****

**06 EBDEN STREET X 7191 – QUEENSTOWN – 5320– REPUBLIC OF SOUTH AFRICA**

**Tel: +27 (0)45 808 3737- Fax: +27 (0)45 838 5292- lunga.gwana@ecdsd.gov.za Email address: Website: www.ecdsd.gov.za**

**ADVERTISEMENT**

**CH RFQ 23/24 – 016**

**APPOINTMENT OF SERVICE PROVIDER FOR CLEANING SERVICES AT LADY FRERE AREA AND SERVIE OFFICE FOR A PERIOD OF FOUR (04) MONTHS**

**Issued by:**

Province of the Eastern Cape

Department of Social Development

**Contact Person for Specification Contact Person for Bid completion of Document**

**Mr. T. Solani Mr L Gwana / Ms L. Mhlontlo**

**Tel no. 045 808 3753 Tel: 045 808 3737 / 045 808 3705**

**Name of Company/Bidder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CSD/Supplier Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Company/Bidder’s Tel/Cell: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Company Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**QUOTATIONS MUST BE SUBMITTED BY 11H00 ON MONDAY, 05 JUNE 2023 IN THE TENDER BOX AT: DEPARTMENT OF SOCIAL DEVELOPMENT OFFICES, 06 EBDEN STREET, QUEENSTOWN.**

**.**

**Closing Date: 22 November 2023 Closing Time: 11H00**



# 06 Ebden Street – Private Bag X 7191 – Queenstown – 5320 – REPUBLIC OF SOUTH AFRICA Tel: +27 (0)45 8083737 - Fax: +27 (0)45 838 5292 - Email address: [lunga.gwana@ecdsd.gov.za](mailto:lunga.gwana@ecdsd.gov.za) - Website: [www.ecdsd.gov.za](http://www.ecdsd.gov.za/)

**SPECIFICATION FOR CLEANING SERVICES AT EMALAHLENI (LADY FRERE AREA AND SERVICE OFFICE) CHRIS HANI DISTRICT FOR A PERIOD OF FOUR (04) MONTHS**

# BACKGROUND

The Department is looking for a Service Provider to render cleaning services for a period of four (04) months. These services will be rendered 5 days a week for the rest of the contract (that means on Monday, Tuesday, Wednesday, Thursday and Friday every week).

# SCOPE OF WORK:

* 1. **Cleaning of offices, entrance hall, toilets, kitchen, vehicles, passages & gardening**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **AREA / FACILITY** | **DAILY** | **WEEKLY** | **MONTHLY** | **Exceptions to monthly, weekly &/ daily cleaning** | **No. of offices** |
| **ENTRANCE HALL** | | | | |  |
| Sweep tiled floor | **√** |  |  |  |  |
| Wash tiled floor | **√** |  |  |  |  |
| Scrub and polish tiled floor |  | **√** |  |  |  |
| Wipe down walls | **√** |  |  |  |  |
| Dust light fittings | **√** |  |  |  |  |
| Wipe light switches | **√** |  |  |  |  |
| Wipe/Dust/Clean Security/Reception desk | **√** |  |  |  |  |
| Empty & clean wastepaper bins | **√** |  |  | To be done twice a day |  |
| **STAIRCASE** | | | | |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sweep tiled floor | **√** |  |  |  |  |
| Wash tiled floor |  | **√** |  | Twice a week |  |
| Scrub and polish tiled floor |  | **√** |  |  |  |
| Wipe down walls | **√** |  |  |  |  |
| Dust light fittings | **√** |  |  |  |  |
| Wipe light switches | **√** |  |  |  |  |
| Dust & wipe wooden handrails | **√** |  |  |  |  |
| Polish wooden handrails | **√** |  |  |  |  |
| **OFFICES** | | | | |  |
| Vacuum carpets and material covered furniture | **√** |  |  |  |  |
| Deep clean carpets |  |  |  | Once during this period |  |
| Dust & polish desks | **√** |  |  |  |  |
| Clean and disinfect telephone instruments | **√** |  |  |  |  |
| Wipe down computers | **√** |  |  |  |  |
| Wipe down office automation | **√** |  |  |  |  |
| Dust all high ledges and fittings | **√** |  |  |  |  |
| Dust all vertical surfaces (walls, cabinets etc. to a height of 2 meters) | **√** |  |  |  |  |
| Dust all windows and ledges / sills (low and high) | **√** |  |  |  |  |
| Empty waste bins | **√** |  |  | To be done twice a day |  |
| Wash and disinfect waste bins | **√** |  |  |  |  |
| Dust curtains, blinds | **√** |  |  |  |  |
| Vacuum Curtains/blinds | **√** |  |  |  |  |
| Dust and vacuum chairs | **√** |  |  |  |  |
| Wipe clean/polish door handles | **√** |  |  |  |  |
| Dust light fittings | **√** |  |  |  |  |
| Wipe light switches | **√** |  |  |  |  |
| **TOILETS/ REST ROOMS/ ABLUTIONS PER FLOOR** | | | | |  |
| Clean & disinfect toilet bowls (inner & outer) | **√** |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Clean & disinfect toilet urinals (inner & outer) | **√** |  |  |  |  |
| Wipe down toilet roll holder cabinets | **√** |  |  |  |  |
| Wipe & clean mirrors | **√** |  |  |  |  |
| Wipe down & clean walls, doors and / partitions | **√** |  |  |  |  |
| Dust lights | **√** |  |  |  |  |
| Sweep tiled floor | **√** |  |  |  |  |
| Wash tiled floor | **√** |  |  |  |  |
| Scrub & polish tiled floor with disinfectant |  | **√** |  |  |  |
| Wash/Clean & disinfect wash hand basins and taps | **√** |  |  |  |  |
| Wipe light switches | **√** |  |  |  |  |
| Wipe and clean hand drying header stations | **√** |  |  |  |  |
| Empty & clean waste bins | **√** |  |  |  |  |
| Empty and clean all waste receptacles | **√** |  |  |  |  |
| Clean all metal fittings | **√** |  |  |  |  |
| Treat against staining, fungal and bacterial growth | **√** |  |  | As and when necessary |  |
| **FIRE ESCAPES** | | | | |  |
| Sweep Fire escape stairs | **√** |  |  |  |  |
| Wash fire escape stairs | **√** |  |  |  |  |
| Ensure no rubbish accrues in the fire escape stairways | **√** |  |  |  |  |
| **KITCHEN** | | | | |  |
| Sweep & wash floor | **√** |  |  |  |  |
| Clean & wipe down walls, doors and cupboard doors | **√** |  |  |  |  |
| Clean and disinfect counter tops | **√** |  |  |  |  |
| Empty Waste bins | **√** |  |  | To be emptied twice a day |  |
| Wash & clean kitchen zinc | **√** |  |  |  |  |
| Disinfect kitchen zinc | **√** |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Wash all crockery and glasses including those that are in the offices | **√** | |  | |  | | | To be done twice a day | | |  |
| **WINDOWS** | | | | | | | | | | |  |
| Clean windows on the inside |  | | **√** | |  | | |  | | |  |
| Clean main entrance foyer glass windows internally and externally | **√** | |  | |  | | |  | | |  |
| **VEHICLES** | | | | | | | | | |  | |
| Wash & vacuum Vehicle |  | | **√** | | |  | | To be cleaned twice a week | |  | |
| **BUILDING SURROUNDING & WALK AWAYS** | | | | | | | | | |  | |
| Pick up litter on building surroundings and walk ways and remove to agreed area | **√** | |  | | |  | |  | |  | |
| Clean flower blinds | **√** | |  | | |  | |  | |  | |
| **PASSAGES** | | | | | | | | | |  | |
| Pick up and remove to agreed areas | **√** | |  | | |  | |  | |  | |
| Sweep and mop floors | **√** | |  | | |  | |  | |  | |
| Strip off old polish, mop and reapply polish |  | | **√** | | |  | |  | |  | |
| **GRASS CUTTING** | | | | | | | | | | | |
| Remove all rubble, debris, loose stones and rocks and level the site where same has been removed, | |  | |  | | | **√** | | Once a month | |  |
| Rake all areas, remove and cut away all grass cuttings, trees, shrubs, vegetation to the nearest municipal dump. | |  | |  | | | **√** | | Once a month | |  |
| Cut the site including the boundary lines to a maximum of 50mm high | |  | |  | | | **√** | | Once a month | |  |
| Trim all trees and shrubs including lawns/grass adjacent and abutting against or growing into fences, kerbing etc. | |  | |  | | | **√** | | Once a month | |  |

# Number of offices (Please verify the square meters and complete the Pricing Schedule as per attached Annexure A)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Area/Service Office** | **Number of**  **Staff and others** | **Square Meters** | **Gardening Services** | **Toilets** | **Kitchen** | **Vehicles** |
| Lady Frere Area and Service Office | 80 | 850m² | N/A |  |  |  |

* 1. **Refuse Removal**

The successful service provider will be responsible for the removal of refuse including contents of refuse bins and wastepaper baskets and its disposal thereof on daily basis.

# Equipment, materials and consumables

All necessary equipment and materials **(Including Toilet Papers)** for the successful execution of the above cleaning to be provided for by the contractor, which will include inter alia and cleaning Materials

* Vacuum cleaners
* Polishers
* Brooms
* Mops
* All necessary chemicals
* Buckets
* Dish cloths
* Feather dust
* Cloths for washing cars
* Necessary sign boards e.g. floor wet and or slippery etc.

**NB:** All equipment is to be kept in a fully functional and safe condition at all times and to comply with all applicable regulations.

# Supply and Delivery of Toilet Papers and Cleaning Materials:

* 2 ply toilet paper SABS approved
* 3 toilet rolls per official per month
* Dishwasher 750ml x 2 per month
* Thick bleach 2L per month
* Hand soap 2L per month
* Car wash and wax 2L per month
* Liquid floor polish 20% 2L
* Tyre shine 1L
* Dashboard liquid polish 1L
* Deo blocks x 4 units per month
* Mr Min 3 per month
* Toilet spray 3 per month

# Uniform Clothing

The contractor shall at all times ensure that all cleaning staff is neatly clothed in uniforms (with the name of the company printed there on) with necessary personal protective equipment which shall include but not be limited to headgear, shoes, gloves etc.

# Provide cleaning staff

The Department has not provided cleaning personnel for the building. The appointed Service Provider must provide cleaning personnel.

# CONTRACT PERIOD

The contract period will be for four (04) months. A Service Level Agreement will be signed between the successful Bidder and the Department. The commencement date will be mutually agreed upon with the successful Service Provider.

# PRICING

Bidders must submit quotations which include all the costs for the completion of the service by fully completing and signing the attached pricing schedule.

Prices must be inclusive of VAT. If not confirmed, the Department will assume that the price quoted is inclusive of VAT. The Department does not pay VAT to service providers that are not registered with SARS as VAT vendors. It is compulsory for bidders with taxable supplies exceeding R1, 000,000.00 (excluding VAT) in a 12 month period to register for VAT.

# PAYMENT

* The successful bidder will bill the Department monthly after services have been rendered.
* The Department pays within thirty (30) days after submission of an invoice, it is therefore essential for the bidder to have sufficient funds for payment of salaries of the employees. Please note that salaries of the employees must be equal to or in excess of the determinations on Minimum Wage issued annually by the Department of Labour.

# VERIFICATION OF BUILDING

All Service Providers must verify the size of offices to be cleaned before submitting the quotation and quote accordingly.

# COMPULSORY SITE VISIT

Service Providers must visit the Centre before submitting quotation. A site inspection certificate is attached to the specification as Annexure C, and must be completed and stamped by the Head of the Institution and signed after being administered.

# LOCAL ECONOMIC DEVELOPMENT

* 1. To support Local Economic Development within the Province, bidders must source 50% of cleaning officials from ward where Chris Hani District Office is situated.
  2. The procurement of all cleaning related equipment including protective clothing and gear for the cleaning and other personnel from suppliers within the Eastern Cape.
  3. Provincial Treasury (PT) and Department of Economic Development, Environmental Affairs and Tourism (DEDEAT) will maintain and provide a list of locally manufactured goods/commodities. The Department will provide the list of funded NPOs and Cooperative around the successful bidder
  4. The bidder will be expected to provide proof as and when required by the Department in terms of this clause. Failure to adhere, could lead to review and termination of the contract.

# EVALUATION CRITERIA:

* 1. **Pre-qualification criteria:**
     + Quotation is only valid when signed by the service provider
     + Salaries of the employees must be equal to or in excess of the determinations on Minimum Wage issued annually by the Department of Labour.
     + **No** correction fluids of any kind **MUST** be used. In cases where corrections are necessary; these can be made by drawing a line across the incorrect statement, writing in the correct details above the same and subsequently endorsing the entry with the bidder’s signature.
     + Fully Completed and signed SBD4
     + Fully completed and signed (Annexure A, B, C, D)
     + A letter of Good Standing to confirm that the bidder is registered for the Workmen’s Compensation at the date of closure of this bid or Courtesy letter from Department of Labour confirming that the Bidder has applied for registration
     + A letter of good standing or proof of registration from Department of Labour confirming that the bidder is registered with Unemployment Insurance Fund at the date of closure of this bid.
     + Attendance of compulsory site visit. (Complete Annexure C)
* roof of four months (4) or more experience in cleaning services field on contractual basis (copy of signed award letter, and letter from the department or company indicating that cleaning services were satisfactory rendered)

# N.B: Failure to fully comply with the pre-qualification criteria to the satisfaction may lead to disqualification of Request for Quotation (RFQ).

* 1. **Evaluation as per PPPFA**

Quotations will be evaluated on 80/20 preference point system as contemplated preferential Procurement Policy Framework Act (Act 5 of 2000). Quotations will be evaluated on Price and Specific Goals. **Bidders who have not completed SBD6.1 will not qualify for preference points.**

|  |  |  |
| --- | --- | --- |
| **NO.** | **Criteria** | **Points** |
| 1. | Price | 80 |
| 2. | Specific Goals | 20 |
| 3. | **Specific Goals** | **Number of Points** |
| 4. | * Gender (Woman Ownership) | 6 |
| 5. | * Race (Black Ownership) | 2 |
| 6. | * Disability | 3 |
| 7. | * Locality (Chris Hani District) | 6 |
| 8. | * Youth | 3 |
| 12. | Non-complaint contributor | 0 |
|  | **TOTAL POINTS FOR PRICE AND SPECIFIC GOALS** | **100** |

* + - In order to claim preference points for specific goals, bidders must complete SBD 6.1
    - Bidders claiming points for locality must submit any of the following documents as proof of address: Copy of water and electricity account from the municipality (Municipality Account not a councillor’s letter) or Eskom Statement or Bank Statement. The Proof of address can either be in the name of a Company or the Director of the Company.

# NOTE: Councillor’s letters or any furniture/clothing account letters, etc, are not accepted.

1. **BID POLICIES, PROCEDURES AND CONDITIONS**

In addition to those stipulated in any other section of the BID document, bidders must be especially aware of the following terms and conditions:

* 1. Bidders claiming preference claiming preference points are required to complete and sign the preference points claim Form(i.e.,6.1) in order to be considered for the allocation of preference points.
  2. The Department may, before a BID is adjudicated or any time during the biding process, oblige a bidder to substantiate any claims it may have made in its BID documents or to call for any additional document or to make presentation to it.
  3. A contract may, on reasonable and justifiable grounds be awarded to a bidder that did not score the highest number of points
  4. The Department reserves the right to negotiate with the shortlisted Bidders prior to award and with the successful Bidder/s post award based on market conditions.
  5. Bids submitted through facsimile, telegrams or e-mails will not be accepted
  6. No bids will be considered if submitted after closing time
  7. Department reserves the right to award the bid to more than one bidder, or not to award it at all
  8. The department will not award a contract to a bidder whose tax affairs are not in order
  9. Bidders must be registered in the Central Supplier Database (CSD). If not registered, bidders must ensure that they are registered before submitting their bids. Supplier registration may be performed online at the National Treasury’s website, [www.treasury.gov.za.](http://www.treasury.gov.za/) The Department will not award a bid to a bidder that is not registered on the CSD
  10. The Department reserves the right not to award a contract to a bidder with two (2) or more similar contracts within the Department
  11. The Department will not award a contract to a bidder whose tax matters are not in order
  12. This bid is subject to the Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations 2022, the General Conditions of Contract (GCC) and, if applicable, any other legislation or special conditions of contract

# CONSORTIUM/JOINT VENTURE

It is recognized that bidders may wish to form consortia to provide the Services. A bid, in response to this invitation to bid, by a consortium must comply with the following requirements: -

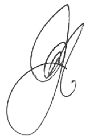
* 1. Copy of agreement signed by all the members must be submitted. One of the members must be nominated by the others as authorized to be the lead member and this authorization shall be included in the agreement entered between the consortium members. The lead member must be the only authorized party to make legal statements, communicate with the Department and receive instructions for and on behalf of all the members of the Consortium
  2. All parties must be registered on the Central Supplier Database (CSD)

# DISCALAIMER

* 1. Whilst all due care has been taken in connection with the preparation of this Bid, the Department makes no representations or warranties that the content in this Bid or any information communicated to or provided to bidders during the Bidding process is, or will be, accurate, current or complete. The Department, and its officers, employees and advisors will not be liable with respect to any information communicated which is not accurate, current, or complete
  2. If a bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in the Bid or any other information provided by the Department (other

than minor clerical matters), the bidder must promptly notify Department in writing of such discrepancy, ambiguity, error, or inconsistency in order to afford the Department an opportunity to consider what corrective action is necessary (if any).

26/05/2023



# MR. T. Solani DATE

**DISTRICT DIRECTOR:**

# CHRIS HANI DISTRICT

**MR. V.DLOVA**



26/05/23

# DIRECTOR: SUPPLY CHAIN MANAGEMENT DATE

**ANNEXURE A – PRICING SCHEDULE**

# CLEANING OF OFFICES

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **AREA / SERVICE OFFICES** | **NUMBER OF STAFF AND OTHERS** | **SQUARE METERS PER DAY** | **PRICE PER**  **M² (Excl VAT)** | **NUMBER OF DAYS PER WEEK** | **TOTAL PRICE PER MONTH**  **(Excl VAT)** | **TOTAL PRICE FOR 04 MONTHS**  **(Excl VAT)** |
| Lady Frere Area and Service Office | 80 | 850m² |  | 5 |  |  |
|  | | **Total cost of cleaning Services for 04 months (Exclusive of VAT)** | | | | **R** |

* + 1. **LABOUR COSTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **AREA/SERVICE OFFICES** | **NUMBER OF CLEANERS** | **COST PER CLEANER PER MONTH**  **(Excl VAT)** | **TOTAL PRICE PER MONTH**  **(Excl VAT)** | **TOTAL PRICE FOR 04 MONTHS (Excl VAT)** |
| Lady Frere Area and Service Office | **4** |  |  |  |
| **Total cost of Labour Costs for 04 months (Exclusive of VAT)** | | | | **R** |

# TOILET PAPER

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **AREA / SERVICE OFFICES** | **Number of Staff and others** | **NO. OF TOILET**  **ROLLS FOR 04 MONTHS** | **PRICE PER**  **TOILET PAPER ROLL (Excl VAT)** | **TOTAL PRICE FOR 04 MONTHS**  **(Excl VAT)** |
| Lady Frere Area and Service Office | 80 |  |  |  |
| **Total cost of toilet rolls for 04 months (Exclusive of VAT)** | | | | **R** |

* + 1. **CLEANING OF VEHICLES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **AREA / SERVICE OFFICES** | **NO. OF VEHICLES** | **PRICE PER VEHICLE PER MONTH (Excl VAT)** | **TOTAL PRICE FOR ALL VEHICLES PER MONTH (Excl VAT** | **TOTAL PRICE FOR CLEANING OF ALL VEHICLES FOR 04 MONTHS**  **(Excl VAT)** |
| Lady Frere Area and Service Office | 6 |  |  |  |
| **Total cost for cleaning of vehicles for 04 months (Exclusive of VAT)** | | | | **R** |

# COST SUMMARY

|  |  |  |
| --- | --- | --- |
| **ITEM** | **QUANTITY** | **TOTAL PRICE FOR 04 MONTHS (Excl VAT)** |
| **CLEANING SERVICES** |  |  |
| **LABOUR COSTS** |  |  |
| **TOILET ROLLS** |  |  |
| **CLEANING OF VEHICLES** |  |  |
|  |  |  |
| **SUBTOTAL** | |  |
| **VAT** | |  |
| **GRAND TOTAL** | |  |

**Signature of Bidder:**

# ANNEXURE B: SALARY SCHEDULE

Please write an hourly rate below not a monthly salary

|  |  |
| --- | --- |
| **Item** | **Rate per hour** |
| Salary |  |

# Name:

**Sign:**

# Date:

**Designation:**

# ANNEXURE C: SITE INSPECTION (LADY FRERE AREA AND SERVICE OFFICE)

**RFQ NUMBER : INSTITUTION VISITED:**

# This is to certify that a representative from

**(NAME OF BIDDER)**

# has visited and inspected the office / institution on the: (Date)

**and has, therefore, acquainted him/herself with the facilities and circumstances.**

# Signature of bidder Date

**Departmental Office Stamp & Date**

# HEAD OF INSTITUTION DATE:

A picture containing text, screenshot, font, number

Description automatically generated