

HEAD OFFICE

Hosken's House
45 Mooi Street
Johannesburg
2091
Private Bag X105
Melville, 2109
Tel: (011) 372 3300

EASTERN CAPE

Waverley Office Park
3 - 33 Philip Frame Road
Chiselhurst
East London, 5200
Tel: (043) 726 8314
Fax: (043) 726 8302

FREE STATE

Motheo TVET College
National Artisan Academy
R657+P3, Ehrlich Park
Bloemfontein, 9312
Tel: (051) 430 5072
Fax: (051) 430 5080

GAUTENG

112 Main Street
9th Floor
Marshalltown
Johannesburg CBD
Tel: (011) 403 1301/2/3/6
Fax: (086) 614 8781

KWAZULU-NATAL

Thynk Desk, Thynk Box Building
1 Neptune Road
Berea West, Westville
Durban, 3630
Tel: (031) 304 5930
Fax: (031) 301 9313

LIMPOPO

89B Biccard Street
Polokwane
0700
Tel: (015) 295 9303
Fax: (015) 295 9301

MPUMALANGA

Streak Office Park
6 Streak Street
Block B, 1st Floor
Nelspruit, 1201
Tel: (087) 352 7108
Fax: (013) 752 2917

NORTHERN CAPE

Montrio Corporate Park
Monument Heights
10 Oliver Road
Kimberly
Tel: (053) 832 0051/ 2
Fax: (053) 832 0047

NORTH WEST

Sparkling Office Park
78 Retief Cnr Peter
Mokaba Street
Potchefstroom, 2531
Tel: (018) 294 5280
Fax: (018) 294 5719

WESTERN CAPE

Sunbel Building
2 Old Paarl Road
Office 205, 2nd Floor
Belville, 7530
Tel: (021) 946 4022
Fax: (021) 946 4043



Education, Training and Development Practices Sector Education and Training Authority

BID NO: SCMU: 02 – 2024/25

REQUEST FOR BIDS

TERMS OF REFERENCE FOR OFFICE AND BATHROOM CLEANING SERVICES AT THE ETDP SETA HEAD OFFICE IN GAUTENG

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity (Schedule 3A) in terms of the Public Finance Management Act 1 of 199 which is established in terms of Section 9(1) of the Skills Development Act, No 97 of 1998 to advance skills levels in accordance with the National Skills Development Strategy III. The statutory and policy mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce in order to benefit employers, workers and employees in the ETD sector.

The ETDP SETA will host a ***NON-COMPULSORY*** virtual briefing session for BID NO: SCMU: 02 – 2024/25 – ***Appointment of a service provider to provide office and bathroom cleaning services for the ETDP SETA Head Office on 01 August 2024 at 11h00.*** Access details will be available on www.etdpseta.org.za as from ***31 July 2024.*** Kindly note that interested service providers may submit their questions until ***02 August 2024. No further questions will be accepted after this date.*** We thank you for your cooperation.

2. PURPOSE AND OBJECTIVES

Purpose

The purpose of this proposal is to invite bidders to submit proposals for office and bathroom cleaning services for the ETDP SETA Head Office from the **01st of September 2024** till the **31st of March 2030.**

3. PROJECT SCOPE AND REQUIREMENTS

3.1. Project Scope

The ETDP SETA is committed in ensuring a conducive and a safe working environment for both its employees as well as its clients by complying with all Occupational Health and Safety (OHS) Regulations.

The service provider to provide office and bathroom cleaning services at the ETDP SETA Head Office in Gauteng Province.

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3.2. Profile of Service Provider

Service providers must have expertise in managing both office and bathroom cleaning services.

4. SCOPE OF WORK

Service providers to supply dedicated cleaners who will be responsible to provide the following services:

- The office space size is 3000m² and has 90 staff members. See details of the office location on paragraph 4.3 below.

4.1 Office cleaning service:

- To apply disinfectants to exposed areas before work begins and regularly during the working hours in order to minimize staff exposure to germs/viruses.
- Clean kitchens / canteen and wash dishes and other cutlery **twice a day** or/ as and when the need arises.
- Wash kitchen floors – **daily during working hours**.
- Clean microwaves and other kitchen appliances – **daily during working hours**
- Arrange and prepare boardrooms, meeting rooms and conference rooms for meetings.
- Clean office storerooms.
- Clean windows from the inside **once** in every two months.
- Clean & dust off furniture **daily during working hours**.
- Cupboards to be cleaned and washed inside **weekly** to avoid infestation
- Vacuum carpets - **daily during working hours**.
- Empty dust bins **three times** a day and change the plastics.
- Deep clean office carpets **every quarter**.

4.2 Bathroom cleaning services

The service provider is expected to provide the following service as indicated below:

To service the following ablution facilities:

*** a maximum of six (6) male and seven (7) female units of ablution facilities.**

*** one (1) for people living with disabilities**

*** four (4) kitchens**

*** five (5) store rooms**

*** cleaning of office space of the maximum of 3000m²**

NB Exclusions: foyer, lifts and staircases

ITEM DESCRIPTION	QUANTITY
Wall mounted automated air Freshener Dispenser 250ml - (once-off installation) and monthly refill (stainless steel)	14 bathrooms
Folded paper towel dispenser - (once-off installation) and supply monthly refill of 2ply ,10 Packs of 200 sheets (stainless steel)	14 bathrooms
Bin Wall Mounted - (once-off installation) and supply of monthly bin liners (stainless steel)	14 bathrooms
Wet wipe Dispenser She Pack Flat Pack - (once-off installation) and monthly refill (stainless steel)	14 bathrooms
12L Sanitary bin-pedal operated (stainless steel) - (with monthly mini sanitary bin bags of 100, to be changed and disposed of in a safe environment every week) also to supply	8 bathrooms

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monthly bin liners	
Seat Sanitizer Dispenser Foam 400ml - (once -off installation) and monthly refill stainless steel)	14 bathrooms
800ml hand soap dispenser- (once –off) stainless steel) and monthly refill	14 bathrooms
Toilet roll holder -3 tier lockable and refillable – (Once off installation) stainless steel)	14 bathrooms
Monthly supply of 2ply toilet paper	14 bathrooms
Clean toilets and bathrooms three times daily or as and when the need arises	14 bathrooms

4.2.1 To supply cleaning material and equipment (as per the total number of ablution facilities vs the total number of 90 employees)

- dishwashing liquid soap
- disinfectants
- tile cleaning material
- toilet cleaning material
- floor polish
- dish cloths
- furniture polish and cloths (as prescribed within the cleaning industry)
- refuse bags and bin liners.
- vacuum cleaner
- window cleaning material

4.2.2 Safety measures

- To provide clearly readable warning boards or signs which shall be exhibited during the cleaning service.
- It is a condition of this bid that any damages caused by the successful service provider during maintenance or replacement of any equipment, the cost of repairs thereof will be recouped from the successful service provider.
- Service Provider must also provide proof of Public Liability Insurance.

4.3 Number of personnel

- The service provider to provide **an off-site supervisor** who shall regularly visit the site to monitor the quality of work by completing cleaning check-sheets daily, weekly, fortnightly, and monthly (**an off-site supervisor should not be costed for as he/she will be doing an oversight for the site**)
- **Staff absenteeism**
The service provider is to provide relief personnel to the ETD SETA at no additional costs.
- Cleaning personnel must ensure safe handling of all office equipment, official documents and any other items when cleaning and should maintain high levels of confidentiality.

Head Office Location	Office size	Number of cleaners
<u>Current location</u> Hosken's House 45 Mooi Street Johannesburg 2091	3000m ²	<i>NB: To take into consideration the office square meters which is 3000m² and the total number of 90 employees</i>

4.4 Training

- Cleaning staff should be trained on every aspect relating to the handling of all equipment that they use with regard to this contract.
- The service provider will be held responsible for any damages or injuries arising from any misuse or negligent use of such equipment by one of their "on-site" staff members.
- The cleaners will be trained by the ETDP SETA in the correct sorting of waste and procedures in recycling and the impact this has on the environment.
- Cleaning staff to undergo in-house training as arranged by ETDP SETA on a regular basis that covers OHS and other health compliance procedures. In addition, the service provider is expected to render refresher training for the cleaning staff on hygiene practices as governed by the cleaning association bodies and such proof should be provided.

4.5 Uniform

- Attention should be given to the good presentation and appearance of the cleaners.
- The cleaners must be dressed in good quality uniform, with name/identification badges, shoes, gloves etc. supplied by the service provider at their own cost.
- All worn-out uniform and name/identification badges must be replaced with immediate effect at the service provider's cost.
- Identification badges must be worn and be visible at all times while on the premises.
- Its sole responsibility of the service provider to supply the correct personal protective equipment (PPE) attire for the cleaners e.g. safety boots, gloves and etc.

5. COSTING MODEL (PRICE SCHEDULE)

SEE ATTACHED ANNEXURE A

6. DURATION OF THE PROJECT

The ETDP SETA will enter into a Service Level Agreement (SLA) with the service provider(s) for the period **1st September 2024 to 31st March 2030**.

NB: The contract periods will commence after the signing of the Service Level Agreement (SLA) by both parties.

7. EVALUATION CRITERIA

THE ETDP SETA applies the provisions of the **PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, ACT NO 5 OF 2000** and **Preferential Procurement Regulations, 2022**. The evaluation will be guided by ETDP SETA procurement policy.

Folder A (USB) must have documents for Stage 1 and Folder B for documents for Stage 2

7.1. STAGE 1 [Folder A (USB)]

7.1.1. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION
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1. The service provider must be fully registered in terms of the **Compensation for Occupational Injuries and Diseases Act (COIDA) for cleaning and hygiene services**.
2. Must provide membership certificate of a cleaning association either, **National Contract Cleaners Association (NCCA)** and/ or **Black Economic Empowerment Cleaning Association (BEECA)**.
3. The successful service provider shall at its own cost maintain **public liability insurance** for accidents, injury or death during the execution of its contract. Proof of such valid insurance must be submitted with together with the bidding documents.

NB: Failure to submit any of the above-requested mandatory documents will lead to disqualification.

7.2. STAGE 2 [Folder A (USB)]

- The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.
- The minimum qualifying score for functionality will be **80 points** and bids that fail to achieve the minimum qualifying score will be disqualified.
- Only bids that achieved the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations **5 and 6**.

The evaluation criteria for functionality will be as below:

NO	CRITERIA	POINTS
1.	1.1 Experience & References of service providers: in relation to office and bathroom cleaning services. <i>Such proof to be submitted on a company letterhead</i> indicating the type of project(s) and when it was carried out. Projects completed: 20 points i. Must have successfully completed 3 or more similar projects = 20 ii. Must have successfully completed between 1-2 similar projects = 10 1.2 Experience of the company: 20 points • 3 years and above = 20 points • 1-2 years = 10 points *[Each reference must clearly indicate; • the name of the bidder and the project • objectives of the project (nature of the project) • duration of the project • recommendation and contact details of the referee as well as proof of completed project(s) and • must be signed the referee <i>NB: If any of the above information is omitted, the bidder will not be allocated points.</i>	40
2.	Experience of the Project Manager who will provide an oversight role (attach CV): 30 • Must have 3 or more years of work experience. = 30 • Must have 1-2 years of work experience. = 20 <i>NB: The initial project manager need not change during the course of the project without prior approval of the ETDP SETA.</i>	30
3.	Detailed and comprehensive service delivery plan: 30 3.1. The plan and work methodology to cover the requirements as per the scope of work. • <i>All aspects as per the scope of work covered = 30</i> • <i>Not all aspects as per the scope of work covered = 0</i> <i>NB: The service delivery plan must be in line with timelines for the delivery of the service.</i>	30
TOTAL		100

Bidders must provide documents to justify awarding the above points, and such include details of contactable references to validate the information submitted.

Points will be awarded on a sliding scale. Please take note of the value and scoring point system of your bid.

7.3. STAGE 3 [Folder B on the USB]

PRICING SCHEDULE DOCUMENTS

- a. Costing Model (**Price must be final, include VAT and signed**)
- b. Submit a "Unique security personal identification number (PIN) issued by SARS" **which the SETA will use to verify the bidder's tax matters prior to the award.**
- c. Invitation to Bid - **SBD1**
- d. Declaration of Interest – **SBD 4 (New)**
- e. Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 -**SBD 6.1 (If claiming preferential points) - this will be used to verify points to be allocated for specific goals**
- f. B-BBEE certificate or sworn affidavit (**If claiming preferential points) – this will be used to verify points to be allocated for specific goals.**

80/20 preference point system shall be applicable as follows:

✓ Price	80
✓ Allocation of specific goals	20

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

8. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. ETDP SETA does not bind itself to appoint a bidder with the highest points.
2. ETDP SETA reserves the right to negotiate the bidder's price.
3. ETDP SETA reserve the right to cancel the bid and not award the bid to any of the bidders.
4. Bids which are late, incomplete, unsigned **will NOT** be accepted.
5. Bidders must submit a valid certified B-BBEE Certificate from SANAS Accredited Verification Agency or issued by Companies and Intellectual Property Commission (**CIPC**) or a signed Sworn Affidavit for allocation of points for specific goals.
6. Specific goals shall not be allocated where supportive documents as stated in the bid documents are not provided as stated in the bid document.
7. Bids submitted are to hold good for a period of **90 days**.
8. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only**, from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points. Companies who form part of this joint venture **MUST** provide an accreditation certificate with relevant authority as stated in Mandatory documents.
9. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, sworn affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that points for specific goals for B-BBEE status level of contribution are not claimed.
10. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
11. All suppliers must be registered on the Central Supplier Database. No bid shall be awarded to any supplier that is not registered on the Central Supplier Database.
12. Service Provider must provide proof of Public Liability Insurance.

9. BID DOCUMENTS/PROPOSAL PACKS

Bid documents for participation **must** be downloaded from the ETDP SETA website: www.etdpseta.org.za, Main Menu > Supply Chain Management > Open Tenders as from **12h00** on **19 July 2024**.

Bidders must submit technical and financial proposals in **one (1) USB** clearly marked **“Folder A-Technical Proposal”** and **“Folder B- Financial Proposal”**.

Folder B - (Financial Proposal) Costing Model (*Price must be final, include VAT and signed*), Submit a *“Unique security personal identification number (PIN) issued by SARS” which the SETA will use to verify the bidder’s tax matters prior to the award*, Invitation to Bid - **SBD1**, Declaration of Interest – **SBD 4 (New)**, Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 -**SBD 6.1 (If claiming preferential points)** - *this will be used to verify points to be allocated for specific goals* and B-BBEE certificate or sworn affidavit (*If claiming preferential points*) – *this will be used to verify points to be allocated for specific goals*.

The financial proposal will only be opened when the tender is responsive in Stage 2 or at the discretion of the ETDP SETA.

All Bids/Proposals (completed in [one (1) USB] must be courier or hand delivered to:

The ETDP SETA – Head Office
HOSKEN’S House
45 Mooi Street
Johannesburg South - CBD
2091

Submissions can be delivered into the tender box between **08h00 and 16h30 Monday to Friday BEFORE** the closing date and time of **11h00** on **12 August 2024**.

No late submission will be accepted!

10. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before **11h00 on 12 August 2024**.

11. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:

Supply Chain Management: Email: Tenderers@etdpseta.org.za

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities, will be disqualified.

ANNEXURE B

Bidders are required to provide references for Project Manager and Technical lead. Failure to provide references will lead to disqualification:

1. PROJECT MANAGER/LEADER EXPERIENCE

Name of Project Manager/leader: _____

Project/Company name	Position/Role	Responsibilities	Start date	End date	Reference (Name & Surname)	Reference (Position)	Reference (Contact details)