



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: ES/23/CLEANING/01

REQUEST FOR PROPOSAL (RFP) PACK

**FOR THE APPOINTMENT: PROVISION OF MAINTENANCE SERVICES: CLEANING AND
HYGIENE SERVICES TO ELIDZ PUBLIC TOILETS; TURNSTILES; ELIDZ ENTRANCES
AND GUARD HOUSES**

FOR A PERIOD OF TWO YEARS

START DATE: 15 SEPTEMBER 2023

CLOSING DATE: 09 OCTOBER 2023

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

| | |
|---------------------------------------------------------------------------------------------------------------|--|
| LIST OF RETURNABLE SCHEDULES | |
| COMPULSORY SUBMISSIONS | |
| Declaration of Form of Offer and Acceptance to be signed | |
| Proof of Registration with National Contract Cleaning Association (NCCA) | |
| Letter of Good Standing with Compensation Commissioner | |
| ELIDZ Procurement Handbook | |
| JV Participation Documentation (If applicable) | |
| SUBMISSIONS FOR FUNCTIONALITY EVALUATION | |
| Detailed breakdown of functionality | |
| Criteria 1 - Applicant's Expertise and Resources | |
| Criteria 2 - Relevant Company Experience | |
| Criteria 3 – Implementation Methodology | |
| Criteria 4 - References | |
| SUBMISSION FOR COMPLIANCE EVALUATION | |
| Proof of CSD registration | |
| Original Tax clearance certificate/ online pin code | |
| Valid original or certified copy of SANA accredited BBBEE Certificate or Sworn Affidavit | |
| Proof of company registration | |
| Valid Proof of Office Location (Municipality Bill or Lease agreement) or any other valid address confirmation | |
| | |

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.

The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
4. **Annexure 2:** Reference Letter
5. **Annexure 3:** ELIDZ OHS Regulations
6. **Annexure 4:** ELIDZ CEMP



SECTION A: General Guidelines

FOR THE APPOINTMENT OF A PROVISION OF MAINTENANCE SERVICES: CLEANING AND HYGIENE
SERVICES TO ELIDZ PUBLIC TOILETS; TURNSTILES; ELIDZ ENTRANCES AND GUARD HOUSE

FOR A PERIOD OF TWO YEARS

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e., 80 of evaluation points will be based on price competitiveness and 20/10 will be based on Specific goals. The following formula is used:

Calculation of the points for Price:

$$P_s = R \times \left[1 - \frac{P_t - P_{min}}{P_{min}} \right]$$

Where:

- P_s = Points scored for price of tender under consideration
- R = Percentage of the price
- P_t = Rand value of tender under consideration
- P_{min} = Rand value of lowest acceptable tender
- R must be up to a maximum of 80

Score Breakdown:

- Price (R) = 80 points
- Specific goals = 20 points

A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals' companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with disability owned companies
- (d) SMMEs
- (e) Service providers located in Eastern Cape Province

(f) Youth

(g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added.

The tender documents shall stipulate—

(a) the applicable preference point system as envisaged in regulations.

(b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

| Estimated Rand Value inclusive of Vat | Specific Goals and Point allocation |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Above R1 000 000 up to R50 000 000 | 80 points for price |
| | 10 points - 51% and above Black owned suppliers 5 points - 25% up to 50% Black owned suppliers 0 points below 25% Black owned suppliers |
| | 5 points for Eastern Cape Based suppliers 0 points outside Eastern Cape |
| | 1 point for 51% and above Youth owned suppliers |
| | 1 point for 51% and above Women owned suppliers. |
| | 3 points for SMME's (EME or QSE) |

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- There will be a Compulsory briefing session with representatives of the Employer that will take place Virtually via Microsoft Teams on 27 September 2023 starting at 10h00. Participants are to register their interest in attending the briefing meeting by emailing anathi@elidz.co.za with subject line indicating the tender name and in the body of the email the details of the personnel that will be attending the meeting. This registering to attend is to be done by no later than 12:00 (Noon) on the 26 September 2023. **No Tenderers will be accepted to register or be sent links for the briefing on the day.**

- Questions relating to the RFP will be accepted until 12h00 on the 02 October 2023 with responses by 02 October 2023 by 16:30. All questions must be submitted to Anathi@elidz.co.za
- The closing date for this tender is at 12h00 on the 09 October 2023. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.
- E-mailed, faxed, late, or incomplete proposals will not be considered.
- ELIDZ is not obligated to accept the lowest or any proposal.
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard.
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered.
- Proposals which do not comply with the tender conditions, or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit-sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyridge, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

6 COMPANY / FIRM PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices.
- Original covering letter of approval by the consultant where applicable.
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderers shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session and must be addressed to the Supply chain officer only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Procurement officer may

prejudice a Respondent and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHERQ COMPLIANCE (IF APPLICABLE)

Before starting work, the successful service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - a. SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. List of applicable PPE required;
4. Letters of Good standing with workman's compensation where applicable;
5. Applicable legal appointments - as required;
6. List of chemicals and related Material Safety Data Sheets;

All of the above must be included in a SHE file together with:

1. Copy of scope of work;
2. Copy of appointment;
3. PPE issue register;
4. Requisite training / competency certificates where applicable;
5. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific "areas of work" (or parts of "areas of work") of the tender as it sees fit.

Accordingly, tenderers are advised to ensure that all prices submitted against each "area of work" are sufficient to cover the tenderer's entire obligation as defined in these documents, required to provide each specific "area of work".

16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

| ITEM | TICK |
|---------------------------------------------------------------------------------------------------------------|------|
| Proof of CSD registration | |
| Original Tax clearance certificate/ online pin code | |
| Valid original or certified copy of SANAS Accredited BBBEE Certificate or Sworn Affidavit | |
| Proof of CSD registration | |
| Proof of company registration | |
| Valid Proof of Office Location (Municipality Bill or Lease agreement) or any other valid address confirmation | |

17 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

| ITEM | TICK |
|--------------------------------------------------------------------------|------|
| Compulsory Documentation To Be Submitted | |
| Completed and Signed ELIDZ Procurement Handbook | |
| Signed Declaration of Form of Offer and Acceptance | |
| JV Participation Documentation (If applicable) | |
| Letter of Good Standing with Compensation Commissioner | |
| Proof of Registration with National Contract Cleaning Association (NCCA) | |

18 POPIA

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.

4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

19 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on 15 September 2023 at 12h00 (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR THE PROVISION OF MAINTENANCE SERVICES: CLEANING AND HYGIENE SERVICES TO ELIDZ PUBLIC
TOILETS; TURNSTILES; ELIDZ ENTRANCES AND GUARD HOUSE
FOR A PERIOD OF TWO YEARS

Table of Contents

| | |
|---------------------------------------------------------------------------------------------------------------|-----------|
| CHECKLIST FOR SUBMISSIONS | 2 |
| Please Note: All the above documents must be submitted with Envelope A - Technical Proposal. | 2 |
| The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal. | 2 |
| 1. Introduction | 16 |
| 2. Considerations | 17 |
| 2.1. Requirements Considerations | 17 |
| FUNCTIONALITY EVALUATION MATRIX | 18 |
| 2.2. Financial Considerations..... | 18 |
| 2.3. Time Constraints..... | 18 |
| 2.4. Area of Service and Facilities | 18 |
| 3. Detailed Requirements | 19 |
| 3.1. Scope | 19 |
| The scope of services to be rendered is as follows: | 19 |
| 4. Response Format | 21 |

1. Introduction

The ELIDZ is a Greenfield development project that is part of a sub-regional economic growth and employment creation initiative driven by the government's micro-economic reform strategy, as implemented by the South African Department of Trade and Industry. Over 400 hectares of prime land has been transformed into a world-class industrial location.

The ELIDZ is the operator of the zone, an entity that exists to help manufacturers to become globally competitive through the development and efficient management of a modern, purpose-built industrial location, which offers investing industries a streamlined business environment enhanced by a range of supporting services.

The ELIDZ is a prime industrial park in South Africa. It is perfectly positioned for light industry manufacturers that are investing from R10 million upwards. The zone is specially developed for growth-oriented manufacturers in search of ultimate global competitiveness. The zone focuses on streamlining business operations and engineering operational efficiencies for located industries.

The zone is already operational and currently houses a number of manufacturers that supply products for the local and international markets. The zone is situated on the Buffalo City's West Bank, adjacent to the existing East London port. The ELIDZ includes a Customs Control Area to allow for a duty-free importation of manufacturing inputs utilized in the production of export products as well as providing access to a variety of general sector-specific industrial investment incentives.

The zone has six individually fenced sub-zones, each designed to serve specific manufacturing needs. It is characterized by excellent internal roads and a newly built dual carriageway designed to carry both light and heavy vehicles including 22m-long interlines.

Boasting 150 fully serviced sites with access to all utilities including the highest caliber ICT infrastructure and systems and all are within close proximity to key transport networks. The ELIDZ is on a mission and has already succeeded in establishing local and global export-oriented industries within the zone.

The ELIDZ offers complete solutions and streamlined business activity for companies doing business in a number of sectors. These include:

- Automotive
- ICT and Electronics
- Agro-processing
- Pharmaceuticals
- Energy and Advanced Manufacturing
- Marine Aqua culture
- Business Process Outsourcing and Offshoring
- Logistics
- General Manufacturing

ELIDZ Forming Part of the New Special Economic Zone Programme

The ELIDZ is an initiative under the South African Government's Special Economic Zones (SEZ) Programme.

SEZ's are geographically designated areas of a country set aside for specifically targeted economic activities, supported through special arrangements (that may include laws) and systems.

SEZ's are designed to be conduits for the creation of an appropriate environment for foreign direct and domestic investment and the development of strategic industrial capabilities. Companies that locate in the SEZ have access the following incentives:

- VAT and customs relief, if located within a CCA.
- Employment tax incentive.
- Reduced corporate income tax rate.
- Accelerated depreciation.

2. Considerations

2.1. Requirements Considerations

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

FUNCTIONALITY EVALUATION MATRIX

| DETAILED BREAKDOWN OF FUNCTIONALITY POINTS | | | |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|
| Item | Details | Points scored | Available Points |
| | Criteria 1. Applicant's Expertise and Resources | | 20 |
| 1.1 | Site Supervisor/ Driver (5 years minimum experience on similar cleaning and hygiene contracts) | | |
| | ≥10 years relevant experience on similar projects | | 20 |
| | ≥7 years < 10 years relevant experience on similar projects | | 10 |
| | ≥5 years < 7 years relevant experience on similar projects | | 8 |
| | Less than 5 years relevant experience on similar projects | | 0 |
| | Criteria 2. Relevant Company Experience | | 50 |
| 2.1 | Bidders must attach appointment letter together with fully completed Annexure 2 Part A & B reference letter to each submitted appointment letter as proof of prior experience pertaining to cleaning and hygiene services project successfully executed. <u>10 points to a maximum of 50 points can be scored for each submitted letter accompanied by Annexure 2 Part A & B must be within the past 5 years.</u> | | |
| 2.1.2 | If no appointment letter is accompanied by Annexure 2 Part A & B reference letter | | 0 |
| | Criteria 3. Implementation Methodology | | 30 |
| 3.1 | Company required to provide detailed method statements, which demonstrate the way they will deal with. <ul style="list-style-type: none"> Supervision and Reporting Staff on leave Urgent orders for consumables | | 10 10 10 |
| | TOTAL EVALUATION SCORE FOR FUNCTIONALITY | 0 | 100 |
| | PERCENTAGE POINTS SCORED | 0% | |

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

2.2. Financial Considerations

Payment milestones will be monthly over 2 years according to the commencement date agreed upon in the service level agreement.

2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence during 01 November 2023 after the signing of the service level agreement.

2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyside, East London or anywhere the service is required.

3. Detailed Requirements

3.1. Scope

The scope of services to be rendered is as follows:

3.1.1 Building Specifications

The following are the specifications to the buildings the service provider is expected to render such services. This is inclusive of cleaning services and provision of the cleaning material they will need to use thereof.

| Overall, Areas to be covered |
|---------------------------------------------------------------------------------|
| Main Entrance (CCA) - Guard houses; Security Reception areas and public toilets |
| Transport Building Entrance – Security Reception areas and public toilets |
| HQ & Pavilion – Security guard house; Pavilion toilets and Pavilion |
| Zone 1B Entrance - Security guard houses and public toilets |
| Zone 1D Entrance – Security reception area and public toilets |
| Maintenance Stores – public toilets |
| Conference Centre outside Public toilets |

The cleaning services comprise of scheduled items as described below. It is envisaged that a small permanent crew (as described in the Pricing Schedule) will undertake the works on a daily basis as directed by the ELIDZ representative.

| Actions | Frequency |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <p>The service provider is expected to be on site from Mondays to Sundays 06h00 am to 06h00 am, with morning shift and night shift cleaners (excluding public holidays).</p> <p>Ablutions and showers</p> <ul style="list-style-type: none"> - Toilet floors to be mopped & disinfected. - Toilet pans; covers; urinals; basins; counter tops; towel rails and taps are to be cleaned with approved SABS disinfectant. - All door handles to be cleaned and disinfected. | All the time |
| <ul style="list-style-type: none"> - Showers to be disinfected (Those in use) - Skirtings to be washed and cleaned. - Metal fittings to be dust cleaned and polished. - Window seals to be wet dusted. | Daily and as and when required |
| <ul style="list-style-type: none"> - All mirrors to be wet dust wiped with damp cloth and polished. - All doors / walls / partitions to be cleaned and disinfected. | Daily and as and when required |
| <ul style="list-style-type: none"> - Bins should be empty and cleaned | All the time |
| <ul style="list-style-type: none"> - 1 Ply Toilet papers to be supplied and replenished in all public toilets. - Hand paper towels to be supplied and replenished in all public toilets. - Supply and ensure that soap dispensers are replenished in all public toilets. - Supply and replenish toilet seat sanitizers. | All the time |

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| | |
| - An approved agent should be put in toilet pans in all public toilets to prevent deposits. - An approved agent should be put in basins and urinals in all public toilets to prevent clogging | Weekly |
| - Deep clean all public toilets | Quarterly |
| <u>Zone Entrance Receptions</u> - Regularly clean and disinfect frequently (floors; door handles; balustrades; handrails etc.) - Disinfect all areas (desks; tables; counter tops; telephones; keyboards, etc) | All the time |
| - Furniture to be wet dusted and polished. - All glazing and surfaces to be wet dust wiped with damp cloth and polished. - Wipe those parts of furniture covered in leather or imitation leather. - Skirtings to be wiped and cleaned. | All the time |
| - Bins should be empty and cleaned | All the time |
| - Deep clean all entrances and guard houses | All the time |
| <u>Turnstiles (Entrances and Exits)</u> - Regularly clean and disinfect all entrance and exit turnstiles | Daily and as and when required |

3.1.2 Normal Working Hours

Service Provider is expected to be on site both for morning shift and night shift, from Mondays to Sundays 06h00 am to 06 h00 am (Excluding public holidays).

3.1.3 Staffing Required

The following number of cleaners is required:

- 2 x Supervisor/Driver (For Day shift and Night shift)
- 8 x Cleaners (x4 in the day shift and x4 in the night shift)
- **Service Provider is to provide transportation for staff at all times within the zone.**

3.1.4 Cleaning Equipment

The Service provider shall provide chemicals/ and cleaning equipment which are not harmful to either person of the environment. Proposed products will be considered provided they are proven safe and desirable. The service provider shall supply all cleaning consumables and equipment required to render the daily cleaning service, and such equipment should be in good condition at all times. The service provider shall ensure that defective equipment will either be repaired or replaced within 24 hours from the time that such equipment is reported by ELIDZ or the Service providers staff (e.g.)

- Mops (Flat mop; commercial cleaning wet mop)
- Janitorial trolleys
- Buckets (Single and double bucket)
- Ladders (Long and short)
- High pressure cleaner
- Cloths (3 per cleaner)
- Brooms
- Wet floor caution signs

- Toilet brushes, spray bottles, dustpan sets etc.
- General purpose/ heavy duty elbow-length gloves
- Feather duster (Long and short)
- Any other item required to render the cleaning service.

3.2 Security Identification

- The service provider must ensure that the staff are in uniform at all times.
- The uniform shall bear the company name and/ or Logo at all times.
- Staff shall always have name tags for identification.
- The staff should at least have a minimal of two uniform, safety boots, winter uniform and Personal protective clothing (PPE).
- The service provider should provide all necessary tools required by the staff as no tools, material or equipment will be supplied by the ELIDZ.

3.3 Absenteeism

The Service provider should ensure that, should a staff member not be present at work, a replacement is required by 08h00 am of that day or earlier.

3.4 Training

Cleaning staff need to be trained in every aspect relating to the handling of all equipment that they use with regards to this contract. The Service provider will be held responsible for any damages or injuries arising from any misuse or negligence use of material by one or their “on site” staff members.

4. Response Format

4.1 Service Provider Skills Competency

Site Supervisor/driver must reflect the following skills:

- Must have experience on similar cleaning and hygiene contracts.

4.2 Relevant Company experience

- Bidders must attach x5 appointment letter together with fully completed Annexure 2 Part A & B reference letter to each submitted appointment letter as proof of prior experience pertaining to cleaning and hygiene services project successfully executed. **(Letters to be within the past 5 years)**

4.3 Implementation Methodology

- Describe your proposed solution or methodology of services that will be provided in detail in response to the detailed requirements.

This document seeks to provide comprehensive information for the purposes of supporting the proposal that meets the requirements of the ELIDZ.

Please forward any queries to Mrs. Anathi Mzansi at the following contact details:

Tel: (043) 702 8200

Fax: (043) 702 8251

Anathi@elidz.co.za



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER

(THIS REFERENCE LETTER IS TO BE ACCOMPANIED BY AN AWARD LETTER AS PROOF OF PRIOR EXPERIENCE PERTAINING TO CLEANING AND HYGIENE SERVICES PROJECT SUCCESSFULLY EXECUTED & MUST BE WITHIN THE PAST 5 YEARS)

REFERENCE LETTER

ELIDZ RFP –Details of previous similar work experience

- The respondent / tenderer must complete part A of this form separately for each reference submitted.
- The respondent / tenderer must forward Part B of this form for completion and signing to be completed by the referee, then bind the signed and completed Annexure 2 form with the tender submission.
- It is critical for the referee to include their signature & company stamp in the space provided for these.
- It is critical for the referee to include their contact details to enable verification of the reference. The ELIDZ will not give scores for incomplete forms.
- The referee to please provide a score (0 - for poor services received, 3 – for satisfactory services received, 5- for good services received)

PART A – To be completed by respondent / tenderer for RFP submission.

| | | |
|----------------------------------------------------------|--------------------------------------------|--|
| Company name of Respondent / tenderer: | | |
| Name of client / referee: | | |
| Location of project (private or public entity) | | |
| Contract start date: date/month/year | | |
| Contract end date: date/month/year | | |
| Brief description of similar / relevant work experience. | | |
| Details of client / referee for verification purposes: | Name: | |
| | Company name: | |
| | Contact details (Cell and Office numbers): | |

PART B – To be completed by referee.

Client / Referee Name:

| | | | |
|-----------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------|----------|
| Please verify that information provided by the respondent in Part A above is correct. Comment alongside if necessary: | | <input type="checkbox"/> No <input type="checkbox"/> Yes | Comments |
| | | | |
| Please score on the attributes listed below | | Score out of (0 - for poor services received, 3 – for satisfactory services received, 5- for good services received) | |
| ITEM | | SCORE | |
| A. Compliance with contract terms and conditions | | | |
| B. Overall rating of service provider's performance | | | |
| A + B = Total Score | | | |

Referee name:

Client / Referee signature:

Designation:

Date:

Tel:

Company Stamp:

| |
|--|
| |
|--|



ANNEXURE 3

ELIDZ OHS REGULATIONS



ANNEXURE 4

ELIDZ CEMP