

TERMS OF REFERENCE

DESCRIPTION OF SERVICE

The provision of cleaning, hygiene, and pest control services at Erf 4903 Johannesburg (Braamfontein Building) for a period of 12 months

1. INTRODUCTION

The Housing Development Agency (HDA) is a national public development agency which promotes sustainable communities by making well located and appropriately planned land available for the development of human settlement. As its primary activity, the HDA identifies, acquires, holds, develops, and releases state, private and communal land for human settlements. As part of its processes, the HDA conducts property holding plans in order to identify and implement services and maintenance requirements to ensure the sustainability, security, and prevention of invasions on the properties in possession.

2. BACKGROUND INFORMATION

a. STATUS QUO

The HDA owns a property located on erf 4903 Johannesburg, in Braamfontein precinct within the jurisdiction of City of Johannesburg Metropolitan Municipality. The building is located at no.29 Wolmarans Street and surrounded by Smit, Harrison and Loveday Streets in Braamfontein area which is commonly known as “Eskom building”. The building is approximately 26500 square meters with 16 floors comprising of offices, conference facilities, common area, parking lot, as well as elevators. The parking lot is in two underground basements with 240 bays and storerooms. The subject property was acquired for development of either student or social housing or mixed use with its ground floor earmarked for commercial purposes. The transfer of the property into the names of the agency has since been finalised.

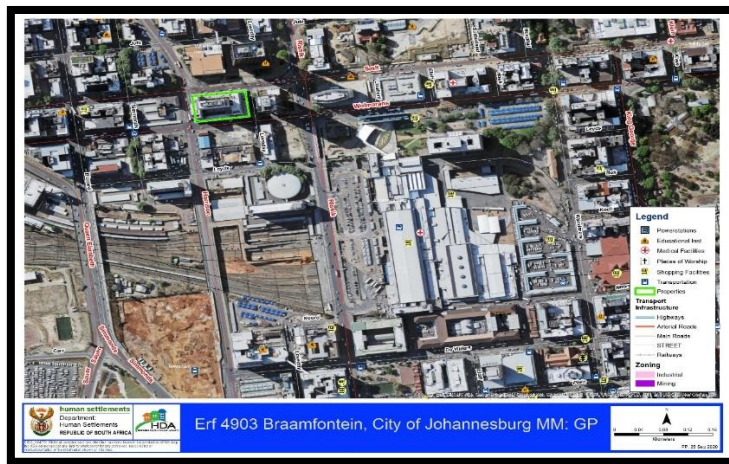
The building is currently vacant with HDA intending to lease section of the building for commercial purpose on a short-term arrangement.

b. PROBLEM STATEMENT

The HDA Land Holding unit has started preparing the building for occupation by commercial businesses. One of the tasks identified to make the building occupancy compliant is to appoint a service provider with suitable expertise and experience to render cleaning, hygiene, and pest control services.

c. PICTORIALS

Location Map:



3. OBJECTIVE OF THE PROPOSED PROJECT

a. DESIRED OUTCOMES FOR CARRYING OUT THE PROPOSED PROJECT

Procurement of a service provider for the cleaning, hygiene, and pest control services.

b. PROJECT BENEFITS TO THE HDA

The provisions for an environmentally friendly building and to be in compliance with Occupational Health and Safety regulations.

c. CURRENT MECHANISMS IN PLACE TO ADDRESS THE PROBLEM

The are no other mechanisms in place to address the problem statement.

4. SCOPE OF WORK AND AREAS OF FOCUS

a. SCOPE OF THE DESIRED SOLUTION

The HDA requires competent, experienced, and profession service providers to provide two (2) cleaners including a supervisor who are South African citizens for a period of 12 months, as per following:

- Monday and Thursday every week, from 8:00 am to 16:30 pm, with lunch and tea breaks included.
- Weekends and public holidays will be arranged as and when there is a need.
- Perform cleaning services in a space approximately 5000 square meters which is 30% carpeted and with 240 parking bays, by vacuuming, sweeping, dusting, furniture wiping, polishing, scrubbing, wall wiping, damp mopping, kitchen, offices, common areas, toilets, storerooms, parking bays and surrounding pavements of Wolmarans, Smit, Harrison and Loveday Streets.
- The service provider is expected to dust light fittings in the common areas and do window washing were applicable and other requirements related to the service as may be stipulated on a hoc bases.
- Fumigate and treat insects and roaches with relevant paste and chemicals on a quarterly basis and when required. Chemicals used should not be harmful to humans.
- Assist the HDA with the following, but not limited to:

Table 1: Service Required

Services required	Monday And Thursday	Monday Or Thursday	Monthly	Quarterly
Keep offices clean	x			
Keep entrance areas and the reception clean	x			
Clean kitchen and toilets	x			
Dust all furniture, windowsills, and equipment		x		
Dustbins must be emptied and cleaned	x			
Vacuum office carpets and open space		x		
Clean windows inside and outside				x
Clean main entrance foyer	x			
Clean toilets and replenish toilet paper, hand towel dispenser, and soap dispenser.		x		
Clean carpets disinfecting the office furniture, dust everything			x	
Deep cleaning of carpets, tiled areas, toilet bowls, urinal bowls, hand wash basins, showers, and kitchen sinks.				x
Fumigate and treat insects/cockroaches with relevant				x

paste and chemicals				
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Note: The cleaning of common areas must receive preference followed by toilets, kitchen, passages, walkways, office, lifts and basements

- Supply and installation of hygiene equipment including replenishment of consumables, and maintenance and care thereof equipment.
 - 3 x soap dispensers including refills, 6 per month
 - 3 x hand towel dispensers including reflex rolled towels (3x 2s 3ply) monthly
 - 3 x wall mounted wastepaper bins including bin liners monthly
 - 1 x SHE bin (Ladies toilet) including bin liners monthly
- 2 x Toilet paper dispensers including toilet rolls (3 x 6s 2ply) monthly
 - I. 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
 - II. 1 x Industrial vacuum cleaner
 - III. 2 x mops(to be replenished as and when required)
 - IV. 2 x bucket trolley
 - V. 1 x Window squeegee (to be replace as and when required)
 - VI. 2 x soft brooms (to be replaced as and when required)
 - VII. 2 x feathers dusters (to be replaced as and when required)
 - VIII. SABS approved office cleaning chemicals (to be replenished as and when required)
- Total Area of service
 - I. The total area of floor space to be cleaned is approximately 5 000 m2 which covers the offices and common area of the building which includes passages, kitchen, toilets, lifts, basement parking, external walkways, entrances, and ground floor offices as may be indicated by HDA.

b. DETAILS ON THE PREFERRED SOLUTION

Procurement of a service provider for the cleaning, hygiene and pest control services for the HDA's Braamfontein building for 12months

c. TARGETED AREA BY THIS PROJECT

The subject property, erf 4903 Braamfontein building, space of approximately 5000m2 which is 30% carpeted and with 240 parking bays, kitchens, offices, common areas, toilets, storerooms, surrounding pavements of Wolmarans, Smit, Harrison and Loveday Street is the target area for this project.

d. EXTENT AND COVERAGE OF THE PROPOSED PROJECT

- The Braamfontein building is situated on Erf 4903 in Johannesburg CBD, with the street address, no.29 Wolmarans Street or 206 Smit Street and surrounded by Harrison and Loveday Streets in Braamfontein area within the Jurisdiction of City of Joburg Metropolitan Municipality, Gauteng, and commonly known as “Eskom building”.
- The proposed project will cover the building and the premises utilised for commercial purposes.

Property Profile

Property Description	Extent (Hectares)	Ownership (current)	Title Deed number
Erf 4903 Johannesburg	0.3721	Eskom	T4586/1956

5. SPECIFICATION OF THE WORKS REQUIRED

This specification covers the provision of a suitably qualified and experienced contractor for the cleaning, hygiene and pest control services at the subject property.

The scope of works for this project shall entail the following activities:

a. GENERAL REQUIRMENT

- There will be a **compulsory site briefing meeting** for this project to be held on the **06 November 2023 at 13h00 at the subject property, No.29 Wolmarans Street (Or 206 Smit Street) and surrounded by Smit, Harrison and Loveday Streets in Braamfontein area which is commonly known as “Eskom building”**. Failure to attend the site meeting will result in the bidder not being able to provide an informed price proposal and as a result will be automatically disqualified.
- The supplier is required to quote on the following;
 - I. Cleaning, hygiene and pest control services for twelve months.

- The validity period for quotation/price must be for ninety (90) days. No price escalations will be affected during the works period of six months.
- The prices to be in Rands (including VAT if charged) and to be structured total cost per contract term of works of your company.
- Be fully responsible for all work performed by its personnel.
- Be expected to provide and maintain a clean, healthy, and hygienic working environment.
- All pest control to be done as per SANS 5859
- Be expected to remove sanitary waste and trash and dispose of at an approved local municipal landfill site.
- Provide and execute everything necessary for the works in accordance with industry standards and norms in terms of the prevailing sectorial determination, and industry acceptable training levels, and any other relevant regulations.
- The provision of all service provider's equipment, qualified, competent, and well-trained personnel, and supervision thereof, required for the servicing of the building;
 - II. ensuring that its personnel is neatly clothed in uniforms with necessary protective equipment which shall include but not limited to headgear, steel toe safety shoes, safety goggles and hand gloves.
 - III. compliance with the provisions of the Compensation of Injury and Disease Act (COIDA) and Basic Conditions of Employment Act (BCEA).

b. EXPECTED DELIVERABLES

Service Provider shall:

- Be fully responsible for all work and services performed by its personnel.
- Be expected to provide and maintain a clean, healthy, and hygienic working environment and leave the premises in the same condition it was found.
- Ensure its supervisor report to the HDA of any defect in and to area concerned e.g., damage to property etc.
- Service provider is required to provide all labour, plant, equipment, personal protective equipment (PPE), and supervisor/s thereof who are experienced in the cleaning, hygiene and pest control services.
- Prepare and submission of a detailed invoice for verification and approval by the HDA. All quantities in the BOQ will be verified upon completion of

works in order to quantify the invoice. The invoice will be paid subject to the receipt of the confirmation on completion of works by the HDA.

- Maintain a register for incidents, near misses risks and other incidents that may be of nuisance to the HDA.
- Ensure provision of all service providers' equipment such as vacuum, brooms, dust dusters etc., qualified, competent, and well-trained labours, and supervision thereof, required for this works.

c. BOQ – The provision of cleaning, hygiene and pest control services (Braamfontein Building)

Note:

- All costs must be included on the Bid Price and must be fixed for a period of 12 months, including transportation of cleaning material, equipment, subsistence, and all taxes where applicable, etc.
- The total Bid Price must be inclusive of salary increases which may be incurred during the course of the contract and must be VAT inclusive and should be quoted in South African currency (i.e. Rands).
- Detailed costing implications to be provided by the service provider in its letter head to substantiate the Pricing Schedule as per scope of work and must also refer to the proposed implementation plan.
- Important: If there are any exclusions or added services, those must be clearly indicated.
- No upfront payment will be made to the successful bidder by the HDA. Payment will only be made in accordance with the payment schedule which will be outlined in the Service Level Agreement after the service has been delivered.

BILL OF SERVICE QUANTITIES: Cleaning, hygiene and pest control services (Braamfontein Building)					
Item	Description	Unit	Qty	Rate/Month	Total Bid Price
1.	Provide two (2) cleaners including a supervisor who are South African citizens (Refer to scope of service in this document)	Months	12		
2.	Monthly consumables (Refer to scope of service in this documents)	Months	12		
3.	Equipment and machinery (Refer to scope of services in this document)	Months	12		
4.	Fumigate and treat insects/cockroaches with relevant paste and chemicals (Conduct service every three months)	Months	4		
5.	Deep cleaning of carpets, tiled areas, toilet bowls, urinal bowls, hand wash basins, showers, and kitchen sinks. (Conduct service every three months)	Months	4		
6.	Clean windows inside and outside (Conduct service every three months)	Months	4		
7.	Supply and installation of hygiene equipment including replenishment of consumables, and maintenance and care thereof equipment (Refer to scope of service in this documents)	Months	12		
8.	Removal and disposal of SHA bins	Months	12		
	TOTAL – (excl. VAT)				
	VAT				
	Total Bid Price including VAT				

6. EVALUATION METHODOLOGY

6.1. TRANSFORMATION PROCUREMENT

- a. The HDA may transform its procurement spend by utilising the specific Goals.

7.2 EVALUATION PROCESS

Interested bidders for this project shall be evaluated in terms for their administrative responsiveness, substantive responsiveness, and preference points. The evaluation committee shall use the following Evaluation Criteria depicted in table 2 below for the selection of the preferred bidder that shall render the required services.

EVALUATION PROCESS	
Stage 1	
Compliance	Administrative Responsiveness
	Substantive responsiveness (mandatory)
Stage 2	
Technical/Functional Criteria	Testing of capacity – meet minimum threshold of 70 points
Stage 3	
Preference Points	
Price	80
Specific Goals	20
TOTAL	100

Table 2 – evaluation process

a. STAGE 1 – ADMINISTRATIVE AND SUBSTANTIVE RESPONSIVENESS

BEC to determine if the bidder do not submit the following documents the Proposal will be disqualified automatically:

No.	Description of requirement	
Standard returnable document		
a)	This RFP document and your company proposal with comprehensive methodology as per the specified conditions.	
b)	Valid Unemployment Insurance Fund (UIF) proof of registration, public liability insurance and other relevant insurances.	
c)	Service provider must be registered in terms of the fertilizers, farm feeds, agricultural remedies and stock remedies (Act 36 of 1947) – Pest controller regulations	
d)	NCCA(National Contract Cleaners Association membership certificate	

No.	Description of requirement	
e)	Letter of Good Standing: Compensation for Occupational Injuries & Diseases Act (COIDA)	
f)	Price Breakdown quotation on service provider's letter head document.	
Non-Standard Returnable Documents		
g)	Valid original Tax clearance certificate, and any other relevant related certificates (certified copies).	
h)	Specific Goals (as per SBD 6.1)	
i)	CSD supplier registration number <i>(should a service provider not registered on CSD, will be afforded 14 days after the closing date to register accordingly)</i>	

Table 3 – Administrative Compliance

b. STAGE 2 – TECHNICAL/ FUNCTIONAL REQUIREMENTS

Qualifying bidders shall be evaluated on technicality / functionality after meeting all compliance requirements outlined above. The minimum threshold for the technical/functionality requirements is %. 70 Bidders who score below the minimum requirement shall not be considered for further evaluation in **stage 3**.

Summary of the technical/functional requirements are presented in the **table 4** below.

ITEM	CRITERIA	WEIGHT
1	Company profile (Attach Organogram)	10
2	Company Experience	30
3	Competent Staff	30
4	Equipment and consumables	10
5	Work Plan	20
	TOTAL	100

Table 4: Technical Evaluation Criteria

Details of the scoring methodology presented above are outlined below:

CRITERIA	SUB-CRITERIA	POINTS
Company profile (Attach Organogram)	Cleaning company profile(s) to be submitted (in case of a joint Venture, all companies must submit separate profiles) indicating the Lead Company. <ul style="list-style-type: none"> • No company profile – 0 points • Profile related to cleaning services – 5 points • Profile related to cleaning services with company's organogram – 10 points 	10
Company Experience	Scope related work and experience (testimonials/reference letters not older than 5(five) years). <ol style="list-style-type: none"> 1. Attach signed letters of appointment or purchase order. <ul style="list-style-type: none"> • 0-project = 0 points • 1-project = 5 points • 2-projects or more = 10 points 2. Attach signed letters of reference. <ul style="list-style-type: none"> • 0-letter = 0 points • 1-letter = 5 points • 2-letters or more = 10 points 3. Number of years in the cleaning services. <ul style="list-style-type: none"> • 0- 6 months = 0 points • 6 months-1 year = 5 points • 2-3 years = 7 points • 4-years or more = 10 points 	30
Competent Staff	<ul style="list-style-type: none"> • The supervisor should have a minimum of grade ten qualification, supervisory cleaning competency certificate with accredited institution – 10 points • Supervisor should have a minimum of two (2) years in cleaning supervisory experience. – 10 points • Cleaning staff must have at least six (6) months in cleaning services. – 10 points (CV's of the Site supervisor and the cleaning staff must be attached to the technical proposal as proof. Failure to attach copies, the bidder will forfeit points in this category)	30
Equipment and consumables	<ul style="list-style-type: none"> • Service provider should provide list of cleaning and hygiene equipment to be utilise during service provision. (5 points) • Sample of cleaning consumables that are SABS approved to be attached in a pictures format. (5 points) 	10
Work Plan	<ul style="list-style-type: none"> • Detailed project plan indicating daily duties with time frames, weekly, monthly and quarterly duties and 	20

CRITERIA	SUB-CRITERIA	POINTS
	order of preferences and contingency measures. – 10 points <ul style="list-style-type: none"> Detailed Health and safety plan indication the OHSA compliance in office working environment. – 10 points 	
TOTAL		100

Table 5: Detailed scoring methodology

c. STAGE 2 - PRICING AND SPECIFIC GOALS

The following formula shall be used by the Evaluation Committee to score potential bidders on pricing:

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where:

P_s = Points scored for the price of tender under consideration;

P_t = Rand value of the tender under consideration;

P_{min} = Rand value of the lowest acceptable tender.

The minimum qualifying criteria for pricing is 80 points as per the standard Evaluation Criteria presented in **table 2** above.

Specific Goals component of the evaluation process is weighted at 20 points in **table 2** of the standard Evaluation Criteria outlined above. Bidders will be awarded points based on the points claimed for specific goals presented in the SBD 6.1 issued with the tender.

The Specific Goals allocated points in terms of this tender	Number of Points	Proof / Documentation required to Claim Points for Specific Goals
Size of Company (Maximum points = 7 points)		
• EME	7	CSD and Sworn Affidavit
• QSE	5	CSD and Sworn Affidavit
• GE or others	3	Letter from Auditors or Authorised person confirming annual turn over
Black Women Owned (Maximum points = 5 points)		
75% - 100%	5	CSD and Sworn Affidavit
51% - 74.99 -	3	CSD and Sworn Affidavit
Below 51%	1	CSD and Sworn Affidavit
Historically Disadvantaged South Africans* (maximum Points 2)	2	CSD
Youth (Maximum points 3)	3	CSD and Sworn Affidavit
Disabled People	3	CSD and Sworn Affidavit

Table 6: Specific Goals Evaluation (80/20)

