

TERMS OF REFERENCE
QUOTATION NO: Q5958/2018

Specifications for Cleaning Services Quotation

Free State National Botanical Garden,

**Rayton Road, Off Dan Pienaar Drive,
Bloemfontein, Bloemendal road**

**P O Box 29036
Danhof
Bloemfontein
9310**

BACKGROUND

The South African National Biodiversity Institute (SANBI) requires a Cleaning Service Provider to provide cleaning services at Free State National Botanical Garden (FSNBG).

The Garden comprises 66.8 ha of land in the northern suburbs of South Africa's judicial capital, Bloemfontein, in the Mangaung Municipality. Of the total area of the garden, 6.7 ha is regarded as landscaped area, with the remaining 60.1 ha being either natural or a low-maintenance area. The Garden's fence line is approximately 7km in length.

The Garden is open to the public 365 days a year from 8:00 – 18:00 with entry by paying customers only till 17:00. The Garden receives about 77 000 visitors per year and this figure excludes staff members, suppliers, contractors and visitors coming in via the boom gate for various purposes other than to enjoy the Garden.

Garden facilities include:

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

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 FSNBG. 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

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.

For Technical queries please contact Mr Eliot Lithudzha Curator: Free State National Botanical Garden, at Tel: **051 436 3530** or at the following e-mail address: e.lithudzha@sanbi.org.za

5. PRICING

Use Annexure A to give a **specific pricing breakdown** for **the 12 months or 1 year** contract and the next column which is year two must also be quoted for in the case of renewal the figures provided will be used. . Pricing should be firm.

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 one year contract period. Start time is 7:30am and end time is 17h00 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 Sesotho or Afrikaans. 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.

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

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 Free State 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 AND AREA NEEDING CLEANING SERVICES

The following areas in the garden will be part of what is expected of cleaning service provider to clean:

- Guard house (Boom Gate- & Solar plant)
- Ticket office
- Environmental Education Centre and offices
- Garden Office
- Visitor Centre and a kiosk
- Public ablutions
- Staff change rooms
- Index nursery block with offices
- Workshop & store rooms
- Lapa
- Gazebo area
- Including any additional area that may be added at a later stage

Cleaning and maintenance of garden's facilities will entail:

- Cleaning of floors (Mop and Sweep) in related buildings

- Cleaning Windows in all buildings
- Dusting, washing of curtains, table cloths as and when required etc.
- Removal and sorting of office dustbins
- Stocking of ablution facilities
- Cleaning of ablution facilities (This includes both Public and staff)
- Cleaning of interior walls
- Ensure that facilities for hire are always cleaned and in good condition.
- Taking out the chairs & tables when there is function and ensure that they are back in the store room
- Regular checks and reporting any risks in the allocated facilities to the supervisor
- Washing the dishes and ensuring the clean kitchen daily
- Set up venues for garden events like conferences and meetings etc.
- Preparation of tea for special meetings and for the garden team

Customer and visitor service

- Always act professionally to gardens daily customers

Stock control

- Control use of cleaning material
- Reports wastage to supervisor
- Report stock situation to the 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
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a) 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
b) Team capacity/Allocation of resources: The tenderer should demonstrate the capacity of his/her team to carry out the work required and they intend to resource the site with staff.	20
c) Method of supervision: The tenderer should demonstrate how they intend to provide supervision and monitoring of performance of its staff	20
d) Staff training and performance management (The service provider must indicate how they intend to provide training of its staff on various key performance area of their job and also indicate how they manage performance)	20
e) 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 30 April 2018 11:00, at the Botanical Environmental Education centre.

Physical address:
 Rayton Road
 Off Dan Pienaar drive, Blonmendal road
 Bloemfontein

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		

Pricing must be fixed for the duration of the contract and staff salaries or wages must be compliant to the cleaning sector determination

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
- 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: 11 May 2018 @ 11:00 am

Submission of proposals must be emailed to Mlingani Mavimbela (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:

Mr Eliot Lithudzha: e.lithudzha@sanbi.org.za