

P.O. Box 3209,  
Houghton, 2041  
Block A,  
Riviera Office Park,  
6-10 Riviera Road,  
Riviera



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## REQUEST FOR PROPOSALS

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**PROVISION OF CLEANING SERVICES AT HOUSING DEVELOPMENT AGENCY,  
EMBASSY BUILDING, 199 ANTON LEMBEDE STREET, DURBAN**

**RFP/KZN/001**

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**QUOTATIONS TO BE SUBMITTED BY**

**NOT LATER THAN 08<sup>th</sup> APRIL 2015**

**WEDNESDAY, 12 NOON**

**April 2015**

## TERMS OF REFERENCE

### Provision of Cleaning Services at the Housing Development Agency, 25<sup>th</sup> Floor, Embassy Building, 199 Anton Lembede Street, Durban.

#### 1. INTRODUCTION

The Housing Development Agency (HDA) is a national public development agency established by an Act of Parliament (Act 23 of 2008). The HDA promotes sustainable communities by making well-located land and buildings available for the development of housing and human settlements. As an organ of state, the HDA is accountable through its board to the Minister of Human Settlements. Visit [www.thehda.co.za](http://www.thehda.co.za) for more information.

#### 2. BACKGROUND

HDA seek to appoint experienced and reputable service providers to provide a cleaning service for a period of three (3) years.

##### 2.1 Physical Location

25<sup>th</sup> Floor  
Embassy House  
199 Anton Lembede Street  
Durban

#### 3. SCOPE OF WORK

The scope of service for this quotation that must be adhered to:

- To provide/supply cleaners on a daily basis to:  
Provide office cleaning services to the premises situation at 25<sup>h</sup> Floor, Embassey House, 199 Anton Lembede Street, Durban
  - **Provide HDA with 2 (two) cleaners**, as per the following:
    - Monday to Friday inclusive
    - To start at 07.30 and to finish 16h00
- Appointed Service Provider will be expected to assist with the following, but not limited to, on a daily/weekly basis.
  - Keep offices clean;
  - Dust picture/mirror frames;
  - Dust blinds;
  - Prepare meetings rooms : Set out coffee, tea, sugar, milk, water carafe and glasses;
  - Clean meeting rooms after meetings.
  - Clean and wipe down kitchen area
  - Wash dishes (cups, saucers and glasses).
  - Wipe down and clean desks DAILY.
  - Vacuum clean carpets three times weekly
  - Clean windows inside on a bi-weekly basis.
  - Keep bin area clean and remove bins for collection to the point indicated by the landlord.

- Empty bins in offices twice daily
- Clean reception area on a daily basis
- Clean toilets and refill soap dispenser, toilet cleaner dispenser and toilet roll holder
- Deep Carpet cleaning twice a year to remove stains.  
Provide a fumigation service to the HDA on a quarterly basis. Date to be agreed to with the office manager. This service to include the materials and spraying of the pesticide.
- Provide rodent repellent to every office.

#### **4. EQUIPMENT & MATERIALS**

- The Contractor will provide all necessary equipment (Vacuum Cleaner, Cleaning Trolley), chemicals, toilet consumables, i.e. toilet paper, hand paper towel, for the execution of the work.
- The Contractor will maintain all electrical equipment supplied.

#### **5. EXPECTED DELIVERABLES**

The Service provider shall,

- Be fully responsible for all work and services performed by its personnel staff.
- provide and execute everything necessary for the services in accordance with industry standards and norms in terms of the prevailing sectorial determination, and industry acceptable training levels, and any other relevant regulations, including, but not necessarily limited to:-

**5.1** The provision of all Contractors' equipment, qualified, competent and well-trained personnel and supervision thereof, required for the servicing of the buildings.

**5.2** The service provider shall at all times ensure that all staff is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes and hand gloves.

**5.3** Provide a roster indicating the staff activities every day, to ensure the smooth operation of the cleaning activities

**5.4** Provide an attendance register for the cleaning staff

**5.5** All areas of the building to be kept clean at all times and in all areas.

**5.6** All furniture, inside and outside of the building to be kept clean at all times.

**5.7** Windows to be cleaned on a weekly basis, inside and outside where possible.

#### **6. ACCESS TO PREMISES**

Cleaning staff will be issued with access cards/biometric system

## 7. INDEMNITY

The Contractor shall indemnify Housing Development Agency against any claim for compensation in terms of Workmen's Compensation legislation for any loss which the Contractor is liable; and

Any claim by any employee of the Contractor for any loss or damage resulting from any bodily injury and/or damage to property caused by cleaning staff.

## 8. EVALUATION PROCESS

In order to facilitate a transparent selection process that allows equal opportunity to all applicants, the HDA has a policy for the appointment of consultants that will be adhered to. Proposals will be evaluated in terms of the prevailing supply chain policy applicable to the HDA and it should be noted that:

- The benchmark of minimum **65 points** out of 100 points on technical capability will be the cut off to qualify for further evaluation
- Those that qualify will be assessed using the **80: 20** formula for Price and B-BBEE as per the PPPFA.

**Table 1 – Functionality**

| CRITERIA   | SUB-CRITERIA   | WEIGHTING/ POINTS |
|--|--|-------------------|
| Organisational capacity and experience   | <ol style="list-style-type: none"> <li>1. The service providers must demonstrate their experience in similar assignments and must illustrate their understanding of the services required (<b>20 Points</b>).</li> <li>2. Demonstrate financial capability to execute the project, the service provider is expected to submit one year's financial statements (<b>10 Points</b>).</li> </ol> | <b>30</b>         |
| Level of experience of the proposed cleaner ( <b>attach cv with two or more contactable references</b> ) | Contactable references <ol style="list-style-type: none"> <li>1. 1-2 Years (10 Points)</li> <li>2. 3-4 Years (10 Points)</li> <li>3. 5 and above (10 Points)</li> </ol>  | <b>30</b>         |
| References of the bidder   | Level of experience in Cleaning Services. <ul style="list-style-type: none"> <li>➤ 1-2 Testimony Letter/Contactable References (<b>5 Points</b>).</li> <li>➤ 3-4 Testimony Letter/Contactable References (<b>10 Points</b>)</li> <li>➤ 5 and above Testimony Letter/Contactable References (<b>20 Points</b>).</li> </ul>  | <b>20</b>         |
| Compliance to the Bargaining Council   | Provide proof of compliance.   | <b>20</b>         |

|                      |  |  |
|----------------------|--|--|
| of contract cleaners |  |  |
|----------------------|--|--|

The following criteria will be used for points allocation for price and B-BBEE compliance on a 80/20 point system:-

**Table 2 – Price and BEE**

| CRITERIA                                       | SUB-CRITERIA              | WEIGHTING/ POINTS |
|--|---------------------------|-------------------|
| Price  | Detailed budget breakdown | 80                |
| B-BBEE (Status Level Verification Certificate) | B-BBEE Level Contributor  | 20                |
| <b>TOTAL</b>                                   |                           | <b>100</b>        |

## 9. GENERAL

### 9.1 Below are compulsory requirements for this service

9.1.1 It is important to note that the successful person will work under the supervision of a HDA representative, abide by HDA's Code of Conduct, and other organizational guidelines.

9.1.2 Kindly complete and submit the HDA Supplier Registration form if not already on our database and submit together with:

- SBD Forms (SBD4, SBD6.1, SBD8 and SBD9) obtainable from HDA Website: [www.thehda.co.za/procurement](http://www.thehda.co.za/procurement). Under compliance checklist.
- **Valid and *Original* or *Certified* B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.**
- **Valid original tax clearance certificate.**

10. Further information regarding supply chain matters and queries can be sent via email to: [Sindisiwe.Mweli@thehda.co.za](mailto:Sindisiwe.Mweli@thehda.co.za) or at Tel: 011 5441000.

11. Further information regarding technical matters and queries can be sent via email to: [Beverley.Pieterse@thehda.co.za](mailto:Beverley.Pieterse@thehda.co.za) or at Tel: 021 481 2900 or 0823325122

12. All quotations/price proposals must be valid for the duration of the service.

**The premises can be viewed from 8H30 to 12H00 on the 1<sup>st</sup> April 2015 at The Housing Development Agency, 25<sup>TH</sup> Floor, Embassy Building, 199 Anton Lembede Street, Durban.**

The contact person is Beverley Pieterse as indicated above and Belinda Benson on 082 850 7706.

13. **Submit certificate of a National Contract Cleaning Association (NCCA).**
14. **Service Providers must be a registered with Compensation for Occupational Injuries and Diseases (COID).**
15. **Service Provider must comply with the Occupational Health & Safety Act No 85 of 1983.**
16. **All electrically operated equipment, supplies and materials should be registered with the South African Bureau Standards.**

#### **17. TERMS AND CONDITIONS**

- 17.1 HDA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.
- 17.2 No payment will be made where there is an outstanding information/work by the service provider/s.

#### **18. SUBMISSION OF PROPOSAL**

- 18.1 Proposals should be submitted on or before the **08<sup>th</sup> April 2015** by no later than **12h00** to the following address:

**The Procurement Administrator  
The Housing Development Agency  
Block A, 6-10 Riviera Road, Killarney, 2193  
Tel: 011 544 1000**

- 18.2 The selection of the qualifying proposal will be at the HDA's sole discretion. The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the service provider.