

## **Specifications for Cleaning Services Quotation**

**Lowveld National Botanical Garden,  
Mbombela, Mpumalanga**

**Botanical Garden Ent, Off Madiba Drive  
Riverside; Mbombela.**

**Quotation number: Q6021/2018**

## 1. BACKGROUND

The South African National Biodiversity Institute (SANBI) requires a Cleaning Service Provider to provide cleaning services personnel at the Lowveld National Botanical Garden (LNBG). The LNBG is located in a beautiful setting on the outskirts of Nelspruit.

The Garden comprises about 165 ha of land in the Riverside Park, Nelspruit, Mbombela Municipality. The cleaning services is confined to the 35ha, regarded as the landscaped area, with the remaining 130 ha being the natural estate of the garden.

The Garden is open to the public 365 days a year from 8:00 – 18:00 with entry by paying customers only till 18:00 in summer months and 17:00 in winter months. The Garden receives about 80 000 visitors per year and this figure vary depending on how busy the Garden has been in a given year.

The cleaning personnel is required to provide the service seven days a week including public holidays. The personnel will provide the service as follows;

**Monday to Friday: 07:00-15:30**

**Weekends and Public Holidays: 08:00-16:30**

### **Garden facilities include:**

- Garden Offices
- Public Ablutions
- Environmental Education Centre
- Ladies Change Room
- Male Change Room
- 2 Visitor Centres
- Two Guard houses
- Workshop, makeshift store rooms
- Parking areas (with extra parking)
- Tea Garden
- Restaurant
- Nurseries
- 2 Staff houses

## 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 LNBG. 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 Section 12 A for the quotation specification.

The Cleaning Service Company is required to provide cleaning services as specified in Section 12, below.

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.

**Mr A Mamatsharaga**, Curator: Lowveld National Botanical Garden, at Tel: **013 752 5531** or at the following e-mail address: [a.mamatsharaga@sanbi.org.za](mailto:a.mamatsharaga@sanbi.org.za)

## 5. PRICING

Use Annexure A 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 and public holidays), 8 hours a day over a three years contract period. Start time is 7:00 am and end time is 15h30 including tea and lunch time during the normal working days. During the weekends and public holidays, the starting time is 08:00 and end time is 16:30 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 siSwati. 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

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Anytime**

### **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 Lowveld 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

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### 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 undertake the scope of work involved in this tender.<br>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:<br>Completeness/level of detail provided; organisation of proposal.                                                                                                                                                                                                                                                                      | 10         |
| <b>Total</b>                                                                                                                                                                                                                                                                                                                                                              | <b>100</b> |

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 **15 June 2018 10:00**, at the Lowveld National Botanical Garden's Marula Room.

Physical address:  
Lowveld National Botanical Garden  
Botanical Garden Ent off Madiba Drive  
Riverside  
Nelspruit  
1200

**ANNEXURE A.  
PRICING SCHEDULE**

|                                         |  |
|-----------------------------------------|--|
|                                         |  |
| <b>Basic salary</b>                     |  |
| <b>UIF</b>                              |  |
| <b>Bonus</b>                            |  |
| <b>Workman compensation</b>             |  |
| <b>Overheads costs</b>                  |  |
| <b>Total monthly cost excluding VAT</b> |  |
| <b>Total annual cost excluding VAT</b>  |  |

**Total costs to SANBI**

|                                  |                              |
|----------------------------------|------------------------------|
|                                  | <b>Total costs per annum</b> |
|                                  |                              |
|                                  |                              |
| <b>VAT (15%)</b>                 |                              |
| <b>Total costs including VAT</b> |                              |

Pricing must be fixed for the duration of the contract

**Documents Required:**

Potential Service Providers must submit the following documentation:

- A current copy of the Central Suppliers Database (CSD) registration report or registration number.
- A proof of valid letter of compliance issued by the department of labour . If the service provider does not possess a UIF valid letter of compliance this will be required within 25 days before appointment. 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 before appointment. If the certificate cannot be presented within 25 days of request, 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 25 days of appointment. If a bidder failed to submit proof of insurance within 25 days the second recommended bidder will be appointed
- SBD forms (SBD 1, 4, 6, 1, 8 and 9) The Standard Bidding Forms (included in the bid documentation) must be completed and submitted with this proposal

**Proposal Submissions**

**Closing date for submissions: 20 June 2018 @ 11:00**

Submission of proposals must be emailed to Mr. L. Madayi at [L.Madayi@sanbi.org.za](mailto:L.Madayi@sanbi.org.za) with a copy to **Prince Hlongwane** ([p.hlongwane@sanbi.org.za](mailto:p.hlongwane@sanbi.org.za)) or hand delivered to South African National Biodiversity Institute (SANBI), 2<sup>nd</sup> 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:

Avhatakali Mamatsharaga : [a.mamatsharaga@sanbi.org.za](mailto:a.mamatsharaga@sanbi.org.za)