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Houghton, 2041
Block A,
Riviera Office Park,
6-10 Riviera Road,
Riviera



REQUEST FOR PROPOSALS

**PROVISION OF CLEANING SERVICES AT HOUSING DEVELOPMENT AGENCY
FOR THE PERIOD OF THREE YEARS,
No. 199 ANTON LEMBEDE STREET, 25TH FLOOR, EMBASSY BUILDING
DURBAN, 4000 FOR A PERIOD OF THREE YEARS**

RFP/KZN/2017/003

QUOTATIONS TO BE SUBMITTED BY

NOT LATER THAN 12 NOON

ON 23 MARCH 2018

TERMS OF REFERENCE

Provision of Cleaning Services at the Housing Development Agency, No. 199 Anton Lembede Street, 25th Floor, Embassy Building, Durban, 4000 for a period of three years

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 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

The Housing Development Agency
199 Anton Lembede Street, 25th Floor, Embassy Building, Durban, 4000

3. SCOPE OF WORK

The scope of service for this quotation that the Appointed Service provider must adhere to is as follows:

- To provide/supply cleaners on a daily basis to provide office cleaning services to the premises situated at 25th Floor, Embassy Building, Durban,
 - **Provide the KZN HDA office with 1 (One) cleaner**, as per the following:
 - Monday to Friday inclusive
 - To start at 07.30 and to finish 16h00
- To provide the following, but not limited to, on a daily/weekly basis:
 - Keep offices clean;
 - Dust picture/mirror frames;
 - Dust blinds;
 - Keep outside areas and garden furniture clean;
 - Assist with the washing up of dishes, that is, cups, mugs, plates, etc. daily;
 - Keep the bin area clean and remove bins for collection to the point indicated by the landlord;
 - Wipe down and clean desks DAILY;
 - Vacuum clean carpets three times weekly;
 - Clean windows inside on a bi-weekly basis;
 - Clean main entrance foyer glass windows internally & externally;
 - Assist with setting up of meeting rooms;
 - Clean meeting rooms after meetings;
 - Empty bins twice a day;
 - Clean reception area on a daily basis;
 - Clean toilets and refill soap dispenser, toilet cleaner dispenser and toilet roll holder;

- Deep Carpet cleaning twice a year to remove stains;
- Supply of 3 bales of (2 ply) toilet papers per month;
- Provide a fumigation service to the HDA on a quarterly basis. Date to be agreed to with the office manager. This service to include the materials and spraying of the pesticide;
- Provide rodent repellent to every office.

4. EQUIPMENT & MATERIALS

- The Contractor will provide all necessary equipment (Vacuum Cleaner, Cleaning Trolley), chemicals, toilet consumables, i.e. toilet paper, hand paper towel, for the execution of the work.
- The Contractor will maintain all electrical equipment supplied.

5. EXPECTED DELIVERABLES

The Service provider shall,

- Be fully responsible for all work and services performed by its personnel;
- 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:-

- 5.1 The provision of all Contractors' equipment, qualified, competent and well-trained personnel and supervision thereof, required for the servicing of the buildings.
- 5.2 The service provider shall at all times ensure that all staff 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.
- 5.3 Provide a roster indicating the staff activities every day, to ensure the smooth operation of the cleaning activities
- 5.4 Provide an attendance register for the cleaning staff
- 5.5 All areas of the building to be kept clean at all times and in all areas.
- 5.6 All furniture, inside and outside of the building to be kept clean at all times.
- 5.7 Windows to be cleaned on a weekly basis, 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	SUB-CRITERIA	WEIGHTING/ POINTS
Company Profile	Submission of detailed company profile including Capacity, Management, Operational Staff, etc.	10
Level of experience	Details of previous work experience of the company and 5 contactable references, (Reference letters must be attached. Please attach reference letters of the company and not those of individuals) <ul style="list-style-type: none"> • 1-2 Appointment letter (10) Points • 3-4 Appointment letter (15) Points • 5 and above Appointment letter (30) Points 	30
Quality	<ul style="list-style-type: none"> • Cleaning Programme (15) Points • Customer Complaints (5) Points 	20
Capacity	<ul style="list-style-type: none"> • Personnel Protective Clothing (5) Points • Cleaning Equipment (5) Points 	10
Approach and Methodology	Technical approach to cleaning	30
TOTAL		100

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

Table 2 – 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
TOTAL		100

9. GENERAL

9.1 Below are compulsory requirements for this service

9.1.1 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.

9.1.2 Kindly submit the following compulsory documents:

- Registration with the National Treasury Central Supplier Database(CSD Report), if not yet registered use the following link to register : <https://secure.csd.gov.za/>
- SBD Forms (SBD4, SBD6.1, SBD8 and SBD9) obtainable from HDA Website: www.thehda.co.za/procurement. Under compliance checklist.
- **Valid and *Original* or *Certified* B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.**
- **Valid original tax clearance certificate.**

10 Further information regarding supply chain matter and queries can be send via email to: Sindisiwe.Mweli@thehda.co.za or at Tel: 011 544 1000

11 Further information regarding technical matters and queries can be send via email to: Colette.Elskie@thehda.co.za or at Tel: 031 335 7300.

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

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

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

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

16 TERMS AND CONDITIONS

16.1 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.

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

17 SUBMISSION OF PROPOSAL

17.1 Proposals should be submitted on or before the **23 March 2018** by no later than **12h00** to the following address:

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

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