



REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE CLEANING SERVICES TO THE NHBRC HEAD OFFICE FOR A PERIOD OF THREE (03) YEARS.

RFP NO.: NHBRC 02/2022

CLOSING DATE: 18 AUGUST 2022

TIME: 11:00AM

COMPULSORY BRIEFING SESSION

DATE: 04 AUGUST 2022

TIME: 11:00AM

**VENUE NHBRC HEAD OFFICE
27 LEEUWKOP ROAD
SUNNINGHILL
JOHANNESBURG**

1. TERMS AND CONDITIONS

This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.

Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicised as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarise themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: **There will be compulsory briefing session.** The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.17 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 The NHBRC reserves the right to accept or reject in part or whole any bid submitted, and to waive any technicalities for the best interest of the company.
- 1.19 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.20 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
- 1.20.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - 1.20.2 The Bid contains irregularities.
- 1.21 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- 1.22 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.

1.23 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.

1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2. BACKGROUND

2.1 ABOUT THE NHBRC

2.1.1 The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 (“the Act”). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

2.2 NHBRC OFFICES

2.2.1 The NHBRC is an organisation with a staff compliment of approximately 600 employees. The NHBRC’s Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices and 12 Satellite Offices which are located in the following areas:

	NHBRC OFFICE LOCATIONS	#	NHBRC OFFICE LOCATIONS
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Modimolle) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mahikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberley) - Provincial	22	Gauteng (Tshwane) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite	24	

3. INTRODUCTION

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organizational scorecard.

VISION

To be the Champion of the Housing Consumers.

MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

MOTTO

Assuring Quality Homes.

STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

4. OBJECTIVES

4.1 The objective of the project is to outsource cleaning services to the cleaning service provider.

4.2 The successful service provider will be required to enter into a Service Level Agreement (SLA) with NHBRC for a period of three (03) years.

5. SCOPE OF WORK

5.1 The successful service provider shall focus on the provision of cleaning services in line with commercial best practice. In particular, without limiting the generality of the foregoing, the appointed service provider will be responsible and shall be required to attend to:

5.1.1 The specifications / frequency schedules / attached appendixes/sections provide an indication of the areas and buildings to be serviced for cleaning purposes as well as a guideline to minimum requirements and may be adjusted to ensure better service delivery and end user's requests.

Notwithstanding the foregoing all areas with a higher traffic will be expected to be serviced more frequently in order to meet minimum standards. Minimum standards will be considered to be at least the highest standard set for the cleaning industry.

5.1.2 The service provider will provide a scheduled and reactive (for specific functions or incidents) cleaning service to all areas of the NHBRC in accordance with the negotiated access times to specific areas and with the provision of this specification and the service standards, which shall include but not limited to;

- Routine cleaning services, e.g. All NHBRC floors and offices, Guard House, Comms Room, etc.;
- Specialists cleaning services, e.g. Server Rooms;
- Waste removal, including sorting for recyclable materials from point source of waste generation, as well as the removal of separated waste to the central point on site;
- Use of techniques that utilises minimal amounts of cleaning chemicals, water, electricity and generates less dust;
- The supervisor should regularly inspect and report on all cleaning standard and health and safety;
- Window cleaning to accessible and hard to reach height;
- Control of all hygiene consumables including toilet paper; hand towels etc;
- Provision and control of all cleaning staff, cleaning materials and cleaning equipment.

5.1.3 The service provider must acquaint him/herself as to the exact situation, boundaries and areas, as well as the various building floors.

5.1.4 The NHBRC building has five floors and approximate 4 600 square meters.

5.1.5 It is expected that the service providers must make ample time for a comprehensive walk about to familiarise themselves with NHBRC Head Office.

5.2 No additions to the tender will be allowed after the tender is submitted for any unforeseen costs by the service provider during the tender stage.

6. PURPOSE OF THE CLEANING SERVICES

6.1 The purpose of the cleaning services is to ensure that all offices, auditoriums, store rooms, premises, toilets, kitchens, office furniture, any other office equipment of the NHBRC are cleaned all the times.

7. DURATION OF THE SERVICE LEVEL AGREEMENT (SLA)

7.1 The service provider and NHBRC will enter into a three (03) years SLA on an effective date to be determined by the parties.

8. SERVICE PROVIDER'S RESPONSIBILITIES

8.1 The service provider will sign a Service Level Agreement (SLA) and conduct the full scope of work for NHBRC Head Office prior to implementation of the routine cleaning service, which include but not limited to:

- General vacuuming, dusting and wiping of all surfaces;
- Collection of general waste (recyclable and non-recyclable) and removal to onsite central place;
- Separation of waste generated; and
- Cleaning of internal and external windows, glass doors, and floors.

8.2 The service provider shall ensure that cleaning services does not interrupt the effective function of the NHBRC Head Office business.

8.3 The service provider shall comply with the cleaning standards laid down by NHBRC.

8.4 Individual staff are consistently allocated to work on a specific floor in a specific building or within a specific department with minimal changes, save to the extent reasonably required to maintain the service standards.

8.5 The service provider shall ensure safe working practices are followed in public areas, corridors and stairwells.

8.6 Appropriate warning signage is used at all times

8.7 The service provider shall ensure that meeting rooms are cleaned as necessary and all waste promptly removed, efficiently and in any event prior to the commencement of the next meeting.

8.9 The service provider shall liaise frequently with the NHBRC to confirm access times to the meeting rooms and notice of meetings ending.

8.10 The service provider shall provide the routine cleaning service to all areas of NHBRC during the access times, to be agreed upon, provided that the service provider has a due regard to the operation of the NHBRC.

8.11 The NHBRC may advise more detailed access times in writing from time to time.

8.12 All equipment complies with the relevant SABS specifications and code of practice.

8.13 Cleaning procedures and schedules must be in place and up to date.

8.14 Discard procedures are in place and applied in respect of disposable cleaning equipment.

8.15 Cleaning equipment is clearly defined for specific usage.

8.16 Cleaning equipment is clean and correctly stored.

8.17 All cleaning materials as may at any time be necessary for the provision of the cleaning services are supplied and issued to staff.

8.18 Cleaning materials used in a safe and proper manner, in compliance with health and safety Regulations.

8.19 Cleaning materials are selected and used so as not to cause any damage to surfaces.

8.20 Hard floors are free from dust, debris, removable soil and stains

8.21 Soft floors are free from debris, removable soil, stains and odours.

8.22 Furniture, fixtures and fittings are free from dust, removable soil, smears, spots and spillages.

8.23 Paintwork, walls and doors are free from dust, removable stains, grease, smears, spots and Spillages.

8.24 Sanitary ware is free of dust, removable soil and stains on inside and outside surfaces.

8.25 High and low level surfaces are free from dust, cobwebs, removable soil, grease, spots and splashes.

- 8.26 All types of refuse holders are free from, soils, grease, spots and spillages on both inside and outside Surfaces.
- 8.27 Windows (internal and external) glass, panels and partitions are free from dust, grease streaks, smears, Spots, splashes, marks and sticky deposits to their full height.
- 8.28 Venetian/vertical and roller blinds are free from dust, grease, streaks, smears, spots and splashes and debris.
- 8.30 Telephones are free from dust, grease, smears and streaks and are disinfected on a daily basis.
- 8.31 All equipment must be in good working order.

9. CLEANING SERVICE REQUIRED AND FREQUENCY

- 9.1 The services will be rendered on a daily, weekly, monthly, quarterly, and bi-annual intervals
- 9.2 Full breakdown of the expected cleaning services and intervals are as follows:

NB: The Bidder MUST take note that the daily and weekly services must be incorporated into the monthly pricing (Annexure A)

DAILY

- a) Sweep and damp mop tiled floors with appropriate tools and detergents.
- b) Disinfect ablution facilities floors.
- c) Damp wipe kitchen appliances (e.g. kettle, microwaves, fridges, water boilers, water coolers, urns, etc).
- d) Damp wipe glass doors, door handles.
- e) Damp wipe mirrors, door handles, hand basins, metal fittings, cisterns and urinals in the ablution facilities.
- f) Damp wipe wall tiles in the kitchen area and ablutions facilities.
- g) Damp wipe and disinfect telephone instruments and light switches.
- h) Damp wipe sanitary bag dispensers and bins.
- i) Empty and clean all waste bins.
- j) Sanitise the waste bins.
- k) Dust all horizontal surfaces, low level ledges and furniture (e.g. desks, chairs, cupboards, counter tops).
- l) Vacuum all heavy traffic areas.
- m) Wash cutlery and dishes.
- n) Replenish consumables in ablution facilities.
- o) Clean toilets, mirrors and glass doors.
- p) Prepare the conference rooms/ boardrooms (tea, water, coffee e etc.) for daily meetings and clearing up crockery and cutlery.
- q) Clean offices, reception arrears, conference rooms/boardrooms, and office passages.
- r) All door handles, taps, toilet, showers, shower handles must be washed and disinfected.
- s) Boardrooms and meeting rooms must be cleaned according to time schedule/arrangement.
- t) Empty and clean all rubbish bins.

- u) Wash and disinfect all toilets, wash basins, showers and urinals.
- v) Clean and disinfect door handles as well as toilet handles and taps.
- w) Empty and clean rubbish bins inside and outside building including parking lot.
- x) Sweep and clean parking lot.

WEEKLY

- a) Replenish toilet paper, hand soap and hand towels.
- b) Vacuum low traffic areas (Boardrooms, offices and meeting rooms)
- c) Dust and wipe skirting boards, picture frames, windows, décor and partitions below 2 metres.
- d) Spot clean glass doors and glass partitions.
- e) Clean and polish chrome surfaces.
- f) The walls of the toilets must be cleaned.
- g) Clean and dust window blinds.
- h) Remove spots on carpets.
- i) Polish desks office furniture.
- j) Wash hand railings with a disinfectant
- k) Mop and wash stair surfaces as and when required.
- l) Remove marks on walls, doors, partitions and electric switches and as when required.
- m) Replace bin liners.
- n) Cleaning of NHBRC Head Office door.
- o) Replace seat spray sanitizer as and when required.

MONTHLY

- a) Replace urinal mats.
- b) Vacuum, clean upholsters office and visitors' chairs.
- c) Spring clean kitchen cupboards and fridges.
- d) Clean and wipe all doors.
- e) Clean windows in all public arrears, foyers, passages, toilets etc.
- f) Clean all blinds.

QUARTERLY

- a) Carpet wash deep cleaning, the carpet size is
- b) Cleaning of server room to be supervised by IT Representative.
- c) Cleaning of all storerooms with business representative present.

BI-ANNUAL

- a) Cleaning of windows inside and outside of the entire building.
- b) Deep cleaning of office chairs, sofas and couches.

10. EXCLUSIONS

10.1 The handling and disposal of the sanitary contents will be performed by the hygiene contracted supplier.

10.2 The cleaning service shall not include but not limited to the following:

- a) The cleaning of Distribution Board (DB).

11. CLEANING SERVICES STANDARD PRACTICES AND NORMS

11.1 The service provider needs to take into account the following cleaning standards and norms which must be applied for the full durations of the contracted period:

- (a) Cleaning detergents must be environmentally friendly.
- (b) Cleaning product containers must be disposed of, reused and recycled appropriately.
- (c) All detergents disinfectants must comply with SABS
- (d) The service provider will be advised by the NHBRC representative which furniture, if any may be polished.
- (e) Ceramic tile (flooring) is to be stripped from dirt and sealed initially and on request of the NHBRC. Tile surfaces are to be cleaned with approved detergent complying with SABS standards
- (f) Wipe and strip wooden wall finishes with approved detergent complying with SABS standards. Tile surfaces are to be cleaned with approved detergent complying with SABS standards
- (g) All cleaning and maintenance of walls and floors shall be carried out in accordance with SABS standards.
- (h) Sweep concrete floors with a heavy duty broom.
- (i) Carpets must be vacuumed cleaned with industrial standard equipment.
- (j) Wipe all surface areas with a clean damp cloth.
- (k) Ensure that only clear bin bags are used at all times.

GENERIC NOTES TO SERVICE PROVIDERS:

- The provision of the cleaning services at the offices specified shall be implemented and all the applicable “green cleaning” methodologies and cleaning products as dictated by advances in technology.
- The service provider must maintain clean, safe, healthy office facilities and eliminate contaminants and hazards that may potentially affect the NHBRC stakeholders.
- The service provider shall purchase and utilize environmentally sensitive cleaning products which amongst other includes:
 - **Bathroom products** – products used to clean hard surfaces in a bathroom such as counters, walls, floors, fixtures, basins, tubs or tile.
 - **Carpet cleaners** – products used to eliminate dirt and stains on rugs and carpeting.
 - **General purpose and hard floor surface products** – products used for routine cleaning of hard surfaces, including impervious flooring such as concrete or tile. This category does not

include products intended primarily to strip, polish or wax floors and it does not include cleaners intended primarily for cleaning toilet bowls, dishes, laundry, upholstery or wood.

- **Glass, window and mirror cleaning products** – are products used to clean glass, windows, mirrors or metallic or polished surfaces.
- **Kitchen cleaning products** – products used to clean hard surfaces in the kitchen.

12. PREMISES AND EQUIPMENT

12.1 The service provider shall have access of water and electricity, storage room, office and a rest room for the duration of the contract.

12.2 The service provider's access to the identified facilities is subject to the following conditions:

- a) The facilities maintained in a clean and orderly manner, in keeping with good housekeeping principles.
- b) The premises are not used for any activities other than those relating to the rendering of the service as specified in this document.
- c) NHBRC retains the rights of inspection.
- d) The service provider must supply cleaning equipment required.

12.3 The service provider shall ensure that all their staff complies with the regulations in terms of use of the facilities.

12.4 The NHBRC will provide what it deems as adequate office and storage facilities for the cleaning staff for the duration of the contract.

12.5 Upon termination and / or conclusion of the contract the service provider shall remove all its equipment and material from the premises and hand back all keys to NHBRC Head Office Official.

13. CLEANING SERVICES PERSONNEL

13.1 The service providers must make the provision of adequate managerial, supervisory and cleaning staff

13.2 The service provider must provide for intensive training of all the staff appointed to ensure conformity with NHBRC requirements.

13.3 The service provider shall ensure that the absence from operational duty of staff attending a training course does not affect the satisfactory provision of the specified services and shall provide relief staff to cover the affected areas.

13.4 Cleaning staff must wear Personal Protective Equipment (PPE) at all times and comply with COVID-19 regulations.

13.5 The service provider must provide standard uniform to all cleaning staff. All uniforms must bear the name and logo of the service provider and it must be worn at all times, without any exception.

13.6 The service provider shall ensure that all its personnel employed in rendering the cleaning service are at all times neatly dressed, presentable and hygienic.

13.7 The service provider must provide NHBRC with vetted team. It is the responsibility of the service provider to vet all personnel and make sure that they have clear criminal record. (Clearance certificate will be required)

13.8 The service provider shall pay its employees to render a service at least the minimum wage as prescribed by the Department of Labour.

STAFF ALLOCATION AND MANAGEMENT OF THE SERVICE PROVIDER SHALL ENSURE: -

- The service provider shall provide a minimum of eight (8) cleaning staff compliment including a Site Supervisor.
- That staff is assigned to all offices and/or other accommodation and such other specific departments within the NHBRC as the NHBRC representative shall advise and agree with service provider and shall ensure continuity in the deployment of such staff is maintained;
- Individual staff are consistently allocated to work in a specific area or with a specific department with minimal changes, save to the extent reasonably required to maintain the service standards.
- The service provider shall not use less than the human resources complement set out in tender submission document.
- The service provider shall provide services of high quality and standard to the satisfaction of the NHBRC.
- The service provider shall ensure fair labour practice by complying with the industrial labour laws.
- The service provider shall provide relief cleaning staff in the following events:
 - In the event of labour unrests;
 - Seasonal workload peaks;
 - Replace staff on training;
 - Leave or sick leave provide that the NHBRC's Facilities Management is given a reasonable notes and details thereof.
- The service will bear all costs related to the provision of relief staff.

14. CONTROL OF MATERIALS, EQUIPMENT AND CONSUMABLES

14.1 The service provider shall be responsible for the replenishing, safe storage, distributions and control of consumables.

14.2 The service provider shall be responsible for safe storage of all consumables. Should any of its staff members found to be pilfering the cost shall be recoverable from the service provider.

14.3 The service provider's supervisor to maintain records of receipts and issues which should be reconciled and report submitted to the NHBRC on a monthly basis.

14.4 The service provider must be responsible for the, safe storage and cost effective usage of materials and equipment.

14.5 The service provider must undertake to abide by the NHBRC policies and procedures, and Code of Conduct whilst conducting work on behalf of the NHBRC.

15. FUNCTIONAL EVALUATION CRITERIA

15.1 The evaluation of the functional/ technical detail of the proposal will be based on the following criteria:

Functional Factors	Criteria Description
1.Number of years rendering cleaning services	Minimum of three (03) years' experience rendering cleaning services in the past five (05) years. <i>(Company profile or list of projects must clearly indicate the number of years in providing cleaning services).</i>
2.Contactable Client references (minimum of three (03) letters with the letter head of the clients)	The service provider must provide minimum of three (03) positive written contactable references in the past five (05) years and must have contactable references where cleaning services were rendered in a building occupied a minimum of 120 employees. Reference letters must state the performance of the supplier and duration in rendering cleaning services. (Unsigned reference letter, appointment letter/purchase order and or reference letter that does state the performance of the supplier will be not considered).
3. Site Visit	The service provider MUST have a current site and/or office where they store equipment's and they should be able to allow NHBRC to access their office/current site where they are operating.

15.2 Proposals with functional/technical points that are less than minimum threshold of 80 points will be eliminated from further evaluation.

16. ELIMINATION CRITERIA

16.1 Proposals that do not meet the stipulated conditions of the NHBRC will be eliminated.

17. REPORTING

17.1 The report format will be agreed upon between the service provider and NHBRC Facilities Management Unit.

17.2 The service provider shall provide monthly and quarterly, reports to Facilities Management with Comprehensive. An accurate analysis, interpretations of trends and problem profiles with possible interventions within five (05) working days from end of the month, quarterly or yearly.

17.3 The reports must contain the following but not limited to:

- (a) Any problem that need to be brought to the attention of the NHBRC.
- (b) Ways of improving the services.
- (c) Report about the consumables received and stock levels

18. TRACK RECORD

18.1 A complete list of previous clients where the service provider was rendering cleaning services in the past five (05) years and a minimum of three (03) references signed off by the accounting officer or his/her delegated is required.

19. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

19.1 General Information

19.2 The NHBRC requires the services of interested and competent organisations or companies that are experienced in cleaning services and the service provider is expected to provide proof of expertise.

19.3 Requisites of the service provider:

19.4 A detailed proposal:

- Understanding of terms of reference.
- Team composition competencies (please attach CVs and indicate roles of individuals).
- Quality Assurance measures (process and control).
- Summary of projects executed and completed in the last five (05) years.
- Annexure A (Detailed pricing schedule attached in this document)

19.5 The following documents are required to be submitted by the bidder.

19.6 During the last five (05) years, the bidder must have rendering cleaning services. The bidder must submit a minimum three (03) reference letters signed by the accounting office of clients.

19.7 The structure of the cleaning company (experience and CV of staff):

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel

19.7.1 Provide projects details of minimum of three (03) of your projects that were successfully completed in the last five (05) years in the format below. Three (03) reference letters to be provided by on the client's letterheads, and signed off by an authorised delegated employee of the client.

Please follow the format shown below:

Name of project:
Name of Client:
Client Contact Details
Contact person:
Role in Project:
Contact Tel No:
Contact Cell:
Project Start Date:
Project Completion Date:
Contract Amount (incl. VAT):
Summary of Project (maximum 200 words).
Note: Please attach a reference letters from the clients indicating successful completion of the project as pe r the client's brief.

19.8 Expertise and experience of key personnel

Note, in addition please provide the following:

- CV's for each of the cleaning staff members and highlight the experience.
- Certified Identity Documents of each cleaning staff not older than three (03) months
- Structure(organogram) of the service provider
- Curriculum Vitae's of the owner, supervisor and cleaning staff members

20. TECHNICAL AND PRICE EVALUATION CRITERIA

20.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

20.1.1 **Stage 1:** Compliance check of Mandatory Requirements;

20.1.2 **Stage 2:** Functional Evaluation Criteria

20.1.3 **Stage 3:** Price and Preference Points Evaluation

20.2 Stage 1: Compliance check of Mandatory Requirements

All mandatory documents as per the SCM Mandatory Checklist in this RFP should be completed in full, signed and submitted with the Bidder’s response to this RFP. Failure to comply with this requirement or submission of false, fraudulent or misleading information or documents will result in the disqualification of the Bidder or termination of the successful bidder’s contract. In this regard, the NHBRC reserves its rights to take appropriate legal action.

DOCUMENTS TO BE SUBMITTED			
No.		Please note; the items marked with an (X) are mandatory requirements and failure to meet the requirements will result in your bid being disqualified.	Yes/No
1.		Valid B-BBEE Status Level or Copy of Sworn affidavit signed by the Commissioner of Oaths	
2.	X	SBD1 (Invitation to bid, which should be completed signed)	
3.	X	SBD 3.1 - Pricing Schedule-Firm Price	
4.	X	Annexure A: Proposed fee structure (including a detailed costing breakdown of all costs and escalations)	
5.	X	SBD 4 (Bidders Disclosure Form, Must be completed and signed).	
6.	X	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7	X	SBD 7.2 Contract Form, Must be completed and signed.	
8.	X	Bidder must submit proof of valid COIDA, relevant to cleaning services.	
9.		CSD/Central Supplier Database Report	
10		General Conditions of the contract (GCC).	

20.3 Stage 2: Functionality in terms of the set technical evaluation criteria

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process

Functionality Evaluation (Combination of Paper Based and on-site evaluation Criteria) = 86 points out of 100 points.

- i. Paper Based Evaluation – Bidders will be evaluated out of 70 points and bidders are required to achieve minimum threshold of 56 points out of 70 points. Only bidders who achieve a minimum of 56 points will be visited for site evaluation, the Bid Evaluation Committee shall conduct a site evaluation on the date specified by the Committee.
- ii. On Site Evaluation – Bidders will be evaluated out of 30 points and are required to achieve 30 points out of 30 points.

- iii. The overall combined score for paper based and site evaluation must be equal or above 86 points to proceed to Stage 3 for Price and BBBEE evaluations.

The bidder's information will be scored according to the following points system:

Paper based evaluation:

- Details as per the proposal Stage 2: Part 1 - Functionality score 70

On Site evaluation

- Details as per the proposal Stage 2: Part 2 - Site Evaluation score 30

OVERALL COMBINED POINTS: 100

PART 1

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

Member score for criteria

$$\frac{\text{Member score for criteria}}{\text{Highest points for criteria}} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

Highest points for criteria

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

Item No	Evaluation Criteria	Description	Weight (%)
1.	Number of years rendering cleaning services	<p>Minimum of three (03) years' experience services in the past five (05) years in which the company has been rendering cleaning services. Company profile or list of projects clearly indicating the number of years in business providing cleaning services.</p> <p><u>Score allocation</u></p> <p>0 Years' Experience = 0 Points 1 Year Experience = 1 Point 2 Years' Experience = 2 Points 3 Years' Experience = 3 Points 4 Years' Experience = 4 Points 5 and above Years' Experience = 5 Points</p>	30
2.	Client References	<p>The service provider must provide minimum of three (03) positive written contactable references in the past five (05) years and must have contactable references where cleaning services were rendered in a building occupied a minimum of 120 employees</p>	40

		<p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> • Company name • Company letterhead • Contact person and contact telephone numbers • Reference letters must state the performance of the supplier and duration in rendering cleaning services. (Unsigned reference letter, appointment letter/purchase order and or reference letter that does state the performance of the supplier will be not considered). <p>The letter must be signed by a duly authorized person</p> <p><u>Score allocation</u></p> <p>0 Reference letter= 0 Points 1 Reference letter = 1 Point 2 Reference letters = 2 Points 3 Reference letters = 3 Points 4 Reference letters = 4 Points 5 Reference letters and more = 5 Points</p> <p>NHBRC reserves the right to call the clients to obtain further information.</p>	
SUBTOTAL		70 POINTS	
MINIMIUM QUALIFYING REQUIREMENT		56POINTS	

NB: Only bidders who score 56 Points or more points will qualify for a site visit

PART 2

The site visit will consist of the following:

<p>Site Visit</p>	<p>Site Visit</p> <p>NHBRC will conduct a site visit and the service provider MUST have a current site and/or office where they store equipment's and they should be able to allow NHBRC to access their office/current site where they are operating.</p> <p>The following will be assessed during site visit.</p> <ul style="list-style-type: none"> • Vacuum Cleaner • Brooms • Trolleys • Mops • Vehicle (e.g. certificate of registration) • Carpet washer machines • Mopping buckets • Cleaning equipment's • Protective clothing for cleaning services <p><u>Score allocation</u></p> <ul style="list-style-type: none"> • Bidder failed to meet all the requirements on-site evaluation = 0 points • Bidder meets all the requirements on-site evaluation and more = 5 Points 	<p>30</p>
<p>TOTAL</p>		<p>100</p>

Bidders who score a total of 86 Points on two stages (Paper based and site visit) will qualify for further evaluation which is Price and Preference points system.

NB: The minimum threshold for functionality is 86 out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

20.5 Stage 3: Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score (**86 points**) for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2011 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

BBBEE Level	80/20
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-Compliant Contributor	0

The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.

21. RFP SUBMISSION INSTRUCTIONS

21.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

22. AVAILABILITY OF THE RFP DOCUMENT

22.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **26 July 2022**

22.2 There will be a **compulsory briefing session** that will be held on the **04 August 2022 at 11h00am** at the NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.

23. RFP CLOSING DATE

23.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **18 August 2022 at 11h00**. No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope and clearly marked (Copy or Original) with the bid number and the full name of the service provider(s).

23.2 No late submissions will be accepted

24. VALIDITY PERIOD OF BIDS

24.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

25. ADMINISTRATIVE ENQUIRIES

25.1 The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Persons: Ms. Paballo Relela / Mr. Bernard Kekana

E-mail address: Tenders@nhbrc.org.za

26. SUBMISSION OF PROPOSALS

- 26.1 Submission of bid **MUST** include one (1) Original hard copy and one (1) memory stick / USB with scanned original documents of the proposal marked (Original hard copy and memory stick / USB) envelope and deposited into the tender box. NB: The Original hard copy submission on the envelope **MUST** be the same as the electronic copy. Failure to comply will result in the bid being regarded as unacceptable.
- 26.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

ANNEXURE A: Pricing Schedule

The table below **MUST** be established in line with the services as outline in section 9

YEAR	SERVICE DESCRIPTION	PRICE MONTHLY	PRICE QUARTELY	PRICE BI-ANNUALLY	TOTAL COSTS PER YEAR
Year 1	Eight (8) Cleaners, Cleaning services(material, detergents, equipment and consumables etc	R	R	R	R
Total Cost for year 1					R
Year 2	Eight (8) Cleaners, Cleaning services (material, detergents, equipment and consumables etc	R	R	R	R
Total costs for year 2	R				R
Annual escalation					R

Year 3	Eight (8) Cleaners Cleaning services(material, detergents, equipment and consumables etc	R	R	R	R
Total costs for year 3					R
Annual escalation					R
Total costs for 3 years (Excl VAT)					R
Total costs for 3 years (Incl VAT)					R