



KWAZULU - NATAL FILM COMMISSION

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**APPOINTMENT OF SERVICE PROVIDER TO RENDER CLEANING SERVICES
AT THE KWAZULU-NATAL FILM COMMISSION AT MUSGRAVE TOWERS, 115
MUSGRAVE ROAD BEREA, DURBAN 4001, FOR A PERIOD OF TWELVE (12)
MONTHS.**

TERMS OF REFERENCE (TOR's).



1. BACKGROUND INFORMATION

1.1 ACRONYM

KZNFC	KwaZulu - Natal Film Commission
SLA	Service Level Agreement
TOR's	Terms Of References
SCM	Supply Chain Management
PM	Project Manager
KZN	KwaZulu - Natal
CEO	Chief Executive Officer
COIDA	Compensation for Occupational Injuries and Diseases Act
BCCCI	Barging Council for the Contract Cleaning Industry
UIF	Unemployed Insurance Fund
MSDS	Material Safety Data Sheet
EME	Exempted Micro Enterprise
QSE	Qualifying Small Enterprise
PFMA	Public Finance Management Act
NCCA	National Contract Cleaners Association
Unprofessional Relations	A compromising relationship or friendship between two parties that might prevent one party to carry out their duties freely and fairly.



2. OBJECTIVES

The objectives of this specification is to appoint a suitable cleaning service provider to render the services of hygiene maintenance and deep cleaning of Kwa - Zulu Natal Film Commission facilities for a period of twelve (12) months.

PHYSICAL ADDRESS: MUSGRAVE TOWERS

115 MUSGRAVE ROAD

BEREA

4001

3. SCOPE OF WORK

3.1 The 10th, 11th and 13th floor of the Musgrave Office Towers, including all not limited to the following:

- (i) Foyers, internal stair cases, passageways, offices, boardrooms, training room, theatre room, sound studio, edit suites, store rooms, toilets, kitchens, toilets.
- (ii) Internal window sills and tops
- (iii) Passageways rails
- (iv) Lights fittings, fire hose reels, fire extinguishers, accessible pipes and fittings
- (v) Waste paper and refuse bin areas
- (vi) Enclosed court yard
- (vii) Gutters (washrooms area)
- (viii) All areas and surfaces not specifically excluded rooms in this contract



Areas excluded from this contract are:

- (i) Electrical equipment rooms (DB box), etc.
- (ii) Server room equipment

3.2 CLEANING TIMES

From 07h00 to 16h00 from Monday to Friday, Excluding Public Holidays.

SECTION A

3.3 DETAILED SCOPE OF WORK

MUSGRAVE TOWERS, FLOORS: 10th, 11th and 13th	
LOCATION/ DESCRIPTION	QUANTITY
Number of floors	3
Number of Offices	16
Toilets Cubicles	15
Female	9
Male	6
Hand wash stations	6
Kitchens	3
Canteens	3
Entrance foyer from lift	3
Boardrooms	2
Surfaces to cleaned approximately	1500 square metre
Resource centre	1(5 seater)
Cinema	1(42 seater)
Hot desks	1(8 seater)
Training room	1(100 seater)



Recording booth with sound room	1
Open plan (Kingdom)	Accommodate 24 office desks
Open plan (13 th floor)	Accommodate 32 office desks
Estimated number of employees	50 staff members
Estimated number of tenants	28 tenants
Visitors	Approximately 50 per day
Reception Area	1

4. MATERIALS

No.	DESCRIPTION	QTY
1.	<p>DISINFECTANTS/ SURFACE SANITISERS</p> <p>Disinfectant/ Sanitisers liquid should comply with SABS Standard and contain 70% alcohol.</p> <p>MSDS to be supplied for cleaning chemicals.</p>	
2.	<p>CLEANING DETERGENTS/ CLEANERS</p> <p>Ammoniated liquid detergent cleaners to comply with SABS 1225. Acidic lavatory bowl cleaner in powder or granule form shall comply with SABS 1256 and liquid cleaner for sanitary ware shall comply with SABS 1257. Dish washing liquid must be of an acceptance standard (SABS 825).</p> <p>MSDS to be supplied for cleaning chemicals.</p>	
3.	TOILETS SEAT WIPES	15



	Toilets seat wipes in each compartment of the ladies' toilets, there are fifteen dispensers in total that need to be re-filled.	
4.	SANITARY TOWEL RECEPTACLES Twelve sanitary towel receptacles to be serviced every forth nightly and as when required. A Valid and compliant sanitary waste removal Management Company that will be contracted by the bidder to remove sanitary waste.	9
5.	MINI BAG To be placed in each cubicle in all ladies toilets, as when required.	9
6.	PAPER TOWELS Single rolls, single ply not perforated, white in accordance with CKS 614 with centre feed dispenser, Width at least 235 mm to be refilled as when required.	
7.	TOILET PAPERS Double ply perforated white, each roll with 350 sheets and the size to be 100 mm x 110 mm.	
8.	HAND SOAP SABS approved liquid hand soap. There are six liquid soap dispensers in total. MSDS to be supplied for cleaning chemicals.	6
9.	DOE BLOCKS To be available in all urinal basins at all times and be SABS approved. MSDS to be supplied for cleaning chemicals.	
10.	FLOOR FINISHES/ FLOOR RAILS Vinyl tiles, sheet vinyl and linoleum flooring, shall be cleaned with an approved water based floor stripper complying with SABS 1224 and two coats of an approved polymer metalized floor sealer complying	



	with SABS 1042 applied in accordance with the manufacturer's instructions. Tile, granite, terrazzo floors and glazed surfaces are to be cleaned with approved detergents complying with SABS 525.	
11.	WALL TILES All wall tiles in toilets and kitchens to be cleaned with cleaning agent.	
12.	AIR FRESHNERS Air freshener (aerosol) it must be wall mounted with anti-theft brackets in each toilet. It should dispense in every 10 minute.	9

PARTICULARS OF CLEANING SERVICES

The following are the services required to be performed by the Contractor:

A	FLOOR SURFACE		
	Number	Cleaning Required	Frequency
	1.	Vinyl	
		(a) Sweep and mop	Daily
		(b) Polish	Weekly
	2.	Terrazzo/ Concrete	
		(a) Sweep	Daily
		(b) Damp mop	Daily
		(c) Scrub	As and when necessary but not less than once a month.
		(d) Buff	
	3.	Carpets and carpet tiles	
		(a) Vacuum	Daily
		(b) Brush	As and when required
		(c) Stain removal	As and when required



		(d) Shampoo and steam clean	As and when required.
	4.	Toilets	
		(a) As for vinyl surfaces at 3.A.1 (b) Disinfectant	Daily 3 times per day
	5.	Storerooms/ Archives	
		(a) As for floor surface at 3.A.1	Weekly
B	WINDOWS AND WINDOW SILLS		
	1.	Wash windows (inside and outside)	Quarterly (Four times per year). Please note that the service provider will be liable for appointing qualified contractor to clean windows outside.
	2.	Dust interiors sills	Daily
	3.	Wipe off interior sills	Daily
C	WALLS AND PAINTWORK		
	1.	Clean finger marks from lights switches, doors and walls.	Daily
	2.	Wipe down from ceiling to the floor with damaging skirting boards and other fittings.	As when required, but not less than once quarterly (3 months).
D	WINDOW FRAMES, DOOR FRAMES, FANLIGHTS, BALUSTRADES, DIRECTION BOARDS		
	1.	Wipe down	Weekly
	2.	Polish with SABS approved varnish.	Weekly



E			
DOOR HANDLES AND WINDOW CATCHES			
	1.	Wipe down	Weekly
	2.	Polish with SABS approved varnish.	Weekly
	3.	Wipe door handles with 70% alcohol sanitiser	Daily
F			
DUSTING AS SPECIFIED ELSEWHERE, AS WELL AS THE FOLLOWING			
	1.	Horizontal surfaces to 2 metres	Daily
	2.	Accessible high ledges and fittings	Daily
	3.	All vertical surfaces	Daily
	4.	All accessible/ reachable lights fittings	Weekly
G			
TOILETS AND WASHROOMS			
	1.	Empty and clean waste receptacles	Daily
	2.	Clean and sanitise basins, bowls and urinals	Twice per day
	3.	Clean mirrors	Daily
	4.	Hand basin to be cleaned with ammoniated liquid cleaner	Daily
	5.	Toilet paper	Check three times daily and replenish when necessary
	6.	Hand wash soap	Check daily and replenish when necessary
	7.	Paper roll towel	Check daily and replenish when necessary
	8.	Air freshener	Check daily and replenish when necessary.
	9.	Toilets seat wipes	Check daily and replenish when necessary



H OFFICE FURNITURE			
	1.	Dust all the furniture, counter tops, writing slopes and wipe with 70% alcohol sanitiser	Daily
	2.	Polish all furniture and counter tops	Weekly
I TELEPHONES			
	1.	To be wiped with 70% alcohol sanitiser	Daily
J FOYER AND ENTRANCE HALLS			
	1.	Sweep all entrance steps, clean doormats	Daily
	2.	Clean walls	Weekly
	3.	Damp mop steps and entrance lobbies	Daily
	4.	Clean floors and vacuum carpets/ mats	Daily
	5.	Clean glass in door frames	Daily
K LIFTS			
	1.	Clean exterior doors	Daily
L STAIRS AND STAIRWELLS			
	1.	Dust balustrades and fitting	Daily
	2.	Sweep stairs, landings, treads and risers	Daily
	3.	Wash	Daily
M WASTE DISPOSSAL			
	1.	Empty and clean waste containers/ bins	Twice per day
	2.	Empty waste papers containers	Daily



	3.	Remove waste/ waste paper to designated locations	Daily
MISCELLANEOUS			
N			
	1.	Assist with removal of furniture between offices and from offices/ passages to storage	As and when required

4. SPECIALISED EQUIPMENTS

- (a) Computers, printing machinery facsimiles or electrical equipment must NOT be cleaned by the contractor (excluding telephones) as cleaning may result in such equipment being damaged or defaced.
- (b) Rooms housing specialised equipment such as server room and other may only be cleaned when accompanied by and under the direct supervision of an official of the office concerned.

5. ADDITIONAL REQUIREMENTS

5.1 Equipment Requirements

In addition to normal equipment provided by the cleaning Service Provider, the following must be provided:

(a) Vacuum Cleaners

The Contractor must provide a minimum of two (2) vacuum cleaners for offices.



(b) Carpet shampoers

The Contractor must be in position of shampoos to shampoo carpets immediately up on request, with suitable equipment that will remove all excess water from carpets.

(c) Mops and Brooms

The contractor must provide mops and brooms for cleaning of floors.

(d) Extension cords and multi-plugs

The contractor must provide any extension cords necessary for the performance cleaning service.

(e) Polishers

Polishers must be padded to avoid damaging skirting boards.

5.2 Refuse/ Garbage bags

Refuse or Garbage bags of a quality acceptable to the KZNFC, must be provided to remove waste from waste bins in offices to the trolley bins.

5.3 Dusting off window sills

Utmost care must be taken when dusting windowsills, in order to avoid damage to blinds.

5.4 Board/ Committee rooms

These venues are to be kept clean at all times, and not only just prior to and after meetings and the frequency of meetings to be done in consultation with Locations and Facilities unit.

5.5 Washing of cups/ saucers, etc.

Cups/ Saucers, etc. to washed as and when required.



5.6 Support logistics arrangements for boardroom bookings

Provide logistic support to Locations and Facilities unit on refreshments, water, tea and coffee during meetings as and when required.

6. STAFFING REQUIREMENTS

Cleaning and Hygiene staff required:

- ❖ Cleaners 3 (one male and two females).
- ❖ Cleaning personnel must commence work daily (Monday to Friday) from 07h00 to 16h00.
- ❖ Cleaning personnel must be presentable and wear descent uniform.
(See attached examples).



7. TOTAL PRICING

All bidder's prices must be firm for the period of twelve (12) months and must include VAT @15%. It is required that the bidder clearly detail the monthly price (inclusive of VAT) by submitting an analysis of the cost structure of the bid price in South African monetary value (ZAR).



Bidders are further reminded to take in to consideration the following aspects when costing for this bid:

- ❖ Wages (based on the minimum wage for the cleaners in the contract cleaning industry as stipulated by the Republic of South Africa. Also include the Registration Certificate with the Bargaining Council for Contract Cleaning Industry).
- ❖ Compensation for Occupational Injuries and Diseases (COID), previously known as Workmen's Compensation.
- ❖ UIF
- ❖ Provident Fund
- ❖ Bargaining Council levy
- ❖ Maternity leave
- ❖ Holiday pay
- ❖ Uniforms
- ❖ Training
- ❖ Profit
- ❖ Cleaning detergents/ equipment
- ❖ Liability insurance

8. PROPOSAL REQUIREMENTS

8.1 The project proposal will contain Technical and Financial Proposals. Each section will be broken down as follows:

- ❖ Detailed proposal to be evaluated for functionality attaching all relevant documents i.e. Company Profile, Curriculum Vitae, proof of matric certificate.
- ❖ Company profile with contact details and addresses
- ❖ Three Reference Letters from contactable references



8.2 General Requirements

- ❖ Valid B-BBEE certificate issued by SANAS accredited verification agency, or a duly completed sworn affidavit signed by deponent and attested by Commissioner of Oaths.
- ❖ CSD-Central Supplier Database Registration Summary Report

9. EVALUATION CRITERIA

9.1 Bid for the appointment of the Service Provider will be evaluated on Mandatory requirements, Functionality and Price and B-BBEE preferential points in accordance with Supply Chain Management Procurement Policies, the Treasury Regulations, the Preferential Procurement Policy Framework Act 5 of 2000 and the B-BBEE Act and with its regulations amendments.

Phase 1: Pre – Qualification Criteria

- EME's or QSE

Phase 2: Mandatory Documents

The following threshold requirements must be met, failing which the bid will be disqualified.

MINIMUM REQUIREMENTS	YES/ NO	PROOF TO BE PROVIDED
1. Proof of registration with the Compensation for Occupational Injuries and Diseases (COID) previously known as Workmen's Compensation		Certified copy of a valid proof of registration



2. Registration with the Barging Council for the Contract Cleaning Industry (BCCCI)/ National Contract Cleaning Association (NCCA)		Certified copy of proof of registration
3. Proof of Liability Insurance		Certified copy by the insurance company/ letter of intent from the insurance company

Phase 3: Functionality (scoring)

Bidders that score less than 60% of the points for functionality will not be considered for further evaluation process. Functionality will be assessed using the grid below. Kindly ensure that you provide the required information in order to be assessed on each of the criteria.

Bidders will further be evaluated on price and B-BBEE.

Phase 4: Preferential Points and Price

Preferential points in accordance with the Supply Chain Management Procurement policies, the Treasury Regulations, the Preferential Procurement Policy Framework Act 5 of 2000 and the B-BBEE Act and with its regulations and any amendments.

Financial and Preference Point System	
Price	80
Preference Points (Conformance to B-BBEE)	20
Total	100



The bidder will be required to provide an efficient and effective service. Therefore, the bidder is required to submit proof that he/she has the required capacity to execute this tender successfully.

NB: The Service providers shall provide together with this bid the KZNFC, satisfactory proof of registration with BCCCI/ NCCA and The Service provider must comply with minimum wage requirements as per BCCCI/ NCCA rates. This piece of information will form part of the evaluation criteria.



Evaluation Grid

Project Name: Provision Of Cleaning Services	Score	Weight	Total Score	Score
Company Profile				
Proven Company Experience and expertise in cleaning (Please provide company profile).	10 = 6 and above years cleaning experience 5 = 2 - 5 years cleaning experience		10	
Sub-Total	10		10	
Reference Letters				
Three written reference letters on company/entity letterhead from clients whom the bidder has provided cleaning services to.	3 letters dated between 2010-2022 = 15 2 letters dated between 2010-2022 = 10 1 letter dated between 2010-2022 = 5		15	
Sub-Total	15		15	
Cleaning supervisor's experience: CV's				
Supervisor's experience and expertise in cleaning (included in CV, Attach matric certificate).	15 = 5 years cleaning experience with at 2 years Supervision 10 = 3 years of cleaning & 1 year of Supervision 5 = 1 - 2 years of cleaning and 1-year Supervisor		15	
Sub-Total	15		15	
Total Score	40		40	



10. CONCLUSION

KwaZulu – Natal Film Commission is an equal opportunity, affirmative action employer. It should be the same commitment to those who wish to provide services to the KZNFC via the procurement processes.

11. Technical Enquiries: Sithembiso Gigaba

Email: sithembisog@kznfilm.co.za

Tel: 031 003 9000

12. SCM Enquires:

Email: SCM@kznfilm.co.za

Tel: 031 003 9000