



SCM /Tender Ref #:	DPME--04 2024-25
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Request for proposals for:	Provision of Cleaning and Hygiene services for the Department of Planning, Monitoring and Evaluation for a period of 36 months
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Bid closing date and time as well as the date and time of briefing session (if any) are indicated on the attached SBD1. Quotations / proposals received after the closing date and time indicated on SBD 1 will not be accepted.

Bidders must provide one original and 4 (four) copies of proposals submitted.

Only 1 (one) original price proposal and SBDs are required.

Estimated project start date:	Expected project duration (Months)
01 April 2025	31 March 2028

## 1. BID INFORMATION

Information and guidelines on the format and delivery of bids are contained in the attached bid documents. Please take note that the compulsory briefing session will be held at 330 Grosvenor Street, Hatfield on the **Friday, 06 December 2024 at 10:00am**

## 2. PROPOSAL FORMAT

**A detailed proposal in response to this ToR must be submitted.** The proposal should contain all the information required to evaluate the bid against the requirements stipulated in this term of reference. The following must be attached to the proposal as annexures:

- **Annexure C:** Pricing information. Price proposals must include VAT and should be fully inclusive to deliver the all outputs indicated in the terms of reference (Must use attached Excel template).
- The published terms of reference (this document, including Annexure A to this document).
- All other forms / certificates required (see bid documents).

## 3. CONDITIONS OF BID

Detailed conditions applicable to all bids are contained in the bid documents accompanying this Terms of Reference. Only suppliers that meet all the requirements stipulated in the terms of reference and bid documents will be considered.

No late bids will be accepted. Only bids from service providers that attended the compulsory briefing session will be considered. Bids must be valid for a minimum period of 120 days after the closing date.

ENQUIRIES		
	Technical Personnel	SCM General
Name:	Martha Mohlatsane	Phetogo Mnguni
Tel:	012 312 0532	012 473 0426
e-mail:	Martha@dpme.gov.za	Phetogo@dpme.gov.za

Initials of specification committee members: \_\_\_\_\_

## 1. BACKGROUND (Refer to Annexure A)

The Department of Planning, Monitoring and Evaluation needs to appoint a service provider who will be responsible for cleaning and hygiene services at the following offices:

- 1.1. **330 Grosvenor Street (GS)**, Hatfield, Pretoria offices with approximately 3674 m<sup>2</sup> from basement to second floor and outside perimeter excluding landscaping.
- 1.2. **535 Johannes Ramokhoase Street (JR)**, Arcadia, Pretoria offices with approximately 3043 m<sup>2</sup> from ground floor to 3<sup>rd</sup> floor and the outside perimeter excluding landscaping.

## 2. PURPOSE

Provision, supply, installation and maintenance of cleaning and hygiene services at DPME offices situated at 330 Grosvenor, Hatfield & 535 Johannes Ramokhoase streets, Arcadia.

## 3. OBJECTIVES AND SCOPE OF PROJECT

### Cleaning and Hygiene Services

- 3.1. The total floor space area to be cleaned at 330 Grosvenor Street, Hatfield, Pretoria is approximately 3674 m<sup>2</sup> and includes the basement, ground floor, 1<sup>st</sup> floor, 2<sup>nd</sup> floor and outside perimeter excluding landscaping.
- 3.2. The total floor space area to be cleaned at 535 Johannes Ramokhoase is approximately 3043 m<sup>2</sup> which includes ground floor 1<sup>st</sup> floor, 2<sup>nd</sup> floor, 3<sup>rd</sup> floor and outside perimeter excluding landscaping.
- 3.3. The service provider will be required to handle and dispose of sanitary waste as per the National Health Act, 2003 (act no. 61 of 2003) Health Care Risk Waste Regulation 375 of 2014

**Bidders to take note that there is a possibility that the department may relocate to one building that will accommodate DPME officials during the contract period. Due to the fact that the square meters of the new building is unknown at this stage, DPME reserves the right to increase or decrease the quantities of the cleaning consumables, cleaning staff and rental of all cleaning and equipment in future.**

## 4. COMPANY EXPERIENCE

### 4.1. Company experience required.

- 4.1.1. Company must have minimum 3 years of cleaning experience –must attach proof, reference letter/s. The reference letter/s must include contactable details for verification purposes and must indicate the duration of contract specified in terms of start and end dates (**DD/MM/YYYY**). The experience will be **calculated as per calendar year**.
- 4.1.2. The company must have a minimum of 3 years' experience in hygiene services. (**supply, installation & maintenance of hygiene equipment & dispensers, handling of waste**) Proof to be attached to tender proposal and contactable references of current and previous clients; contract periods to be specified per client). The reference letter/s must include contactable details for verification purposes and must indicate the duration of contract specified in terms of start and end dates (**DD/MM/YYYY**). The experience will be **calculated as per calendar year**.
- 4.1.3. The service provider must comply with National Health Act 61 of 2003, and Health Care Risk Waste Regulation 375 of 2014.

**4.2. The following will be the quantities of cleaner's food aider, cleaners and team leaders for each DPME BUILDINGS:**

Building	Team members		
	Cleaners	Food Aiders	Team Leader
330 Grosvenor Street	3 cleaners	2 food aiders	1 team leader
535 Johannes Ramokhoase	3 cleaners		1 team leader
<b>Total Required</b>	<b>6 Cleaners</b>	<b>2 Food aiders</b>	<b>2 Team leader</b>

**4.2.1. Successful bidder will be requested to submit CVs of proposed staff (cleaners, Food Aiders and team leaders) indicating the following minimum qualifications and experience required, proposed staff must be South African Citizens:**

Roles*	Qualifications	Experience
Team leader	Cleaning training/certificate  Health & safety training/certificate	Minimum: 1-year supervision/ experience
Cleaners	None	1-year experience in cleaning
Food aiders	None	1-year experience in food aider

**4.3. PROJECT PLAN**

The bid submitted must include a detailed project plan must include Proposed Methodology, Deliverables and timeframes as per paragraph **4.1. to 4.4.15 of the Annexure A**. The project plan must cover the following:

- Cleaning execution;
- Cleaning & Hygiene Consumables
- Hygiene waste collection and disposal of sanitary
- Compliance to Occupational Health & Safety
- Monitoring & Evaluation (Inspections)
- Hygiene equipment (dispensers) supply, installation & maintenance & Refills
- Time frames and deliverables

**4. COSTING METHODOLOGY**

Prices must be inclusive of VAT (if VAT registered) and **must include all costs to fully execute all deliverables** indicated in this Terms of Reference. No variation in contract price will be permitted for the duration of the contract period. **Annexure C** must be used to summarise costing.

**5. EVALUATION OF BIDS**

**5.4. Administrative requirements**

Annexures **C** **must** be completed using Microsoft Excel or compatible software. An Annexure completed by hand (in writing) will not be accepted and such bids will be regarded as administratively non-compliant.

Only bids / quotes that comply with all administrative requirements and that submitted all required bid documents (acceptable bids) will be considered during the functional evaluation phase. Only acceptable bids

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/ quotes will be scored by the Bid Evaluation Committee against the functional criteria indicated in this Terms of Reference.

## 5.5. Scoring of bids (functional criteria)

The following weighting and scoring system will be applied to the evaluation of all functional criteria:

Weight allocation	Scoring system
1 – Value adding requirement (minimum score of 2)	1 – Does not comply with the requirements
3 – Important requirement (minimum score of 6 or 9)	2 – Partial compliance with requirements
5 – Essential requirement / integral part of project (minimum score of 15)	3 – Full compliance with requirements
	4 – Exceeds requirements

**Score per criteria:** The final score obtained by a bidder for each criteria will be calculated by multiplying the weight and the score indicated by each Bid Evaluation Panel member and then by averaging the scores of all panel members. The average score per criteria is expressed as a number.

The **overall score** obtained by a bidder (expressed as a percentage) will be calculated as follows:

$$\text{Overall Score (\%)} = \frac{\text{Sum of average scores for all criteria}}{\text{Sum of weights} \times 4} \times 100$$

## 5.6. Functional evaluation Part 1 – Quantitative criteria

**Part 1: Minimum functional requirements:** Only bidders that meet all the requirements stipulated in part 1 will proceed to the functional evaluation part 2. Bidders will be disqualified failure to submit/attach required mandatory documents.

Mandatory Requirements	Comply	
	Yes	No
1. Membership to cleaning association/industry – <b>attach valid proof</b>		
2. Compensation for Occupational Injuries Disease (COIDA)- <b>attach valid proof</b>		
3. The owner/s/Director/s must be South African citizens- <b>attach original certified copies of RSA ID</b>		
4. Company must have minimum 3 years of cleaning experience –attach proof, reference letter/s. <b>The reference letter/s must include contactable details for verification purposes and must indicate the duration of contract specified in terms of start and end dates (DD/MM/YYYY). The experience will be calculated as per calendar year.</b>		
5. The company must have a minimum of 3 years' experience in hygiene services. (supply, installation & maintenance of hygiene equipment & dispensers) <b>The reference letter/s must include contactable details for verification purposes and must indicate the duration of contract specified in terms of start and end dates (DD/MM/YYYY). The experience will be calculated as per calendar year.</b>		
6. <b>Company must be registered as a Health Care Risk Waste Transporter Attach valid registration certificate.</b>		
7. Company must have an office in Gauteng- <b>attach proof of Physical address (Municipal bill or lease agreement)</b>		
8. Company must attach <b>valid public liability insurance</b>		

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## 5.7. Functional evaluation Part 2 – Qualitative criteria

The functional evaluation criteria indicated below will be applied during Part 2 of functional evaluation to all bids that met the minimum requirements stipulated under Functional evaluation Part 1. During part 2A the Bid Evaluation Committee may, evaluate and score bids based on the bid documents and proposals submitted

The final evaluation and scoring of bids will be based on the proposals submitted, as well as on information provided by bidders during bid presentations (if applicable). Presentations can be used to summarise and clarify bids and may not substantially depart from the proposals submitted.

**Part 2A : Minimum functional requirements:** Only bids that obtained the minimum overall score of at least 65% for both functional evaluation parts 1,2A will proceed to PART 2B.

Functional Evaluation Criteria		Weight	Min. Score
2.1.	<p>Company profile must be submitted, includes details about ability to provide the cleaning services with minimum 3 years' experience in cleaning services <b>as per paragraph 4.1.1 of terms of reference (TOR).</b></p> <p><b>The reference letter/s must include contactable details for verification purposes and must indicate the duration of contract specified in terms of start and end dates (DD/MM/YYYY). The experience will be calculated as per calendar year.</b></p> <p>1 = 0 - 1year experience of cleaning.  2 = 1 - 2 years' experience of cleaning.  3 = 3 - 4 years' experience of cleaning.  4 = More than 4 years of experience of cleaning.</p>	5	15
2.2.	<p>The company must have a minimum of 3 years' experience in hygiene services. <b>(supply, installation &amp; maintenance of hygiene equipment &amp; dispensers, handling of waste)</b> Proof to be attached to tender proposal and contactable references of current and previous clients; contract periods to be specified per client) <b>as per paragraph 4.1.2 of terms of reference (TOR).</b></p> <p><b>The reference letter/s must include contactable details for verification purposes and must indicate the duration of contract specified in terms of start and end dates (DD/MM/YYYY). The experience will be calculated as per calendar year as per paragraph 4.1.2 of terms of reference (TOR).</b></p> <p>1 = 0 - 1 year experience of hygiene services.  2 = 1 - 2 years' experience of hygiene services.  3 = 3 - 4 years' experience of hygiene services.  4 = More than 4 years of experience of hygiene services.</p>	5	15
2.3.	<p>Work /Project plan method that will be followed for the execution of the contract and the feasibility thereof, <b>Proposed Methodology, Deliverables and timeframes as per paragraph 4.1. to 4.4.15 of the Annexure A</b></p> <p>1 = work method does not meet any of the requirements.  2 = work method does meet some of the requirements.  3 = work method is in line with all the requirements.  4 = work method above the requirements to deliver the project ahead of schedule.</p>	3	9

## 5.8. Functional evaluation Part 2B– Due diligence

### Mandatory requirement

Only bidders that meet, minimum requirement score of 65% for Part 2A, will proceed to Part 2B

Due Diligence site visits		Comply	
Functional Evaluation Criteria		Yes	No
1.	The availability of the workspace in Gauteng as per physical address provided by the bidder.		
2.	Availability of any cleaning and hygiene samples /equipment / consumables.		

**NB. THE DEPARTMENT RESERVES THE RIGHT TO CONDUCT UNANNOUNCED DUE DILIGENCE**

Only bidders that meet all the mandatory requirements Part 1, minimum requirement score of 65% for Part 2A and all the mandatory requirements Part B will proceed to Price/PPPFA evaluation.

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## 5.9. PPPFA: Price /Specific Goals

Only bids that meet the minimum administrative and functional requirements / specifications indicated in the ToR (qualifying bids) will be evaluated in terms of the Preferential Procurement Framework Act and related regulations include your BBEE certificate/ Affidavit – see attached bid documents. The evaluation method (80/20 or 90/10) and preference points allocation applicable to this bid are indicated in the attached SBD 6.1. Points to be allocated as follows:

The specific goals allocated points in terms of this tender (MEANS OF VERIFICATION WILL BE: CSD, BBEE certificate/ Affidavit/ ID copy & Share Certificate/ CIPC (CoR13)/ ID Copy/ Confirmation letter/ CSD report-preferred address to be used for the award of points.)	Number of points allocated (80/20 system) (To be completed by the organ of state)	POINTS TO Applicable to 80/20AWARD ≥ More than < = Less Than
Black ownership with at least 51%	5	>51% = 5 points <51% = 1 point
Black ownership with disabilities as defined by Employment Equity Act of 1998 (Attach certificate)	3	Yes = 3 points No = 0 point
Black women ownership with at least 30%	2	>30% = 2 points <30% = 0 point
Black youth ownership by at least 30% (at the date of closing of RFQ/RFP/Tender)	3	Yes = 3 points No = 0 point
Black Military veteran ownership	2	Yes = 2 points No = 0 point
Suppliers situated in the local Municipality of the project/event. (Local supplier from where the event is taking place-rural and semi-urban areas)	3	Yes = 3 points No = 0 point
Small, Medium & Micro Enterprises, makes a profit of less than R10 million a year	2	Yes = 2 points No = 0 point
<b>TOTAL</b>	<b>20</b>	

## 6. CONTRACT MANAGEMENT

The successful bidder will be required to enter into a service level agreement (SLA) with the DPME. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DPME and the successful bidder. A copy of the standard DPME SLA is available on the DPME tender's website. Bidders should familiarise themselves the content of the standard template.

Bidders should note that:

- All information related to this bid, or information provided to the service provider subsequent to the award of this bid, must be treated as confidential and may not be disclosed in any way to third parties without the explicit written consent of DPME.
- All Intellectual Property rights in Bespoke Deliverables are or will be vested in and owned by DPME unless specifically agreed otherwise in writing. The Service Provider agrees that it shall not, under any circumstances, question or dispute the rights and ownership of DPME in and to the Bespoke Deliverables. DPME shall grant

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the Service Provider a non-exclusive, royalty free, non-transferable licence to use the Bespoke Deliverables for the purpose of performing its obligations under this project.

## 7. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- 9.1. Conduct business in a courteous and professional manner.
- 9.2. Provide the necessary documentation as requested prior to the awarding of the contract.
- 9.3. The service provider must (within 30 days) of signing the service level agreement (SLA), comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, etc. DPME may monitor compliance for the duration of the contract and implement penalties for non-compliance.
- 9.4. The company, director/s and the resources will be subjected to security screening.**
- 9.5. Manage internal disputes among his/her staff in such a way that DPME is not affected by those disputes.
- 9.6. Comply with the DPME security and emergency policies, procedures and regulations at DPME premises.
- 9.7. Ensure that all work performed and all equipment used at DPME facilities are in compliance with the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993) and any regulations promulgated in terms of this Act and the standard instructions of DPME;
- 9.8. Ensure that all staff working on this project are adequately trained prior to the commencement of the project.
- 9.9. Ensure that DPME is informed of any changes in staff related to the execution of the project. For security reasons, DPME reserves the right to conduct security screening to all persons working on this project.
- 9.10. Undertakes to store and handover all data generated by the project to DPME in an accessible and confidential manner.
- 9.11. The successful bidder will be responsible for compilation of a health and safety site file which will include all statutory documents and management information for the management of the contracted service.
- 9.12. The contractor must submit OHS section 37(2) agreement within 60 days.
- 9.13. Successful bidder will be requested to submit CVs of proposed staff (cleaners, Food Aiders and team leaders) indicating the following minimum qualifications and experience required within 14 days from the award date.
- 9.14. Supply and install all equipment specified and cleaning equipment which must be installed and removed and replace when dysfunctional or broken. This remain the property of the bidder and must be included in the costing.
- 9.15. All other consumables not listed under Annexure C required in the daily cleaning must be provided by the bidder and must be included in the total price.**
- 9.16. Provide appropriate information as and when required and only in situations where it is required by the service provider to fulfil their duties.
- 9.17. Not accept any responsibility for any damages suffered by the service provider or their staff for the duration of the project.
- 9.18. Not tolerate any unfair labour practices between the service provider and their staff that happen during the execution of the project activities.
- 9.19. Not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.
- 9.20. With each invoice, the service provider must submit proof of verifiable hygiene waste disposal arrangements. This can take the form of either:
- 9.21. The submission of a valid service level agreement (SLA) with an accredited hygiene disposal service provider (required within 60 days)

**OR**

The submission of monthly disposal certificates (exemption from the fulfilment of this requirement will be granted for the first invoice only).