



## KZN HUMAN SETTLEMENTS

### INVITATION FOR PROPOSALS

**PROVISION OF CLEANING SERVICES TO THE DEPARTMENT OF HUMAN SETTLEMENTS, EAGLE BUILDING, 353/363 DR PIXLEY KASEME STREET, DURBAN FOR A PERIOD OF 21 MONTHS.**

<b>BID NUMBER</b>	<b>ZNB62/2020/21HSE</b>
<b>CLOSING DATE</b>	<b>29/09/2020</b>
<b>BID BOX NO.</b>	<b>01 (SITUATED AT THE 12<sup>TH</sup> FLOOR, DEPARTMENT OF HUMAN SETTLEMENTS, EAGLE BUILDING, 353 – 363 DR PIXELY KASEME STREET, DURBAN, 4001)</b>
<b>COMPULSORY BRIEFING SESSION DATE</b>	<b>Briefing session will not be conducted, however bidders who would like to conduct site inspection may contact the end user for an appointment on 031 336 5109 or <a href="mailto:silungile.vezi@kzndhs.gov.za">silungile.vezi@kzndhs.gov.za</a></b>
<b>TECHNICAL ENQUIRIES</b>	<b>MS. SILUNGILE VEZI 031 336 5109</b>
<b>BID ENQUIRIES</b>	<b>MR S. MTHEMBU 031 336 5169/ MRS R. GAFOOR 031 336 5142/ MS. K. MTHEMBU 031 336 5166/ MR. S. MKHIZE 031 336 5241/ MR. S. BIYASE 031 336 5165</b>

The KZN Department of Human Settlements hereby invites proposals and expressions of interest from suitably qualified and experienced service providers for placement on the Departments Provision of Cleaning Services to The Department of Human Settlements, Eagle Building, 353/363 Dr Pixley Kaseme Street: Durban.

The bid document can be downloaded at no cost – [www.etenders.gov.za](http://www.etenders.gov.za)

The successful applicants will be required to enter into an Agreement with the Department of Human Settlements. The applicant must comply with legislative requirements.

#### **SCOPE OF WORK**

The work covered by this specification includes generally maintaining of the interior of the building in a clean and tidy condition, as well as external as defined.

#### **EQUIPMENT AND CONSUMABLES**

**The contractors will provide all equipment and materials necessary for the execution of the contract at their own expense.**

#### **AREAS TO BE SERVICED**

Ground floor entrance and external windows  
All passages, Offices and Boardrooms  
Stairs and landings  
Refuse bin areas  
Parking areas and ramps  
Toilets general and dedicated  
Tea rooms and kitchens

Common area windows and panels.  
 Roof, external landings and windows  
 Serving tea on boardroom meetings  
 Government vehicles.

**AREAS EXCLUDED**  
**EXTERNAL HIGH RISE WINDOWS (08 -23 FLOOR)**  
**STRONGROOMS**

**PART 1**

**DETAILS OF SERVICES REQUIRED**

Bidders must indicate compliance to all subsections of the specification by answering “yes or no” in the applicable column. Additional information and clarity must be sought at the briefing session.

**A. FLOOR MAINTENANCE**

DESCRIPTION	FREQUENCY	YES	NO	REMARKS
Sweep with chemical impregnated mop according to type	Daily			
Spray buff with industrial Floor polisher. To be done by spraying a fine film of resin based polish onto the floor according to type, whilst using either a high speed or normal machine to obtain a high gloss non-slip finish	Daily			

**B. RUGS AND CARPETING**

DESCRIPTION	FREQUENCY	YES	NO	REMARKS
To be vacuumed thoroughly with suitable type of vacuum cleaners	Daily			
Deep cleansing of carpet	Annually			
spot clean carpet	As necessary			
<b>C: DUSTING AND POLISHING</b>				
Dust all furniture and fittings	Daily			
Dust all accessible Surface not requiring Additional equipment	Daily			
Dust window sills, skirtings etc	Daily			
Dust vertical surfaces pictures etc.	Daily			
Dust accessible high level ledges	Weekly			
Dust fire extinguishers	Daily			
Polish and shine furniture	Weekly			
<b>D : WASTE DISPOSAL</b>				
Empty and clean waste paper baskets, Receptacles	Twice daily			
Remove all refuse to disposal area	Daily			
Disinfect waste receptacles	Daily			
Clean smoking areas	Daily			
<b>E:TOILETS AND WASHROOMS</b>				
Empty and clean waste Receptacles	Daily			

Clean and sanitize all Bowls, basins and urinals	Daily			
Disinfect and clean floor According to type	Daily			
Clean all bright metal Fittings and mirrors	Daily			
Provide and refill Toilet rolls and soap	Daily			
Dust windows sills, Ledges, pipes and fittings	Daily			
Spot clean walls, doors And tiles	Daily			
<b>DESCRIPTION</b>	<b>FREQUENCY</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
Sweep, scrub and disinfect Floors	Daily			
Deep cleanse urinals and toilet bowls	Monthly			
<b>F : GLASS AND METAL WORK</b>				
Spot clean glass doors	Daily			
Wipe all bright metal fittings to accessible height	As necessary			
Spot clean all marks from walls and light switches	As necessary			
<b>H : STAIRS</b>				
Dust and wipe handrails and fittings	Daily			
Maintain landings, treads, Risers according to Finish	Daily			
Sweep fire escape	Daily			
Wash fire escape	Weekly			
<b>I : FOYERS AND ENTRANCES</b>				
Sweep all entrances steps with suitable type Broom	Daily			
Clean door mats	Daily			
<b>J : LIFTS</b>				
Clean exterior faces of doors	Daily			
<b>K : PARKING GARAGES</b>				
Sweep parking garages	Daily			
Keep parking areas litter free	Daily			
Wash parking areas /Garage	Monthly			
<b>L : WINDOWS AND PARTITION GLASS</b>				
Clean and wash the inside faces of office windows	Monthly			
Clean both faces of partition glass	Weekly			
<b>M : KITCHENS</b>				
Clean and wash kitchen sinks with appropriate chemicals	Daily			
Sweep and mop kitchen floors	Daily			
Clean waste receptacles	Daily			
<b>N : OTHER</b>				
Cleaning of roof top and external landings	Daily			
Defrost and clean inside / outside of fridge	Monthly			

Prepare beverages for boardroom meetings and clean crockery/utensils thereafter.	On request			
Clean and disinfect telephones	Weekly			
Vacuum interior of Vehicles inclusive of Boot and wipe interior.	Weekly			
Wash vehicle exterior inclusive of tyres, alloy rims and wheel caps (65 Vehicles)	Weekly			
Cleaning of boardrooms and polishing of furniture	Daily			

**PART 2**

**EQUIPMENT AND CONSUMABLES**

THE CONTRACTOR SHALL SUPPLY, INSTALL, COMMISSION, MAINTAIN AND REPLANISH THE ITEMS AS DESCRIBED HEREUNDER FOR ABLUTION FACILITIES: -

<b>ITEMS</b>	<b>QUANTITY PER MONTH</b>
Toilet paper bales 48s- 2ply	40 bales
Liquid soap dispensers	25 litres x3
Air freshener	To accommodate one litre deodorizer with automatic spray with timer 10 / 15 refilled monthly
Automatic paper towel dispenser (Sensor) with mounted wall bin	1 per ablution facility (to be replenished daily)
Toilet seat wipes 200 sheets in a pack	1 pack per toilet cubicle per week
Automatic paper towel dispenser (Sensor)	1 per kitchen to be replenished daily
Sanitisers	To accommodate 500ml continuous run refilled monthly.
Auto janitor	1 per toilet with bio sense and concentrated bacteria formulation
Pedal She bins with disposable liners	1 per female cubicle (to be cleared weekly by an accredited service provider)
Dish cloth (pack of 10)	3 packs to be replenished when worn out
Dish wash sponge (packs of 10)	3 packs to be replenished when worn out

**5. THE ABOVE SHALL BE IMPLEMENTED AS APPENDED HEREUNDER:**

FLOOR	MALE/ FEMALE	AUTOMATIC PAPER TOWEL DISPENSER	SOAP DISPE NSER	SHE BINS WITH DISPOSAB LE LINER	AUTO JANITOR URINALS	AIR FRESHNE R	TOILET BRUSH	WALL BINS	TOILET WIPES DISPENSER
07	FEMALE	1	1	4	0	1	4	1	4
	KITCHEN	1	1	0	0	0	0	0	0
08	MALE	2	2	0	3	2	5	2	5
	PARAPLEGIC KITCHEN	1 1	1 1	1 0	0 0	1 0	1 0	1 0	1 0
09	MALE	1	1	0	2	1	1	1	1
	PARAPLEGIC	1	1	1	0	1	1	1	1
	FEMALE KITCHEN	2 1	2 1	6 0	0 0	2 0	6 0	2 0	6 0
10	MALE	2	2	0	3	2	5	2	5
	PARAPLEGIC	1	1	1	0	1	1	1	1
	KITCHEN	1	1	0	0	0	0	0	0
11	MALE	1	1	0	1	1	1	1	1
	PARAPLEGIC	1	1	1	0	1	1	1	1
	FEMALE	1	1	4	0	1	4	1	4
	KITCHEN	1	1	0	0	0	0	0	0
12	MALE	2	2	0	3	2	5	2	5
	PARAPLEGIC	1	1	1	0	1	1	1	1
	KITCHEN	1	1	0	0	0	0	0	0
FLOOR	MALE/ FEMALE	AUTOMATIC PAPER TOWEL DISPENSER	SOAP DISPE NSER	SHE BINS WITH DISPOSAB LE LINER	AUTO JANITOR URINALS	AIR FRESHNE R	TOILET BRUSH	WALL BINS	TOILET WIPES DISPENSER
13	MALE	1	1	0	1	1	1	1	1
	PARAPLEGIC	1	1	1	0	1	1	1	1
	FEMALE	1	1	4	0	1	4	1	4
	KITCHEN	1	1	0	0	0	0	0	0
14	MALE	2	2	0	3	2	5	2	5
	PARAPLEGIC	1	1	1	0	1	1	1	1
	KITCHEN	1	1	0	0	0	0	0	0
15	MALE	1	1	0	1	1	1	1	1
	PARAPLEGIC	1	1	1	0	1	1	1	1
	FEMALE	2	2	5	0	2	5	2	5
	KITCHEN	1	1	0	0	0	0	0	0
16	MALE	2	2	0	3	2	5	2	5
	PARAPLEGIC	1	1	1	0	1	1	1	1
	KITCHEN	1	1	0	0	0	0	0	0
17	PARAPLEGIC	1	1	1	0	1	1	1	1
	FEMALE	1	1	3	0	1	3	1	3
	KITCHEN	1	1	0	0	0	0	0	0
18	MALE	1	1	0	2	1	3	1	3
	PARAPLEGIC	1	1	1	0	1	1	1	1
	KITCHEN	1	1	0	0	0	0	0	0
19	PARAPLEGIC	1	1	1	0	1	1	1	1
	FEMALE	1	1	3	0	1	3	1	3
	KITCHEN	1	1	0	0	0	0	0	0
20	MALE	1	1	0	2	1	3	1	3
	PARAPLEGIC	1	1	1	0	1	1	1	1
	KITCHEN	1	1	0	0	0	0	0	0
21	PARAPLEGIC	1	1	1	0	1	1	1	1

	<b>FEMALE</b>	1	1	3	0	1	3	1	3
	<b>KITCHEN</b>	1	1	0	0	0	0	0	0
22	<b>MALE</b>	1	1	0	2	1	3	1	3
	<b>PARAPLEGIC</b>	1	1	1	0	1	1	1	1
	<b>KITCHEN</b>	1	1	0	0	0	0	0	0
23	<b>MALE</b>	1	1	0	0	1	1	1	1
	<b>FEMALE</b>	2	2	4	0	2	4	2	4
	<b>KITCHEN</b>	1	1	0	0	0	0	0	0
<b>TOTAL</b>		62	62	51	26	45	90	45	90

#### **6. TABLE ONE PROVISION OF LABOUR:**

<b>CATEGORY OF LABOUR</b>	<b>NUMBER OF PERSONNEL</b>	<b>COMMENCE TIME OF WORK</b>	<b>CLOSING TIME OF WORK</b>	<b>REMARKS</b>
<b>SEMI SKILLED SUPERVISOR</b>	<b>1</b>	<b>07:00</b>	<b>16:00</b>	<b>MON TO FRI EXCLUDING PUBLIC HOLIDAYS</b>
<b>UNSKILLED CLEANERS</b>	<b>18</b>	<b>07:00</b>	<b>16:00</b>	<b>MON TO FRI EXCLUDING PUBLIC HOLIDAYS</b>

1. \_\_\_\_\_ The cleaning staff to be neatly attired and easily identifiable by use of uniforms.
2. The contractor is not responsible for payment of accounts for refuse, electricity or water used in the performance of this contract.
3. The service provider is required to keep 2 x 20 litres of water on each floor, in case of shortages of water supply
4. Storage facilities for the contractor's stock and equipment will be provided. The contractor will be responsible for the security thereof.
5. The contractor must arrange for adequate supervision of his employee so as to ensure that all services are rendered efficiently to the entire satisfaction of the Department of Human Settlements.
6. The contractor must make his/her own arrangements for the transport of his/ her employees.
7. The contractor must ensure that his/her employee is medically fit to execute the duties.
8. The contractor shall be responsible for any keys handed to him / her during the specified days and times of contract. In the event of any keys being lost by any employee of the contractor. The lock for which key was used must be replaced and new keys provided by the contractor at his / her own cost.
9. The monthly rental charge includes cleaning and maintenance of stock and equipment. The contractor will replace free of charge any worn out stock and equipment which is attributable to wear and tear.
10. Stock and equipment to be supplied and maintained only by the contractor.
11. In the event of the contractor for any reason terminating this agreement before the expiry date, a cancellation fee equivalent to any or all additional costs which the Department of Human Settlements may have in awarding this service to a suitable contractor will be payable by the contractor.

12. The contractor shall pay her/his employee at least the minimum monthly basic wage as per bargaining council as gazette by government.
13. This agreement will not be subject to any increase in costs for the duration other than for statutory wage increases in which case it will be the responsibility of the contractor to provide written proof of the costs.
14. The contractor shall be liable for and indemnify the Department of Human Settlements in respect of any liability, loss, claim, or proceedings whatsoever whether arising in common law or by statute in respect of personal injuries to or death of person whomsoever arising out of or in the course of or caused by the execution of the contract.
15. The contractor shall comply with the requirements of the Occupational Health and Safety Act 85 of 1993 when rendering services to the department and the contractor will be held responsible for any contraventions of the act.
16. The Department reserves the right to terminate the contract should the service provider no longer be accredited to the relevant professional bodies.
17. The department reserves the right to cancel contract if an error is noted after an award of the Contract.
18. The Department reserves the right to deduct the monthly invoice should the services be not rendered in accordance with the conditions of contract or specification.
19. All equipment's and consumables supplied must SABS approved
20. No verbal changes or adjustments to this agreement will be recognized
21. Failure to install required equipment within 10 working days from the commencement date of the contract result to termination thereof.

THE DUTIES OF THE CONTRACTOR'S EMPLOYEES MUST BE TABLED AND INDICATE HOW WORK IS TO BE DISTRIBUTED AMONGST EMPLOYEES: -

<u>Floor Number</u>	<u>Allocation of staff</u>
<u>7</u>	
<u>8</u>	
<u>9</u>	
<u>10</u>	
<u>11</u>	
<u>12</u>	
<u>13</u>	
<u>14</u>	
<u>15</u>	
<u>16</u>	
<u>17</u>	
<u>18</u>	
<u>19</u>	
<u>20</u>	
<u>21</u>	
<u>22</u>	

<b>23</b>	
<b>ROOF</b>	
<b>PARKING GARAGES</b>	
<b>WASHING OF VEHICLES</b>	

**STAGE 1 – ELIGIBILITY CRITERIA**

<b>Key aspect of Eligibility</b>	<b>Basis for points allocation</b>	<b>Score</b>	<b>Max Points</b>
<b>Methodology</b>	<ul style="list-style-type: none"> <li>• Provide details of your company structure as well as profile of key personnel, i.e. Director, Site Manager, Accounts Clerk/Administrator, cleaning Supervisor, Cleaning staff. (6)</li> <li>• Provide a detailed plan that covers the proposed scope of work including task descriptions and how such tasks will be performed on a daily basis.(6)</li> <li>• Outline the proposed work schedule/duty sheet/work plan with clear milestones and timeframes for each task to be completed.(6)</li> <li>• Specify flexibility in customer service in terms of turnaround times with regard to solving problems which may arise during the execution of contract and provide contingency plan.(6)</li> <li>• Provide proof eg, uniform pictures with company logo and other related protective clothing in line with the Occupational Health and Safety Act. (6)</li> </ul>	Good	19 – 30
	Provides adequate details with regard to methodology and the relevant areas of compliance	Fair	13 – 18
	Does not provide adequate information regarding above	Poor	0 - 12
<b>Experience</b>	<p><b>Relevant Previous Experience (Value of Contracts)</b></p> <ul style="list-style-type: none"> <li>• No Previous Experience (0 points)</li> <li>• Below R500000 (2 points)</li> <li>• R500 000 to R1 million (5 points)</li> <li>• Above R1 million to R2 million (10 points)</li> <li>• Above R2 million <b>(15 points)</b></li> </ul> <p><b>Company experience in SIMILAR projects (Years)</b></p> <ul style="list-style-type: none"> <li>• Below 3 years (0 points)</li> <li>• 3 to 5 years (5 points)</li> <li>• Above 5 years <b>(15 points)</b></li> </ul> <p>In relation to above, provide work orders, appointment letters, completion certificates and any relevant proof. Provide at least 3 previous or current contracts for the provision of cleaning services in offices/buildings of similar nature. One contract should be for a period of 12 uninterrupted months. Provide details in respect of Supervisors experience in cleaning and hygiene services. Provide Physical Addresses, contact numbers and traceable references of the building wherein the cleaning services was undertaken.</p>	Good	19 - 30
	Service Provider possesses adequate experience with regard to the service required	Fair	13 – 18
	Service Provider has inadequate or inappropriate experience with regard to the service required.	Poor	0 – 12



<b>Financial Capacity</b>	<ul style="list-style-type: none"> <li>Provide proof of financial capacity to satisfactorily execute the services required in consideration that DOHS has up to thirty days to make payment for services satisfactorily rendered.(10)</li> </ul> -Provide 2-year financial statements.(5)	Good	10 – 15
	Acceptable (in terms of above)	Fair	7 – 9
	Lack of financial capacity	Poor	0 – 6
<b>Resources and Equipment</b>	<b>Organisational Capacity (Human resources and working tools)</b>	Good	16-25
	<b>Key Personnel</b> <ul style="list-style-type: none"> <li>No personnel (0)</li> <li>1 to 5 personnel (2)</li> <li>6 to 10 personnel (4)</li> <li>11 to 15 personnel (7)</li> <li>16 or more (10)</li> </ul> Outline training and Skills Development Plan for all employees eg. OHS, First Aid, Chemical, Hazardous training as well as housekeeping.(5)		
	<b>Equipments</b> <ul style="list-style-type: none"> <li>Provide detailed listing in respect of all relevant equipment available to be utilised in the said scope of work viz. Inventory List ( Vacuum cleaners suitable for office carpeting, brooms with dust pans and feather dusts, mops, buckets and wet floor caution signs).(10)</li> </ul>		
	Resources and equipment are adequate.	Fair	11-15
	Lacks resources and equipment required to execute the service	Poor	0 – 10
<b>TOTAL</b>		<b>100</b>	

**STAGE 2 – 80/20 PREFERENCE POINTS SYSTEM**