



Tender Ref #:	COGTA (T) 04/2021	Tender Description:	Provision of Cleaning and Hygiene Services and Equipment for the Department of Cooperative Governance for a period of three years (36 Months).
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PART A – BID DETAILS

1. Purpose and Background

The Department of Cooperative Governance needs to appoint a service provider who will be responsible for provision and supply of cleaning and hygiene services and equipment at the following offices:

- WheatBoard Building, 87 Hamilton Street (c/o Hamilton & Johannes Ramokhoase Street), Arcadia (8933 m²);
- Nosa building, 508 Johannes Ramokhoase Street, Arcadia (Corner Steve Biko & Johannes Ramokhoase Street), Arcadia (3770 m²);
- Pencardia 1 and Pencardia 2 Building, 501 and 508 Pretorius Street, Arcadia, (combined 9000 m²)

Pencardia 1:

5th Floor – East & West Wing

4th Floor – East & West Wing

3rd Floor – East & West Wing

2nd Floor – North Wing

Pencardia 2:

5th Floor – South & North Wing

2nd Floor – South & North Wing

1st Floor – South Wing

Ground floor – South Wing

- Letaba House, 2nd floor, 1303 Heuwel Road, Riverside Office Park, Centurion (1754 m²). **(Only cleaning and pest control services are required in this building).**

2. **Bidders to take note that there is a possibility that the department may relocate to one new building during the contract period. The approximate size of the building will be less 22 000 m². Letaba House offices may also relocate to an alternative building of 4000 m².**

3. **Closing Date:** The bid closing date and time are indicated in the tender advertisement and bid documents. **Bids received after the closing date and time will not be accepted.**

4. **Briefing Session:** The briefing session is not compulsory. Due to current COVID-19 regulations, the department cannot physically accommodate the expected number of bidders and the briefing will therefore be conducted online. Interested bidders must contact the SCM officials indicated below for a meeting on Zoom or MS Teams.

5. **Contact information:** Prospective bidders **may not under any circumstances** make contact with or engage any DCOG officials other than the officials indicated below. Enquiries sent to the DCOG officials below will be routed to the relevant employees and responses will be coordinated and provided by the officials indicated below.

ENQUIRIES			
Name:	Kgaugelo Tselana	Mogoma Sekgothe	Nomvula Ntuli
Tel:	012 334 0912	012 334 0586	012 334 0820
e-mail:	Kgaugelot@cogta.gov.za	MogomaN@cogta.gov.za	NomvulaN@cogta.gov.za

The Department reserves the right to disqualify any bidder that makes contact with or engages any other DCOG employee except the ones indicated above on matters / enquiries / questions related to this tender.

6. **Bid format: A detailed bid in response to this ToR must be submitted.** The bid for contract implementation should contain all the information required to evaluate the bid against the requirements stipulated in these terms of reference. The following must be attached to the bid as annexures:
- **Annexure A:** Summary of bidder experience (Must use attached template)
 - **Annexure B:** Summary of management team (Must use attached template)
 - **Annexure C:** Pricing information. Bid **price must include VAT and must be fully inclusive to deliver all goods / services indicated in the terms of reference (Must use attached Excel template).**
 - All other forms / certificates required (see bid documents).

PART B – ADMINISTRATIVE AND FUNCTIONAL REQUIREMENTS

1. ADMINISTRATIVE REQUIREMENTS

SCM ADMINISTRATIVE COMPLIANCE CHECKLIST		
#	Criteria	Yes / No
1.1	Supplier is registered on the National Treasury Central Suppliers Database (CSD).	
1.2	Supplier is Tax Compliant (as indicated on CSD) ¹ or verified through SARS	
1.3	Supplier has a valid B-BBEE certificate issued by a SANAS accredited verification agency or affidavit.	
1.4	Supplier completed all SBD Forms (SBD 1, 3.x, 4, 6.1, 8 and 9).	
1.5	Summary of supplier experience submitted (Annexure A)	
1.6	Summary of management team submitted (Annexure B)	
1.7	Bid price submitted (Annexure C – must use Excel template) – prices inclusive of VAT ¹	
1.8	SBD forms did not reveal any information or past practices that prohibits the supplier from conducting business with the state	

Note 1: Bidders must use Excel spread sheet attached. Pricing sheets completed by hand (in writing) or where formulas in the pricing sheet were tampered with will not be accepted and such bids will be regarded as administratively non-compliant.

No bids will be considered from:

- Persons in the service of the State
- Companies/ close corporations with directors/ members who are persons in the service of the State.
- NGO's / Non-profit institutions with directors (whether remunerated or not) in the service of the State.
- Where exceptions are allowed in terms of the applicable legislation, the bidder must attach an approved and valid Remunerative Work Outside of the Public Service (RWOPS).

The Department reserves the right to use the information provided by bidders to engage banks, credit rating agencies and the relevant government institutions to obtain information on credit records, criminal records, pending court cases, etc. Suppliers that show a history of poor financial/credit management and/or criminal behaviour will not be considered.

2. FUNCTIONAL CRITERIA

Part E contains detailed information of the types and quantities of goods and/or services required by the Department. The Department reserves the right to amend the quantities prior to finalisation of a Service Level Agreement with the successful bidder.

2.1. Compulsory requirements (Attach Proof)

- Member of National Contract Cleaners Association (NCCA);
- Proof of UIF compliance
- Proof of Compensation for Occupational Injuries Disease (COIDA) compliance
- The owner/s/Director/s must be South African citizens
- Proof of Public liability insurance

Bidder who fails to meet the above requirements will be disqualified.

2.2. Company profile

- a) Bidders must provide verifiable references of having performed satisfactorily on at **least three (3) similar contracts over the past five (5) years**. A similar contract will be any contract for the provision of cleaning and hygiene services and equipment that require the deployment of 20 or more cleaning personnel. The attached summary sheet (Annexure A) must be completed. Bidders are required to attach reference letters for all contracts listed in the summary sheet. Bids can contain additional information related to previous contracts. DCOG reserves the right to verify experience and to contact references provided, as well as any other third party that could verify the experience and performance of service providers.
- b) The past performance of bidders in executing similar contracts will be evaluated using the references supplied by bidders as well as any other information available to the panel. Below satisfactory performance on a particular contract may only be considered if such performance was communicated to the bidder by the contracting party and the bidder was given a reasonable opportunity to correct any deficiencies highlighted by the contracting party. The Department reserves the right to reject a bid if the service provider failed to perform satisfactorily on similar contracts.

2.3. Cleaners / supervisors

Provision of 50 cleaners (and relievers when needed) on Monday to Sunday including Public holidays.

Building	Weekdays (06:00 to 15:00)		Weekends & Public Holidays (06:00 to 15:00) <i>As and when required only</i>	
	Cleaners	Supervisor	Cleaners	Supervisor
Wheatboard (87 Hamilton Street)	17	1	0	0
Nosa	8	1	0	0
Pencardia 1 and Pencardia 2	17	1	0	0
Letaba House	5	0	3	1
TOTAL	47	3	3	1

Bidders must submit Business Continuity Plan (BCP) outlining company’s response in cases of crisis at no extra cost to the DCOG. The appointed bidder will be required to review the Plan as the situation changes.

Summary of required cleaning duties contained in Part E. Quantities are indicative and may change prior to finalisation of a service level agreement between DCOG and the appointed service provider.

2.4. Provision of Uniforms and Equipment for Cleaners

The bidder must provide verifiable evidence in a form of pictures to confirm its ability to provide the following for cleaners:

- Presentable uniform for summer & winter (cloth face mask, trouser, skirt, shirts, apron, jersey).
- Black steel toe-cap safety shoes
- Name tags
- Cleaning registers
- Pocket/Incident Booklets
- Pens
- Protective rubber gloves

The bidder must provide in a form of pictures to confirm its ability to provide the following equipment to be utilised by cleaners:

- Industrial vacuum cleaners, with attachments for hardwood and carpet
- Caddy, bucket or container to carry supplies.
- Mop and bucket
- Duster (both long and short)
- Dustpan and broom
- Microfibre cloths (color-coded cloths for the offices, kitchens and bathrooms)
- Glass cleaning cloths
- Toilet cleaning brushes
- Caution / wet floor signs

Additional requirements during Covid-19 Alert Levels 1 to 5:

- Additional cloths etc. to ensure that the same cloths are not used between offices.
- Additional sanitation / disinfection duties indicated in Part E.
- Additional PPE for cleaners (Face masks, shields, gloves) etc.

2.5. Covid-19 deep-cleaning services required.

These services will be required on a case-by-case basis as and when required by the department and must be provided by the service provider no later than 24 hours after being requested (including weekends and public holidays). See **Annexure E** for Covid-19 Deep cleaning / disinfection protocol.

2.6. Requirements for Normal Annual Deep-cleaning Services

Estimate of annual service required.

Item	Quantity per annum
Carpets	12,000m ²
Upholstered chairs	100
Upholstered 1 seater couches	30
Upholstered 2-seater couches	20
Upholstered 3-seater couches	10

Quantities are indicative and may change prior to finalisation of a service level agreement between DCOG and the appointed service provider.

2.7. Pest control services

The bidder must provide the following pest control services in all buildings:

- Pest control services should be rendered monthly.
- Includes installation of bait stations where required.
- Harmless, odourless, non-staining, bio-degradable and non-flammable chemicals to be used;
- Control all indoor surfaces: offices, boardrooms, kitchens, bathrooms, storerooms, basements.
- Ant and cockroach insecticidal gels be used as and when required; and
- Treating of outdoor and indoor areas for ants, flies, lizards, snakes, mice and rats.

2.8. Provision of cleaning / hygiene consumables

The bidder must provide the following cleaning/hygiene consumables.

Item Description	Monthly Quantity
70% Alcohol Hand Sanitizer 5 Litres	40
Bio-degradable hand-wash foam (750ml Sachets)	67
Liquid all-purpose cleaner 750 ml	47
Furniture polish or spray 750 ml	47
Liquid bleach 750 ml	47
Liquid dishwashing soap monthly 750 ml	31

Item Description	Monthly Quantity
Liquid tile cleaner 750 ml	20
Disinfectant cleaner (0.1% chlorine) 750 ml	47
Dustbin liner small (Offices, Colour coded, (Replace twice weekly)	3 680
Dustbin liner medium (Toilets, Colour coded), Replace once weekly)	536
Dustbin liner large (Kitchens, Colour coded, Replace twice weekly)	248
She-bin liner (Colour coded, Replace twice weekly)	568
Air freshener canisters (Securely locked brackets)	67
Toilet seat sanitiser refill (500ml Sachets)	115
Urinal sanitiser refill (500ml Sachets)	50
Toilet bowl sanitiser refill (500ml Sachets)	115

Quantities are indicative and may change prior to finalisation of a service level agreement between DCOG and the appointed service provider.

2.9. Provision of cleaning / hygiene equipment

The bidder must supply and install the following cleaning/hygiene equipment as specified; broken equipment **shall be replaced by the bidder at no extra cost to the Department:**

Equipment	Quantity
Liquid Soap Dispenser (Grey, Plastic)	65
Paper Towel Dispensers (Folded) (Grey, Plastic)	68
She-bins (Grey, Plastic)	71
Hand sanitiser dispensers (electronic/wall mounted)	50
Hand sanitiser dispensers (foot operated)	50
Hand sanitiser dispenser bottle 1 litre capacity	50
Liquid soap dispenser bottle 1 litre capacity	45
Electronic air fresheners dispensers (Grey, Plastic)	67
Dustbins (Wall mounted) (Grey, Plastic)	67
Toilets bowl sanitiser Dispenser (Wall mounted) (Grey, Plastic)	115
Urinal sanitiser dispenser (Wall mounted) (Grey, Plastic)	50
Toilet Seat Sanitiser Dispenser (Wall mounted) (Grey, Plastic)	115
Toilet roll holder (3 Roll holder, Stainless steel, wall mounted)	116

Quantities are indicative and may change prior to finalisation of a service level agreement between DCOG and the appointed service provider.

2.10. Team composition

The attached summary sheet (**Annexure B**) must be completed for the entire management team. The following must be submitted for each of the management team members:

- Detailed CV indicating previous experience as well as letters of reference (references must be contactable).
- Management team members must demonstrate adequate experience through the number, types and geographical spread of projects/assignments undertaken. Detailed CVs that clearly indicate experience of all team members must be included in the bid.

Roles	Experience
Managing Director or equivalent	Minimum: At least 5 years in managing the provision of cleaning and hygiene at a senior / executive level.
Key Account Manager or equivalent	Minimum: At least 5 years in managing cleaning and hygiene account.
Operations Manager	Minimum: At least 5 years work experience in the provision of cleaning and hygiene services.

2.11. Costing Methodology

Costing per service must be indicated using attached Excel Spread Sheet (**Annexure C**)

All prices must be inclusive of VAT (if VAT registered) and **must include all costs to render/deliver all goods / services indicated in this ToR. No variation in contract price will be permitted.**

PART C – EVALUATION OF BIDS

1. ADMINISTRATIVE COMPLIANCE

Only bidders that meet all administrative requirements as indicated Section B Part 1 will proceed to functional evaluation. Bidders that do not meet all the administrative requirements will be disqualified.

2. FUNCTIONAL EVALUATION - PART 1

Minimum functional requirements: Only bidders that meet all the criteria stipulated below will proceed to functional evaluation Part 2. Bidders that do not meet all the requirements below will be disqualified. A bidder is deemed to have met each criterion if more than 50% of the Bid Evaluation Committee (BEC) indicated that the criterion was met.

#	Criteria	Yes / No
1.1	Proof of valid membership of National Contract Cleaners Association (NCCA) provided	
1.2	Proof of valid membership of South African Pest Control Association (SAPCA) provided	
1.3	Proof of UIF compliance provided	
1.4	Proof of Compensation for Occupational Injuries Disease (COIDA) compliance provided	
1.5	The owner/s/Director/s must be South African citizens – confirmed on CSD report	
1.6	Proof of valid public liability insurance provided	

3. FUNCTIONAL EVALUATION PART 2

Only bidders that met all administrative requirements and all the criteria for functional evaluation Part 1 will proceed to functional evaluation Part 2.

Bids will be rated in respect of each criterion on a scale of 1–5 i.e., **1 = Poor, 2 = Acceptable, 3 = Good, 4 = Very good and 5 = Excellent**. The maximum possible score that can be achieved for functionality is 100.

CRITERIA	SUB-CRITERIA	SCALE	WEIGHT	HIGHEST SCORE
Bidder's proven experience in managing similar projects.	<ul style="list-style-type: none"> Attach proof of the following documents: An established track record of projects in cleaning, hygiene and pest control successfully executed. Company profile and contactable references of at least three similar projects executed in the past. 	0 - 2 years of experience on a similar project with 1 contactable reference = 1 3 - 4 years of experience on a similar project with 2 contactable references = 2 4 - 5 years of experience on a similar project with 3 contactable references = 3 6 - 7 years of experience on a similar project with 4 contactable references = 4 8 + of experience on a similar project with 5 or more contactable references = 5	5 x6	30
Bidder's understanding of Terms of Reference and quality of the proposed methodology.	The methodology must include a detailed Execution Plan, which includes the following: <ul style="list-style-type: none"> Schedule for Pest Control. Schedule for Deep Cleaning. Material Safety Data Sheet (MSDS) for all chemicals to be used. 	Re-stating the scope of work = 2 Demonstrating an understanding of the scope of work based on limited experience = 3 Demonstrating an understanding of the scope of work based on substantial experience = 4 Demonstrating an understanding of the scope of work based on substantial experience including value & innovation = 5	5 X 8	40
Capacity of the bidder to deliver the project.	Demonstration of the core team's collective experience in managing (cleaning, hygiene, and pest control) projects	0-1 year = 1 2-3 years = 2 4-5 years = 3 6-7 years = 4 8+ years = 5	5 X 6	30
TOTAL SCORE				100

A bid that scores less than 80 points out of 100 points in respect of functionality will be regarded as non-responsive and will be disqualified. Bidders who score 80 points and above will be further considered for evaluation in terms of Price and BBBEE.

4. PRICE EVALUATION

Only bids that meet all administrative requirements and the minimum functional requirements will be evaluated in terms of the provisions of the Preferential Procurement Framework Act and related regulations – see attached bid documents. The evaluation method (80/20 and preference points allocation applicable to this bid are indicated in the attached SBD 6.1. The Bidder that receives the highest PPPFA score (price points + B-BBEE contribution level points) will be the Preferred Bidder.

PART D – CONTRACT MANAGEMENT AND SPECIAL CONDITIONS

1. CONTRACT MANAGEMENT

1.1. The successful bidder will be required to enter into a service level agreement (SLA) with the Department of Cooperative Governance. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DCOG and the successful bidder.

1.2. If the parties (the Department and the appointed service provider) are unable to reach agreement on the special conditions of contract (SLA) after a period of 14 calendar days of the date on which the bid award is

communicated to the service provider, then the Department reserves the right to cancel the award to the service provider and to appoint another service provider.

1.3. 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 DCOG.
- All rights, title and ownership of any Intellectual Property developed by or for the Service Provider or DCOG independently and outside of execution/production of the deliverables related to this bid and provided during the course of this project ("Background IP") shall remain the sole property of the party providing the Background IP.
- To the extent that the Service Provider utilises any of its Background IP in connection with the Deliverables, such Background IP shall remain the property of the Service Provider and DCOG shall acquire no right or interest therein. Service Provider shall grant DCOG a non-exclusive, royalty-free, non-transferable licence to use such Background IP strictly for purposes of making beneficial use of the Deliverables into which such Background IP has been incorporated.
- All Intellectual Property rights in Bespoke Deliverables are or will be vested in and owned by DCOG 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 DCOG in and to the Bespoke Deliverables. DCOG shall grant 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.
- The Service Provider may not publish or sell, in whole or in part, any Bespoke Deliverables emanating from this project without the explicit written consent of DCOG.
- The Copyright of any Bespoke Deliverables shall vest in DCOG.

1.4. No amendments to the SLA or any variation, waiver, relaxation or suspension of any of the provisions thereof shall have any force or effect, unless reduced to writing and signed by both parties.

2. SPECIAL CONDITIONS APPLICABLE TO THIS BID

2.1. The Department may, at its sole discretion, cancel this tender.

2.2. The Department however reserves the right to appoint more than one service provider.

2.3. The period of thirty days (30 days) referred to in the General Conditions of Contract paragraph 27.2 applies. If the service provider is found to have engaged in fraudulent activities or caused the Department to incur irregular expenditure, the Department reserves the right to cancel the agreement with immediate effect. Repercussions for the conduct of the Service Provider referred to above may include blacklisting of the Service Provider thus preventing them from doing business with government for a period of 10 years.

PART E – DETAILED GOODS / SERVICES REQUIRED

1. PROVISION OF DAY-TO-DAY CLEANING SERVICES

1.1. Daily cleaning / hygiene services

- Supervisors must have written cleaning and hygiene protocols for their respective building.
- Empty office dustbins once per day.
- Empty bathroom and kitchen bins (including sanitary bins) twice per day.
- Clean bathrooms and kitchens twice per day.
- Refill water flasks, kettles and urns at least once per day.
- Clean and disinfect bathroom sinks, taps, toilets, urinals and door handles twice per day by using a 0.1% chlorine-based solution or similar.
- Disinfect kitchen tops and sinks twice per day by using a 0.1% chlorine-based solution or similar.
- Cleaning of floors in passages, lobbies, entrance areas, bathrooms, kitchens.
- Collection from offices and cleaning of staff crockery and cutlery at least three times per day.
- Replacement of bin liners/bags when necessary.
- Remove stains from the bowls, urinals, toilet seat, s-bends, inside flushing rims and undersides of seats.

1.2. Daily/weekly cleaning / hygiene services

- Replenish liquid soap dispensers (liquid soap to be provided by Department)
- Replenish toilet paper and hand towel rolls.
- Replenish all hand sanitiser dispensers.
- Replace urinal sanitiser block (or similar)
- Refill air freshener
- Refill toilet sanitiser dispensers

1.3. Weekly cleaning / hygiene services

- Dust and vacuum all offices and meeting rooms once per week. This included all horizontal surfaces, desks, tables, chairs, tops of picture frames, tops of cupboards etc.
- Clean offices without carpets using an appropriate floor cleaning protocol once a week.
- Clean basement areas and parking once per week.
- Clean staircases once per week.
- Clean exterior and interior of cisterns, pipes and handles thoroughly.
- High pressure/chemical cleaning to remove urine salts, scale and stains from vertical surfaces, sides, cemented and other joints, channels.

1.4. Supervision and Working Hours

- Supervisors must have written general and COVID-19 cleaning and hygiene protocols for the building.
- Services will be rendered from 06:00 to 15:00 Monday to Friday and supervisors are expected to carry out daily inspections and attend to queries/complaints immediately. However, during periods of national disasters, 3 cleaners/ 1 supervisor will need to be deployed at Letaba House (2nd Floor) on weekends and public holidays.
- Supervisor will be required submit monthly reports.
- Supervisor will be required to sign control charts on daily basis. In case of labour unrest or strike, the service provider must ensure that there are cleaners to render services to the satisfaction of DCoG.

2. COVID-19 NORMAL DISINFECTION

2.1. Daily disinfection

- Single occupancy offices must be disinfected at least once a week.
- Multiple occupancy offices must be disinfected at least once a day.
- Public spaces and shared areas must be disinfected at least twice per day.

2.2. Daily disinfection protocol

- Wipe all surfaces that people would normally come into contact (door handles, taps, lift buttons etc) with an appropriate disinfectant (0.1% chlorine solution of 70% alcohol-based solution).
- Cloths used for dusting must be sprayed with a 70% alcohol-based solution after each workstation / office to avoid spreading the Covid-19 virus.

2.3. Additional Services

- The service provider must supply all special personal protective equipment for cleaners.
- Additional services related to the COVID-19 will be required by the Department for the duration of the COVID-19 pandemic. The Department will inform the service provider two weeks in advance of when such services must be terminated or re-instated.

3. COVID-19 DEEP CLEANING / DISINFECTION

3.1 These services will be required on a case-by-case basis (including weekends) as and when required by the department and must be provided by the service provider no later than 24 hours after being requested (including weekends and public holidays).

3.2 Deep Cleaning disinfection protocol

- Close off area (part of floor or entire floor) and direct work to another clean area (it is not necessary to close entire office building).

- Increase air circulation (open doors/windows/air-con with outside air intake) in affected area(s).
- Wait 24 hours after positive Covid-19 case was present before disinfecting.
- Cleaning personnel must wear personal protective equipment (PPE): Disposable mask or utility gloves, dedicated overall, closed shoes.
- Clean and disinfect all communal areas and equipment (focus on highly touched surfaces) with an appropriate disinfectant (0.1% chlorine solution or 70% alcohol-based solution).
- Avoid exposure to ill person's pens, computer, eating utensils, dishes etc.
- Cleaning equipment (e.g., buckets) must be separated from regular cleaning equipment.
- Keep area closed off until vapours have dissipated, and all surfaces air-dried.
- Continue routine, everyday cleaning and disinfection practices.

Annexure A: Bidder experience summary

Contracting party (Company/entity name)	Project title and description	Start date	End date	Number of cleaners	Contract value

Bidders must ensure that their bids contain details of how the projects listed above are relevant to the objectives of the Department.
Bidders must attach reference letters and/or contactable references for projects listed above.

Annexure B: Project team summary

Role	Surname, Name	RSA ID Number copy attached	Experience in years Attach proof
Managing Director or equivalent			
Key Account Manager or equivalent			
Operations Manager			

Attach detailed CV as well as confirmation of availability for each person listed above.

Information obtained from the CSD report will be used to verify the criminal records and credit status of directors/owners of the supplier, where applicable