

# DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION

DIRCO: APPOINTMENT OF A SERVICE PROVIDER TO  
RENDER A CLEANING SERVICE TO THE STATE PROTOCOL  
LOUNGE AT THE OR TAMBO INTERNATIONAL AIRPORT  
(ORTIA)



## TERMS OF REFERENCE

# **APPOINTMENT OF SERVICE PROVIDER TO RENDER A CLEANING SERVICE TO THE STATE PROTOCOL LOUNGE AT O.R. TAMBO INTERNATIONAL AIRPORT (ORTIA)**

## **1. PURPOSE**

The Department of International Relations and Co operation intends appointing a service provider to render a cleaning service at the State Protocol Lounge at the O.R. Tambo International Airport in the Gauteng Province for a three (3) year period.

## **2. BACKGROUND**

DIRCO operates a State Protocol Lounge at the ORTIA, with the purpose of facilitating dignitaries who arrive in and depart from this Airport. Due to the fact that the Department has no cleaners on its staff establishment to render this service, it is imperative that the provision of a cleaning service be procured from prospective external service providers.

## **3. PROJECT DESCRIPTION**

**To appoint a service provider to render cleaning services in terms of the accompanying specifications to the State Protocol Lounge at O.R. Tambo International Airport on a daily basis 16 hours a day (weekends and Public Holidays included) for 365/366 days per annum for a period of 3 years (36 months). Daily operational hours of the State Protocol Lounge are from 06h00am to 22h00pm. The appointed service providers' cleaning staff may be requested to assume duty before 06h00 or work later than 22h00, depending on the flight schedule of the day. The Lounge operates on a shift system between 06h00 to 14h00 and 14h00 to 22h00. The appointed service provider will be expected to provide four (4) staff members per shift, one of whom shall be a supervisor to oversee the cleaning activities on a particular shift.**

Physical Address: State Protocol Lounge  
O.R. Tambo International Airport,  
Gauteng Province

Average number of clients serviced in the lounge per day : 60 (expected)

**a. SPECIFIED PROJECT AREAS**

<b>Areas</b>	<b>Sq. metres</b>
Reception	220
Lounges	719
Catering Area	150
Offices	350
Kitchen and Bathrooms	60
Boardrooms	100
<b>TOTAL</b>	<b>1 599, 3</b>

**b. CLEANING SPECIFICATIONS:**

<b>ITEM</b>	<b>REQUIREMENTS</b>	<b>FREQUENCY</b>
<b>CARPETS</b>	<ul style="list-style-type: none"> <li>• Carpets must be vacuumed</li> <li>• Cleaning of stains</li> <li>• Shampooing (sponge down) of carpets</li> <li>• Professional (deep) cleaning of carpets</li> <li>• Loose rugs to be straightened</li> <li>• Furniture must be moved for vacuuming and cleaning</li> </ul>	Daily Weekly Monthly Every six months Daily Daily
<b>WALLS / GLASS DOORS / WINDOWS</b>	<ul style="list-style-type: none"> <li>• Walls must be wiped and kept free of marks</li> <li>• Handles and glass doors must be cleaned and kept spotless</li> </ul>	Daily Daily
<b>MIRRORS / PAINTINGS / PICTURES / PLAQUES</b>	<ul style="list-style-type: none"> <li>• Must be dusted, kept clean, and free of marks</li> </ul>	Daily
<b>EQUIPMENT</b>	<ul style="list-style-type: none"> <li>• FIDS monitors must be wiped clean</li> <li>• Computers and printers wiped down</li> <li>• Telephones must be cleaned</li> </ul>	Daily Daily Daily
<b>WOODEN SURFACES</b>	<ul style="list-style-type: none"> <li>• All wooden surfaces and furniture must be dusted , polished and kept free of marks</li> </ul>	Daily
<b>TILED FLOORS</b>	<ul style="list-style-type: none"> <li>• Must be washed and waxed</li> </ul>	Once a day or



	<ul style="list-style-type: none"> <li>• Fridges to be switched off and thoroughly cleaned</li> <li>• Microwaves to be cleaned</li> </ul>	Once a month and after fumigation Throughout the day
<b>GARBAGE REMOVAL</b>	<ul style="list-style-type: none"> <li>• Cleaning of refuse bins</li> <li>• Cleaning of refuse area</li> <li>• Removal of refuse from the premises</li> </ul>	Twice a week
<b>BLINDS</b>	<ul style="list-style-type: none"> <li>• Blinds to be dusted</li> </ul>	Weekly

**c. PROVISION OF SUPPLIES OF SANITARY ITEMS**

The following sanitary items must be supplied by the appointed bidder:

<b>Product / Item</b>	<b>Description</b>	<b>Number Required</b>
Toilet Paper	2 Ply toilet rolls 11 holders X 2 rolls per toilette	22 rolls per day
Seat wipes	Toilet seat wipes	11 a day
Wall mounted seat wipe holders	Stainless steel or glass toilet seat wipes holders	11 at the start of contract and to be repaired/replaced when damaged
Hand paper towels	Plain White 3 ply facial tissues	16 boxes replaced when depleted
Wall mounted Aerosol Dispensers	Glass or Stainless Steel Timed and Metered sprays Refill lasting 30 days Batteries included and replaced	11 at the start of the cleaning service contract; and to be replaced immediately upon breakage.
Soap dispensers and soap	Total of 11 soap dispensers to be filled with a anti bacterial soap	11 soap dispensers should be full of soap at all times. The cleaning service provider to provide enough litres of soap for this purpose. The soap dispensers' capacity to be determined by the service

		provider.
Towels	Size: 50x90cm and 70x130cm Colour: White Towels must be dry-cleaned and individually wrapped when returned. Towels must be replaced annually with new towels.	5 x 2 sets per bathroom  Quantities of toiletries may be increased or decreased during the contract period.
Refuse Bins	240 litre Plastic Refuse Bins with wheels	3 at the start of the contract and to be replaced when damaged

All items supplied will remain the property of the DIRCO and may not be removed from the Lounge upon the termination of the contract for whatever reason.

- Samples of products/items must be provided to State Protocol Lounge Management for approval before display or use in the Lounge.
- All depleted products/items must be replenished immediately
- Towels must be dry-cleaned and individually wrapped when returned.
- No deviations from specifications will be allowed.

#### 4. EVALUATION METHODOLOGY

All the bids received will be evaluated in the following 3 phases:

##### 4.1 Phase 1: Responsive Criteria

The minimum requirements that must be satisfied / met by prospective bidders in order to pass to the next stage of the evaluation process are:

- 4.1.1 Valid Tax Clearance Certificate submitted with bid documents
- 4.1.2 Complete all Standard Bid Documents (SBD)
- 4.1.3 Attendance of compulsory briefing session

The Company is/has -

- 4.1.4 The Company is registered/a member of:
  - a. A registered member of a cleaning association;
  - b. Company Insurance;
  - c. Registered in terms of Section 28 of the Unemployment Insurance Act, 1966;
  - d. Public liability insurance of at least R2 million in terms of Section 80 of the Compensation of Occupational Injuries and Diseases Act, 1993.
- 4.1.5 Compliance with special conditions listed in paragraph 5 below to the bid

**NB: Proof of the above must be attached to the bid**

**4.2 Phase 2: Functionality Criteria**

A panel will evaluate all tenders received on the functionality criteria as reflected below. A bidder that scores less than sixty five (65%) in respect of “functionality” will be regarded as submitting a non-responsive bid and will be disqualified.

For purposes of comparison and in order to ensure a meaningful evaluation, bidders are requested to furnish detailed information in substantiation of compliance with the criteria listed below:

Criteria	Weight
Capacity to deliver: the following aspects will be inspected in order to establish whether a prospective cleaning service provider has the capacity to deliver the cleaning	
<ul style="list-style-type: none"> <li>• Proof of at least 3 years full time company experience in the cleaning business</li> </ul>	10
<ul style="list-style-type: none"> <li>• Qualifications and experience of contract/project manager/s and on site supervisors in the Hospitality Industry</li> </ul>	
<ul style="list-style-type: none"> <li>• Qualifications</li> </ul>	
<ul style="list-style-type: none"> <li>• Contract/project manager/s</li> </ul>	5
<ul style="list-style-type: none"> <li>• On site supervisors</li> </ul>	5
<ul style="list-style-type: none"> <li>• Experience</li> </ul>	
<ul style="list-style-type: none"> <li>• 5 years for contract/project manager/s</li> </ul>	5
<ul style="list-style-type: none"> <li>• 3 years for onsite supervisors</li> </ul>	5
<ul style="list-style-type: none"> <li>• Experience of each individual cleaning staff member in the hospitality industry as well as training courses (including, but not limited to OHASA related training) that each would be employees have undergone</li> </ul>	
<ul style="list-style-type: none"> <li>• 2 years experience of each individual would be employee</li> </ul>	4
<ul style="list-style-type: none"> <li>• 2 formal training programmes undergone by each individual would be employee</li> </ul>	4
<ul style="list-style-type: none"> <li>• Cleaning equipments</li> </ul>	

<ul style="list-style-type: none"> <li>Quantity of cleaning equipments</li> </ul> <p>At least 3 of each cleaning equipments to enable 3 employees to do comprehensive cleaning work at the same time and within a short space of time</p>	5
<ul style="list-style-type: none"> <li>Quality and condition of cleaning equipments permanently allocated to this project</li> </ul> <p>Quality</p> <p>Should not be more than 2 years old (in case of machinery)</p> <p>Should have a valid warranty or SABS approved (in case of machinery)</p> <p>Should be of latest technological advancement (in case of machinery)</p> <p>Condition</p> <p>The bidder should attach a formalised replacement and disposal schedule. All equipment may not be older than 2 years</p>	2 2 2 6
<ul style="list-style-type: none"> <li>Quantity and quality of cleaning materials and chemicals allocated</li> </ul> <p>Quantity</p> <p>Formalised procurement schedules (if the service provider source or intend to source them elsewhere or manufacturing schedule if the service provider is a manufacture as well)</p> <p>Quality</p> <p>Should be carpet and floor friendly</p> <p>Should maintain carpet colour and texture</p> <p>Should be non corrosive</p> <p>Should enhance and freshen air in the lounge</p> <ul style="list-style-type: none"> <li>Written references/ testimonials from at least 2 clients on recently completed projects</li> </ul> <p><b>NB:</b></p> <p>a) References should clearly state the contact details of the writer</p> <p>b) References should be for projects completed in the</p>	5 2 2 2 2 2



<p>last 3 years</p> <p>c) References should relate to projects undertaken for VIP clients to the value of no less than R2 million if tendering for the ORTIA &amp; CTIA and R500,000 if tendering for KSIA</p>	
<p><b>TOTAL POINTS FOR CAPACITY TO DELIVER THE REQUIRED CLEANING SERVICE</b></p>	<p><b>70</b></p>
<p><b>Unscheduled site visit to evaluate:</b></p> <p>a. Company establishment (offices; storerooms)</p> <p>b. Company Management Systems (how does the day to day business function)</p> <p>c. <u>Cleaning equipments/machinery and consumables:</u></p> <p>Cleaning equipments/machinery and chemicals will be scored under <b>Capacity to deliver</b> above. The inspection will focus on:</p> <ul style="list-style-type: none"> <li>• Consumable quantities; qualities and reserves will be inspected if available on sites where inspections are to be conducted.</li> <li>• As an alternative to the above, in cases where prospective service providers manufacture consumables for themselves, production lines may be inspected as well.</li> <li>• Alternatively, prospective cleaning service providers should have formalised and documented ordering schedules or plans (not actual orders) if they source or intend to source it elsewhere.</li> </ul> <p>d. <u>Staff Uniforms</u></p> <p>The inspection will focus on whether the designs, patterns and colours of the uniforms are:</p> <ul style="list-style-type: none"> <li>• Corporate wear;</li> <li>• Compatible with DIRCO staff corporate wear;</li> <li>• Pleasing in the environment;</li> <li>• Of a good quality. It is expected that cleaning staff will wear clean, neat and tidy uniforms at all times and that Supervisors' wear will be distinguishable from staff uniforms.</li> </ul>	<p>3</p> <p>4</p> <p>4</p>

<b>TOTAL POINTS FOR UNSCHEDULED SIT VISIT</b>	<b>11</b>
<u>Project execution plans:</u>	
<ul style="list-style-type: none"> <li>Daily cleaning service operational plan</li> </ul>	5
<ul style="list-style-type: none"> <li>Occasional cleaning service operational plan during major events where the lounge usage is involved such as conferences, meetings and summits or during hospitality industry strikes</li> </ul>	3
<ul style="list-style-type: none"> <li>On site or off site cleaning equipment maintenance and replacement plan</li> </ul>	3
<b>NB: Operational plans must include:</b>	
<ul style="list-style-type: none"> <li>The number of staff per shift which is supportive to staff requirements in terms of staff complements indicated under project description</li> </ul>	1
<ul style="list-style-type: none"> <li>Work plans of staff members indicating daily working schedules</li> </ul>	1
<ul style="list-style-type: none"> <li>Frequency of cleaning service to be rendered which are supportive to frequency schedule under cleaning specifications</li> </ul>	1
<ul style="list-style-type: none"> <li>Relevant contact details of cleaning service providers' personnel critical to the day to day smooth running and management of this project</li> </ul>	1

<ul style="list-style-type: none"> <li>• Emergency contact numbers for use in case of need</li> <li>• Reporting lines from the operational site through area management to the cleaning service providers Head Office</li> <li>• Method of supervision of cleaning staff</li> <li>• Cleaning staff replacement schedules/plans and time frames thereof in cases of absenteeism.</li> <li>• Operational plans during Hospitality Industry strikes</li> <li>• Means of transportation of cleaning staff to the service site</li> </ul>	1  1  1  1  1
<b>TOTAL POINTS FOR PROJECT EXECUTION PLAN</b>	<b>20</b>
<b>TOTALPOINTS FOR: CAPACITY TO DELIVER THE REQUIRED CLEANING SERVICE; UNSCHEDULED SITE VISIT AND PROJECT EXECUTION PLAN</b>	<b>100</b>

**Values: 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent**

#### 4.3 Phase 3: Price and preference points

The applicable formula 90/10 will be utilised to evaluate the bid, of which ninety (90) points are allocated for price and functionality, and for the remaining ten (10) points certain goals have been targeted and the points allocated for these goals are indicated in the enclosed forms SBD 6.1., and SBD 6.4 that must be completed in detail.

4.3.1 In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (90/10 system)</b>	<b>Number of points (80/20 system)</b>
1	10	20
2	9	18
3	8	16
4	5	12
5	4	8

6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

- 4.3.2 Bidders who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS or a Registered Auditor. Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates.
- 4.3.3 Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.
- 4.3.4 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 4.3.5 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- 4.3.6 The Department is committed to the promotion of Black Economic Empowerment (BEE) and the PPPFA (Preferential Procurement Policy Framework Act 5 of 2000). Bidders are requested to provide information on their BEE status and how they will ensure fulfilment of the Broad Based Black Economic Empowerment objectives.

## 5. SPECIAL CONDITIONS

**The following special conditions will be applicable to this bid and the bidder must complete and submit the schedule with the bid proposal.**

SPECIAL CONDITONS	Comply	Does not comply
The preferred bidder will be subjected to a vetting process conducted by a Government Security Agency. Should the service provider fail the vetting process, the bid will be disqualified.		
The bidder will be required to submit to the Department, certified identification copies of all employees allocated for this cleaning project. These employees will be subjected to a vetting process as well. Only vetted employees will be allowed to work in the State Protocol Lounge. Any changes in staff establishment must at least be communicated .....weeks before he/she will resume duty at the State Protocol Lounge.		

The Bid/quotes issued by the bidder must include: VAT, all labour and transport costs, disbursements and the management fee of the cleaning service contract		
Costs of all appointed cleaning bidder staff, including their transport (if relevant) must be for the bidder's own cost		
Replacements (in case of breakages and damages) and replenishments (in case of depletions) of products and items usable in the State Protocol Lounges must be done immediately		
Should the bidder not be able to deliver a complete service, a joint venture or consortium may be formed and details thereof submitted to the client (the State Protocol Lounges Directorate) for approval. No partial bids will be accepted. The Department will conclude one service contract and deal with only the appointed bidder		
The preferred bidder will be expected to sign a Service Level Agreement (SLA) with the Department of International Relations and Cooperation		
The preferred bidder employees must be dressed in company uniforms at all times with name tags when on duty.		
A full complement of the preferred bidder staff (03 per shift) needs to be at work throughout the day, i.e. from 06:00 to 22:00 seven (7) days a week.		
A monthly staff roster with contactable staff details must be provided to State Protocol Lounge Management on assumption of the cleaning service contract and on a monthly basis hereafter.		
The preferred bidder will be expected to attend monthly cleaning service contract management meetings at the State Protocol Lounge. Transportation to these meetings will be at the expense of the bidder.		
Waste disposal will be the responsibility of the bidder and must be done in accordance with ACSA rules and regulations.		

## 6. GENERAL CONDITIONS

6.1 The General Conditions of Contract, will be applicable to this bid;

6.2 The Department of International Relations and Cooperation will not be held responsible for any costs incurred by the bidder's in the preparation and submission of quotations

6.3 Please take note that the Department of International Relations and Cooperation is not obliged to select any of the firms submitting proposals

6.4 Evaluation on functionality criteria can only be done on the basis of information, which was asked for. The comprehensiveness of the quotation can therefore be decisive in the awarding thereof

**It is compulsory for prospective bidders to attend a briefing session on the \_\_\_\_\_ 2013, at .....**

## **7. FEES AND PAYMENT SCHEDULE**

7.1 Fees must be quoted in South African currency

7.2 All prices quoted must include VAT

7.3 Bidders should take note that the Department will pay within 30 days after the receipt of invoice and the service has been rendered.

7.4 The format of the quotation/price list must be the same as the specification list attached to this document. (SBD3.1) Please do not submit in any other format.

## 8. CONTACT PERSONS AND SUBMISSIONS

8.1 The Bid must be properly submitted on or before the closing date and time specified on the invitation, fully completed in ink (as per all standard conditions of tender). The Bid documents must be lodged in the tender box at DIRCO, OR TAMBO BUILDING, 460 Soutpansberg Road, and Rietondale

8.2 All enquiries can be directed to Supply Chain Management as per fax, 012 329 1267

Enquiries pertaining to the completion of tender documents can be directed to the Bid Office, tel. 012 301 8538/ 8537/8594/8674

8.3 Prospective service providers should submit their bonded proposals in a sealed envelope with the details of the specific tender on the outside of the envelope to:

### **Per hand**

Tender Box OR Tambo Building  
460 Soutpansberg Street  
Rietondale  
Department of International Relations and Cooperation  
Pretoria  
0001

OR

### **Post**

Department of International Relations and Cooperation  
Private Bag X 152  
Pretoria  
0001

Submissions should be posted to be received or hand delivered to the mentioned addresses on or before 11:00 on the closing date.

Prospective service providers/suppliers are encouraged to submit their proposals before the closing time and date, as late submissions will not be accepted.

*E-Mailed or faxed submissions shall not be accepted.*

**A compulsory briefing session will be held at .....**

**Interested bidders are invited to attend.**