

REQUEST FOR QUOTATION –OPS 10/2022

WINDOW CLEANING 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 has also obtained certification from the International Organisation for Standardisation; in ISO 9001 (Quality Management); ISO 14001 (Environmental Management) and ISO 22000 (Food Safety Management).

2. Purpose

The Durban ICC requires a service provider for the provision of Window Cleaning Services, for a period of 6 months.

3. Scope of Services

The contract entails the provision of fully trained and equipped on-site window cleaning staff to clean perimeter windows internally and externally.

Frequency of Cleaning:

Perimeter External Windows	Weekly rotation (week days only)
Perimeter Internal Windows	Bi Monthly
Canopies	40 Day cycle

4. Equipment:

- All equipment required for the service, must be provided by the service provider.
- The equipment used shall include but not be limited to, extension ladders, spreader bar, as well as the necessary PPE and safety signage (i.e. "Workman Overhead" signs).
- The Durban ICC Arena has a fall arrest system in place which will be utilised for cleaning the high level windows externally. The service provider is to ensure that staff who are assigned to clean the Arena section, has requisite experience in using the fall arrest systems. Training will be arranged at the cost of the service provider and is compulsory.

5. Labour & Working Hours

- The team shall comprise of minimum 4 (four) x full time window cleaners and 1 (one) x on site supervisor.
- The onsite supervisor will be responsible for liaising with Durban ICC management and overall quality checks and supervision of the staff on site.
- All cleaning must be carried out during office hours between Monday and Friday starting at 07h30 to 16h30 unless otherwise stated.
- All cleaning chemicals used must be ISO certified.
- The tenderer will have full access to water and toilets within designated back-of-house areas as well as a designated area for equipment storage.
- Any windows that are cracked and/broken must be reported to the Control Room via ext. 1007. Cleaners are not to clean these windows until they have been inspected by the Durban ICC Facilities

Cleaners are not to clean these windows until they have been inspected by the Durban ICC Facilities department and deemed stable and safe.

- All sealed windows (for safety purposes) to be controlled and opened by the Building Management Maintenance Team, for the cleaning team to access and clean external surfaces.

6. Personnel

- Staff to wear company specific branded cleaning uniforms / overalls that are to be in a good condition at all times. Uniforms are to be provided by the tenderer at the tenders cost.
- Staff to be equipped with all relevant safety wear / equipment in accordance with the Occupational, Health & Safety Act. The cost to be carried by the tenderer.
- Staff are to complete daily log books / register indicating start and ending time of work as well as breaks. These need to be signed off on a daily basis by the site supervisor. These documents are to be made available to the Durban ICC on a monthly basis (and on an ad-hoc basis when required) as supporting documentation for the monthly invoice.
- All staff will be photographed and issued with Durban ICC branded ID cards, which must be worn at all times while on site. The production costs for the ID cards will be at the tenderers expense (current cost is R25 per card).
- Staff must not have any criminal record – this check must be done by the tenderer prior to appointment. Failure to do so will result in a penalty and non-conformance being issued to the tenderer by the Durban ICC.
- It will be the responsibility of the tenderer to ensure the cleaning team arrives at work along with all relevant equipment and chemicals. All transport costs will be for the tenderers account.



7. Compulsory Pricing Schedule

Please note: the prices submitted will remain firm for the duration of six (6) month contract.

Description	Estimated Quantity Required	1 full week in a month (VAT excl.)	Total (est. quantity one full week in a month)
Labour for cleaning	4 labourers	R	R
Site Supervisor	1 supervisor	R	R
Cost of chemicals for the week			R
Please state any additional costs:		R	R
		Total one full week in a month (VAT excl.)	R
		VAT @ 15%	R
		Total one full week in a month (VAT Incl.)	R

Total cost (one full week (Monday to Friday) every month VAT incl. x 6 months)	R
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NAME:(Block Capitals)

SIGNATURE: DATE:

(Of person authorized to sign on behalf of the Service providers)

Note: Failure of a Service provider to complete and sign this form will invalidate the bid

8. Mandatory Requirements

Does the service provider comply with the mandatory requirements, as listed below? Please acknowledge as illustrated:	Yes	No
	✓	X
1. The service provider must have successfully handled window cleaning contracts, cleaning high level windows (minimum 3 storey buildings) and hard to reach areas. Please attach at least two (2) references from clients serviced.		
2. The service provider must pay the cleaning staff in accordance with the BCCCI (Council Contract Cleaning Industry) rates. Please attach valid bargaining council certificate.		
3. The service provider must have public liability insurance of minimum R2 million rand. Please attach proof.		

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.

9. Functionality Criteria and Scoring (50% weight for each criteria)

9.1 Experience

The scoring criteria for the experience; will be as follows:

Please take note: the service provider is to submit minimum two (2) references from clients serviced, which will be used during the quality criteria scoring process. Kindly ensure the references are adequately detailed.

Bidders Experience	
No Response (Score 0)	No response received / insufficient information to evaluate
Poor (score 40)	References not sufficiently detailed, to determine the experience of the service provider / or failed to perform adequately in key areas as per references received. The contracts previously undertaken by the service provider were for ground level buildings with little or less experience in elevated building.
Satisfactory (score 70)	References generally acceptable in all key areas including quality of service, quality of staff supplied; quality of contracts management and turn-around times in dealing with non-compliance issues identified. The service provider has an acceptable level of experience cleaning windows for minimum 3 storey buildings.
Good (score 90)	References indicate good performance across all key areas including quality of service, quality of staff supplied, quality of contract management and turn-around times in dealing with non-compliance issues identified. The service provider has good experience cleaning windows for minimum 4 storey buildings.
Very good (score 100)	Meets the "good" criteria above and the service provider has excellent experience cleaning windows for minimum 5 storey buildings.

9.2 Approach and Methodology

- The Methodology demonstrating how the bidder will undertake the window cleaning services over the contract period.
- The bidder should provide a detailed report making provision for the identification of risk and the mitigation thereof, clearly indicating how the service is to be rendered.

The scoring will be as follows:

Approach and Methodology	
No response (score 0)	No document submitted / Insufficient information to evaluate
Poor (score 40)	The approach is poor / is unlikely to satisfy service objectives or requirements. The bidder has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of window cleaning. Furthermore, the plan submitted was generic in nature.
Satisfactory (score 70)	The approach and methodology is acceptable and addresses the core functions of the service. The approach accounted for the frequency, efficiency, type of equipment used by staff, and staff safety.
Good (score 90)	Meets the 'satisfactory criteria' above. In addition, the approach focused on costs savings and the use of ISO 9001 approved chemicals.
Very good (score 100)	Meets the 'good criteria' above. In addition, the approach focused on innovative, smart and creative ways to clean the high level windows, reducing the risk factors which are associated with the service.

- 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 provider 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



10. Preconditions

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

10.1 Full name

10.2 Identification or company or other registration number

10.3 Tax reference number and VAT number, if any

10.4 Valid compliance report, confirming compliance at time of bid submission,

10.5 Valid BBBEE Certificate

10.6 Valid SARS tax clearance pin.

10.7 Confirmation of registration on eThekweni Municipality's vendor portal database.

10.8 MBD 4 Declaration of Interest form must be completed

10.9 Statement that the company's water, electricity and rates are up to date or formal payment arrangements have been made.

11. 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.

12. Requirements to submit quotation

12.1 All schedules in this document must be populated and will form part of the quotation.

12.2 Companies must submit a company profile and are to provide examples and references of similar work performed.

12.2 A contactable e-mail address and/or business card must be provided together with all written proposals/quotations.

12.4 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



13 Contact Person

Ntombifuthi Khowa – Cleaning services manager
Tel: 031 360 1124
Email: Ntombifuthik@icc.co.za




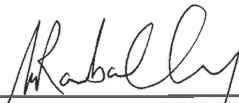
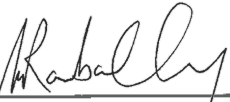
14 Compulsory Site Inspection

Please note that a site inspection will be held at **10h00 on 18th August 2022**. Contractors are to meet Ntombifuthi Khowa at the ICC Foyer Reception Desk where they will be briefed and escorted to the area of work.

15 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 25th August 2022**.

16 Request for proposals approved by:

 10/08/2022
Acting Operations Executive Mncedisi Dlamini
 10/08/22
SCM Compliance Officer Bathabile Mshengu
 11/08/2022
Finance Executive Thenashree Naidoo
 12/08/2022
Chief Financial Officer Melanie Rambally
pp  12/08/2022
Chief Executive Officer Lindiwe Rakharebe



17 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: _____

18 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 BIDDER) 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 BIDDER:

<u>Account</u>	<u>Account Number</u> : to be completed by tenderer.
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 Contractor by the Municipality shall be first set off against such arrears.

- Where the BIDDER'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 Bidder)

19 MBD4 Declaration of Interest

- 17.1 No bid will be accepted from persons in the service of the state¹.
- 17.2 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.
- 17.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
- 17.3.1 Full name of bidder or his/her representative
- 17.3.2 Identity number:
- 17.3.3 Position occupied in the Company (director, trustee, shareholder²):
.....
- 17.3.4 Company Registration Number:
- 17.3.5 Tax Reference Number:
- 17.3.6 VAT Registration Number:
- 17.3.7 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.

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

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

YES	NO
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17.3.10 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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17.3.11 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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17.3.12 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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17.3.13 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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17.3.14 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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20 Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

Signature

Date

Capacity

Name of Bidder