
TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING SERVICES, HYGIENE SERVICES, FUMIGATION/PEST CONTROL AND FOOD SERVICE AID FOR THE DEPARTMENT OF MINERAL RESOURCES (DMR) MPUMALANGA (WITBANK) REGIONAL OFFICE FOR A PERIOD OF THIRTY-FIVE MONTHS SUBJECT TO PERFORMANCE REVIEW.

1. INVITATION

The Department of Mineral Resources intends to appoint a service provider with suitable expertise and experience to render cleaning services, hygiene service, fumigation/pest control and food service aid.

2. CONTRACT PERIOD

The duration of the project is thirty-five months after the signing of a contract subject to performance review.

3. OBJECTIVE

The main objective of this project is to provide, as far as reasonably practicable, a working environment that is safe and without risk to the health of employees and visitors.

4. BACKGROUND

The Occupational Health and Safety Act (OHSA) no: 85 of 1993, requires government offices or buildings to provide a clean, healthy, hygienic and safe working environment.

DMR Mpumalanga regional office is situated at corner **Save Ways Crescent Centre, corner OR Tambo and Mandela roads, Witbank.**

The total office space per square meter is 2667m² of which 2000m² remains carpeted and 667m² is covered with tiles.

5. SCOPE OF WORK

5.1. Cleaning Services

- 5.1.1. The service provider is expected to perform cleaning services by vacuuming, sweeping, dusting, furniture wiping, polishing, scrubbing, wall wiping, damp mopping and carpet wash in the following areas; closed and open offices, board/meeting rooms, kitchens, reception/waiting areas, bathrooms, control rooms, store rooms, foyers/passage and stair cases. The service provider is expected to dust light fittings, ceiling and air conditioning defusers/vents and monthly window wash on the inside and carpet wash every three months.
- 5.1.2. Cleaning services to be rendered during office working hours from Monday to Friday, time: 06h30 to 15h00 excluding weekends and public holidays. Carpet wash, deep cleaning and fumigation services to be rendered on weekends and/or public holidays.
- 5.1.3. The service provider is required to have one cleaner remaining until 16h00 in cases of accidental spillages.

5.2. Fumigation/pest control

- 5.2.1. The service provider is expected to supply two (2) rodenticide traps and to be serviced every two months.
- 5.2.2. The service provider is expected to fumigate the office every three months.
- 5.2.3. The service provider is expected to treat insects/cockroaches with relevant paste and pesticides as and when required.
- 5.2.4. The service provider is expected to fumigate with chemicals not harmful to humans.
- 5.2.5. The department reserve the right to verify chemicals for health purposes.

5.3. Food service aid

- 5.3.1 The service provider is expected to prepare the boardrooms layout by setting up drinking water; tea/coffee etc. 30 minutes' prior commencement of the meeting (DMR will provide groceries and crockery).
- 5.3.2 Cleaning of the boardroom and replenishment of water, tea and coffee after every meeting.
- 5.3.3 Prepare hot water and wash cups and cutlery twice a day for officials.

- 5.3.4 The service provider shall supply dish soaps, dish cloths and all necessary cleaning supplies required.

5.4. Hygiene Services: Supply and installation of dispensers

- 5.4.1. Supply and install 15 liquid gel seat wipes dispensers.
- 5.4.2. Supply and install 5 automated air fresheners dispensers.
- 5.4.3. Supply and install 5 hand paper towel dispensers.
- 5.4.4. Supply and install 5 hand soap dispensers
- 5.4.5. Supply 5 waste paper bins
- 5.4.6. Supply 10 sanitary bins.

5.5. Hygiene Services: Replenishment of consumables

- 5.5.1. Replenish liquid gel for 15 seat wipes dispensers twice a month.
- 5.5.2. Replenish air fresheners refills for 5 dispensers twice a month.
- 5.5.3. Replenish hand paper towels for 5 dispensers three times a day.
- 5.5.4. Replenish hand soap for 5 dispensers once a week.
- 5.5.5. Service 5 waste bins three times a day.
- 5.5.6. Service 10 sanitary bins once a week
- 5.5.7. Replenish one-ply first grade toilet paper three times a day for 15 double toilet paper holders.
- 5.5.8. Supply 6 urinal mats twice a month.

5.6. Deep cleaning

- 5.6.1. The service provider is expected to conduct deep cleaning for 15 toilet bowls, 08 basins and 7 urinals every six months.

6. PROJECT OUTPUT AND / OUTCOMES

- 6.1 The service provider is expected to provide and maintain as far as reasonably practicable, a clean, healthy, hygienic and safe working environment.
- 6.2 The successful service provider must ensure that enough back-up consumables such as toilet papers and hand paper towels are kept on site in case of sudden shortage thereof.
- 6.3 The service provider is expected to ensure that additional human resources are made available to augment employee absenteeism caused by any form of leave.

7. ROLES AND RESPONSIBILITIES OF THE DEPARTMENT

- 7.1. The Department will be responsible for payment within 30 days after service has been successfully rendered.
- 7.2. The Department will provide storage facility and change rooms.

8. PROJECT MANAGEMENT

- 8.1. The service provider will be reporting to the Regional Manager.
- 8.2. The service provider must do daily inspection on quality and standard a weekly written report in this regard must be provided.
- 8.3. The service provider must report on daily basis to the Regional Manager or his/her delegate of any defects to the areas concerned such as broken mirrors, blocked toilets/ urinals, broken windows etc. that they might come across during cleaning of the building.
- 8.4. The service provider shall convene monthly meetings with the Regional Manager or his/her delegate and submit a written report on specific problems, suggestions, improved methods and work programs, tenant's complaints and remedial action and all matters related to this contract.
- 8.5. The service provider is expected to convene quarterly meetings with the Director: Auxiliary Support Services and regional manager or his/her delegate.
- 8.6. The service provider is expected to deploy at least three (3) officials; two (2) cleaners and one (1) supervisor.

9. FORMAT OF THE PROPOSAL

- 9.1. Bidders are requested to submit **three (3)** copies of technical proposals plus the original.
- 9.2. The Financial Proposal must be submitted separately in a sealed envelope
- 9.3. Service providers are requested to index their proposals for ease of reference.

10. PRE-BID MEETING DETAILS

- 10.1. The compulsory briefing session will be held at the Department of Mineral Resources Mpumalanga Regional Office situated at **Save Ways Crescent Centre, corner OR Tambo and Mandela Roads, Witbank.**
- 10.2. Failure to attend the briefing session will result to disqualification of the proposal.

11. EVALUATION METHODOLOGY / CRITERIA

Phase 1: Compliance review:

Each submission is checked for compliance. If the submission complies, it will move to the next round in the evaluation process.

The following documentation is required;

Compliance Criteria	
A valid Tax Clearance certificate	
A valid B-BBEE Certificate or Affidavit	
Signed SBD forms	
Proof of Central Supplier Database (CSD) registration	

Phase 2: Technical review

Each submission is evaluated by the bid evaluation committee according to the evaluation criteria indicated in the bid document.

A score is allocated to each proposal and if the bidder scored more than the minimum requirement for **functionality of 60%**, it will move to the next round in the evaluation process

It is important that the proposal addresses all the items included in the evaluation criteria as outlined below.

11.1 COMPANY EXPERIENCE

- The service provider should have a minimum of six months operational experience in cleaning services, hygiene services and pest/fumigation control.
- The service provider must provide signed testimonials on the business letter head indicating services rendered and period as proof that they have facilitated similar project successfully.

NB: Purchase orders for goods and services as well as appointment letters will be disregarded.

11.2 COMPETENT STAFF EXPERIENCE

11.2.1 Team leader/Supervisor experience

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

11.3 PROJECT PLAN

- 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.
- 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.

11.4 INFRASTRUCTURE

- Service provider is required to provide South African Bureau of Standard (SABS) approved cleaning material, equipment, dispensers, consumables and pest/fumigation chemicals.
- Service provider is required to list and quantify all appropriate cleaning material, cleaning equipment, hygiene services dispensers, consumables and pest/fumigation chemicals and all accessories associated to this project.
- The service provider is required to provide a signed sample of contract of employment and pay slip.
- The service provider is required to provide a sample of bathroom and cleaning services checklists.

12. PHASE 3: PRICING AND BROAD BASED BLACK ECONOMIC EMPOWERMENT (B-BBEE)

Each proposal with a functionality score of more than the minimum required **(60%)**, will be on equal footing to proceed to this final round of evaluation.

The proposed price and B-BBEE compliance are the only aspects considered in this round. The final evaluation score is calculated on 80/20 principle. The proposal that scores the highest in this round will be awarded the tender or it may be a lower scoring bid on justifiable grounds or no award at all.

CRITERIA	WEIGHT
Project cost	80
B-BBEE Status level contributor	20

NB: Only bidders who obtain at least **60%** under technical evaluation will be considered for further evaluation.

13. PRICING

- 12.1 Provide fixed price quotation for the duration of the contract.
- 12.2 Cost must be VAT inclusive and quoted in South African Rand
- 12.3 Costing should be aligned with the project activities / project phases.

14. BROAD BASED BLACK ECONOMIC EMPOWERMENT (BBBEE)

- 13.1 Provision of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its regulations of 2017 will apply in terms of awarding points.
- 13.2 Preference Points Claim Form, SBD 6.1 should be completed and signed by the bidder to be able to claim preference points.
- 13.3 Calculation of points for B-BBEE status level contributor:
- 13.4 Points will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
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1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

15. EVALUATION CRITERIA LINKED TO NUMERIC VALUES

Criteria to be considered in evaluating the bid – 80/20 in terms of the Preferential Procurement Policy Framework Act is applicable. Table below will be applied to evaluate each bid.

Phase 2: Technical Evaluation

CRITERIA	WEIGHT
Company Experience	
➤ Service providers should have a minimum of six months operational experience in rendering cleaning services, hygiene services and pest control/fumigation.	12
➤ Service provider should provide testimonials indicating period and services rendered.	8
Competent Staff	
➤ The team leader/supervisor should have a minimum of grade ten qualification, supervisory cleaning competency certificate with accredited institution and general pest control/fumigation program certificate.	5
➤ Team leader should have a minimum of two years' office cleaning supervisory experience. (CV with relevant experience and qualification to be attached)	10
Project plan	

➤ Detailed project plan indicating daily duties with time frames, weekly, monthly, quarterly and six-monthly duties and order of preferences and contingency measures.	20
➤ Detailed Health and safety plan indicating the OHSA compliance in office working environment.	5
Infrastructure	
Service provider should list and quantify SABS approved as indicated below;	
➤ Cleaning material	10
➤ Equipment	8
➤ Consumables	10
➤ Pest/fumigation chemicals and accredited fumigation certificate of competency	10
➤ Samples of the employment contract, pay slip, bathroom and cleaning services checklists.	2

16. CONDITIONS OF THE CONTRACT

- 16.1. The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 16.2. The successful service provider will be subject to performance review.
- 16.3. The successful service provider will sign a confidentiality agreement regarding the protection of DMR information that is not in the public domain.
- 16.4. The successful service provider will be subjected to signing of the Service Level Agreement (SLA) with the Department.
- 16.5. Cleaning staff may not clean closed offices in the absence of the occupant or representative.
- 16.6. The shortlisted service providers may be required to conduct presentation regarding the proposal.
- 16.7. The service provider must comply with the provision of Occupational Health and Safety Act (OHSA) and Compensation of Injury and Disease Act (COIDA).
- 16.8. The successful service provider shall provide a distinctive uniform, name tags and protective shoes.

- 16.9. The successful service provider must provide Unemployment Insurance Fund (UIF) certificate, Workman compensation certificate and provident fund registration.
- 16.10. The successful service provider must comply with the provision of the Department of Labor Sectorial Determination 1.
- 16.11. The successful service provider shall submit a valid competency certificate before each fumigation can take place.