



REQUEST FOR QUOTATION – OPS 02/2022

PEST CONTROL SERVICES FOR A PERIOD OF SIX (6) 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 17 years. The Centre is graded 5-star by the South African Tourism Grading Council. It has also obtained certification from the International Organisation for Standardisation; in ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 22000 (Food Safety) and ISO 18001 (Occupational Health and Safety).

2. Purpose

The Durban ICC requires a service provider for the provision of Pest Control Services, for a period of Six (6) months.

Specifications:

- Establish and maintain pest free zones **throughout the entire Durban ICC** through the use of biological control methods, pesticide treatment programmes including equipment, and decontamination and maintenance of equipment.
- Integrate with / support existing cleaning and hygiene systems.
- Ensure the pest control programme/s, procedures and chemicals are ISO and HACCP compliant.
- Provide frequent monitoring and monthly risk assessment analysis.
- Ensure regular monitoring and reporting (online).
- Keep abreast of new and improved treatments and ensure these are applied to the Durban ICC for enhanced effectiveness.
- Be compliant with applicable legislation.

Overall Service

- Provide complete pest control services to ensure effective control and elimination of pests, including the use of insecticides, traps, bait stations etc. where appropriate.
- Offer regular, comprehensive site inspection and identification of pest issues/problems and risk assessments.
- Identify and address potential risks, i.e. proactive service as opposed to reactive.
- Be available for emergency callouts and weekend emergencies when required.



- Monitor and adjust treatment / procedures which prove to be the most effective service in line with ISO regulations.
- Provide reports on services provided, current challenges and proposed solutions.
- Complete and submit the required MSDS documentation and ensure the information provided is accurate and current.
- Submit pest action plans on a quarterly basis or when procedures / treatments are altered.
- Supply educational information on a regular basis to the Durban ICC for the purpose of creating awareness and training of employees.
- Maintain a service file which includes service history documentation, checklists, valid certifications, training, Material Safety Data Sheets (MSDS's), Approved Chemical Usage list with L-Numbers for HACCP/ ISO 22000 requirements, Corrective action reports etc. and ensure this is updated and accessible at all times for SABS and external service provider hygiene auditing purposes. Service file should meet the requirements for a HACCP or ISO 22000 certified organisation.
- Conduct quarterly quality assurance inspections.
- Submit pest action plans on a quarterly basis or when procedures / treatments are altered.
- Supply educational information on a regular basis to the Durban ICC for the purpose of creating awareness and training of employees.
- Provide an approved site map for the premises rodent bait stations and flycatcher units.
- Remove old placards and install updated company placards for rodent bait stations.
- SABS registered pesticides shall be used and the Service Provider must supply a 16 point material safety data sheets for all products.
- Pesticides shall be safe for use in food production environments.
- Provide proof that the chemicals used are for a primary target organism and will not affect a secondary organism

- Company COVID-19 Policy and protocols must also be included in the Safety File.
- Service Technicians must be trained in SANS 10049; Food Hygiene Management – Requirements for PRP's for HACCP or equivalent.

Insect Proofing

- Conduct regular site inspections of the Durban ICC to identify all the places that pests might gain access to and the best method of control.
 - Report on the best proofing to be carried out.
 - Installation, service and maintenance of any equipment required to control infestation.
 - Regular use of appropriate insecticides
 - Identification of breeding sites and entry points
 - Break of the breeding cycle

Minimum insect proofing requirement:

- Natural ventilation be maintained
- Reduction in the use of pesticides
- Effective treatment using tamper-resistant bait stations and systemic insecticidal gel bait

Insect Monitoring Unit (IMU)

Monitor and protect all internal areas by sending out an instant alert if any kind of insect presence is detected.

Rodent Control

Provide an effective rat and mouse control plan for the Durban ICC;

- Use of rodenticides or RADAR (Radio Detecting and Ranging)
- Install, service and maintain bait stations
- Customise rodent proofing and preventative measures to be put into place.
- Schedule rodent control site visits to prevent outbreaks

Food Production and Food Storage Pest Control

- Identify the problem species
- Apply appropriate insecticides or other treatment, to be compliant with the Durban ICC ISO 9001; ISO 14001 and ISO 22000 as well as HACCP accreditation.
- Insect control service for long-term prediction, prevention and eradication of outbreaks. The term insects include all crawling and flying insects that have an adverse effect on business or reputation, such as cockroaches, termites, ants, flies, weevils etc.

- Regular deep cleaning and spray treatment

Fly Control

- Fly control program to be ISO 9001;ISO 14001; ISO 22000 as well as HACCP compliant
- Tailored programme to Durban ICC specific requirements to effectively control fly infestations.

Fly control program to include:

- Accurate identification of fly species
- Identification of breeding sites and entry points
- Break of the breeding cycle
- Installation, service and maintenance of UV Fly Control Units in places, especially sensitive areas such as food preparation and dining areas to ensure high levels of control.
- Replacement of sticky boards for the UV Fly Control Units
- Replacement of UV bulbs when ineffective (within a year)

Treatment to include:

- Spraying
- Fly bait stations
- Ultra – low volume fogging
- Maintain current electric fly control units and install new units if required
- Installation of fly bait stations
- Regular inspections to prevent any recurrence of flies

Technical Support

- Extensive knowledge of the lifestyle, habits and vulnerabilities of all types of pests, from exclusion and detection to capture, identification and elimination.
- Highly trained, fully equipped technicians in pest control
- Staff to be trained and knowledge of food handling (HACCP/ISO 22000), health & safety of handling pesticides, insecticides and proper PPE (Personal protective equipment)
- Use of innovative products and latest technology
- Bi-annual quality assurance inspections.
- General training for staff including: materials, chemicals, anti-pest cleaning and visuals aids.
- Comprehensive regular site inspection and identification of pest problems and potential risks.
- Detailed reports of every visit include observations, notes of service treatment and recommendation action plan
- A staff management training program appropriate to our facility including, Pest awareness training; Anti-pest building design and specialist anti-pest cleaning

- Unlimited emergency callout service within 24hours response time
- Free surveys and quotes if requirements change
- Provide information on new pest control products and pest eradication technologies
- Full technical support from research and development departments
- Site checklists (Durban ICC & Exhibition Centre)
- Provide professional advice regarding all pest control issues and recommendations for continuous improvement

3. Scope of work

Location	Count Areas	Approximate m ²	Frequency	Actual Scope of Work
Admin Office Kitchens	2	10	Monthly	Perimeter
Admin Office Toilets	6	56	Monthly	Perimeter
Cloakrooms	3	231	Monthly	Perimeter
Coffee Shop	1	128	Monthly	Perimeter
Kitchens	4	1,259	Monthly	Perimeter
Laundry	1	25	Monthly	Perimeter
Lifts	8	108	Monthly	Perimeter
Loading Docks 1-3	3	2,779	Monthly	Perimeter
Loading Dock 4	1	2,007	Monthly	Perimeter
Pantries	19	1,259	Monthly	Perimeter
Goods Receiving	2	926	Monthly	Perimeter
Service Areas	4	810	Monthly	Perimeter
Staff Canteen	1	50	Monthly	Perimeter
Stores	50	1,976	Monthly	Perimeter
Durban ICC & Arena Toilets	57	1,140	Monthly	Perimeter
DEC Toilets	27	486	Monthly	Perimeter
Durban ICC Admin Offices	1	1,439	Monthly	Perimeter
Boardrooms	2	133	Monthly	Perimeter
Concourses	5	3,966	Monthly	Perimeter
Courtyards	5	2,808	Monthly	Perimeter
DEC Admin Building 2 x floors	1	1,503	Monthly	Perimeter
DEC Hall 1	1	7,116	Monthly	Perimeter

DEC Hall 2	1	3,510	Monthly	Perimeter
DEC Hall 6	1	508	Monthly	Perimeter
Location	Count Areas	Approximate m²	Frequency	Actual Scope of Work
DEC Mistrals & Coast of Dreams	2	1,000	Monthly	Perimeter
Durban ICC Main Foyer	1	1,586	Monthly	Perimeter
Business Centre Entrance	1	78	Monthly	Perimeter
Foyers	18	9,941	Monthly	Perimeter
Durban ICC Halls 1-6	14	12,371	Monthly	Perimeter
Lobbies	7	148	Monthly	Perimeter
Hospitality Suites	3	70	Monthly	Perimeter
Meeting Rooms	11	1,752	Monthly	Perimeter
Management Offices	14	757	Monthly	Perimeter
Parking	5	29,630	Monthly	Perimeter
Main Service Tunnels	12	4,444	Monthly	Perimeter
Arena Basement Reception Area	1	64	Monthly	Perimeter
Sewing Room	1	13	Monthly	Perimeter
Stairwells	8	169	Monthly	Perimeter
Tenant Offices	4	400	Monthly	Perimeter
Durban ICC Refrigerated Delivery Vehicle	1	22	As and when Required	Perimeter
Total	308	96 678		

4. **Compulsory Pricing Schedule (official form of offer)**

Description	Monthly cost (VAT excl.)	No. of months	Total (monthly cost x 6)
Monthly Fees for the provision of pest control services, as per requirements	R	6 months	R
Description	Quantity Required	Unit Cost	Total Cost
Replacement Insect Light Trap (ILT) Unit Cover (Cobra)	5		
Replacement Insect Light Trap (ILT) Unit Cover (Optical)	5		
Please state any additional cost:			R
			Annual cost (VAT excl.) R
			VAT @ 15% R
			Annual cost (VAT Incl.) R

The Durban ICC currently has the following equipment on the premises which will need to be inspected and serviced, as and when required. This cost needs to be accounted for in the monthly service fees:

Description	Approximate quantity
Insect Light Trap (2 / 3 bar blue light)	32
Rodent Bait Stations	100

5. MANDATORY REQUIREMENTS

Does the Bidder comply with the mandatory requirements? Please tick as illustrated.	YES	NO
	☐	X
<ul style="list-style-type: none"> • The service provider must have at least two years (2) requisite experience providing pest control services for at least one (1) establishment, within the last 5 years, <u>which has a minimum size of one thousand five hundred square meters (60 000 sqm).</u> <p><i>The elements of an acceptable reference are detailed below. It is advisable to ensure that the references submitted are in line with the below requirements.</i></p> <ul style="list-style-type: none"> - <i>Details of client (name, contact email and telephone) for third party confirmation purposes</i> - <i>Size and location of the establishment where these services were rendered*</i> - <i>Contract amount and duration</i> - <i>Detailed scope of pest control services performed for the client</i> - <i>Adherence to the service level agreement and non-conformances issues identified</i> - <i>Details of the chemicals used in the pest control process</i> - <i>Pest control equipment on site</i> 		
<ul style="list-style-type: none"> • Service provider must have knowledge and experience in pest control operations for HACCP or ISO 22000 certified companies. (Please provide 3 traceable references to HACCP or ISO 22000 certified companies currently using your pest control services). (Please also provide the HACCP or ISO certifications for those companies) 		
<ul style="list-style-type: none"> • The service provider must be a member of the South African Pest Control Association (SAPCA). (Certification to be provided) 		
<ul style="list-style-type: none"> • Please attach Service Technicians Registration Certificate of Pest Control Operator with the Department of Agriculture 		
<ul style="list-style-type: none"> • Only SABS registered pesticides shall be used and the Service Provider must supply a 16 point material safety data sheets for all products. 		

6. Functionality

- The minimum number of evaluation points for Functionality is **70** to be eligible for price and empowerment.
- The Functionality Criteria score in respect of each of the Criteria are as follows:

Criteria	Maximum Points
Bidder experience	30
Key Personnel – Expertise and Experience	40
Methodology	30
Maximum possible score for FUNCTIONALITY (M₁)	100

Each Criteria will be assessed in terms of five indicators – no response, poor, satisfactory, good and very good. Scores of 0, 40, 70, 90 or 100 will be allocated to no response, poor, satisfactory, good and very good, respectively.

BIDDER EXPERIENCE

The scoring of the bidder's experience will be as follows:

Score	Prompts for Judgement
(score 0)	No response/ no evidence of experience submitted.
Poor (score 40)	References submitted by the service provider are not sufficiently detailed to determine (but not limited to) requisite experience, quality of service rendered, competency and performance or failure to perform adequately in key areas. In addition to the above, the service provider has handled less than two (2) contracts (as evidenced by the references submitted) servicing entities having similar size and complexity as the Durban ICC.
Satisfactory (score 70)	References submitted by the service provider indicate (but not limited to) an acceptable level of requisite experience, quality of service rendered, satisfactory performance, efficient after sales service and the successful execution of two (2) contracts (as evidenced by the references submitted), servicing entities having similar size and complexity as the Durban ICC.
Good (score 90)	References submitted by the service provider indicate good performance in all key areas including sufficient requisite experience, quality of service rendered, good performance and efficient aftersales service. In addition to the above, the service provider has successfully executed more than three (3) contracts (as evidenced by the references submitted), servicing entities having similar size and complexity as the Durban ICC.
Very good (score 100)	References submitted by the service provider indicate excellent performance in all key areas including sufficient requisite experience, quality of service rendered, excellent performance and efficiency in dealing with non-compliance issues identified during the service including aftersales service. In addition to the above, the service provider has successfully executed more than four (4) contracts, servicing entities having similar size and complexity as the Durban ICC.

EXPERIENCE OF KEY STAFF

The scoring of the experience of key staff will be as follows (for each of the indicated (required) key staff):

Score	Prompts for Judgement
(score 0)	No response/ no documents submitted.
Poor (score 40)	Key staff have less than the minimum levels of relevant qualification/training experience and/or post professional registration. (Number of years of experience and qualifications are less than the minimum specified in the schedule below)
Satisfactory (score 70)	Key staff have reasonable levels of relevant qualification/training experience and/or post professional registration. (Number of years of experience and qualifications are at least equal to the preferred specified in the schedule below)
Good (score 90)	Key staff have extensive levels of relevant qualification/training experience and/or general post professional registration. (Number of years of experience and qualifications are at least equal to the preferred specified in the schedule below)
Very good (score 100)	Key staff have outstanding levels of relevant qualification/training experience and/or general post professional registration. (Number of years of experience and qualifications are at least equal to the preferred specified in the schedule below)

SCHEDULE: APPROACH PAPER / METHODOLOGY / PROGRAMME

The scoring of the approach paper will be as follows:

SCORE	PROMPTS FOR JUDGEMENT
(score 0)	No response/ no documents submitted
Poor (score 40)	The technical approach and / or methodology is poor / is unlikely to satisfy project objectives or requirements. The tenderer has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the project. The programme is poor and has missed critical aspects.
Satisfactory (score 70)	The approach is tailored to address the specific project objectives and methodology. The approach adequately deals with the critical characteristics of the project. The project plan/programme is sequenced well and not only identifies project related risks but also proposes project specific risk mitigation measures.
Good (score 90)	Over and above meeting the "Satisfactory" rating, the approach is tailored to address the specific project objectives and methodology and is sufficiently flexible to accommodate changes that may occur during project lifecycle. The project plan and approach to managing risk is tailored to the critical characteristics of the project. The programme is good and has allowed for all critical aspects.
Very good (score 100)	Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the tenderer has outstanding knowledge of state-of-the- art approaches. The programme is well thought out and makes allowance for all the key risk areas. The approach paper details ways to improve the project outcomes and the quality of the outputs.

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. Contact Person

Percy Dlamini – Acting Operations Director
Tel: 031 360 1201
Email: mncedisid@icc.co.za




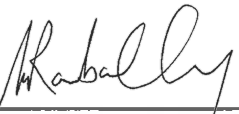
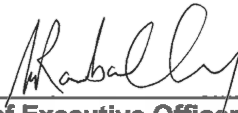
11. Compulsory Site Inspection

Please note that a site inspection will be held at **10h00, on 1 June 2022**. Contractors are to meet Percy Dlamini at the Durban ICC Security Desk where they will be briefed and escorted to the area of work. ***Failure to attend the compulsory site inspection will invalidate the bid submission.***

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 10 June 2022**.

13. Request approved by:

 26/05/2022
Acting Operations Executive Percy Dlamini
 26/05/2022
SCM Compliance Officer Bathabile Mshengu
 27/05/2022
Finance Executive Thenashree Naidoo
 27/05/2022
Chief Financial Officer Melanie Rambally
pp  27/05/2022
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"/>
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

16.1 No bid will be accepted from persons in the service of the state¹.

16.2 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.

16.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

16.3.1 Full name of bidder or his/her representative

16.3.2 Identity number:

16.3.3 Position occupied in the Company (director, trustee, shareholder²):

.....

16.3.4 Company Registration Number:

16.3.5 Tax Reference Number:

16.3.6 VAT Registration Number:

16.3.7 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.

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

YES	NO
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16.3.9 Have you been in the service of the state for the past twelve months?
If yes, furnish particulars:

YES	NO
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16.3.10 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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16.3.11 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
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16.3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?
If yes, furnish particulars:

YES	NO
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16.3.13 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
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16.3.14 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
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17. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

Signature

Date

Capacity

Name of Bidder