

P.O. Box 3209,  
Houghton, 2041  
Block A,  
Riviera Office Park,  
6-10 Riviera Road,  
Riviera



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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,  
34 ANDESIET DRIVE, RIVIERA PARK IN MMABATHO WITHIN THE MAFIKENG  
NORTH WEST**

**RFP/NW/2021/005**

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**PROPOSALS TO BE SUBMITTED BY**

**NOT LATER THAN**

**12h00 ON 22 SEPTEMBER 2021**

**September 2021**

## TERMS OF REFERENCE

### Provision of Cleaning Services at the Housing Development Agency, 34 Andesiet Drive, Riviera Park in Mmabatho within the Mafikeng LM, NW

#### 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 seek to appoint experienced and reputable service providers to provide a cleaning service for a period of **three (3) years**.

##### 2.1 Physical Location

Housing Development Agency  
34 Andesiet Drive  
Riviera Park  
MAFIKENG  
2745

#### 3. SCOPE OF WORK

The scope of service for this project that must be adhered to:

- 3.1. Provide office cleaning services to the premise's situation at 34 Andesiet Drive, Riviera Park, in Mmabatho within the Mafikeng LM

**Provide HDA with 1 (one) cleaner for the period of three (3) years**, as per the following:

- Monday to Friday inclusive
- To start at 07.30 and to finish 16h00
  
- The service provider is expected to perform cleaning services by vacuuming, sweeping, dusting, furniture wiping, polishing, scrubbing, wall wiping, damp mopping and carpet wash for closed and open offices, board/meeting rooms, kitchens, reception/waiting areas, bathrooms, control rooms and store rooms. The service provider is expected to dust light fittings, ceiling and air conditioning defuses/vents and monthly window washing on the inside and outside and carpet

washing every three months, and other requirements as stipulated from time to time, related to the service.

- The total area of floor space to be cleaned is reflected as per the attached office floor plan.

3.2. Appointed Service Provider will be expected to assist with the following, but not limited to, on a daily/weekly basis.

- Keep offices clean
- Keep outside areas and garden furniture clean
- Wash cups, glasses, plates, cutlery daily
- Clean inside kitchen cupboards and dustbin cupboards weekly
- Clean fridge every second week i.e. defrost
- Dust all furniture, windowsills, and equipment
- All dustbins must be emptied and cleaned, twice a day
- Vacuum offices and open space three times a week
- Clean windows inside twice a week
- Clean main entrance foyer daily and foyer windows internally twice a week
- Clean windows on a weekly basis
- Assist with setup of meeting rooms daily
- Clean toilets and replenish toilet paper, hand towel dispenser, soap dispenser and seat wipes dispenser
- The cleaning of boardrooms, reception and toilets must receive preference followed by kitchens, offices and open plan
- Replenish consumables in toilets three times a day (7:00 am, 11:30 am and 2:00pm)

3.3. Hygiene Services: Supply and installation of dispensers as a once off cost.

- 2 x soap dispensers including 6 sachets refills per month
- 3 x paper towel dispensers including 12 bales monthly
- 4 x seat wipes dispensers including 9 refills per month
- 2 x wall mounted wastepaper bin
- 2 x SHE bins
- 3 x Sanitizer dispensers
- 4 x 500ml hand lotions

#### 4. **EQUIPMENT & MATERIALS**

The HDA may request the following:

- Industrial vacuum cleaner
- 2 x Mops (to be replenished every three months and or as and when required)
- Bucket trolley
- Window Squeegee (to be replenished every three months and or as and when required)
- Soft broom (to be replenished every three months and or as and when required)

- 3 x toilet brushes (to be replenished every three months and or as and when required)
- Feather duster (to be replenished every three months and or as and when required)

## **5. EXPECTED DELIVERABLES**

The service provider shall,

- 5.1. Be fully responsible for all work and services performed by its personnel;
- 5.2. The service provider is expected to provide and maintain a clean, healthy and hygienic working environment.
- 5.3. The service provider is expected to ensure that additional resources/capacity, therefore extra cleaners are made available to augment employee absenteeism caused by any form of leave.
- 5.4. the service providers supervisor must report on a daily basis to facilities of any defect in and to area concerned e.g. broken mirrors in the toilets, blocked toilets/urinals, broken cupboards etc...
- 5.5. 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.
  - The service provider shall always ensure that it 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.
  - Provide 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.
  - Windows to be cleaned bi-weekly, inside, and outside.

## **6. ACCESS TO PREMISES**

Cleaning staff will be issued with access cards/biometric system

## **7. INDEMNITY**

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

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

## 8. EVALUATION PROCESS

In order to facilitate a transparent selection process that allows equal opportunity to all applicants, the HDA has a policy for the appointment of consultants that will be adhered to. Proposals will be evaluated in terms of the prevailing supply chain policy applicable to the HDA and it should be noted that:

- The benchmark of minimum **70 points** out of 100 points on technical capability will be the cut off to qualify for further evaluation
- Those that qualify will be assessed using the **80: 20** formula for Price and B-BBEE as per the PPPFA.

**Table 1 – Functionality**

| CRITERIA   | WEIGHT         |
|--|----------------|
| <b>Company experience</b>  |                |
| <ul style="list-style-type: none"> <li>➤ Service provider must have a minimum of three (3) years operational experience in rendering cleaning services, hygiene services and pest/fumigation. The experience must be supported by written and signed, not older than 5 years, reference letters on the Referees' letterhead.               <ul style="list-style-type: none"> <li>• 1 or 2 reference letters = 3 points</li> <li>• 3 or 4 reference letters = 5 points</li> <li>• 5 or more reference letters = 10 points</li> </ul> </li> </ul> | 10             |
| <b>Competent staff</b>   |                |
| <ul style="list-style-type: none"> <li>➤ Team leader should have two years office cleaning supervisory experience. (CV with relevant experience to be attached).</li> </ul>  | 15             |
| <ul style="list-style-type: none"> <li>➤ Team leader should have a minimum of grade ten (provide proof of qualification).</li> </ul>   | 5              |
| <b>Project Plan</b>  |                |
| <ul style="list-style-type: none"> <li>➤ Detailed project plan indicating daily duties with time frames, weekly, monthly, quarterly and six-monthly duties and order of preferences.</li> </ul>  | 15             |
| <ul style="list-style-type: none"> <li>➤ Detailed health and safety plan indicating the OHSA compliance in office environment.</li> </ul>  | 5              |
| <b>Infrastructure</b>  |                |
| Service provider should provide a SABS approved list as indicated below; <ul style="list-style-type: none"> <li>➤ Cleaning Material</li> <li>➤ Cleaning Equipment</li> <li>➤ Cleaning chemicals</li> </ul>   | 15<br>10<br>10 |

|   |            |
|---|------------|
| ➤ Samples of the employment contract, payslips and bathroom and cleaning services checklists. | 15         |
| <b>Total</b>  | <b>100</b> |

The following criteria will be used for points allocation for price and B-BBEE compliance on 80/20 point system:

**Table 2 – Price and BEE**

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

## **9. REQUIREMENTS AND RETAINABLE DOCUMENTS**

9.1. Kindly submit the following documents:

- **A signed Service Level Agreement.**
- CSD report.
- SBD Forms (SBD4, SBD6.1, SBD8 and SBD9) obtainable from HDA Website: [www.thehda.co.za/tenders](http://www.thehda.co.za/tenders) under compliance checklist.
- Price proposals on all work to be done.
- Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.

9.2. **Submit certificate of a National Contract Cleaning Association (NCCA).**

9.3. **Service Providers must be a registered with Compensation for Occupational Injuries and Diseases (COID).**

9.4. **Service Provider must comply with the Occupational Health & Safety Act No 85 of 1983.**

9.5. **All electrically operated equipment, supplies and materials should be registered with the South African Bureau Standards.**

All quotations/price proposals must be valid for the duration of the service.

10. **Further information and queries can be send via email to: [Ngobile.mkhwanazi@thehda.co.za](mailto:Ngobile.mkhwanazi@thehda.co.za) or at Tel: 011 5441000.**

**The premises can be viewed any working day until the closing date any time between 8H30 to 12H00 at The Housing Development Agency,  
34 Andesiet Drive  
Riviera Park  
MAFIKENG  
Mmabatho within the Mafikeng LM**

Kindly make an appointment Amogelang Motlhale at 078 056 3583.

## **11. TERMS AND CONDITIONS**

11.3. 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.

11.4. No payment will be made where there is an outstanding information/work by the service provider/s.

## **12. SUBMISSION OF PROPOSAL**

Proposals should be submitted on or before the 22<sup>nd</sup> of September 2021 by no later than 12h00 to the following address:

**The Procurement Officer  
The Housing Development Agency  
Block A, 6-10 Riviera Road, Killarney, 2193  
Tel: 011 544 1000**

## **13. GENERAL**

13.1. Further information regarding this tender can be sent via email to: [Nqobile.mkhwanazi@thehda.co.za](mailto:Nqobile.mkhwanazi@thehda.co.za) or Tel: 011 544-1000

13.2. 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.

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

- 13.4. The HDA expresses that in an event of any service provider being appointed on this job, there is no expectation that any follow up work on this project will be granted to the same service provider.