

TERMS OF REFERENCE
FOR THE RENDERING OF CLEANING, HYGIENE AND PEST CONTROL
SERVICES FOR THE SOUTH AFRICAN NATIONAL BIODIVERSITY
INSTITUTE: PRETORIA NATIONAL BOTANICAL GARDEN FOR A PERIOD
OF 36 MONTHS

PHYSICAL ADDRESS:

The South African National Biodiversity Institute (SANBI)
Pretoria National Botanical Garden
2 Cussonia Avenue
Brummeria
Pretoria

POSTAL ADDRESS:

The South African National Biodiversity Institute
Pretoria National Botanical Garden
Private Bag X101
Silverton
0184

TENDER NO.SANBI:G301/2018

TABLE OF CONTENTS

	Page
1. INVITATION TO TENDER	3
2. COMPULSORY SITE BRIEFING SESSION	3
3. HEALTH AND SAFETY REQUIREMENTS	3
4. KEY PERSONNEL	6
5. REQUIREMENTS FOR PROPOSAL	7
6. EVALUATION CRITERIA	9
7. PREPARATION OF PROPOSAL	10
8. TENDER DOCUMENTATION AVAILABILITY	11
9. REPORTING AND MANAGEMENT	11
10. CONTRACT PERIOD	11
11. Annexure A: Spaces to be cleaned with associated dimensions	
12. Annexure B: Scope of work	
13. Annexure C: Salaries	
14. Annexure D: Cleaning materials to be supplied	
15. Annexure E: Pricing Schedule Breakdown	

1. INVITATION TO TENDER

The objective of the invitation to tender is to appoint a suitable Service Provider that can render cleaning, hygiene and pest control services to the South African National Biodiversity Institute (SANBI) at the Pretoria National Botanical Garden for a period of thirty six (36) months.

2. COMPULSORY SITE BRIEFING SESSION

A compulsory Briefing and Site Inspection session will be held on:

Date: 12 July 2018 at 10:00

**Venue: Education Centre at the Pretoria National Botanical Garden,
2 Cussonia Avenue, Brummeria, Pretoria.**

The compulsory Briefing and Site Inspection session will provide bidders with an opportunity to clarify aspects of the process as set out in this document and to address any substantive issues that bidders may wish to raise.

Failure to attend the compulsory Briefing and Site Inspection session will disqualify a bidder's proposal.

3. HEALTH AND SAFETY REQUIREMENTS

A Service Provider is required to render cleaning, hygiene and pest control services at SANBI's Pretoria National Botanical Garden.

All Acts and Regulations relating to Safety, Health and Environment and specifically cleaning, hygiene and pest control services must be adhered to by the potential Service Provider.

3.1. General health and safety requirements

All Contractors entering into a Contract with the South African National Biodiversity Institute shall, as a minimum, comply with the requirements of:

- The Occupational Health & Safety Act (OHSA) (Act 85 of 1993) and its Regulations. **A current, up-to-date copy of the Occupational Health and Safety Act as well as Health and Safety file for the company shall be available on site at all times.** The Health and Safety file will become SANBI property at the end of the contract.
- Compensation for Occupational Injuries & Diseases Act (Act 130 of 1996). The Service Providers will be required to submit a letter of good standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases. The letter should be issued by the Department of Labour. **A current, up-to-date copy of the Compensation for Occupational Injury and Diseases Act (COIDA) shall be available on site at all times.**

- National Environmental Management Act (Act No. 107 of 1998).
- The South African National Biodiversity Institute Health and Safety Specification and relevant policies.

The Contractor shall:

- a. Create and maintain a safe and healthy work environment;
- b. Execute the work in a manner that complies with all the requirements of the OHSA and all its associated Regulations, and in so doing, minimize the risk of incidents occurring; and
- c. Respond to the notices issued by SANBI's Health and Safety Agent as follows:
 - 1) Improvement Notice: improve health and safety performance over time so that repeat notices are not issued;
 - 2) Contravention Notice: rectify contravention as soon as possible;
 - 3) Prohibition Notice: terminate affected activities with immediate effect and only resume activities when it is safe to do so.

3.2 Equipment and materials

NB: All equipment and material must comply with the South African National Standards (SANS) and the Occupational Health and Safety Act (OHSA). For more information on the type of cleaning materials to be used, see attached Annexure D.

The following requirements must be met:

- No equipment, tools or detergents that may damage the buildings, fittings and collections, or harm staff members and visitors shall be used. SANBI has the right to reject harmful equipment, tools and detergents.
- SANBI reserves the right to conduct tests and analyses on the cleaning and hygiene detergents and equipment provided by the Service Provider to ascertain the quality and compliance with the South African National Standards (SANS).
- All cleaning, hygiene equipment and detergents should be provided by the Service Provider and must be environmentally friendly.
- All toilet roll holders and soap dispensers shall be lockable to prevent theft.
- The Service Provider shall install all SHE bins, automatic air freshener units, soap dispensers and toilet seat sanitisers in all areas where these are required.
- All dispenser batteries must be of high quality and durability, and should be inspected regularly and replaced accordingly, and be disposed of offsite in an environmentally friendly manner.
- Upon termination of the contract, the Service Provider must remove all equipment installed by them from the premises without causing any damage to the property.
- The cost of repairs for any damages caused by the Service Provider may be deducted from SANBI's payment to the Service Provider.
- Pest control materials: All Service Providers shall quote on environmentally friendly chemicals for rodents, crawling and flying insects, and provide the required Material Safety Data Sheets (MSDS) to SANBI for approval.

Accordingly, the required safety measure will be put in place and communicated to all residents of the applicable building.

3.3 Waste Management Plan

In terms of Schedule 5B of the Constitution of South Africa (Act 108 of 1996), waste management is a local government competence that must be executed to protect human and environmental health.

Potential Service Providers are requested to submit a Waste Management Plan as part of their proposal. The plan must describe all aspects of the management of waste that will be generated, collected, processed or treated as part of the services to the SANBI.

The plan should emphasise the following:

- 3.3.1. The management of waste generated through the cleaning, hygiene and pest control services provided, such as used cleaning chemicals and empty containers from these and from pest control material.
- 3.3.2. The processes and responsibilities for the removal and disposal of sanitary waste in compliance with legislation, National Environmental Management: Waste Act (Act 59 of 2008).
- 3.3.3. The legal disposal of waste collected, including batteries and recyclable materials.
- 3.3.4. An indication of how recycling will be conducted.

3.5 Cleaning times:

- Cleaning must be done daily from **Monday to Friday** between 07:00 and 16:00.
- Cleaning must be done over **weekends** and **public holidays** between 7:00 and 16:00 (applicable for public facilities used by visitors on weekend and public holidays).
- From time to time, additional cleaning may be required for special functions, exhibitions or meetings to be held in the garden. This will be arranged separately from the standard contract.

3.6 Obligations of the South African National Biodiversity Institute:

SANBI will:

- Conduct business in a courteous and professional manner with the Service Provider and its staff.
- Provide change rooms with lockers for both male and female cleaners.
- Provide a lockable storage space for safeguarding of cleaning equipment and detergents.
- Enter into a contract upon appointment of the suitable Service Provider (All the specified Terms and Conditions will form part of the contract).
- Ensure that payment upon submission of invoice is done within 30 days of date of invoice by the person authorised to approve payment.

SANBI will not:

- Accept responsibility/liability for accounts/expenses incurred by the Service Provider that was not agreed upon by the contracting parties.
- Accept responsibility/liability for any damages suffered by the Service Provider or the personnel for the duration of the project.
- Take responsibility for the safeguarding of cleaning equipment and detergents or any personal assets of any of the company's staff members.

4. KEY PERSONNEL

4.1 Staffing requirements:

- The total number of staff will be as follows:

Site manager: 1

Supervisors: 2

Cleaners: 17 (at least 30% male and 70% female)

Employment of existing contract staff by the Service Provider, while not compulsory, is encouraged.

Below is a list of buildings to be serviced. (Please also see **Annexure A** for the number of offices/workspaces/ablution facilities and sizes to be cleaned).

1. The National Herbarium building
2. The Biodiversity Centre
3. Aloe Lodge
4. Imbila and Letlapa Houses
5. Garden Offices
6. Environmental Education Centre
7. Two garden staff facilities
8. Milk Plum (Boardroom and toilets)
9. Visitors Centre
10. Workshop Complex
11. Garden ablutions (Braai Area, Forest and Stanza Bopape)
12. Two guard houses
13. New Collections Hub

- **The Site manager and two supervisors must be on duty every working day to supervise the cleaning personnel and will deal directly with SANBI Corporate Services Division's representative.**

- The two staff members appointed as supervisors must also perform cleaning duties when necessary.
- For security reasons, the appointed Service Provider must inform SANBI Corporate Services Division's representative when there is any removal or replacement of personnel.
- The appointed Service Provider's staff must comply with SANBI's professional code of conduct.

4.2 Scope of cleaning, staff management and training

See **Annexure B** for the scope of work.

4.2.1 Staff training

- The Service Provider must demonstrate/ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract.
- A training programme must be submitted with your tender submission indicating the training programmes available and completed or how it will be implemented for the duration of the contract.
- The Service Provider's staff will be expected to attend induction training including evaluation procedures within the first week before commencing any work (Signed register of such induction must be available in the Health and Safety file and available to the auditors).

4.3 Bidders must indicate the Site managers, supervisors, cleaners and *ad hoc* cleaners' wages in the pricing schedule (on a separate sheet and that should be part of the total bid price to be included in the pack marked "original"). The wages of the cleaners should not be less than the minimum wage rates as prescribed by the Department of Labour. (Compliance must be in accordance with wage labour rates & the Basic Condition of Employment Act as per the Department of Labour's regulations. Only wage adjustments increases will be accepted based on the sectoral wage determination formula per year).

5. REQUIREMENTS FOR PROPOSAL

5.1 Requirements

Tenders must include the following documentation (**Failure to submit this required documentation WILL lead to disqualification**):

- A copy of the company Central Supplier Database (CSD) registration report**
- Fee/cost structure for Annexure C, D and E (NB: This information must only be included in the pack marked "original").**
- Certified copy of a valid Certificate of Registration for Pest Control issued by the Department of Agriculture, Forestry and Fisheries.**
- Valid letter of Good Standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour.**
- A valid copy of the Unemployment Insurance Fund (UIF) Compliance Certificate issued by the Department of Labour.**

f) **An Occupational Health and Safety Policy and training plan.**

Each tender document should also include the following documentation, although failure to submit these documents will not result in disqualification. However, the information contained in them is required for evaluation purposes:

- a) A copy of the latest **Audited Financial Statement**.
- b) **Company information and profile:** mission statement and policies with an indication of the management, communication and supervision structures (include a section on how staff will be managed on campus)
- c) **Track record/traceable references for verification purposes**
- d) A certified copy of a valid Broad-Based Black Economic Empowerment (B-BBEE) Status Level Certificate or sworn affidavit. (Failure to submit this will result in the tenderer not being awarded points for B-BBEE).

Other documents to be submitted

- a) A certified copy of **Liability Insurance Cover** for the company and the amount available per claim.

5.2 Submission requirements

This is a two-envelope tender process.

Service Providers are to submit one (1) pack of original proposals with pricing details included, marked “ORIGINAL” in a separate envelope and three (3) packs of copies excluding pricing details, marked “COPY” in a second envelope.

NB! Financial or pricing details (Annexure C & D) should ONLY be included in the pack marked “ORIGINAL”. Financial information included in the “copies” will lead to your bid being disqualified.

Tenders can be submitted in the Tender Box located in the Biodiversity Centre Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria, during office hours (08:00 – 16:00). Tenders may also be submitted by post addressed to:

The Deputy Director: Supply Chain Management
The South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184
Tender Number: **SANB: G301/2018**

NB: All documents must be clearly labelled.

Closing date for submissions is: 2 August 2018 at 11:00

Note: E-mailed and faxed submissions will not be accepted. **Late submissions will be disqualified.**

Contact for technical enquiries: Mr. Shaun Nkumane (Corporate Services), Tel: (012) 843 5000 or e-mail address: S.Nkumane@sanbi.org.za

Supply Chain Management (SCM) contact for Supply Chain Management enquiries: Ms. Molatelo Matlala (Assistant Director: Supply Chain Management), Tel: (012) 843-5235 or M.Matlala2@sanbi.org.za

6. 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 bid will be evaluated in two stages:

STAGE ONE: FUNCTIONALITY EVALUATION

CRITERIA FOR EVALUATING FUNCTIONALITY	Weight
Past Experience: Cleaning Industry, Hygiene and Pest Control Services: - Supply a list of at least three traceable references relating to “cleaning” projects undertaken in the past 3 years. Provide a brief description of the scope and scale of the work undertaken for each and indicate the value of each contract. (15) - Supply a list of at least three traceable references relating to “hygiene” projects undertaken in the past 3 years. Provide a brief description of the scope and scale of the work undertaken for each and indicate the value of each contract. (10) - Supply a list of at least three traceable references relating to “Pest Control” projects undertaken in the past 3 years. Provide a brief description of the scope and scale of the work undertaken for each and indicate the value of each contract. (10)	35
Team Capacity: The Tenderer should demonstrate the project team and personnel's capacity to be utilised in the execution of the contract (personnel skills, qualifications and experience) with a focus on supervisors in the cleaning, hygiene, pest control and administrative support staff in the company. Each CV submitted should not be longer than three (3) pages in total and should be structured as follows: - Related experience and professional qualifications. (5) - Brief description of individual's experience of similar work in last five years. (5) - Name of previous employer/s and position in enterprise/s (5) - Role in the services to be provided in this tender. (5)	20

Structure and capability of the Company - Existing resources for carrying out the services required. - Training and skills development plan (Please attach a detailed plan/ programme that the personnel will receive prior to commencement of work and for the duration of the contract). - Approach to managing performance and support services. - Occupational Health and Safety Policy	20 (5) (5) (5) (5)
Scope of Work Provide detailed methodologies to cover the proposed scope of work including task descriptions and how many tasks will be performed on a daily basis: - Proposed work schedule/duty sheet/work plan. Clear milestones and timeframes for each task to be completed. Waste Management Plan. Contingency Plan and flexibility in customer service in terms of turnaround times with regard to solving problems which may arise during the execution of the contract. Risk Management Plan	20 (5) (5) (5) (5)
Structure and Completeness of tender document	5
TOTAL	100

NB: Any bidder who scores less than **70 points** out of a possible 100 points in terms of functionality will not be eligible for further consideration.

Sufficient information must be provided to allow the Bid Evaluation Committee to score bids against all these criteria.

STAGE TWO: PRICE AND PREFERENTIAL POINTS

NB: Bidders must price for all line items in ANNEXURES C, D and E, failure to do so will result in disqualification.

The second stage will evaluate the price and Broad-Based Black Economic Empowerment (B-BBEE) preference points of those bids that met the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2011 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 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate.

Failure to submit the B-BBEE Certificate mentioned above will not necessarily result in a bid being disqualified, but no points will be awarded for B-BBEE status.

7. PREPARATION OF PROPOSAL

SANBI shall not be held liable for any cost that has been incurred by the potential Service Provider in the preparation of the proposal, the obtaining of certificates or any other cost that might be incurred in submitting the proposal.

8. TENDER DOCUMENTATION AVAILABILITY

Please note: No tender documents will be issued at the briefing session. Bidders are requested to download the tender documents from the SANBI website www.sanbi.org or other related websites.

9. REPORTING AND MANAGEMENT

The Service Provider will supply the relevant SANBI Project Manager with a management report on a monthly basis. The report shall be based on the different services and shall cover all work performed and completed during the month.

10. CONTRACT PERIOD

The contract is for thirty six (36) months (three (3) years), is performance-based, and will be reviewed every twelve (12) months from the date of commencement.

11. Annexure A: Spaces to be cleaned with associated dimensions

12. Annexure B: Scope of work

13. Annexure C: Salaries

14. Annexure D: Cleaning materials to be supplied

15. Annexure E: Pricing schedule breakdown