

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



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## **REQUEST FOR PROPOSALS**

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**PROVISION OF CLEANING SERVICES AT HOUSING DEVELOPMENT AGENCY  
FOR THE PERIOD OF THREE YEARS,  
No. 199 ANTON LEMBEDE, 25<sup>TH</sup> FLOOR, EMBASSY BUILDING, DURBAN, 4001**

**RFP/KZN/2021/001**

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**PROPOSALS TO BE SUBMITTED BY**

**NOT LATER THAN 19 APRIL 2021**

**AT 12H00**

**April 2021**

## TERMS OF REFERENCE

### Provision of Cleaning Services at the Housing Development Agency, 199 Anton Lembede, 25<sup>th</sup> Floor, Embassy Building, Durban, 4001

#### 1. INTRODUCTION

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

#### 2. BACKGROUND

HDA seeks to appoint an experienced and reputable service provider to provide a cleaning service for a period of three **(3) years**, at the below address:

##### Physical Location

Housing Development Agency  
199 Anton Lembede, 25<sup>th</sup> Floor, Embassy Building, Durban, 4001  
Office size 290 sqm

#### 3. SCOPE OF WORK

The scope of service for this quotation that the appointed service provider must adhere to is as follows:

- To provide/supply cleaner daily.
- To provide office cleaning services to the premises situated at 199 Anton Lembede, 25 Floor, Embassy Building, Durban, 4001.
- **Provide the KwaZulu Natal HDA office with 1 (One) cleaner**, as per the following:
  - Monday to Friday inclusive weekend and public holidays unless where otherwise specified.
  - To start at 07h30 and to finish 16h00
- To provide the following, but not limited to, on a daily/weekly basis:
  - Keep offices clean.
  - Dust picture/mirror frames.
  - Dust blinds.
  - Assist with daily washing of dishes, crockery and cutlery.
  - Wipe down and clean desks DAILY.
  - Vacuum clean carpets three times weekly.
  - Clean windows inside on a bi-weekly basis.
  - Clean main entrance foyer glass windows internally & externally.
  - Assist with setting up of meeting rooms.
  - Clean and set up meeting rooms after meetings.
  - Empty bins twice a day.
  - Clean reception area daily.
  - Provide and refill soap dispenser, hand lotion, toilet roll and paper towels in the toilets (Ladies and Gents)

- Deep Carpet cleaning once every quarter to remove stains.
- Supply of 3 bales of (2 ply) toilet papers per month.
- Provide a fumigation service to the HDA on a quarterly basis. Date to be agreed to with the office manager. This service to include the materials and spraying of the pesticide.
- Provide rodent repellent to every office.

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

- The service provider will provide all necessary equipment (Vacuum Cleaner, Cleaning Trolley), chemicals, hand soap and hand cream, toilet paper, hand paper towel, for the execution of the work.
- The service provider will maintain all electrical equipment supplied.

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

The service provider shall,

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

- 5.1 The provision of all service provider's equipment, qualified, competent and well-trained personnel and supervision thereof, required for the servicing of the building.
- 5.2 The service provider shall always ensure that its personnel is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes and hand gloves.
- 5.3 Provide a roster indicating the staff activities every day to ensure the smooth operation of the cleaning activities.
- 5.4 Provide an attendance register for the cleaning personnel.
- 5.5 All areas of the building to be always kept clean.
- 5.6 All furniture, inside and outside of the building to be always kept clean.
- 5.7 Windows to be cleaned bi-weekly, inside, and outside.

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

Cleaning personnel will be issued with access cards/biometric system.

#### **7. INDEMNITY**

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

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

## 8. EVALUATION PROCESS

8.1. Bids will be evaluated on the 80/20 points system as outlined in the PPPFA of 2011.

**Phase 1:** Bidders will be evaluated based on functionality. The minimum threshold for the functionality of 70 of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and BBBEE points

CRITERIA	WEIGHT
<b>Company experience</b>	
<ul style="list-style-type: none"> <li>➤ Service provider must have a minimum of three (3) years operational experience in rendering cleaning services, hygiene services and pest/fumigation. The experience must be supported by written and signed, not older than 5 years, reference letters on the Referees' letterhead.               <ul style="list-style-type: none"> <li>• 1 or 2 reference letters = 3 points</li> <li>• 3 or 4 reference letters = 5 points</li> <li>• 5 or more reference letters = 10 points</li> </ul> </li> </ul>	10
<b>Competent staff</b>	
<ul style="list-style-type: none"> <li>➤ Team leader should have two years office cleaning supervisory experience. (CV with relevant experience to be attached).</li> </ul>	15
<ul style="list-style-type: none"> <li>➤ Team leader should have a minimum of grade ten (provide proof of qualification).</li> </ul>	5
<b>Project Plan</b>	
<ul style="list-style-type: none"> <li>➤ Detailed project plan indicating daily duties with time frames, weekly, monthly, quarterly and six-monthly duties and order of preferences.</li> </ul>	15
<ul style="list-style-type: none"> <li>➤ Detailed health and safety plan indicating the OHSA compliance in office environment.</li> </ul>	5
<b>Infrastructure</b>	
Service provider should provide a SABS approved list as indicated below;	
<ul style="list-style-type: none"> <li>➤ Cleaning Material</li> </ul>	15
<ul style="list-style-type: none"> <li>➤ Cleaning Equipment</li> </ul>	10
<ul style="list-style-type: none"> <li>➤ Cleaning chemicals</li> </ul>	10
<ul style="list-style-type: none"> <li>➤ Samples of the employment contract, payslips and bathroom and cleaning services checklists.</li> </ul>	15
<b>Total</b>	<b>100</b>

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

**Phase 2:** Those that qualify will be assessed using the 80:20 formula for Price and B-BBEE as per the PPPFA.

Table 1 – Price and B-BBEE

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

## 9. GENERAL

### 9.1 Below are compulsory requirements for this service.

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

9.1.2 Kindly complete and submit the following:

- CSD Report
- SBD Forms (SBD4, SBD8 and SBD9) obtainable from HDA Website: [www.thehda.co.za/procurement](http://www.thehda.co.za/procurement). Under the compliance checklist.
- Valid and original or certified B-BBEE Status Level Verification Certificates issued by SANAS, IRBA or CCA.

10. Further information regarding this tender can be sent via email to: [Nqobile.Mkhwanazi@thehda.co.za](mailto:Nqobile.Mkhwanazi@thehda.co.za) or at Tel: 011 544 1000

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

The premises can be viewed from **09H30 to 12H00 on the 14<sup>th</sup> of April 2021** at The Housing Development Agency No. 199 Anton Lembede, 25<sup>th</sup> Floor, Embassy Building, Durban, 4001.

The contact person is Ntobeko Ngubo as indicated above.

12. Submit certificate of a National Contract Cleaning Association (NCCA).

13. Service Providers must be a registered with Compensation for Occupational Injuries and Diseases (COID).

**14. Service Provider must comply with the Occupational Health & Safety Act No 85 of 1983.**

**15. All electrically operated equipment, supplies and materials should be registered with the South African Bureau Standards.**

**16. TERMS AND CONDITIONS**

7.1. HDA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.

7.2. No payment will be made where there is an outstanding information/work by the service provider/s.

**17. SUBMISSION OF PROPOSAL**

17.1. Proposals should be submitted on or before the **19 April 2021** by no later than 12h00 to the following address:

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

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