



## TERMS OF REFERENCE

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<b>BID NO:</b>	<b>SANAS/CLEANING/2018/03</b>
<b>BID DESCRIPTION:</b>	PROVISION OF CLEANING AND HYGIENE SERVICES AT SANAS FOR A PERIOD OF THREE (3) YEARS
<b>CLOSING DATE:</b>	<b>15 FEBRUARY 2019 AT 11H00</b>
<b>BRIEFING SESSION DATE:</b>	There will be no briefing session for this bid

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***NB.*** On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.

*Faxed, emailed bids will not be accepted, only hand delivered and couriered original proposals will be accepted.*

## 1. PURPOSE

The purpose of this document is to invite suitably qualified and interested service providers to submit proposals for the provision of cleaning and hygiene services to the South African National Accreditation Services (SANAS) offices located at **Libertas Office Park, 305 Highway Street, Cnr Libertas and Highway Street, Equestria, Pretoria, 0184, South Africa** for a period of three (3) years.

## 2. BACKGROUND

The South African National Accreditation System (SANAS), a schedule 3A public entity established in terms of the Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act, 2006 and a member of the Department of Trade and Industry “**the dti**” COTII, is responsible for promoting accreditation aimed at facilitating international trade and the enhancement of South Africa’s economic performance.

## 3. SCOPE OF WORK

The Service Provider will be expected to provide Cleaning and Hygiene Services that must include the following:

### 3.1 CLEANING STAFF REQUIREMENTS

Provide SANAS with 4 Cleaners as follows:

- 3.1.1 three (3) Females and One (1) Male
- 3.1.2 Professional uniform to be provided at all times

**Note** it is expected that an external supervisor will be assigned for overall supervision and monitoring of the cleaning team performance.

### 3.2 WORKING HOURS

SANAS operates from 7:30 to 17:00 however the requirements is for the cleaning team to be available as follows:

- 3.2.1 Monday to Friday throughout the year except on public holidays

3.2.2 Starting time for the operation of offices starts at 7:30 however the certain areas are expected to be ready and clean by 07:30 (details of the operational times will be finalised during the contracting stage)

#### 4. CLEANING EQUIPMENT AND CONSUMABLES

4.1 Consumables of quality standard (2-ply toilet paper, paper hand towels, hand soap, Seat disinfectant spray, bin liners, refuse bags, air freshener). The following equipment and consumables have to be provided timeously by the service provider.

- 4.1.1 Industrial carpet cleaning equipment
- 4.1.2 Brooms
- 4.1.3 Mops
- 4.1.4 Buckets
- 4.1.5 Necessary sign boards e.g. Floor wet/slippery etc.
- 4.1.6 Dust and cleaning cloths
- 4.1.7 Gloves
- 4.1.8 All cleaning chemicals

4.2 The total area to be cleaned is approximately 3000m<sup>2</sup> which includes but not limited to:

		Areas/Rooms																					
Toilets	Urinals	Showers	Kitchens/	Pause area	Reception/	Enver	Meeting	Room	Training	Room	Offices	Courtyard/	Balcony	Store	Room	Gym	Wellness	Area	Filing Room	Stairway	Entrances	Fire Escapes	Lift
1	8	4	6	3	11	4	3	6	2	5	1	1	2	2	2	2	2	2	2	2	2	2	1

#### 5. DUTIES

**NOTE:** Please note that the duties below are not limited to the following list.

- 5.1 Dusting (offices, training rooms, meeting rooms and passages)
- 5.2 Dust all high and low level surfaces

- 5.3 Dust and polish all furniture, window sills, telephones, equipment and picture/mirror frames etc .
- 5.4 Dust blinds
- 5.5 Vacuum and spot clean all carpets
- 5.6 Vacuuming of carpets and upholstery
- 5.7 Deep cleaning and washing of carpets and upholstery (bi-annually)

*It is **compulsory** for the service providers to verify the type of the carpet installed in the SANAS offices and the required cleaning regime.*

#### Waste Disposal (offices, kitchens, toilets)

- Empty and clean all waste baskets and receptacles
- Empty and clean all ashtrays/bins in designated smoking areas
- Remove all general waste to designated municipal collection area

#### Glass doors and metal work

- Spot clean all glass doors, glass partitions
- Spot clean main entrance glass door
- Clean / polish all metal fittings

#### Entrance foyer / Stair Case/Lift/Reception Areas/Fire Escape

- Sweep entrances
- Clean door mats
- Reception Counter (granite to be kept shiny at all times)
- Mopping

#### Toilets / showers

- Clean and sanitize all toilets, basins, urinals and showers
- Clean all mirrors
- Clean all metal fittings
- Mop and clean floors with disinfectant
- Clean wall tiles, doors and partitions
- Replenish consumables such as toilet paper, hand wash paper towels
- Deep clean toilets, urinals, basins, showers, change rooms to prevent staining, fungal and bacterial growth

## Gym

- Clean and sanitise gym equipment

## Kitchens

- Floors swept and mopped
- Sinks to be cleaned
- Cupboards and appliances to be kept clean
- Tables and chairs are cleaned
- Mops to be kept clean at all times
- Cleaning and removal of grime in the Fat tray under the sink

## Window Cleaning -

- Clean interior faces of all windows
- Clean main entrance foyer windows internally

## External areas

- All areas to be kept clean and refuse removed.
- Outdoor furniture to be kept clean at all times
- Basement parking cleaning (in addition to general cleaning, pressure cleaning is required to be performed out of office hours)

**NOTE:** The assigned SANAS' dedicated cleaning team may be requested to assist with clearing and setting up of meeting rooms from time to time.

## 6. HYGIENE SERVICES

**NOTE:** SANAS has installed **SERRA equipment**. The service provider will not be expected to install their own equipment but to utilise and service the existing equipment.

*It is **compulsory** for the service providers to verify the model of the SERRA equipment installed in the SANAS offices.*

The service provider is responsible for replenishing the following Consumables:

No.	Item Description	Servicing Quantity	Servicing frequency
1.	Paper towel dispensers (SERRA – auto cut)	18	daily
2.	Wall mounted bin (SERRA)	7	daily
3.	Feminine hygiene Bins (SERRA – plus)	14	weekly

4.	Feminine hygiene packet dispenser (SERRA)	14	daily
5.	Toilet roll holder (SERRA) – 4 roll holders	18	daily
6.	Soap dispenser (SERRA) – 1,4 L	15	Daily
7.	Air freshener Dispenser (SERRA)	8	weekly
8.	Seat Sanitizer	18	Daily

### Feminine Bins

The service provider is expected to clear, clean and sanitise the feminine hygiene services as follows:

No.	Item Description	Servicing Quantity	Servicing frequency
1.	Feminine hygiene Bins (SERRA – plus)	14	Weekly
2.	Feminine hygiene packet dispenser (SERRA)	14	Daily

## 7. SUMMARY OF SERVICES TO BE QUOTED

7.1.1 Hygiene Services including supply of necessary consumables

7.2 Cleaning Services including supply of necessary consumables

## 8. EXAMPLE OF THE PRICING SCHEDULE FORMAT

*Prices should be provided as per below schedule*

Quantity	Total Price (Year 1) incl of vat
Consumables (Hygiene and cleaning)	
Services (Hygiene and cleaning)	
<b>Total</b>	

**Prices for year 2 and year 3 will be subject to annual increase amounting to CPI as per the published rates by StatsSA or other recognised institution.**

## **9. SUMMARY OF REQUIREMENTS, EXPECTED OUTCOMES AND DELIVERABLES**

- 9.1 All consumables and cleaning equipment should be provided by the Service Provider.
- 9.2 The successful Service Provider must ensure that enough back-up cleaning Material specifically toilet papers, hand soap and hand paper towels are kept on site in case of sudden shortage thereof.
- 9.3 A lock-up facility will be made available for the safekeeping of the stock and equipment.
- 9.4 Cleaning staff must dress in a appropriate uniform.
- 9.5 The Service Provider's supervisor must do inspection on the quality and standard of cleaning and hygiene services rendered and report to SANAS (frequency to be determined in the SLA).
- 9.6 The Service Provider's supervisor must report to SANAS any defects identified in the office on a timely basis i.e. blocked toilets/urinals, broken equipment etc.
- 9.7 The contract and the Service Level Agreement will be finalised by both parties on the appointment of the successful service provider.

## **10. COMPETENCY, EXPERTISE AND EXPERIENCE REQUIREMENTS OF THE SERVICE PROVIDER**

- 10.1 One (1) years' experience is required and proof that the Service Provider has performed similar services.
- 10.2 Render a cleaning service in accordance with National Standards
- 10.3 The service provider shall provide well trained staff in line with the cleaning Standards.
- 10.4 Service provider shall provide its employees with necessary skills and ongoing training.

## **11. RESPONSE FORMART (SUBMISION OF PROPOSAL)**

Service providers shall submit their responses in accordance with the response format specified:

- 11.1 The proposal must be submitted in the prescribed format. Standard bidding documents attached with terms of reference should be filled in (**not re-typed**).

- 11.2 The response must be submitted with three (3) copies of the original proposal and the original copy.
- 11.3 Service providers are required to use the two envelope system, whereby the technical proposal (stage 1) and the preference point system (Stage 2) be placed in two separate envelopes. (here we usually say the Financial proposal and Technical proposal)
- 11.4 Cover Page: (the cover page must clearly indicate the bid reference number, description and the service provider name).

**12. STAGE 1: ADMINISTRATIVE COMPLIANCE**

The table below depicts the documents that the Service Provider must ensure that they are completed and included in the bid. Service providers are required to use the two-envelope system, whereby the technical proposal (stage 1) and the Financial proposal **Stage 2)** be placed in two separate envelopes containing the following:

Envelope 1 - Technical Proposal	Envelope 2 - Financial Proposal
<ul style="list-style-type: none"> <li>▪ Proposal including Company Profile, Executive Summary, Experience (minimum one (1) year), references etc.</li> <li>▪ SBD 1 Invitation to Bid.</li> <li>▪ SBD 4 Declaration of Interest.</li> <li>▪ SBD 6.1 Preference Points Claim Form.</li> <li>▪ SBD 7.2 Contract Form (to be completed in duplicate).</li> <li>▪ SBD 8 Declaration of Bidder's past supply chain management practices.</li> <li>▪ SBD 9 Independent Bid Determination Certification.</li> <li>▪ General Condition of Contracts (all pages initialled).</li> <li>▪ Terms of references (all pages initialled)</li> <li>▪ Certified Copies of Company registration certificates documents.</li> </ul>	<p><b>Bidding documents, as follows:</b></p> <ul style="list-style-type: none"> <li>▪ SBD 3.3 Pricing Schedule including proposed total cost of the project, clearly indicating assumptions, for year 1, 2 and 3.</li> </ul>



<ul style="list-style-type: none"> <li>▪ Certified ID Copies of Company Directors/ Partners / Trustees (whichever is applicable).</li> <li>▪ Copy of CSD report OR MAAA Number as proof of CSD Registration.</li> </ul>	
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**Failure to comply with this requirement will result in your bid being disqualified.**

### **13. GENERAL REQUIREMENTS**

Service Providers must provide all the information requested in the Terms of Reference and Instruction to Service Providers.

### **14. EVALUATION PROCESS FOR BIDS RECEIVED**

- 14.1 All bids received will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents).
- 14.2 Bids with deviations from the requirements/conditions will be disqualified from stage 1 (one) of the evaluation process.
- 14.3 SANAS will establish a Bid Evaluation Committee to review all the responses received.
- 14.4 A two envelope system will be utilised for consideration of bid received and two separate envelopes must be submitted clearly marked as Functionality and Price & BBEE.
- 14.5 Bidders who obtain 80/100 points in stage 2 (Functionality) will qualify to proceed to the next stage which is Price and BBEE evaluation. Wherein 80/20 preference Point Systems will be used as follows:
  - 80 points for price and 20 points for B-BBEE status of contribution.

## STAGE 2: FUNCTIONALITY AND SITE INSPECTION

Criterion	Maximum Points
<p><b>Financial Sustainability</b> proven by any of the following evidence:</p> <ul style="list-style-type: none"> <li>• Three months bank statement stamped by the bank (minimum of R30 000 funds available or access thereto) OR</li> <li>• a letter from the accountant OR audited financial statements audited financial statements.</li> </ul>	<b>25</b>
<p><b>Schedule of the equipment owned ( refer to section 4.1)</b></p> <p>Service provider to include in the proposal a schedule of the equipment owned or a valid equipment rental agreement. (This agreement should list all the equipment the service provider is approved to rent)</p>	<b>30</b>
<p><b>References relating to similar size projects:</b></p> <p><b>List of three contactable references</b> letter on client's letter heads where similar services have been rendered.</p> <ul style="list-style-type: none"> <li>• The letter should include the size and the value of cleaning project that was provided.</li> <li>• References relevant to the cleaning projects should not be older than 3 years.</li> </ul> <p>Experience with similar sized projects Value of similar projects (annually)</p> <ul style="list-style-type: none"> <li>• R100 000 – R200 000 = 10</li> <li>• Greater than R200 000Gr = 25</li> </ul>	<b>25</b>
<p><b>Experience of the cleaning team</b></p> <p>The bidder to provide the following: Dedicated team with a minimum of four (4) years cleaning experience collectively (CVs)</p> <p>&lt; 4 years collectively = 0 4 years and above collectively = 10</p>	<b>10</b>
<p><b>Experience of the Supervisor</b></p> <ul style="list-style-type: none"> <li>• Evidence of related experience in similar size project</li> </ul>	<b>10</b>

<ul style="list-style-type: none"> <li>Five years' experience in the cleaning industry, two of which should be in supervisory role.</li> </ul>	
<b>Total</b>	<b>100</b>
Threshold	<b>80</b>

Bidders who fail to meet the minimum score of **80** points out of 100 points in stage 2 will not be considered for evaluation in terms of Stage 3 (Price and B-BBEE)

### STAGE 3 - PREFERENCE POINT SYSTEM

#### Step 1: Calculation of points for price

- Only bids that achieve the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act 5 of 2000. The formulae to be used in calculating points scored for price is as follows:

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

Where

$P_s$  = Points scored for comparative price of bid or offer under consideration

$P_t$  = Comparative price of bid or offer under consideration

$P_{\min}$  = Comparative price of lowest acceptable bid or offer.

- Points scored will be rounded off to the nearest 2 decimal places.

#### Step 2: Calculation of points for B-BBEE status level of contributor

Points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of Points</b>
<b>1</b>	<b>20</b>
<b>2</b>	<b>18</b>
<b>3</b>	<b>14</b>
<b>4</b>	<b>12</b>
<b>5</b>	<b>8</b>

<b>6</b>	<b>6</b>
<b>7</b>	<b>4</b>
<b>8</b>	<b>2</b>
<b>Non-complaint contributor</b>	<b>0</b>

Bids will not be disqualified from the bidding process if the bidder did not submit a certificate substantiating the B-BBEE status level of contribution or is a non-compliant contributor. Such a bidder will score zero (0) out of a maximum of 20 points respectively for B-BBEE.

## 15. CLOSING DATE AND TIMES

Sealed bids clearly stating the name of this bid and bid number must be deposited into the tender box located at the reception of SANAS, Libertas Office Park, Cnr Libertas and Highway Street, Equestria, 0184 during office hours (08h00 to 16h30) **on or before 15 February 2019 at 11h00**

## 16. NOTES TO BIDDERS

This section outlines basic requirements that must be met. Failure to accept these conditions or part thereof will result in your quotation being excluded from the evaluation process.

- 16.1 This section outlines basic requirements that must be met. Failure to accept these conditions or part thereof will result in your proposal being excluded from the evaluation process.
- 16.2 Bid documents should be presented to the SANAS marked **“Bid for Provision of Cleaning and Hygiene Services at SANAS for a Period of Three (3) Years. Bid No. SANAS/CLEANING/2018/03”**
- 16.3 SANAS will not be liable to reimburse any costs incurred by the bidder during the bidding process.
- 16.4 Evaluation of bidders will be carried out by a Bid Evaluation Committee. The SCM will, if necessary, contact bidders to seek clarification of any aspect of the bid.
- 16.5 Bidders should identify any work they are currently carrying out or completing which could cause a conflict of interest and indicate how such conflict could be avoided.
- 16.6 Supplier number (MAAA number) and unique code from National Treasury as proof that the supplier is registered on CSD).

- 16.7 Datasheet and certification of all chemicals and consumables to be used will required on contracting stage.
- 16.8 SANAS reserves the right to randomly check the validity of such datasheet during the validity of the contract.

## 17. VALIDITY OF PROPOSALS

The Bidder is required to confirm that it will hold its proposal valid for **90 days** from the closing date of the submission of proposals during which time it will maintain without change the personnel proposed for the services together with their proposed rates.

## 18. PACKAGE APPROACH

SANAS would prefer to conclude an agreement with a Service Provider who is able to provide complete cleaning and hygiene services.

## 19. PAYMENT TERMS

SANAS undertakes to pay valid invoices in full within 30 (thirty) days from the invoice date for work done to its satisfaction. No payment will be made where there is outstanding information not submitted by the supplier.

## 20. TAX COMPLIANT STATUS

It is an absolute requirement that the taxes of the successful bidder **MUST** be in order, or that suitable arrangements must have been made with SARS. **Bids received with a non-compliant status will be disqualified when they fail to update the Tax Status within 7 days.** Bidders are required to supply a valid Tax Compliance Status (TCS) PIN for verification purposes

## 21. QUALITY ASSURANCE REVIEWS OF THE WORK

The successful Service Provider shall ensure that all work conforms to the signed service level agreement.

## 22. AUTHORISED DELEGATE (S)

Nothing as stipulated in these terms of reference may be amended without the written confirmation of SANAS.

## 23. APPOINTMENT, COMMENCEMENT AND DURATION

The Service Provider will be appointed for a period of three (3) years effective from the date of signing the Service Level Agreement subject to three (3) months' probation period. This will be detailed in the formal contract and SLA.

## 24. DISCLAIMER

SANAS reserves the right not to appoint a service provider and is also not obliged to provide reasons for the rejection of any proposal. SANAS reserves the right to:

- Award the contract or any part thereof to one or more service providers.
- Reject all bids.
- Decline to consider any bids that do not conform to any aspect of the bidding process.
- Request further information from any service provider after the closing date, for clarity purposes.
- Cancel this bid or any part thereof at any time.

## 25. ENQUIRIES/ CLARIFICATION

All communication and attempts to solicit information of any kind relative to this Request for Proposal (RFP) should be channelled in writing to:

**Name:** Nomvuyo Jawe  
**Telephone Number: Office:** 012 740 8535  
**Email address:** [nomvuyoj@sanas.co.za](mailto:nomvuyoj@sanas.co.za)

**26. DECLARATION**

I, the undersigned (full name)

.....

Certify that the information provided is true and correct, and understood the above document in full.

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SIGNATURE

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Date