



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 09 / 2023

CLOSING DATE: 29 JANUARY 2024

TIME: 11:00AM

VENUE NHBRC HEAD OFFICE
27 LEEUWKOP ROAD
SUNNINGHILL
JOHANNESBURG

COMPULSORY BRIEFING SESSION

DATE: 12 DECEMBER 2023

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. If the bidder's tax is non-compliant, the bidder will be given 7 days to respond to their tax status. Failure to submit within seven (7) days will result in the bidder's disqualification.
- 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 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 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 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 the 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. 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.
- 1.17 ***The NHBRC reserves the right to accept or reject in part or completely any bid submitted, and to waive any technicalities for the best interest of the company. The NHBRC reserves the right to verify the validity of the document submitted as part of due diligence prior to the appointment***
- 1.18 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.19 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
 - 1.19.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - 1.19.2 The Bid contains irregularities.
- 1.20 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.

- 1.21 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.
- 1.22 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.
- 1.23 In this RFP, the words “service provider”, “bidders” will be used interchangeably to refer to the bidder.
- 1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP. confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.

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 (NHBRC has no roof anchor points the service provider must use the its own equipment to reach windows);
 - 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 4657 square meters.
- 5.1.5 The total floor tiles is 460 square meters
- 5.1.6 The total floor carpet is 4090 square meters
- 5.1.7 The total floor laminated floor is 107 square meters
- 5.1.8 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 The service provider shall ensure adequate cleaning equipment and detergents /chemical as follows:
- Vacuum cleaners,
 - Brooms,
 - Mops,
 - Carpet washer (machines)
 - Trolley buckets,
 - Protective clothing for cleaning services (hand gloves, masks etc.),
 - Floor polish,
 - Furniture polish,
 - Window cleaners,
 - Hand washers,
 - Carpet stain removers,
 - Feather dusters,
 - Cleaning cloths with relevant colour code,
 - Dishwashers

- Toilets detergents , (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).
 - Bin liners etc.
- 8.5 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.
 - 8.6 The service provider shall ensure safe working practices are followed in public areas, corridors and stairwells.
 - 8.7 Appropriate warning signage is used at all times
 - 8.8 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.
 - 8.29 Telephones are free from dust, grease, smears and streaks and are disinfected on a daily basis.
 - 8.30 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.
- 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, clean and sanitise all waste bins
- j) Dust all horizontal surfaces, low level ledges and furniture (e.g. desks, chairs, cupboards, counter tops).
- k) Vacuum all heavy traffic areas.
- l) Wash cutlery and dishes.
- n) Replenish consumables in the Kitchen and ablution facilities
- o) Clean toilets, mirrors, and glass doors, wash basins, showers and urinals, disinfect door handles as well as toilet handles and taps.
- 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) Boardrooms and meeting rooms must be cleaned according to time schedule/arrangement.
- s) Empty and clean bins outside building including parking lot.
- t) Sweep and clean parking lot.

WEEKLY

- a) Vacuum low-traffic areas (Boardrooms, offices and meeting rooms)
- b) Dust and wipe skirting boards, picture frames, windows, décor and partitions below 2 metres.
- c) Spot clean glass doors and glass partitions.
- d) Clean and polish chrome surfaces.
- e) The walls of the toilets must be cleaned.

- f) Clean and dust window blinds.
- g) Remove spots on carpets as and when required.
- h) Polish desks office furniture.
- i) Wash hand railings with a disinfectant
- j) Mop and wash stair surfaces as and when required
- k) Remove marks on walls, doors, partitions and electric switches and as when required.
- l) Replace and disinfect bin liners 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 4090M²
- 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 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 provider 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 and or any other health 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 all 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	Five (05) years' experience rendering cleaning services. <i>(Company profile or list of projects must clearly indicate the number of years in providing cleaning services) List of projects that do not correspond with the company registration date will not be considered)</i>
2. Contactable Client reference letters	<p>The service provider must provide five (05) positive written contactable references letters.</p> <p>The contactable references where cleaning services were rendered in a building which is not less than 4600m²</p> <p>Reference letters must state the performance of the supplier, building square meters, duration in rendering cleaning services. (Unsigned reference letters, and or reference letter that does state the performance of the supplier and the square meter of the building will be not considered).</p> <p>NB: Bidders must take note that the Appointment letter and Purchase orders will not be considered.</p>

15.2 Proposals with functional/technical points that are less than the 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 and the 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 .
 - Annexure A (Detailed pricing schedule attached in this document)
- 19.5 The following documents are required to be submitted by the bidder.
- 19.6 The bidder must submit cleaning services projects that were successfully completed and reference letters must be signed by a duly authorized person.
- 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

19.8 Provide projects details of your projects that were successfully completed in the format below. Reference letters to be provided by on the client's letterheads, and signed off by an authorised delegated employee of the client.

NB: Please attach a reference letters from the clients indicating successful completion of the project as per the client's brief. (Excluding the NHBRC)

19.9 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 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 which is relevant to cleaning services.(irrelevant and invalid COIDA will be not considered). The COIDA must be obtained from the Department of Labour. (Mandatory)	
2.	Annexure A: 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.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number	
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.

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 that fail 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

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>Five (05) years' experience 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. List of projects that do not correspond with the company registration date will not be considered).</p> <p>Experience Scoring</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 and above Years' Experience = 5 Points 	40
2.	Client References	<p>The service provider must provide five (05) positive written contactable references letters.</p> <p>The contactable references where cleaning services were rendered in a building which is not less than 4600m2</p> <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 	60

		<ul style="list-style-type: none"> • Reference letters must state the performance of the supplier and building square meters, duration in rendering cleaning services. (Unsigned reference letter will not be considered • 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>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>NB: Bidders must take note that the Appointment letters and Purchase orders will not be considered.</p> <p>NHBRC reserves the right to call the clients to obtain further information.</p>	
TOTAL			100 POINTS
MINIMIUM QUALIFYING REQUIREMENT			80 POINTS

The minimum threshold for functionality is 80 points or greater 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.

Stage 3: PRICE AND PREFERENCE POINTS EVALUATION

Only bids that achieve minimum qualifying score **80 points** or more 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 more than R30 000.00) (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:

A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.

Preference Points	Points Allocated
Women	12
Youth	5
Disabilities	1.5
Military Veterans	1.5
TOTAL	20 Points

The following formula must be applied to calculate 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.

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 **04 December 2023**
- 22.2 There will be a **compulsory briefing session** that will be held on the **12 December 2023 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 **29 January 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).
- 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

- 25.2 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

26. SUBMISSION OF PROPOSALS

- 26.1 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.
- 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.

27. SUBMISSION OF PROPOSALS

- 27.1 The NHBRC is committed to adhere 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.
- 27.2 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.
- 27.3 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)
- 27.4 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: 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

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).