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Megawatt Park
1 Maxwell Drive
Sunninghill, Gauteng
South Africa
2157



REQUEST FOR QUOTATION

PROVISION OF CLEANING, HYGIENE AND PEST CONTROL SERVICES AT BRAAMFONTEIN BUILDING
FOR A PERIOD OF (12) TWELVE MONTHS

29 Wolmarans Street, Eskom Building, Braamfontein, Johannesburg,
GAUTENG

RFQ/JHB/2023/021

QUOTATIONS TO BE SUBMITTED BY

NOT LATER THAN

09 JUNE 2023 AT 11H00

Compulsory Site Briefing : 05 June 2023 at 10am
: 29 Wolmarans Street, Braamfontein
: Johannesburg (ESKOM Building)

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

The HDA has acquired the former Eskom building located on Erf 4903 in Johannesburg CBD. 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 26 500 squares with 16 floors comprising of offices, conference facilities, common areas, parking lot, as well as elevators. The parking lot is in two underground basements with 240 bays and storerooms.

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

3. PURPOSE

The purpose of this project is to provide, as far as reasonably practicable, a working environment that is safe and without risk to the health of possible tenants and visitors. The HDA therefore intends to appoint a service provider with suitable expertise and experience to render cleaning, hygiene, and pest control services for a period of 12 months, at the below address.

Physical Location

29 Wolmarans Street
Braamfontein
Johannesburg, 2001

4. SCOPE OF SERVICES

This is to provide cleaning services of high industry standards using environmentally friendly cleaning products and supplies, for space of approximately 5,000 square metres (m²) that covers ground floor area, basement parking, lifts and external walkways. The successful bidder shall focus on the provision of professional cleaning services as per industry norms and standards. The appointee will be responsible to:

- 4.1. Provide two (2) cleaners including a supervisor who are South African citizens for a period of 12 months, as per the following:
 - Monday to Friday from 08:00am to 16:30 pm, with lunch and tea break included.
 - Weekends and public holidays will be arranged as and when there is a need.

- 4.2. Perform cleaning services in a space of approximately 5000 m² which is 30% carpeted and with 240 parking bays, by vacuuming, sweeping, dusting, furniture wiping, polishing, scrubbing, wall wiping, damp mopping, kitchens, offices, common areas, toilets, storerooms, parking bays and surrounding pavements of Wolmarans, Smit, Harrison and Loveday Streets.
- 4.3. 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 services as may be stipulated on an ad hoc bases.
- 4.4. Fumigate and treat insects and roaches with relevant paste and chemicals on quarterly basis and as when required. Chemicals used should not be harmful to humans.
- 4.5. Assist the HDA with the following, but not limited to:

Table1: Service Required

Services required	Daily	Weekly	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 paste and chemicals				x

Note: The cleaning of common areas must receive preference followed by toilets, kitchen, passages, walkways, offices, lifts, and basement parking.

- 4.6. 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 2 ply) monthly.
 - 3 x wall mounted wastepaper bins including bin liners (monthly).
 - 1 x SHE bin (Ladies toilet) including bin liners monthly.
- 4.7. 3 x Toilet paper dispensers including toilet rolls (3x 6s 2 ply) monthly.
- 4.8. 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 as and when required).
- 2x Bucket trolley.
- Window Squeegee 1x (to be replaced as and when required)
- Soft broom 2x (to be replaced as and when required)
- 2x Feather duster (to be replaced as and when required)
- SABS approved office cleaning chemicals (to be replenished as and when required)

4.9. Total Area of Service

The total area of floor space to be cleaned is approximately 5,000 m² which covers the few offices and common areas of the building which includes passages, kitchens, toilets, lifts, basement parking, external walkways, entrances and ground floor offices as may be indicated by HDA.

5. EXPECTED DELIVERABLES

The service provider shall,

- 5.1. Be fully responsible for all work and services performed by its personnel.
- 5.2. Be expected to provide and maintain a clean, healthy, and hygienic working environment.
- 5.3. Ensure that additional resources/capacity, therefore extra cleaner/s is made available to augment employee absenteeism caused by any form of leave.
- 5.4. The service provider must do a daily inspection on quality and standard of the cleaning services and a monthly report in this regard must be provided to the HDA representative on specific problems, suggestions, improved methods, work programs, and remedial action and all other related matters.
- 5.5. Ensure its supervisor report to the HDA of any defect in and to area concerned e.g., broken mirrors and windows, blocked toilets/urinals, broken cupboards, water leakages, etc.
- 5.6. 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: -
 - a) The provision of all service provider's equipment, qualified, competent, and well-trained personnel, and supervision thereof, required for the servicing of the building;
 - b) 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;
 - c) compliance with the provision of Occupational Health and Safety Act (OHSA), Compensation of Injury and Disease Act (COIDA) and Basic Conditions of Employment Act (BCEA);
 - d) provision of a roster indicating the staff activities every day to ensure the smooth operation of the cleaning activities.
 - e) provision of attendance register for the cleaning personnel.
 - f) ensuring all areas of the building and furniture per scope are always kept clean.
- 5.7. **Company experience**
 - a) The service provider should have a **minimum of 6 (six) months** operational experience in cleaning services.
 - b) The service provider must provide signed testimonials/reference letters on the business letter head indicating services rendered, project value and period as proof that they have facilitated similar project successfully (**testimonials/reference letters not older than 5(five) years**).

- c) The service provider must provide signed appointment letters/purchase orders for each testimonial/reference letter attached as per above (b).

5.8. Competent staff experience

- a) Supervisor experience
- Supervisor should have a minimum of grade ten qualification, supervisory cleaning competency certificate with accredited institution and general pest control/fumigation program certificate.
 - Supervisor should have a minimum of two years' office cleaning services supervisory experience. (CV with relevant experience and qualification should be attached).

5.9. Project plan

- a) The service provider shall provide a detailed cleaning services project plan indicating daily time frames, weekly, monthly, quarterly, and six-monthly duties, and order of preferences etc. The plan should indicate contingency measures.
- b) The service provider shall provide a Health and safety plan indicating the Occupational Health and Safety Act compliance in office working environment.

NB: Failure to provide detailed project plan indicating time and period duties, contingency measures as well as health and safety plan indicating OHSA compliance in the office working environment will lead to lesser points being awarded.

5.10. Capacity (Relevant resources)

- a) Service provider is required to provide South African Bureau of Standard (SABS) approved cleaning material, equipment, dispensers, and consumables.
- b) Service provider is required to list and quantify all appropriate cleaning material, cleaning equipment, hygiene services dispensers, consumables and accessories associated to this project.
- c) The service provider is required to provide a sample of bathroom and cleaning services checklists.
- d) Service provider is required to provide cleaning staff and supervisor thereof who are experienced in cleaning commercial offices.

6. DURATION OF AGREEMENT

- 6.1. Successful bidder will be appointed for a **period of 12 (twelve) months**, subject to satisfactory performance review at the end of each quarter. If performance is found to be unsatisfactory, then the service provider's appointment will be reconsidered.
- 6.2. However, notwithstanding 6.1. above, the HDA may review the services of the Service Provider as and when it sees fit. The right to review the cleaning services and the discretion referred to herein shall not be construed as an obligation on the part of the HDA.
- 6.3. The service provider must conduct background checks on their personnel prior to deploying them to the property. The HDA might request proof of this as and when required.

7. PROFESSIONAL MEMBERSHIP

- 7.1. Bidders must be registered with the National Contract Cleaners Association (NCCA),
- 7.2. Proof of such registration must accompany the tender document.

8. DOCUMENT SUBMISSION

8.1. Submit the proposal documents in the sequence provided on the below **Table 2**;

Table 2: Returnable Sequence

Item	Required documents
Annexure 1	This RFQ document
Annexure 2	Company profile with certified copies (not more than 6 months) of relevant certifications (Cleaning industry certification, etc) and documentation (Company registration documents, Letter of good standing from workman's compensation commissioner, Valid Unemployment Insurance Fund (UIF) proof of registration, public liability insurance and other relevant insurances, etc.)
Annexure 3	Company organogram with CV's of core project staff and their certificates.
Annexure 4	Letter of good standing from workman's compensation commissioner, valid Unemployment Insurance Fund (UIF) proof of registration, public liability insurance and other relevant insurances.
Annexure 5	Scope related work experience: <ul style="list-style-type: none">• Signed letters of appointment or purchase orders on previous or current similar projects with the awarding company letterhead (contactable).• Signed letters of testimonial/reference on previous or current similar projects indicating scope, project value and duration on the awarding company letterhead (contactable).
Annexure 7	Project specific Approach and Methodology
Annexure 8	Central Supplier Database (CSD) report, SDB forms
Annexure 9	Price proposal on service provider's letterhead document.

9. EVALUATION PROCESS

- 9.1. There will be a compulsory site briefing session to be held on **the 05 June at 10am, at no.29 Wolmarans Street, Braamfontein, Johannesburg, (Also known as ESKOM Building). Failure to attend the compulsory briefing session will disqualify the bid.**
- 9.2. The HDA needs to be satisfied, in all respects, that the organisation selected has the necessary resources, qualifications and abilities for this project, and that all submissions are regarded in a fair manner in terms of evaluation criteria and process.
- 9.3. The evaluation of the bids will be conducted in 2(two) stages, viz. technical/functionality and Price and Specific goals evaluation. **In all cases should the documents submitted be certified then the certification must be original and not older than 6(six) months.**
- 9.4. The general methodology of selection will be that proposals will first be evaluated in terms of their technical ability to perform the task. Any proposals scoring below 70 of the points on technical ability as noted in the Table 3 below will be disqualified for the second evaluation which will be price and Specific goals.
- 9.5. **Technical / Functionality Evaluation Criteria (Stage 1)**
- The following Table 3 will demonstrate the criteria to be used for allocation of points for functionality as outlined above. Bids scoring less than 70 points on functionality will be set aside.

Table 3 – Functionality

CRITERIA	SUB-CRITERIA	WEIGHTING/ 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 order of preferences and contingency measures. – 10 points • Detailed Health and safety plan indication the OHSA compliance in office working environment. – 10 points 	20

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
TOTAL		100

9.6. Price and Specific Goals

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

Table 3 – Price and Specific Goals

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
Specific goals (Status Level Verification Certificate)	Specific goals Level Contributor	20
TOTAL		100

To facilitate a transparent selection process that allows equal opportunity to all production companies, the HDA has a policy for the appointment of service providers that will be adhered too. Proposals will be evaluated in terms of the prevailing supply chain policy applicable to the HDA and it should be noted that proposals will be assessed using the 80:20 formula for Price and Specific goals as per the PPPFA: -

10. ADDITIONAL INFORMATION AND DOCUMENTS REQUIRED FOR THIS BID

- 10.1. It is important to note that the successful service provider will work under the supervision of a HDA representative, abide by HDA’s Code of Conduct, and other organizational guidelines.
- 10.2. A service level agreement is to be concluded with the successful bidder.
- 10.3. Potential service providers to familiarize themselves with the property that will be managed as provided on section 2 of this Term of Reference document.

11. TERMS AND CONDITIONS

- 11.1. 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.
- 11.2. No payment will be made where there is an outstanding information/work by the service provider/s.
- 11.3. The selection of the qualifying proposal will be at the absolute discretion in the larger interest of the HDA, but without being under any obligation to do so, update, amend or supplement the information in this RFP or modify or alter any provisions or terms and conditions at any time even during the contract period, at its sole discretion without assigning any reasons whatsoever.
- 11.4. The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint any service provider at any stage without assigning any reason whatsoever. The decision of the HDA shall be final conclusive, and binding on all the parties.
- 11.5. The HDA expresses that in the 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.
- 11.6. The Service Provider shall pay its cleaning staff at HDA building to render a service at least the minimum wage or more as prescribed for the area as promulgated in the Government Gazette and on time.

11.7. The service provider shall indemnify the HDA 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.

12. PRICING SCHEDULE

- 12.1. 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.
- 12.2. 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).
- 12.3. 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.
- 12.4. Important: If there are any exclusions or added services, those must be clearly indicated.
- 12.5. 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				

13. SUBMISSION OF PROPOSAL

13.1. Proposals should be submitted on or before the **09 June 2023 no later than 11h00** at:

**The Housing Development Agency
Block B 2nd Floor, Megawatt Park
1 Maxwell Drive, Sunninghill,
Gauteng
2157**

Tel: 011 544 1000

13.2. Kindly submit the following documents:

- **Valid original tax clearance certificate.**
- **Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.**
- **National Contract Cleaners Association (NCCA).**

13.3. further information regarding supply chain matter and queries can be send via email to: Njabulo.Hlongwane@thehda.co.za or at Tel: 011 544 1000