



REQUEST FOR QUOTATION – OPS 04/2022

SANITARY HYGIENE SERVICES FOR A PERIOD OF FOUR (4) MONTHS

1. Background

The Durban ICC is one of the most advanced conferencing facilities in the world, having been voted Africa's Leading Conference Centre by World Travel Awards for 18 years. The Centre has also obtained certification from the International Organisation for Standardisation; in ISO 9001 (Quality Management); ISO 14001 (Environmental Management); ISO 22000 (Food Safety Management) and ISO 18001 (Occupational Health and Safety Management).

2. Purpose

The Durban ICC requires a service provider for the provision of sanitary hygiene services, for a period of 04 months.

3. Scope of works

The scopes of works (but not limited to) are, as follows:

Weekly:

- Upliftment of contaminated waste and clean all SHE bins twice per week in peak season or during large conferences (i.e. Indaba, Trade Shows and Concerts etc.)
- Provide and / or replace empty dispensers for both water and air sanitization
- Provide perfumed plastic bin liners

Monthly:

- Deep cleaning and sanitize the ablutions as follows, using ISO certified / eco-friendly chemicals.
 - toilets
 - toilet seats
 - urinals (including bottle traps)
 - showers (including taps)
 - basins (including taps)
 - drain outlets
 - floors (including grouting and corners)
 - walls / partitions
 - mirrors

4. Mandatory Requirements

Does the service provider comply with the mandatory requirements, as listed below? Please acknowledge as illustrated:	Yes	No
	✓	X
<ul style="list-style-type: none"> • The service provider must have at least 3 years requisite experience providing sanitary hygiene services to entities. Please attach 2 positive references from clients serviced. 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • The service provider must ensure compliance with the Occupational Health & Safety Act, 85 of 1993 and The National Environmental Management: Waste Act, 59 of 2008. Please attach certificate which confirms safe removal and disposal of feminine waste. 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • The service provider must pay their staff in accordance with the sectorial determination for the Contract Cleaning Sector as governed by the Department of Labour. Please attach proof of Bargaining Council registration. • BCCI (Bargaining Council Contract Cleaning Services Industries) 	<input type="checkbox"/>	<input type="checkbox"/>

Failure to comply with all of the mandatory requirements, as illustrated in the schedule above, will result in the service provider being deemed non-responsive and not evaluated further

5. Quality Criteria Scoring

- The scoring will be undertaken by three (3) independent officials of the Durban ICC.
- The scores allocated by these officials will be totaled and thereafter averaged to obtain the final score for quality.
The Service providers **must** score at least 70 percent in the first evaluation stage in order to be deemed "responsive" and considered for evaluation in the second evaluation stage based on price and empowerment calculated on the 80/20 accreditation system.

The quality criteria and maximum score are as follows:

Quality Criteria	Weight
<ul style="list-style-type: none"> • Tenderers Experience 	70
<ul style="list-style-type: none"> • Quality and operation of the SHE Bin 	30
Maximum possible score for quality (Ms)	100



5.1 Tenderers Experience

The service provider is required to submit minimum two (2) detailed references from clients serviced, which will be used during the quality criteria scoring process.

Kindly ensure the references are adequately detailed, taking into account the key elements, as illustrated in the guidelines to follow.

It is the service provider's responsibility to ensure that the references received are sufficiently detailed in order to achieve the minimum required number of points.

CLIENT LETTERHEAD

Employer/Client Address

Contact Details

Date _____

Dear Durban ICC

Key elements:

1. Company information (institution / facility / site)
2. Contract amount / duration
3. The tenderers staff composition and expertise (years of experience) in providing sanitary hygiene services.
4. Quality of services rendered, adherence to the service level agreement and contracts management
5. Staff safety and protective attire
6. SHE b/n quality
7. Lead time / Efficiency and Frequency
8. Value adds
9. Referral

-
- Name of Company representative
 - Designation in the company

Tenderers Experience	
No Response (Score 0)	No response received / insufficient information to evaluate
Poor (score 40)	References not sufficiently detailed, to determine the requisite experience of the service provider / or failed to perform adequately in key areas as per references received. The references furthermore failed to accommodate for majority of the key elements which have been provided for in the guidelines of an acceptable reference.
Satisfactory (score 70)	The references received were satisfactory as it focused on majority of the key elements as illustrated in the acceptable reference guideline. In addition, the service provider has: <ul style="list-style-type: none"> • An adequately trained workforce (training takes place minimum once per year); and • At least 3 years requisite experience handling contracts with a minimum contract value of R25, 000 per month (VAT excl.)
Good (score 90)	In addition to meeting the "satisfactory" criteria as illustrated above, The service provider has: <ul style="list-style-type: none"> • An adequately trained workforce (training takes place minimum twice per year); and • At least 5 years requisite experience handling contracts with a minimum contract value of R40, 000 per month (VAT excl.)
Very good (score 100)	In addition to meeting the meeting the "satisfactory" criteria as illustrated above, The service provider has: <ul style="list-style-type: none"> • An adequately trained workforce (training takes place more than twice per year); and • At least 8 years requisite experience handling contracts with a minimum contract value exceeding R40, 000 per month (VAT excl.)

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are his/her personal knowledge and are to the best of his/her belief both true and correct.

NAME: (Block Capitals)

SIGNATURE..... DATE:

(of person authorised to sign on behalf of the Tenderer)



PLEASE ATTACH REFERENCES HERE:

5.2 Quality and Operation of the SHE Bin

- The quality and operation of the SHE bin will be scored based on the sample received.
- The objective of scoring these particular criteria is to ensure we have user friendly, effective, hygienic and aesthetically appealing equipment residing in the female ablutions.

The guideline used to score the sample of the SHE bin received will be, as follows:

No response (score 0)	A sample of the SHE bin was not submitted for evaluation purposes.
Poor (score 40)	The sample of the SHE bin received operated manually i.e. physically using your hand to open for disposal or via a foot pedal.
Satisfactory (score 70)	The sample of the SHE bin received was a slim design (approximately 17 litre holding capacity) to ensure it can be accommodated for in the smallest cubicle and operates via an auto sensor
Good (score 90)	The sample of the SHE bin received meets the 'satisfactory criteria' above. In addition, the SHE bin incorporates a unique wall mounting option which allows for regular floor cleaning access below the unit and is made of strong ABS material.
Very good (score 100)	The sample of the SHE bin received meets the 'good criteria' above. In addition, the unit is made of stainless steel for an ultra-aesthetic appealing look and design.

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are his/her personal knowledge and are to the best of his/her belief both true and correct.

NAME:(Block Capitals)

SIGNATURE: DATE:

(of person authorised to sign on behalf of the Tenderer)

6. ADDITIONAL CONDITIONS OF CONTRACT

QUALITY OF SERVICES

Should there be any cause for complaint against the standard of service offered which is not resolved within a period of 10 working days; the Durban ICC reserves the right to cancel the contract after serving one month's notice, in writing, to the supplier involved.

Should such notice be given, the supplier shall nevertheless be obliged to perform the duties covered by the contract up to the date of expiration of the period of notice.

SATISFACTORY PERFORMANCE

The supplier shall employ for the purpose of this contract only such personnel as are careful and competent and the Durban ICC shall be at liberty to object to and require the supplier to remove from the job forthwith any person, including supervisory staff, employed by the supplier who, in the opinion of the Durban ICC, misconducts himself/herself or is incompetent or negligent in the proper performance of his/her duties and such person shall not again be employed upon this contract without the permission of the Durban ICC.

OCCUPATIONAL INJURIES AND DISEASES ACT

This act replaces the Workmen's Compensation Act-

The supplier shall, before commencement of work, produce documentary proof to the Durban ICC that he has complied in all respects with the provisions of the Occupational Injuries and Diseases Act. The supplier undertakes that he/she will perform and comply with all provisions of the Occupational Injuries and Diseases Act and more particularly that he/she will render all returns and pay all assessments for which he/she is liable in terms of such Act.

DAMAGE TO PERSONS AND PROPERTY

The supplier **shall** indemnify and keep indemnified the Durban ICC against any claim for death, injury, damage or loss to any person or property whatsoever in respect thereof or in relation thereto.

CONTRACTED PRICING

This fee must include all expenses, disbursement and costs (e.g. transport, overheads, accommodation, etc.) that may be required in and for the execution of the work described in the specification, and shall cover the costs of all general risks, liabilities and obligations set forth or implied in the Contract as well as overhead charges and profits (in the event that the tenderer is successful). All prices tendered will be final and binding.

PERSONNEL WITH CRIMINAL RECORD

The appointed service provider must ensure that personnel with historic / current criminal records not be permitted to work at the Durban ICC under any circumstances. The appointed service provider must ensure that all required / criminal checks are performed prior to allocating staff at the Durban ICC.

UNIFORMS

- All cleaning staff must be properly and professionally attired in their branded uniforms.
- The Durban ICC, in consultation with the appointed service provider, reserves the right to review and approve the proposed uniform styles & colour.
- Uniforms are to be provided by the service provider at their cost and expense.
- Uniform items are to include (but not limited to), the following:
 - Branded Shirts,
 - Trousers or Skirts,
 - Branded Jersey,
 - Branded Jacket
 - Black Shoes, socks
- Uniforms that look tatty or worn will need to be replaced to ensure a standard of professionalism is maintained.
- The service provider is expected to provide all staff with name badges listing their name and surname which is to be worn at all times while on the complex.
- The Durban ICC will provide colour printed photographic ID Cards at a minimal cost to the appointed service provider to be worn at all time while on the complex.
- The Current cost per card is R25.00. The ID Card will consist of the following details:
 - National identity number,
 - Company identity number, and
 - A clear, full-colour head and shoulders photograph of the holder.
- The appointed service provider must ensure that all personnel have access to and wear the appropriate safety apparel (PPE) when / where required / applicable (e.g.: hard hats, reflector etc.)

TRAINING

- Training will be conducted by the appointed service provider at their own cost and expense.
- As a minimum requirement, the training plan should include, but not limited to, the following:
 - Customer Service
 - Personal hygiene & appearance
 - Supervisor / Leadership Skills
 - Chemical use and safety
 - Greening policies

TRANSPORT OF STAFF

- It is the responsibility of the appointed service provider to ensure that the cleaning staffs are deployed and present at the required times for commencement of duties.
- The "self-posting" application is not an option and the contractor will be required to provide transport to the staff to and from the Durban ICC in compliance with this agreement.

STAFF SUPERVISION

- The appointed service provider must ensure adequate supervision of cleaning staff at all times.
- All supervisory visits must be documented and an audit trail available for review at any given time.

PENALTIES (BUT NOT LIMITED TO)

1. The Client injured themselves as a direct result of the negligent action or omission of the appointed service provider in the execution of his duties in terms of the SLA	R 1000.00 per incident
2. The appointed service provider fails to /neglects to disclose correct staffing levels and shortages to the client. (misrepresentation of information)	R 1000.00 per incident
3. The ablutions are not cleaned or maintained as per the required standards.	R 500.00 per incident
4. The appointed service provider does not honor the prescribed service hours or frequencies of training.	R 1000.00 per incident
5. Undermining of other contractors on site , and failing to operate as a member of the Durban ICC overall services team	R 1000.00 per incident

- The Service Provider will be penalised for non- performance of contract requirements and service levels at Durban ICC Management's discretion where supporting documentation or material will be provided.
- The penalty assigned will be discussed between the Durban ICC and Service Provider Management timeously after the incident/s is reported.
- The penalty cost will be deducted from the Service Provider's monthly invoice.
- In order to discourage repeat offences / non-compliance, the Service Provider is expected to claim costs incurred from the staff responsible.

RENTAL OF SHE BINS AND AIRFRESHNER UNITS

- The appointed service provider is required to regularly maintain and service the units which have been rented out at their own cost and expense, for the duration of the contract term.
- Defective units to be replaced within 24 hours
- The rental units have to be the same type, design and colour for the purposes of consistency and aesthetic appeal.
- Additional rental units may be required due to business requirements. The units will be hired at the same rate as the ones accounted for in the initial bid submission.

PRICING

- The pricing submitted will remain firm for the contract period.

7. Preconditions

A written proposal/quotation will not be considered unless the service provider who submits the quotation provides the following with their proposal/quotation:

- 7.1 Full name
- 7.2 Identification or company or other registration number
- 7.3 Tax reference number and VAT number, if any
- 7.4 Valid compliance report, confirming compliance at time of bid submission,
- 7.5 Valid BBBEE Certificate
- 7.6 Valid SARS tax clearance pin.
- 7.7 Confirmation of registration on eThekweni Municipality's vendor portal database.
- 7.8 MBD 4 Declaration of Interest form must be completed
- 7.9 Statement that the company's water, electricity and rates are up to date or formal payment arrangements have been made.

8. Terms and Conditions

- It must be noted that the service provider assumes full risk when submitting bid proposals to the Durban ICC.
- The Durban ICC reserves the right at its discretion to rescind a contract, based on the needs of the entity.
- The entity will only make a final award should the bidder be tax compliant at time of award.

9. Requirements to submit quotation

- 9.1 All schedules in this document must be populated and will form part of the quotation.
- 9.2 Companies must submit a company profile and are to provide examples and references of similar work performed.
- 9.3 A contactable e-mail address and/or business card must be provided together with all written proposals/quotations.
- 9.4 The service provider must be registered on the CSD database as well as the eThekweni Municipality vendor portal database. Proof of registration on these two databases must be included together with the bid submission. Failure to register on these two databases may adversely impact on the award process.

CSD registration website: <https://secure.csd.gov.za>

EThekweni Vendor Portal registration: <https://ethekwinivendor.durban.gov.za>

Or contact 031 322 7011 / 7154

Fatima.milazi@durban.gov.za / phumla.mdabe@durban.gov.za

10. Compulsory Pricing Schedule (Form Of Offer)

Description	Estimated quantity	Rental Cost per unit	Total (est. quantity x cost per unit)
Sanitary SHE bin rental	223 units	R	R
Air freshener automatic dispenser rental (500ml or more)	135 units	R	R
Toilet / urinal automatic dispenser rental (300ml or more)	135 units	R	R
Bi-weekly sanitary waste uplift, maintenance and disposal service			R
Comprehensive monthly deep cleaning service, including all chemicals and cleaning consumables			R
Please state any additional monthly costs for the purposes of transparency:			R
Total monthly cost (VAT excl.)			R
VAT @ 15%			R
Total monthly cost (VAT Incl.)			R
Grand total (total monthly cost VAT incl. x 4 months)			R

I.....being duly authorized thereto by do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

Signature: _____

Date: _____

Note: Failure of a Service Provider to complete and sign this page will invalidate the quotation






11. Contact Person

Ntombifuthi Khowa
Tel: +27 31 360 1124
Cleaning services manager

12. Closing Date

Quotations, together with this document and supplier registration forms are to be placed in a sealed envelope marked for the attention of the Procurement Department and are to be placed in the Tender Box at the Durban ICC security entrance on the ground floor, 45 Bram Fischer Road Durban before 12h00 on 11th February 2022.

13. Request for proposals approved by:

	01/02/2022
Mncedisi Dlamini Acting Operations Director	
	01/02/2022
SCM Compliance Officer Bathabile Mshengu	
	01/02/2022
SCM Manager Thenashree Naidoo	
	01/02/2022
Chief Financial Officer Melanie Rambally	
	02/02/2022
Chief Executive Officer Lindiwe Rakharebe	



14. Past experience in similar assignments

Assignment Description	Key Elements	Date Completed	Contact Person and Telephone Number	Assignment Value

I.....being duly authorized thereto bydo hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

Name: *(Block Capitals)* _____

Signature: _____ Date: _____

15. Declaration of Municipals Fees

I, the undersigned, do hereby declare that the Municipal fees of

.....
 (Full name of Company / Close Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the TENDERER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said TENDERER:

<u>Account</u>	<u>Account Number: to be completed by tenderer.</u>
Consolidated Account No.	<input type="text"/>
Electricity	<input type="text"/>
Water	<input type="text"/>
Rates	<input type="text"/>
Other	<input type="text"/>
Other	<input type="text"/>

I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the Service provider by the Municipality shall be first set off against such arrears.

- Where the TENDERER'S place of business or business interests are outside the jurisdiction of eThekweni Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

NAME : (Block Capitals)

SIGNATURE : DATE:
 (of person authorised to sign on behalf of the Tenderer)

16. MBD4 Declaration of Interest

- 13.1 No bid will be accepted from persons in the service of the state¹
- 13.2 Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
- 13.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
- 13.3.1 Full name of bidder or his/her representative
- 13.3.2 Identity number:
- 13.3.3 Position occupied in the Company (director, trustee, shareholder²):
.....
- 13.3.4 Company Registration Number:
- 13.3.5 Tax Reference Number:
- 13.3.6 VAT Registration Number:
- 13.3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

References:

¹ MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
- any municipal council
 - any provincial legislature
 - the National Assembly or the National Council of Provinces
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity;
- (f) an employee of parliament or a provincial legislature.

² "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

13.3.8 Are you presently in the service of the state?
If yes, furnish particulars:

YES	NO
-----	----

13.3.9 Have you been in the service of the state for the past twelve months?
If yes, furnish particulars:

YES	NO
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13.3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and/or adjudication of this bid?
If yes, furnish particulars:

YES	NO
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13.3.11 Are you aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and/or adjudication of this bid? If yes, furnish particulars:

YES	NO
-----	----

13.3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?
If yes, furnish particulars:

YES	NO
-----	----

13.3.13 Is any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? If yes, furnish particulars:

YES	NO
-----	----

13.3.14 Do you or any of the directors, trustees, managers, principal shareholders or stakeholders of this company have any interest in any other company or business whether or not they are bidding for this contract? If yes, furnish particulars:

YES	NO
-----	----

17. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

Signature

Date

Capacity

Name of Bidder