

Specifications for Cleaning Services Quotation

**Kwa Zulu Natal National Botanical Garden,
Pietermaritzburg, KZN**

**Mayors Walk, Prestbury,
Pietermaritzburg
P.O. Box 21667
Mayors Walk
Pietermaritzburg
3201**

Quotation number: Q5953/2018

1. BACKGROUND

The South African National Biodiversity Institute (SANBI) requires a Cleaning Service Provider to provide cleaning services at KwaZulu Natal National Botanical Garden (KZNNBG).

The garden is located at the end of Mayors Walk in Pietermaritzburg, KwaZulu-Natal. Pietermaritzburg is the home of the provincial legislature for the KwaZulu-Natal Province. This garden was established in 1874, the Garden's Victorian past is evident in its magnificent specimens of northern hemisphere plants, such as the swamp cypress, tulip trees, camphor trees, plane trees, giant figs and magnolias. One of the finest features of the Garden is the avenue of London Plane trees, which has been stunning visitors since 1908.

The KZNNBG property is 47.7 ha of which 12 ha is landscaped area, with the remaining 35.7 ha being either natural or a low-maintenance area. The boundary of the KZNNBG fenced, and it only has two public gates (i.e. Main boom gate and Tatham road resident's gate)

The KZNNBG is open to the public 365 days a year from 8h00 – 17h00 and receives about 110 000 visitors per annum.

Garden facilities include:

- Guard house (Boom Gate)
- Ticket office
- Environmental Education Centre
- Restaurant
- Garden Office
- Visitor Centre and a kiosk
- Public ablutions
- Clivia hall
- Production and index nursery facilities
- Indigenous Retail nursery
- Staff change rooms
- Index nursery block with offices
- Curator residents
- Engine house
- Workshop & store rooms
- Parking area (with extra parking)
- 2 x Lapa
- 8 x theme gardens

2. INVITATION TO QUOTATION

Quotations are hereby invited for the provision of cleaning services for a period of 12 months or 1 year with the option to renew for another year to the KZNNBG. The quote process will be co-ordinated by the SANBI's Supply Chain Management (SCM) Directorate at the following address:

Deputy-Director: Supply Chain Management
South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184

3. QUOTATION SPECIFICATION

See Annexure A for the quotation specification.

The Cleaning Service Company is required to provide cleaning services as specified in Annexure A.

In addition, from time to time additional cleaners may be required for special functions. This will be arranged through an ad hoc request based on the quoted rates.

4. GENERAL TERMS

All documents submitted in response to this Request for Quote (RFQ) must be written in English.

Ms Sthembile Zondi, Acting Curator: KwaZulu-Natal National Botanical Garden, at Tel: **033 344 3585** or at the following e-mail address: S.Zondi@sanbi.org.za

5. PRICING

Use Annexure B to give a **specific pricing breakdown** for **the 1 year** contract.

The contract is for a 1 year period with a possibility for renewal. Therefore pricing should be done for a period of two years should the contract be extended.

6. COMPLIANCE REPORTS AND MEETINGS

Both the Service Provider and the SANBI will draw up a Service Level Agreement (SLA) for monitoring and compliance purposes. The SLA will be monitored through compliance meetings which will be held monthly. The Service Provider will also meet the designated SANBI representative as and when it deems necessary.

7 OPERATING HOURS

The Service Provider will be required to provide services 365 days a year (this includes weekends), 8 hours a day over a two years contract period. Start time is 7:30am and end time is 17:00pm including tea and lunch time.

8. GENERAL INFORMATION

The Service Provider must ensure that its staff members comply with the rules, regulations and by-laws of the site, which will be covered during the induction

9. Language proficiency

All cleaners must be proficient in English and isiZulu. Due to the nature of our business, communication is essential and it is therefore required that cleaners must be able to communicate efficiently.

10. SUPERVISION OF WORK

The Service Provider will supervise and exercise proper control over its personnel and shall not hold the SANBI liable for any loss or injury caused to the said personnel. The Service Provider will seek to resolve any problems relating to its personnel in line with the laws of the country (e.g. Labour Laws).

11 RESPONSIBILITIES

11.1 The Service Provider will provide at cost and take responsibility for the following:

- Responsible for transportation of own staff
- Responsible for uniforms

The SANBI reserves the right:

- a) To verify any information supplied in quotation documents;
- b) Not to appoint any Service Provider;
- c) To cancel or withdraw this RFQ at any time without attracting any penalties or liabilities;
- d) To have the final say in the appointment and this will be binding;
- e) To disqualify a quotation or cancel any subsequent contracts should it be found that information disclosed was factually inaccurate and/or that a misrepresentation of facts may have occurred?
- f) To disqualify potential Service Providers who may attempt to bribe or influence any person employed by SANBI during the course of this quotation process.

CLEANING MATERIAL

- SANBI will provide all the cleaning material for the duration of the contract

11.2. INDUCTION AND PLACEMENT OF CLEANERS

The Service Provider's staff members will have to undergo induction training regarding the site and the Emergency Plan for the site. Any new employee must first be inducted before placement on the site.

12. SPECIFICATIONS

SANBI requires a Cleaning Service Provider to provide cleaning services at the KwaZulu-Natal National Botanical Garden.

The Cleaning Service Provider must comply with all relevant government legislation as well as comply with SANBI's terms and conditions including those specified in the Service Level Agreement.

SERVICES REQUIRED

Cleaning and maintenance of garden's facilities:

- Sweep and cleaning of floors in related buildings
- Washing of curtains, table cloths etc.
- Floors and buildings are clean and free from debris
- Ablutions are well cleaned and stocked all the time(This includes both Public and staff)
- Buildings walls and windows are always cleaned
- Ensure that facilities for hire are always cleaned and in good condition.
- Regular checks and reporting any risks in the allocated facilities to the supervisor
- Washing the dishes and ensuring the clean kitchen daily
- Do the set ups for garden events e.g. conferences, meetings etc.
- Preparation of tea for special meetings and the team

Customer and visitor service

- Always act professionally to gardens daily customers

Stock control

- Control use of cleaning material
- Reports wastage to supervisor

13. EVALUATION CRITERIA

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (issued 3 September 2010), this quote will be evaluated in one stage.

The first stage will evaluate functionality according to the criteria listed in the table below:

FUNCTIONALITY CRITERIA	POINTS
Past Experience/Track Record: This refers to the experience of the Tenderer to undertaken the scope of work involved in this tender. The tenderer is required to provide details of previously undertaken work related to cleaning services. (A brief description of the scope and scale of current and past projects undertaken, including three traceable references)	30
Team capacity/Allocation of resources: The tenderer should demonstrate the capacity of his/her team to carry out the work required.	20
Method of supervision	20
Staff training and performance management	20
Technical merit of the proposal: Completeness/level of detail provided; organisation of proposal.	10
Total	100

Any Quotation that scores less than 60 out of 100 points against the functionality criteria in the table above will be disqualified from further consideration.

The second stage will evaluate the price and preference points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate.

14. SITE BRIEFING

A compulsory site briefing for this quotation will be on the **9th May 2018 @ 9:00 am** at the Botanical Garden's Curio Shop.

Physical address:
 2 Zwartkops Road
 Mayors Walk
 Pietermaritzburg

**ANNEXURE A.
PRICING SCHEDULE**

Basic salary		
UIF		
Bonus		
Workman compensation		
Overheads costs		
Total monthly cost excluding VAT		
Total annual cost excluding VAT		

Total costs to SANBI

	Total costs per annum	Total costs for one years
VAT (15%)		
Total costs including VAT		

Ad hoc guards costing per shift

Grade	Daily rate including VAT
Grade C	R 300

Pricing must be fixed for the duration of the contract

**Stop Fraud, Theft and Corruption without Fear or Favour - Call our Hotline 086 011 1899
Anytime**

Documents Required:

Potential Service Providers must submit the following documentation:

- An original or certified copy of B-BBEE certificate or sworn affidavit. (Please note that failure to submit a valid original or certified B-BBEE; certificate/sworn affidavit mentioned above will result in the tender not being awarded points)
- A current copy of the Central Suppliers Database (CSD) registration report or registration number and Tax compliant.
- A proof of UIF registration or valid letter of compliance issued by the department of labour . If the service provider does not possess a UIF registration or valid letter of compliance this will be required within 30 days of commencing the work. If the certificate cannot be presented within this period the second recommended bidder will be appointed
- Service providers with one or more employees are required by law to contribute to the Compensation Fund. A valid letter of good standing certificate with COIDA is required. The certificate should be issued by the Department of Labour. If the service provider does not possess a COIDA certificate this will be required within 21 days of commencing the work. If the certificate cannot be presented within this period the second recommended bidder will be appointed
- Proof of Public Liability Insurance or proof of application. If you have submitted proof of application. The bidder will be required to submit proof of insurance after 7 days of appointment. If a bidder failed to submit proof of insurance within 7 days the second recommended bidder will be appointed

Proposal Submissions

Closing date for submissions: 21 May 2018 @ 11:00

Submission of proposals must be emailed to Mlingani Mavimbela at M.Mavimbela@sanbi.org.za with a copy to **Prince Hlongwane** (p.hlongwane@sanbi.org.za) or hand delivered to South African National Biodiversity Institute (SANBI), 2nd Cussonia Avenue, Brummeria, Pretoria, at Biodiversity Building (Tender box). Emailed applications must not be more than 5MB in size.

Request for further information to these ToR must be emailed to:

Ms Sthembile Zondi : S.Zondi@sanbi.org.za