



REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE HYGIENE SERVICES AND SUPPLY HYGIENE CONSUMABLES TO THE NHBC (HEAD OFFICE - SUNNINGHILL AND ERIC MOLOBI - SOSHANGUVE) FOR A PERIOD OF THREE (03) YEARS.

RFP NO.: NHBC 02/ 2024

CLOSING DATE: 31 JULY 2024

TIME: 11:00

VENUE NHBC HEAD OFFICE:
27 LEEUWKOP ROAD,
SUNNINGHILL,
JOHANNESBURG

COMPULSORY BRIEFING SESSION

DATE: 17 JULY 2024

VENUE NHBC HEAD OFFICE:
27 LEEUWKOP ROAD,
SUNNINGHILL,
JOHANNESBURG

TIME 11:00

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 publicized 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 familiarize 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 changes 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 a 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. Bids must only be submitted on documentation provided by the NHBRC. Late, emailed, faxed and telegraphic bids will not be considered.
- 1.19. The NHBRC reserves the right to accept or reject the Proposal.

- 1.20. RFP's shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.21. Potential service provider(s) shall be disqualified, and their Bids not considered among other reasons, for any of the following specific reasons:
- 1.22. If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - 1.22.1. The Bid contains irregularities.
- 1.23. 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.
- 1.24. 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.
- 1.25. 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.
- 1.26. 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

	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		

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 organisational 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:

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

4. OBJECTIVE

- 4.1. The objective of the project is to outsource hygiene services to the hygiene service provider for Head office (Sunninghill) and Eric Molobi (Soshanguve) with the requisite experience, skills and competencies.
- 4.2. The successful service provider will be required to enter into a Service Level Agreement (SLA) with NHBRC for a period of three years (03 years)

5. SCOPE OF WORK

- 5.1. The successful service provider shall focus on the provision of hygiene services and supply hygiene
 - 5.1.1. Consumables in line with commercial best practice. In particular without limiting the generality of the foregoing, the appointee will be responsible and shall be required to attend to the following.
 - 5.1.2. The specifications / frequency schedules / attached appendixes/sections provide an indication of the areas and buildings to be serviced for hygiene purposes as well as a guideline to minimum requirements and may be adjusted to ensure better service delivery and end user's requests. Only the highest standards set by the hygiene industry will be accepted.
 - 5.1.3. The service provider will provide a scheduled and reactive (for specific functions or incidents) hygiene 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;
 - 5.1.3.1. Hygiene Services;(e.g. Head Office Sunninghill and Eric Molobi (Soshanguve), all floors of the NHBRC and Security Cubicle)
 - 5.1.4. The service provider must acquaint themselves as to the exact situation, boundaries and areas, as well as the various building floors.

- 5.1.5. It is expected that service provider makes ample time available for a comprehensive walk about to familiarize themselves with NHBRC Head office and Eric Molobi (Soshanguve) building floors and offices during the tender process, for all aspect of the service, they are tendering on. To provide everything necessary to fully satisfy the requirements of the tender documents and to ensure a complete, market related, and competitive tender is submitted.
- 5.1.6. No additions to the tender will be allowed, after the tender is submitted, for any unforeseen costs by the service provider(s), during the tender stage.

6. PURPOSE OF THE HYGIENE SERVICES

- 6.1. The purpose of the hygiene services is to maintain health and prevent the spread of diseases within the organisation.

7. DURATION OF THE CONTRACT

- 7.1. The service provider and NHBRC will enter into a three (3) years SLA on an effective date to be determined by the parties.
- 7.2. The service provider must take note that the contract for Eric Molobi-Soshanguve office will commence on the 15th of February 2025

8. SERVICE PROVIDER RESPONSIBILITIES

- 8.1. The service providers enter into a Service Level Agreement (SLA) with the NHBRC and conduct the full scope as follows:
- 8.1.1. Supply LCD Air freshener refills
 - 8.1.2. Supply seat sanitizers refill
 - 8.1.3. Supply auto janitor refill and repair when it is faulty.
 - 8.1.4. Supply foam/hand soap refill
 - 8.1.5. Supply hand sanitizers refill
 - 8.1.6. Supply tear and dry paper towels (6X25)
 - 8.1.7. Supply toilet rolls (X 2ply packet of 48 X 45 rolls)
 - 8.1.8. Cleans She - Bins, supply bin liners/plastics and bin tablets / powder
 - 8.1.9. Supply She - bins plastics
 - 8.1.10. Refill she - packets
 - 8.1.11. Supply and Install 40 Bait stations.
 - 8.1.12. Routine treatment of cockroaches, ants and any other insects inside and outside for both building.

- 8.1.13. Supply batteries for air fresheners, auto janitor and hand sanitizers dispensers.
- 8.1.14. Supply 70% Alcohol based Surface Disinfected spray
- 8.1.15. Supply P-Mat for Urinals
- 8.1.16. Supply SHE bin powder when cleaning SHE bins
- 8.1.17. Deep cleaning of hand basins, kitchen sinks and showers
- 8.1.18. Replacement of faulty toilet roll holders, hand towel holders, hand soap dispensers and seat wipe dispensers.
- 8.1.19. Deep cleaning and Disinfecting of both office spaces in case of Covid-19 or any other health regulation.
- 8.2. The hygiene service provider shall ensure that routine hygiene services do not interrupt NHBRC business function.
- 8.3. The hygiene service provider shall comply with the hygiene services standards and applicable industry legislation.
- 8.4. The NHBRC will advise the service provider of the appropriate time should the services to be rendered, be required outside normal working time.
- 8.5. All hygiene equipment and consumables should comply with the relevant SABS specifications and code of practice.
- 8.6. Hygiene procedures and schedules will be agreed upon between the NHBRC and the service provider.
- 8.7. Discarding procedures are in place and are to be applied in respect of disposable cleaning equipment.
- 8.8. Hygiene equipment and consumables are clearly defined for specific usage.
- 8.9. Hygiene equipment is to be clean and correctly stored.
- 8.10. Hygiene materials must be used in a safe and proper manner, in compliance with health and safety regulations.
- 8.11. Hygiene materials must be selected and used so as not to cause any damage to surfaces.
- 8.12. The bidder/s are requested to refer to Annexure A, B and C
 - 8.12.1. **Annexure A** - List of Consumables and Quantity (NHBRC Head Office Sunninghill Office)
 - 8.12.2. **Annexure B** List of Consumables and Quantity (NHBRC Eric Molobi - Soshanguve)
 - 8.12.3. **Annexure C:** - Pricing schedule for NHBRC Sunninghill and Eric Molobi Office – Soshanguve

9. HYGIENE SERVICE STANDARD

- 9.1. The services will be rendered on a weekly, monthly, quarterly and as and when required intervals for Head Office Sunninghill and Eric Molobi (Soshanguve)
 - 9.1.1. WEEKLY**

9.1.1.1. Clean She-Bins, supply bin liners/plastics, and bin tablets / powder

9.1.1.2. Deep cleaning of hand basins, kitchen sinks and showers

9.1.2. TWICE A MONTH

9.1.2.1. Deep cleaning and Disinfecting of entire office space for Covid-19 purposes and any other health regulations.

9.1.3. MONTHLY

9.1.3.1. Supply foam/hand soap refill

9.1.3.2. Supply hand sanitizes refill

9.1.3.3. Supply tear and dry paper towels (6 X 25 packets)

9.1.3.4. Supply toilet paper/tissues (X 2 ply 45 packets of 48 X rolls)

9.1.3.5. Supply and service 40 X Bait stations and service them

9.1.3.6. Supply LCD Air-freshener refill

9.1.3.7. Supply Auto Janitor refill – Male

9.1.3.8. Supply P-Mat for Urinals

9.1.3.9. Supply 70% Alcohol based surface disinfected spray

9.1.4. QUARTERLY

9.1.4.1. Routine treatment of cockroaches, ants and any other insect's inside and outside of both buildings when the need arises

9.1.5. AS AND WHEN REQUIRED

9.1.5.1. Deep cleaning and Disinfecting of entire office space in case of reported Covid-19.

9.1.5.2. Treatment of cockroaches, ants, and any other insects inside and outside of both buildings when the need arises.

9.1.5.3. Supply Batteries for auto janitors' dispensers

9.1.5.4. Supply Batteries for air fresheners dispensers

9.1.5.5. Supply Batteries for hand sanitizer dispensers

10. HYGIENE SERVICE AND NORMS

10.1. The service provider needs to take into account the following hygiene standards and norms that need to be applied during the course of the service:

10.1.1. Hygiene services and consumables must be environmentally friendly.

10.1.2. Hygiene product containers must be disposed of, reused, and recycled appropriately.

10.1.3. All hygiene consumables and products must comply with SABS standards.

10.2. Notes to the Service Providers:

- 10.2.1. The provision of the hygiene services and consumables at the office specified shall be implemented and all the applicable “green hygiene” methodologies and hygiene products as dictated by advances in technology.
- 10.2.2. It shall be the service provider’s responsibility to supply consumables and products that are safe and healthy and eliminate contaminants that may affect NHBRC employees’ health, performance and attendance.
- 10.2.3. NHBRC is committed to the implementation of hygiene services processes and supplies that protect its employees’ health without harming the environment.
- 10.2.4. The service provider shall supply and utilize environmentally friendly hygiene products. (Detergents used to clean the toilets should be natural products that will not disturb the natural PH of a human. Toilet seat sanitizers to be available (Not surface or hand sanitizers).

11. SANITARY SERVICES

11.1. The handling and disposal of the contents of sanitary bins will be performed by the Hygiene Contracted Supplier.

12. FUNCTIONAL EVALUATION CRITERIA

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

Functional Factors	Criteria Description
Number of years rendering hygiene services	<ul style="list-style-type: none">• Five (05) years’ experience providing hygiene services. (Company profile or list of projects must clearly indicate the number of years in providing hygiene services) List of projects that do not correspond with the company registration date will not be considered)
Contactable client references letters	<ul style="list-style-type: none">• The service provider must provide five (05) positive written contactable references letters. The contactable references where hygiene services were successfully rendered.• Reference letters must state the performance of the supplier in rendering Hygiene services. (Unsigned reference letters, and or reference letters that do not state the performance of the supplier will be not considered).• NB: Bidders must take note that appointment letters and purchase orders will not be considered.

13. ELIMINATION CRITERIA

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

14. REPORT

14.1. The report format will be agreed upon between the service provider and NHBRC Facilities Management Unit Manager and Education Training and Department Manager

14.2. The service provider shall provide monthly and quarterly reports to Facilities Management and Education Training and Department Manager with Comprehensive accurate analysis, interpretations of trends and problem profiles with possible Interventions within five (5) working days from end of the month, quarterly.

14.3. Reports must contain amongst other the following:

14.3.1. Any problem that needs to be brought to the attention of the organisation (NHBRC)

14.3.2. Ways of improving the services

14.3.3. Report about the consumables received and stock levels

15. TRACK RECORD

15.1. A complete list of previous clients where the service provider was rendering hygiene services signed off by the accounting officer or his/her delegated is required.

16. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

16.1. General Information

16.1.1. The NHBRC requires the Goods or Services of interested and competent organisations or companies that are experienced in hygiene service and the Service Provider is expected to provide proof of expertise.

16.2. Requisites of the Service Provider:

16.2.1. A detailed proposal:

16.2.1.1. Understanding of terms of reference.

16.2.1.2. Team composition competencies (please attach CVs and indicate roles of individuals).

16.2.1.3. Quality Assurance measures (process and control).

16.2.1.4. Summary of projects executed and completed.

16.2.1.5. Annexure C (Detailed pricing schedule attached in this document)

16.3. The following is what is required to be submitted by the bidder.

16.3.1. The structure of the hygiene company (experience and CV of staff)

16.3.2. The most recent projects the bidder has completed. The bidder must submit a summary of the projects in the format presented below:

NAME OF PROJECT	PROJECT DESCRIPTION	PROJECT PERIOD (START DATE – END DATE)	CLIENT NAME	CLIENT CONTACT TEL

16.4. Provide details of your projects that were successfully completed in the format below.

16.5. Reference letters to be provided by the client, 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 Note: Please attach a reference letter from the client indicating successful completion of the project as per the client’s brief. (Excluding the NHBRC)
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16.5.1. Must include expertise and experience of key personnel; and

16.5.2. A CV for each of the staff members and highlight their experience.

17. TECHNICAL AND PRICE EVALUATION CRITERIA

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

- 17.1.1. Stage 1: Compliance check of Mandatory Requirements.
- 17.1.2. Stage 2: Functional Evaluation Criteria.
- 17.1.3. Stage 3: Price and Preference Points Evaluation.

STAGE 1: COMPLIANCE CHECK OF BID REQUIREMENTS

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid requirements and documents to be submitted	Yes/No
1	Bidder Must submit proof of valid COIDA relevant to hygiene services (irrelevant and invalid COIDA will not be considered). The COIDA must be obtained from the Department of Labour or Mutual Associations Accredited by the Department of Labour. (Mandatory)	
2	Annexure C: Proposed fee structure (including a detailed costing breakdown of all costs and escalations. <i>The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified (Mandatory)</i>	
3	SBD1 (Invitation to bid, which should be completed signed)	
4	SBD 3.1 – Pricing Schedule – Firm Price	
5	SBD 4 (Bidders Disclosure Form, should be completed and signed).	
6	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7	SBD 7.2 Contract Form, should be completed and signed.	
8.	CSD / Central Supplier Database Report	
9.	General Conditions of the Contract (GCC).	

NOTE:

NHBRC will be using General Conditions of Contract (GCC) as issued by National Treasury and SLA for the management of the contract

Bidders that do not comply with all the mandatory requirements or do not submit the required documents will be disqualified.

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.

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

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

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

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 hygiene services.	<p>Five (05) years' experience providing hygiene services. (Company profile or list of projects must clearly indicate the number of years in providing hygiene services) List of projects that do not correspond with the company registration date will not be considered)</p> <p><u>Bidder Experience Scoring</u></p> <ul style="list-style-type: none"> • 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 Years' Experience and more = 5 Points 	40
2.	Contactable Client References Letters	<p>The service provider must provide five (05) positive written contactable references letters. The contactable references where hygiene services were successfully rendered.</p> <p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> • Company name • Company letterhead 	60

Item No	Evaluation Criteria	Description	Weight (%)
		<ul style="list-style-type: none"> • Contact person and contact telephone numbers • Reference letters must state the performance of the supplier in rendering Hygiene services. (Unsigned reference letters, and or reference letters that do not state the performance of the supplier will be not considered). • Reference letter that does state the performance of the supplier will be not considered). <p>NB: Bidders must take note that appointment letters and purchase orders will not be considered.</p> <p><u>Bidder Client Reference Letter Scoring</u></p> <ul style="list-style-type: none"> • 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>NHBRC reserves the right to call the clients to obtain further information</p>	
TOTAL POINTS			100
MINIMUM QUALIFYING REQUIREMENT			80

The minimum threshold for functionality is 80 out of 100 points. Bidders who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and preference points.

STAGE 3: PRICE AND PREFERENCE POINTS EVALUATION

Only bids that obtained a minimum qualifying score **(80 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,2022 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 in accordance with the table below:

the number of points for preference points

$$NEP = NOP \times \frac{EP}{100}$$

Where:

NEP = Points awarded for equity ownership Preference Points

NOP= The maximum number of points awarded for Preference Points

EP = The percentage of equity ownership

The points scored for price will be added to the points scored for preference points to obtain the Bidders total points scored out of 100 points.

18. RFP SUBMISSION INSTRUCTIONS

18.1. 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.**

19. AVAILABILITY OF THE RFP DOCUMENT

19.1. Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **10 JULY 2024**

19.2. There will be a compulsory briefing session that will be held on the **17 JULY 2024 at 11h00am** at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

20. RFP CLOSING DATE

- 20.1. 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 31 JULY 2024 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).
- 20.2. **No late submissions will be accepted.**

21. VALIDITY PERIOD OF BIDS

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

22. ADMINISTRATIVE ENQUIRIES

- 22.1. The administrative enquiries may be directed to:
- Department:** Supply Chain Management
- Contact Person:** Ms. Paballo Relela, Mr. Bernard Kekana
- E-mail address:** Tenders@nhbrc.org.za
- 22.2. Clarifications and enquiries by bidders should be sent to tenders@nhbrc.org.za. Responses will be communicated during week days, between Monday to Friday from 8:30 am to 16:30 pm.

23. SUBMISSIONS OF PROPOSALS

- 23.1. Submission of bid should 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.
- 23.2. 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.

24. POPIA

- 24.1. The NHBRC is committed to adhering to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end the NHBRC has published its Information Manual on its website, which regulates the manner in which NHBRC processes information.
- 24.2. The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties at paragraph 3.4.
- 24.3. Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)
- 24.4. Bidders are in turn required to comply with the tender requirements and when the information of third parties are required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC.

ANNEXURE – A - NHBC SUNNINGHILL OFFICE - LIST OF CONSUMABLES AND QUANTITIES

Bidders are required to complete and must comply with all Annexure A- below

	<u>REQUIRED ITEMS</u>	<u>SIZES</u>	<u>QTY</u>	<u>UNIT PRICE</u>	<u>FREQUENCY / NO. OF TIMES PER MONTH</u>
A1	Hand Sanitizers refill	1100 ml	17		Monthly
A2	LCD Air-freshener refill	75 ml	60		Monthly
A3	Seat Sanitizer refill-	400 ml	30		Monthly
A4	Auto Janitor refill –Male	600 ml	40		Monthly
A5	Foam/Hand Soap refill	500 ml	35		Monthly
A6	Tear and Dry Paper Towel	200 mm x 150 m	150		Monthly
A7	Toilet Rolls - Dulux 2 ply packet of 48 rolls		45		Monthly
A8	Clean She-Bins, supply bin liners / plastic and bin tablets or Powder		17		Weekly
A9	She Bins Plastics		17		Weekly
A10	Refill She Packets Dispenser		17		Weekly
A11	Service of 40 Bait Stations(outside) and supply 25 cardboard bait boxes once off (Inside the building)		65		Monthly
A12	Routine treatment of cockroaches, ants and any other insects inside and outside the office		Office size is 4,667m ²		Quarterly
A13	Supply P-Mat for Urinals		10		Monthly
A14	Supply batteries for air fresheners (2 batteries per air-freshener)	C	120		As and when required
A15	Supply batteries for auto janitor (2 batteries per auto janitor)	D	84		As and when required
A16	Supply batteries for hand sanitizers (4 batteries per Hand sanitizer).	C	68		As and when required
A17	Deep cleaning of hand basins		34		Weekly
A18	Deep cleaning of kitchen sinks		5		Weekly
A19	Deep cleaning of showers		2		Weekly
A20	Deep cleaning and Disinfecting of entire office space.	4997 M ²			Twice a Month
A21	Deep cleaning and Disinfecting of entire office space in case of Covid-19.	4997 M ²			As and when required in the case of Covid 19 (Once off)
A22	70% Alcohol based Surface Disinfected spray	750 ml	30		Monthly

PLEASE PROVIDE SEPARATE PRICE LIST FOR THE FOLLOWING ITEMS:

NB: BIDDERS MUST TAKE NOTE THAT THE PRICE LIST MUST INCLUDE A SIGNATURE, IF THERE IS NO SIGNATURE ON THE PRICE LIST THE BIDDER WILL BE DISQUALIFIED.

	<u>REQUIRED ITEMS</u>	<u>SIZES</u>	<u>QTY</u>	<u>UNIT PRICE</u>	<u>FREQUENCY / NO. OF TIMES PER MONTH</u>
A23	Replacement of faulty toilet roll holders		29		As and when required
A24	Replacement of faulty hand towel holders		20		As and when required
A25	Replacement of faulty hand soap dispenser		35		As and when required
A26	Replacement of faulty seat wipes dispenser.		30		As and when required
A27	Deep cleaning and Disinfecting of entire office space in case of Covid-19.	4997 M ²			As and when required
A28	Treatment of cockroaches, ants, and any other insects inside and outside of both buildings when the need arises	4,667m ²			As and when required

ANNEXURE – B - NHBRC ERIC MOLOBI - SOSHANGUVE - LIST OF CONSUMABLES AND QUANTITIES

Bidders are required to complete and must comply with all Annexure B- below

	REQUIRED ITEMS	SIZES	QTY	UNIT PRICE	FREQUENCY/ NUMBER OF TIMES PER MONTH
B1	Chemical deep cleaning of hand basins, kitchen sinks, showers		22		Monthly
B2	Supply She – Bins Plastic		14		Weekly
B3	Cleans She-Bins, Supply bin liners/plastics, supply bin tablets		14		Weekly
B4	She Bins Plastics		14		Weekly
B5	Refill She Packets Dispenser		14		Weekly
B6	Pest Control		1		Quarterly
B7	Supply Seat sanitizer refill		20		Monthly
B8	Toilet Rolls - Dulux 2 ply packet of 48 rolls		48X15		Monthly
B9	Supply appearance Mat and maintain		2		Monthly
B10	Tear and Dry paper towel		12		Monthly
B11	Refill She packet dispenser		13		Weekly
B12	Installation of Rodent bait stations inside and outside		30		Monthly
B13	Supply and Install Hygenators		3		Monthly
B14	Aerosol Fragrances		14		Monthly
B15	Foam/Hand Soap Refill		14		Monthly
B16	Surface sanitizer foam refill		19		Monthly
B17	Supply Batteries		20		As and when required

ANNEXURE – C – PRICING SCHEDULE (SUNNINGHILL OFFICE)

The table below **MUST** be established in line with the services as outlined in page 19 and 20 of this document.

YEAR	SERVICE DESCRIPTION	PRICE WEEKLY	PRICE MONTHLY	PRICE QUARTERLY	TOTAL COST PER YEAR
Year 1	Required Services as listed in Annexure A (NHBRC Sunninghill office)	R	R	R	R
Year 2	Required Services as listed in Annexure A (NHBRC Sunninghill office)	R	R	R	R
Year 3	Required Services as listed in Annexure A (NHBRC Sunninghill office)	R	R	R	R
TOTAL COSTS FOR 3 YEARS (EXCL VAT)					R
TOTAL COSTS FOR 3 YEARS (INCL VAT)					R
Bidder Signature		Date			

The bidder MUST take note of the following:

- The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.
- An incomplete pricing schedule will result in the bidder being disqualified; no alterations can be made subsequent to submission of the bid.
- PRICE ADJUSTMENTS: Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.
- All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).

ANNEXURE – C – PRICING SCHEDULE (SOSHANGUVE OFFICE)

The table below **MUST** be established in line with the services as outlined in page 21 of this document

YEAR	SERVICE DESCRIPTION	PRICE WEEKLY	PRICE MONTHLY	PRICE QUARTERLY	TOTAL COST PER YEAR
Year 1	Required Services as listed in Annexure B (NHBRC Eric Molobi Office - Soshanguve)	R	R	R	R
Year 2	Required Services as listed in Annexure B (NHBRC Eric Molobi Office - Soshanguve)	R	R	R	R
Year 3	Required Services as listed in Annexure B (NHBRC Eric Molobi Office - Soshanguve)	R	R	R	R
TOTAL COSTS FOR 3 YEARS (EXCL VAT)					R
TOTAL COSTS FOR 3 YEARS (INCL VAT)					R
Bidder Signature		Date			

The bidder MUST take note of the following:

- The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.
- An incomplete pricing schedule will result in the bidder being disqualified; no alterations can be made subsequent to submission of the bid.
- PRICE ADJUSTMENTS: Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.
- All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).