<b>Subtotal</b>				
<b>VAT @15%</b>				
<b>Total</b>				

10.4. Proposals should be submitted on or before the **17 June 2022 Friday** by no later than **11h00** to the following address:

**The Procurement Officer**  
**The Housing Development Agency**  
**1 Maxwell Drive,**  
**Megawatt Park, Sunninghill**  
**Gauteng, 2157**

10.5. The selection of the qualifying proposal will be at the HDA's sole discretion. The HDA does not bind itself to accept any bid/proposal, and the HDA reserves the right not to appoint the service provider.