



## *National Empowerment Fund*

**RFP No: NEF 05/2018**

**REQUEST FOR PROPOSAL: PROVISION OF CLEANING &  
HYGIENE SERVICES**

**CLOSING DATE : 20 DECEMBER 2018**  
**TIME : 14H00**

## CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

### 1. Proprietary Information:

The National Empowerment Fund (NEF) considers this tender and all related information, either written or verbal, which is provided to the Bidders, to be proprietary to the NEF. It shall be kept confidential by the Bidders and its officers, employees, agents and representatives. The Bidders shall not disclose, publish, or advertise this specification or related information in part or as a whole to any third party without the prior written consent of NEF.

### 2. Enquiries

All communication and attempts to solicit information of any kind relative to this tender should be channeled to names provided below:

**Contact person (all questions should be in writing)**

#### **Enquiries can be directed to:**

Name: Ms Kedibone Mboweni

Head: Supply Chain Management

Telephone Number Office: +27 11 305 8000

Fax Number: +27 11 305 8001

Email address: [mbowenik@nefcorp.co.za](mailto:mbowenik@nefcorp.co.za)

#### **Technical Enquiries can be directed to:**

Name: Ms. Belinda Makhajane

Facilities Manager

Telephone Number Office: +27 11 305 8000

Fax Number: +27 11 305 8001

Email address: [makhajaneb@nefcorp.co.za](mailto:makhajaneb@nefcorp.co.za)

### 3. Medium of Communication

All the documentation submitted in response to this tender must be in English.

**CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER****4. Verification of Documents**

Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. The NEF will not be liable for any loss which may occur as a result of any pages or information missing or duplicated from or within the submission.

**5. Validity Period**

Responses to this Request for Proposal received from Bidders will be valid for a period of **120 days**, calculated from the closing date of the tender.

**6. Submission of Tenders**

- 6.1 Tenders should be submitted in **duplicate** in a sealed envelope endorsed, “**(TENDER NEF 05/2018 CLEANING & HYGIENE SERVICES)**”. The sealed envelope must be placed in the tender box at the Main Reception area of the NEF West Block, 187 Rivonia Road Morningside by no later than **14h00** on **20 DECEMBER 2018**.

**A compulsory briefing session (Cleaning & Hygiene Services) will be held on 11 December 2018 at 11:00 at the NEF Office (HQ).**

- 6.2 The closing date, company name and the return address must also be endorsed on the envelope.
- 6.3 If a courier service company is being used for delivery of the tender document, the tender description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the tender box. The NEF takes no responsibility of late/lost submission due to delays in postal and courier services used by the applicants.
- 6.4 No tender received by telegram, telex, email, facsimile or similar medium will be considered.

**CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER**

- 6.5 Where a tender document is not in the tender box at the time of the tender closing, such a tender document will be regarded as a late tender. Late tenders will not be considered.
- 6.6 In the event that the Bidders wish to amend their submissions once made, an envelope marked "Amendment to tender" together with the other details as required above may be placed in the tender box. Such amendment must reach the NEF before the closing date. No amendment will be accepted after such closing date unless such amendment is as a result of a specific request from the NEF.
- 6.7 The Bidders are responsible for all the costs incurred in relation to the preparation and submission of the tender document including any related amendment, even in the event where such amendment is as a result of a specific request from the NEF.
- 6.8 A list of all references (minimum of 3) with contact details must be included in the tender document.
- 6.9 An original valid Tax Clearance certificate must be included in the tender document. Failure to submit a certificate would render your tender invalid.
- 6.10 A copy/ies of certificates from any professional bodies that you are affiliated to must be attached to the response to this tender.
- 6.11 The following information also needs to be provided with the tender document:
- Names and details of Senior Management.
  - Organogram of your organization.
  - Shareholders Certificate.
  - Details of employees at an Operational Level.
  - Percentage of ownership by:
    1. Black Shareholders
    2. Black Women
    3. White Women

**CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER**

- 6.12 The NEF is entitled to amend any tender conditions, the validity period, any specifications, or extend the closing date of tenders before the closing date. All Bidders, to whom tender documents have been issued, will be advised timeously, in writing, of such amendments.
- 6.13 The NEF shall not be obliged to accept the lowest offer or proposal received. The NEF reserves the right to enter into negotiations with a prospective vendor in relation to any terms and conditions, including the price of a prospective contract.
- 6.14 The NEF reserves the right to award this tender to an empowered entity or may award this tender on condition that a joint venture with an empowerment entity is formed.
- 6.15 The NEF may in its sole discretion determine how the tender will be awarded to the successful Bidders. Where the NEF deems fit, the tender may be awarded to Bidders in relation to specific portion of the terms of reference and in certain cases in relation to the entire terms of reference without having to furnish specific reasons. The NEF also reserves the right not to award the tender at all without having to furnish specific reasons.
- 6.16 The Bidders hereby offer to render all or any of the services described in this tender document to the NEF on the terms and conditions and in accordance with the specifications stipulated in this tender document. This tender document and the tenderer's response thereto shall form part of any service level agreement that may be concluded between the NEF and the bidders. In the event of conflict between such documents, the service level agreement shall take precedence over all other documents.
- 6.17 Bidders submitted must be signed by the duly representative of those Bidders, as evidenced by an authorising resolution or such similar document, a certified copy of which document, must be submitted with the tender.
- 6.18 The Bidders may be required by the NEF to prepare for a possible presentation and the Bidders shall be notified thereof no later than 4 (four) days before the actual presentation date.

**CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER**

- 6.19 The Bidders hereby agree that the offer herein shall remain binding upon them during the validity period. This Proposal and its acceptance shall be subject to the terms and conditions contained in this tender document.
- 6.20 The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her tender response, that the price(s) and rate(s) quoted cover all the work/item(s) specified in the Tender response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.
- 6.21 The bidder hereby accepts full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on him/her under this tender as the principal(s) liable for the due fulfillment of this tender and any contract that might be concluded pursuant hereto.
- 6.22 **Bidders are required to register on the National Treasury Database as per National Treasury Circular No 3 of 2015/2016 – Central Supplier Database (CSD).**

**CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER**

Name of your Company (in block letters)	
Signature(s) of the Bidders	
Name of person signing (in block letters)	
Capacity	
Are you duly authorized to sign this tender?	
Company Registration Number	
VAT Registration Number	
Postal address (in block letters)	
Physical address (in block letters)	
<i>Domicillium citandi et executandi</i> in RSA (full) street address) (in block letters)	
Contact Person	
Telephone Number	
Fax Number	
Cell Number	
E-mail	

**\*Failure to comply with any of the terms and conditions as set out above will invalidate the tender.**

## 6. EVALUATION CRITERIA

### Pre-qualification criteria for prequalification procurement

A tenderer must be an EME with a minimum Level 1 B-BBEE status.

Tenders shall be evaluated in terms of the following parameters and shall be scored on the weightings stated below.

**Phase 1:** Bidders will need to score a minimum of **49 points in technical** in order to qualify for further evaluation.

TECHNICAL	70 Points
<ul style="list-style-type: none"> <li>• Detailed and relevant work plan</li> <li>• The bidder must provide a site take-over plan. The plan must include, but not limited to, the following:               <ul style="list-style-type: none"> <li>➢ Overall site take-over process, including related timelines</li> <li>➢ Readiness i.e. mobilisation of equipment; sourcing of Cleaning consumables and uniforms etc.</li> </ul> </li> </ul>	20
<ul style="list-style-type: none"> <li>• Accreditation by relevant legislative bodies: provide proof</li> </ul>	5
<ul style="list-style-type: none"> <li>• At least provide 3 references of current administrative sites where you providing service.</li> </ul>	5
<ul style="list-style-type: none"> <li>• Compliance to minimum wage</li> </ul>	5
<ul style="list-style-type: none"> <li>• The bidder must always ensure compliance with Occupational, Health and Safety Act.</li> <li>• The bidder must always ensure health and safety measures when rendering the cleaning services.</li> <li>• Please indicate how health and safety principles are incorporated in your cleaning processes and procedures; and define roles of all stakeholders (cleaning staff and NEF staff) in that regard.</li> </ul>	5  10  10
<ul style="list-style-type: none"> <li>• The bidder must provide proof of general and specialist equipment and adequate provision of Personal Protective Equipment that is compliant to all regulatory requirements of the cleaning service.</li> </ul>	10



**Phase 2:** Bidders will need to score a minimum of **21 points in site inspection** in order to qualify for further evaluation.

<b>SITE INSPECTION</b>	<b>30 Points</b>
<ul style="list-style-type: none"> <li>• The bidder must provide a site take-over plan. The plan must include, but not limited to, the following:               <ul style="list-style-type: none"> <li>➤ Overall site take-over process, including related timelines</li> <li>➤ Readiness i.e. mobilisation of equipment; sourcing of Cleaning consumables and uniforms etc.</li> </ul> </li> </ul>	10
<ul style="list-style-type: none"> <li>• Provision of SABS approved materials - only SABS approved equipment &amp; bio-degradable (eco-friendly) chemicals.</li> </ul>	7.5
<ul style="list-style-type: none"> <li>• The bidder should ensure that employees are easily identified by providing name tags depicting company logo and name for their staff members i.e. company branded name tags. All personnel should wear acceptable contractor's uniform i.e. the contractor's personnel outlook should befit that of a corporate environment in terms of aesthetics.</li> </ul>	7.5
<ul style="list-style-type: none"> <li>• Offsite Storage facilities</li> </ul>	5

### **WEIGHTINGS**

#### **Phase 3: 80/20 Preference Point System**

All tenders that will achieve the minimum qualifying score for technical will be evaluated further in terms of the preference point system as follows:

<b>CRITERIA</b>	<b>POINTS</b>
Price	80
BEE	20
<b>TOTAL</b>	<b>100 points</b>

**SECTION: 2**  
**TERMS OF REFERENCE / SCOPE OF SERVICE**

## TERMS OF REFERENCE / SCOPE OF SERVICE

### 2.1 Preamble

The National Empowerment Fund Act No.105 of 1998 established the National Empowerment Fund Trust (NEF), for the purpose of promoting and facilitating economic equality and transformation, by providing development finance for Black empowered South African businesses and by designing investment products in promoting savings and investment activity amongst Black South Africans. The NEF is an agency of the Department of Trade and Industry (**the Dti**) and is committed to the implementation of the Broad Based Black Economic Empowerment Act, Act 55 of 2003, and the Codes of Good Practice.

### 2.2 The scope of work will include but not limited to the following cleaning services:

#### Weekday Services Table A: Day Shift 1

Building	Time	Days	Number of Staff
NEF Building	Monday to Friday	5	5 x cleaners
			1 x supervisor

#### 2.2.1 Cleaning Services

- Office areas
- Reception Areas
- Passages
- Balconies
- Bathrooms
- Kitchens
- Meeting and Training Rooms
- Basement parking

**Floor Maintenance:****a) Resilient Floors:**

- Sweep or damp mop.

**b) Stone Floors (Marble, Terrazzo, Ceramic Tiles, etc.):**

- Sweep.
- Damp Mop.

**c) Rugs and Carpeting:**

- Vacuum clean thoroughly:
  - Heavy; medium and light traffic areas.

**Dusting:**

- Dust all horizontal surfaces.
- Dust all high ledges and fittings
- Dust all vertical surfaces (walls, cabinets, etc.)
- To a height of 2 metres.
- Dust all window ledges (high and low).
- Clean and disinfect all telephone.
- Statues, Radios, Computer equipment, televisions, video equipment, fax machines, recording-, photocopier-, franking-, and sound equipment must be cleaned on request, or monthly, but always with the authority of the occupant.
- All fluorescent lights and light shades must be dusted monthly
- Daily cleaning of store rooms

**Waste Disposal:**

- Empty and clean all ashtrays.
- Empty and clean all waste receptacles.
- Remove all waste to specified area.

**Walls and Paintwork:**

- Spot clean all low surfaces, i.e. glass, walls, doors and light switches.

**Glass and Metal Work:**

- Spot clean glass doors.

- Clean and polish all bright metal fittings.

**Entrance and Reception:**

- Sweep entrance steps and entrance.
- Clean doormats and wells.
- Wash steps.

**Window Cleaning:**

- Clean interior and exterior faces of all accessible windows.
- Clean partition glass.

**Vertical/ Venetian Blinds:**

- Dust.

**Open/ Covered Parking:**

- Pick up litter and remove to agreed area.
- Sweep.

**Meeting and Training Rooms:**

- These areas must be cleaned daily before 09:00. Chairs and tables must be cleaned and polished monthly, arrange with the occupiers or responsible officials.

**Toilets and Rest Rooms on the Premises:**

- Weekdays: Sweeping of floors with implements that control dust and washing with water and detergent. Wash toilet seat, cover and cistern with water and detergent. Wash both sides of seat and wipe dry and wash basins. Supply daily sufficient toilet paper. Must supply x 5 bales (2ply baby-soft) per month.

**Miscellaneous:**

- Polish desks and office furniture.
- Wash vinyl covered furniture.
- Vacuum cloth covered furniture.
- Vacuum free standing cloth partitions.

**Compliance with Labour Legislation**

- Bidders must be registered with the Unemployment Insurance Fund and the Compensation Fund. Bidders **must** also comply with the applicable Wage Order/Determination or agreement, in terms of the Labour Relations Act or Wage Act. The contractor must comply with all acts and regulations applicable to cleaning services.

**Waste and Waste Paper Baskets**

- Weekdays: Empty all baskets and return where found. Collect garbage in plastic bags, supplied by the contractor, and place at the central collecting point indicated.

**Supervision**

- In order to ensure the quality of service rendered and to exercise control over the employees of the contractor, it is expected of the contractor to have a supervisor present on the premises during the execution of the service referred to in this contract. Any liaison in regard to daily needs will be through the supervisor and not directly with the workers.

**The following requirements should be conformed to:**

- Daily cleaning of the entire building
- A minimum of five cleaning staff. One of the cleaning staff must fulfil the role of a supervisor. The role of a supervisor will be to clean her/his designated area of cleaning and also attend to the cleaning of staff's queries and any other related matters
- The services must be rendered from 07h00 to 16h00, five days a week
- Cleaners may be requested to work overtime on a need basis
- Providing all consumables that have been tested and approved by the relevant Regulatory Body
- Ensure that all the cleaning equipment are in a working condition at all times
- The cleaning staff must be neatly clothed in recognizable uniforms
- The cleaning staff must adhere and comply with the Occupational Health and Safety Act at all times

- The cleaning staff must adhere to all our security rules and regulations and when required will be subject to security checks

Appointments to the successful service provider will be subject to a contract period of two years (24 months) with an option to extend for a further 12 months. It is at the sole discretion of the NEF to review any contract of appointment on an annual basis, if deemed necessary. A site inspection certificate will be issued during the briefing session and must be completed and submitted with the tender (compulsory). None attendance to the briefing session will invalidate the tender.

### 2.2.2 Hygiene Services

No.	Consumables	Item Description	Quantity	Servicing
1	Refills	Paper towel dispenser	9	Weekly
2.	Refills	Wall mounted bin	9	Weekly
3.	Refills	She bin	14	Weekly
4.	Refills	She packet dispenser	14	Weekly
5.	Refills	Auto sanitizer dispenser	26	Weekly
6.	Refills	Air freshener dispenser	10	Weekly
7.	Refills	Foam hand Soap dispenser	9	Weekly
8.	Refills	Hand lotion dispenser	9	Weekly
9.	Refills	Toilet roll holder dispenser	19	Weekly
10.	Refills	Seat spray	20	Weekly
11.	Refills	Hand sanitizer	6	Weekly
12.	Quarterly of Deep Cleaning: every 3 months. <ul style="list-style-type: none"> <li>• Basins</li> <li>• Toilet</li> <li>• Urinals</li> </ul>			Quarterly

## SECTION:3

# PRICE STRUCTURE

The bidder must provide their indicative pricing in the tables below:

**NB : THIS QUESTIONNAIRE MUST BE COMPLETED BY ALL BIDDERS. FAILURE TO COMPLY MAY INVALIDATE THE BID**

1.	<b><u>WAGES (per month)</u></b>	
1.1	Basic Salary per Cleaner per month	R.....
1.2	Hourly rate per Cleaner	R.....
1.3	Leave pay	R.....
1.4	Sick leave	R.....
1.5	Any other allowances (specify) ..... .....	R..... R.....
1.6	<u>Any other expenditure based on wages :</u>  UIF Compensation Fund  TOTAL MONTHLY COST PER CLEANER	R..... R.....  R.....
	<b><u>TOTAL FOR WAGES</u></b>	R..... per month (ALL CLEANERS)
2.	TRANSPORT	R..... per month
3.	MATERIAL & EQUIPMENT	R..... per month
	<b><u>TOTAL BID PRICE</u></b>	R..... per month



Name of Bidder : ..... Signature : .....

**SECTION: 4**

**BLACK ECONOMIC EMPOWERMENT**

### BBBEE Supplier Assessment Form

Trading name of entity

Contact person

Physical Address

Contact telephone number

Fax number

Cell phone

Email address

Percentage black shareholding (where applicable)

Percentage black women shareholding

Percentage white women shareholding

Do you fall within a gazetted industry charter?

Are you a Qualifying Small Enterprise?  
(Annual turnover between R10 million and R50 million)

Are you an Exempt Micro Enterprise?  
(Annual turnover less than R10 million)

**Please attach the BBBEE rating / scorecard certificate.**

I, the undersigned, certify that the information contained in this document is accurate and correct. I am fully responsible for any misrepresentation in this document and am aware of the repercussions that may arise as a result of such a misrepresentation.

Name: \_\_\_\_\_ ID Number/Passport Number: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_

**LIST OF TENDER RETURNABLES**

- Original valid Tax Clearance Certificate
- Declaration of Interest form
- Declaration of tenderer's past supply chain management practices
- BEE credentials / rating certificate
- Completed and signed tender document
- A copy/ies of any professional bodies that you are affiliated to
- The following information also needs to be provided with the tender document:
  - Names and details of Senior Management.
  - Shareholders Certificate.
  - Details of employees at an Operational Level.
  - Percentage of ownership by:
    1. Black Shareholders
    2. Black Women
    3. White Women

**Bidders are required to register on the National Treasury Database as per National Treasury Circular No 3 of 2015/2016 – Central Supplier Database**

**Failure to submit the required documents will result in the proposal being non compliant and will be disqualified.**

## Declaration of tenderer's past supply chain management practices

- 1 This tender may be disregarded if the tenderer, or any of its directors have:
- Abused the institutions supply chain management systems;
  - Committed fraud or any other improper conduct in relation to such a system; or
  - Failed to perform on any previous contract
- 2 In order to give effect to the above, the following questionnaire may be completed and submitted with the tender

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).		
4.1.1	If so, furnish particulars		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? To access this Register enter the National Treasury's website, <a href="http://www.treasuy.gov.za">www.treasuy.gov.za</a> . click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 326 5445		
4.2.1	If so, furnish particulars		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?		
4.3.1	If so, furnish particulars		
4.4.	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?		
4.4.1	If so, furnish particulars		

I, THE UNDERSIGNED (FULL NAME) ..... CERIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARTION PROVE TO BE FALSE.

.....  
Signature Date

.....  
Position Name of bidder

## DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state\*, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest, where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:

.....

2.2 Identity Number:

.....

2.3 Position occupied in the Company (director, shareholder etc): .....

2.4 Company Registration Number: .....

2.5 Tax Reference Number: .....

2.6 VAT Registration Number: .....

\* "State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / shareholder/ member: .....  
Name of state institution to which the person is connected: .....  
Position occupied in the state institution: .....

Any other particulars:  
.....  
.....  
.....

2.8 Did you or your spouse, or any of the company's directors / **YES / NO**  
shareholders / members or their spouses conduct business  
with the state in the previous twelve months?

2.8.1 If so, furnish particulars:  
.....  
.....  
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with  
a person employed by the state and who may be involved with the evaluation and or adjudication  
of this bid? **YES/NO**

2.9.1 If so, furnish particulars.  
.....  
.....

2.10 Are you, or any person connected with the bidder,  
Aware of any relationship (family, friend, other) between the bidder and any person employed by  
the state who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.10.1 If so, furnish particulars.  
.....  
.....

2.11 Do you or any of the directors/shareholders/ members of the company have any interest in any other  
related companies whether or not they are bidding for this contract? **YES/NO**

2.11.1 If so, furnish particulars:  
.....  
.....

## DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT ALL THE INFORMATION FURNISHED IN THIS TENDER SUBMISSION IS CORRECT.

I ACCEPT THAT THE STATE/NEF MAY ACT AGAINST ME IN TERMS OF THE GENERAL CONDITIONS OF CONTRACT ISSUED BY NATIONAL TREASURY OR ANY APPLICABLE LAW SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder