



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG



University of the Witwatersrand, Johannesburg

Request for Proposal (RFP)
Services Department: SERV/2018/04

Specialised Cleaning Services

PROCUREMENT DOCUMENT

Issued by:
The Services Management Department : Mr. Israel Mogomotsi (Director: Services)

University of the Witwatersrand, Johannesburg

Name of Tender: Specialised Cleaning Services

Name of Tenderer:

Tenderer has the option to tender for all Specialised Cleaning Services or indicate their preferred option/s below:

Indicate which Specialised Cleaning Service being tendered for: ✓	
Service 1: Hygiene Services (Sanitary Bins, Air Fresheners and Hygiene Equipment Supplies)	
Service 2 : Pest Control Services	
Service 3: High Rise and External Window Cleaning Services	
Service 4: Adhoc General Cleaning Services	



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Services Department 2018/04

Specialised Cleaning Services

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T1.1 Tender Notice and Invitation to Tender

Overview of the University

The University of the Witwatersrand, Johannesburg (the **University** or the **Purchaser**) is a leading university in Africa, as reflected by its international standing and the quality of its graduates, many of whom have played a major role in founding industries in South Africa, including sectors such as mining, financial services and information technology. The University prepares students for managerial, professional and leadership positions in the public, private and non-governmental sectors. The *University* has more than 30000 students and approximately 6500 staff and is one of the biggest sources of skills in Africa.

Invitation to Tender

The Services Management Department of the University of the Witwatersrand, Johannesburg in collaboration with Purchasing Consortium of Southern Africa (PURCO SA) requests proposals from Cleaning Service Providers to respond to this tender for Specialised Cleaning Services such as hygiene and sanitary bins, pest control, high rise & external window cleaning and adhoc cleaning services.

Tender Background

The University has insourced staff associated with outsourced services, with Cleaning Services being one of them. Cleaning Supervisors and Cleaners are included in this group. The newly adopted functional model has been in operating for just over a year.

In appointing Service Provider/s, the University is seeking an organisation with which it can build a cooperative type relationship to the benefit of the University Community. It would value a Service Provider that will focus on service delivery and be both proactive and innovative in its approach to cost containment, while being sensitive to the needs and the culture of the University. On this basis, a key criterion for selection of a Service Provider will be the "culture fit" or the extent to which the University believes it can establish a close working relationship with the Service Provider, to the benefit of the students and staff.

Contract awards may be recommended separately for each Service tendered for.

Tender: Eligibility Criteria

The Tenderer should only submit a Tender Offer if the following essential eligibility criteria are met. Failure to do so will result in disqualification.

Tenderers are urged to study the information provided in detail before responding to the tender. It is of utmost importance that information and conditions set out in this specification and related annexures, schedules and tender documents be completed and submitted in the indicated format and order. Should the information not be submitted in the required format, the University reserves the right not to assess the tender received and to disqualify such tenders.

Preferences are offered to Service Providers that are Broad Based Black Empowerment Contributors.

Only Service Providers who satisfy the following Eligibility Criteria and those set out in the Tender Notice and Invitation to Tender section of the Tender Documents should submit tender.

It is compulsory that the Tenderer submit all of the information required in the below Schedules:

1. submit a signed submission by an authorized employee of the company
2. submit audited company financial results for the immediately preceding two (2) financial years, prepared in accordance with International Financial Reporting Standards (IFRS)
3. submit company and tax certificates including:
 - South African registration documents if a registered company (CIPC registration & directors, VAT registration, Memorandum of Association, Certificate of Incorporation)
4. provide a current tax clearance certificate for tenders issued by the South African Revenue Services
5. be a registered South African entity
6. provide a Letter of Good Standing from its bankers (see Returnable documents below).

7. **Tenderers submitting for Service 1: Hygiene Services (Sanitary Bins & Air freshener):**
 - 7.1. have a track record for at least three (3) years where a similar service has been conducted
 - 7.2. minimum of two (2) references where similar implementation of the proposed solution has been conducted. (References within the last five (5) years).
 - 7.3. Waste Disposal Permits. Provide permits for Waste Disposal Sites, Incineration sites /Agreements with licenced Waste Disposal Sites and/or Incineration Site. (Bidders that subcontract this service must attach valid agreements with subcontractors)
 - 7.4. SABS approved chemicals or equivalent or higher than SABS standards
 - 7.5. Material Safety Data Sheets (MSDS) must be attached for proposed chemicals
 - 7.6. All relevant legislations and proof compliance with Labour Relation Act, COIDA, BCEA, OHS, pertinent sectorial determination/ bargaining council.
 - 7.7. Proof of Compliance Certification from NCCA /BEECA

9. **Tenderers submitting for Service 2: Pest Control Services:**
 - 9.1. have a track record for at least three (3) years where a similar service has been conducted
 - 9.2. minimum of two (2) references where similar implementation of the proposed solution has been conducted. (References within the last five (5) years).
 - 9.3. Certified Pest Control Officer – Valid Proof of P-Registration from Department of Agriculture
 - 9.4. SABS approved chemicals or equivalent or higher than SABS standards
 - 9.5. Material Safety Data Sheets (MSDS) must be attached for proposed chemicals
 - 9.6. Attach all relevant legislations and proof compliance with Labour Relation Act, COIDA, BCEA, OHS, pertinent sectorial determination/ bargaining council.
 - 9.7. Proof of Association SAPCA (South African Pest Control Association)

10. **Tenderers submitting for Service 3: High Rise & External Window Cleaning Services:**
 - 10.1. have a track record for at least three (3) years where a similar service has been conducted
 - 10.2. minimum of two (2) references where similar implementation of the proposed solution has been conducted. (References within the last five (5) years).
 - 10.3. Licensed Technician for working at heights (Approved SETA & SAQA Accredited Institution for Work at Height (IWH)).
 - 10.4. Construction Regulation – Tenderer to submit Fall Protection Plan that covers (Training for Working at height; Certified, inspected Equipment for working at height; rescue procedures for working at height).
 - 10.5. SABS approved chemicals or equivalent or higher than SABS standards
 - 10.6. Material Safety Data Sheets (MSDS) must be attached for proposed chemicals.
 - 10.7. Attach all relevant legislations and proof compliance with Labour Relation Act, COIDA, BCEA, OHS, pertinent sectorial determination/ bargaining council.
 - 10.8. Proof of Compliance Certification from NCCA /BEECA

11. **Tenderers submitting for Service 4: Adhoc Cleaning Services:**
 - 11.1. have a track record for at least three (3) years where a similar service has been conducted
 - 11.2. minimum of two (2) references where similar implementation of the proposed solution has been conducted. (References within the last five (5) years).
 - 11.3. Attach all relevant legislations and proof compliance with Labour Relation Act, COIDA, BCEA, OHS, pertinent sectorial determination/ bargaining council.
 - 11.4. Proof of Compliance Certification from NCCA /BEECA

Queries relating to this tender must be addressed to Ms Meshal Moonsamy and copied to Ms Charmaine Layton via e-mail: meshal.moonsamy@purcosa.co.za and Charmaine.Layton@wits.ac.za

A compulsory clarification meeting with representatives of the Purchaser will take place on **Thursday, 2/8/2018 starting at 14h00hrs** at the offices of Procurement Services, Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510) (refer <http://www.wits.ac.za/maps/braamfontein-campus-west/>). Doors will be closed at 12:05.

The **closing time** for receipt of tender is on **Friday, 24/8/2018 at 12:00 hrs**.

The Tenderer is to submit two original hard copies and 1 editable electronic copy of their proposal addressing the items listed in section 1, as well as the completed Tender Forms with supporting documentation, provided in section 2. Each copy is to be separately bound, and are to be hand delivered to WITS Procurement Services.

Shortlisted Service Providers will be subjected to a Presentation. A formal communication will be emailed to shortlisted Service Providers notifying on the proposed date and time.

The *University* reserves its right to award this tender in full, in parts or not at all and call for new tenders in the event of unsatisfactory reply to this tender invitation.

The conditions of tender, tender instructions, eligibility criteria, detail regarding the compulsory briefing meeting and detail regarding the shortlisted tenderer site evaluation are stated in the tender Data of the tender Invitation Documents.

Intent to Respond to Tender

Note: Prior to the submission of any of the below listed Returnable documents and schedules in the Tender Data, the Service Provider must submit to the *Purchaser's* agent (whose details are in F.1.4 below), in a single email, the following by the time indicated in F.2.15 of the Tender Data below:
the Service Provider written statement of intention to offer to tender.



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T1.2 Tender Data

Standard Conditions of Tender

The standard conditions of tender are the Standard Conditions of Tender as contained in Annex F of the CIDB Standard for Uniformity in Construction Procurement (July 2015). (See <http://www.cidb.org.za/publications/Documents/Standard%20for%20Uniformity%20in%20Construction%20Procurement%20-%20July%202015.pdf>).

The Standard Conditions of Tender make several references to the Tender Data for details that apply specifically to this tender. The tender data shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standard Conditions of Tender.

Each item of data given below is cross-referenced to the clause in the Standard Conditions of Tender to which it mainly applies.

Clause number	Tender Data
F.1.1	Each occurrence of “the employer” is replaced with “the <i>Purchaser</i> ”. The <i>Purchaser</i> is the University of the Witwatersrand, Johannesburg, acting through the Services Management Department. “The <i>Purchaser</i> ” and “the <i>University</i> ” have the same meaning and are interchangeably used throughout this tender invitation.
F.1.2	The Tender Documents issued by the <i>Purchaser</i> comprise the documents listed in the above Table of Contents.
F.1.2	All tender offers and any accompanying documentation become the property of the <i>University</i> and will not be returned.
F.1.3.2	The returnable schedules so specified in section T.2.2 and the following terms will be included in any contract arising from the invitation to tender and the tender offer.
F.1.4	The University’s agents: Name: Meshal Moonsamy Email: Queries relating to this tender must be addressed to Ms Meshal Moonsamy meshal.moonsamy@purcosa.co.za and copied to Ms Charmaine Layton via e-mail: Charmaine.Layton@wits.ac.za , (Tel 011-717-1510)
F.1.5.1	This provision applies equally to the University. In addition, the <i>Purchaser</i> reserves the right at any time to:

	<ul style="list-style-type: none"> request further information should the tender offer yield insufficient detail and Service Provider differentiation, contact any Service Provider during the evaluation process, in order to clarify any information, without informing any other Service Provider. award portions of the tender to more than one Supplier, award this tender in full, in parts or not at all and call for new tenders in the event of unsatisfactory reply to this tender invitation, cancel, withdraw, defer, suspend or reissue the tender in whole or in part at any time, share all information and findings with any other higher education entities worldwide, provided such information has not been marked as confidential, for benchmarking purposes, and audit the awarded contract/s from time to time. 		
F.1.5.2	This clause does not apply.		
F.1.6.1	A contract, substantially in the form contained in Part C1 and C2, and subject to F.3.13 and F.3.14, will be concluded with the successful Service Provider. You are advised to review the contract terms very carefully as the University may at its option accept only minor changes.		
F.1.6.2	This clause does not apply.		
F.2.1	Only those Service Providers who satisfy the Eligibility Criteria set out in tender Notice and Invitation to tender above are eligible to submit tenders.		
F.2.1	The Service Provider may partner with its business partner or subcontractor in its response to this tender. However, all applicable information that is required about the Service Provider should be supplied for the business partner or subcontractor as well.		
F.2.7	Compulsory clarification meetings will be held at the times and places set out in F.2.15. Service Providers must sign the attendance register in the name of the Service Provider entity at the meeting. Any addenda will be issued to and tenders will be received only from those entities appearing on the attendance register.		
F.2.7	Compulsory site visits will be conducted at the times and places set out in F.2.15. Service Providers must sign the attendance list in the name of the Service Provider entity at the site visit.		
F.2.11	An item against which no rate or price is entered by the Service Provider shall be considered to be covered by other rates or prices detailed in the tender offer.		
F.2.13.2	All documents submitted by the Service Provider must be compiled in the order (and corresponding to the headings) set out in the Table of Contents above and all pages numbered within each section. Failure to comply with this requirement may disqualify the Service Provider.		
F.2.13.3	The Service Provider must submit 2 original printed copies of their Tender offer together with an electronic copy on removable media to the address set out in F.2.15. The printed copies and the electronic copy must contain exactly the same information. The number of paper copies of the signed contract to be provided by the University is two.		
F.2.13.4	An officer or director of the Service Provider who is legally authorized by the Service Provider to enter into a binding agreement must sign the tender offer. A list of the person(s) authorized to negotiate on the Service Provider behalf must be submitted with the tender offer. The Service Provider will nominate one representative to act as its single point of contact for all dealings with the Purchaser.		
F.2.13.5	The <i>Purchaser's</i> details and address for delivery of tender offers and identification details that are to be shown on each tender offer package are:		
	<table border="1"> <tr> <td>Identification details:</td> <td>Tender reference number, Title of Tender and the closing date and time of the Tender</td> </tr> </table>	Identification details:	Tender reference number, Title of Tender and the closing date and time of the Tender
Identification details:	Tender reference number, Title of Tender and the closing date and time of the Tender		

	Tender Box Location:	Foyer of the Procurement Services Offices (Attention: Charmaine Layton)		
	Physical address:	Procurement Services, Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510) (refer map at: https://www.wits.ac.za/maps/braamfontein-campus-west/)		
F.2.13.9	Telephonic, facsimile or e-mailed tender offers will not be accepted.			
F.2.15	The closing time for receipt of Tender offers is 12:00 hrs on 24/8/2018 (Tender Offers submitted after this time will NOT BE ACCEPTED)			
		Date	Time	Venue / Site
	Invitation to tender notice release via print media	27/7/2018 & 29/7/2018		
	Publication of tender available on WITS website	30/4/2018		
	<i>Service Provider notice of intent to respond & make an offer</i>	TBA	12:00	
	Compulsory clarification meeting ¹	2/8/2018	14:00	
	Compulsory visits to <i>University</i> site/s ¹	TBA		
	Tender Offer submission (response closing time)	24/8/2018	12:00	
	Intended Short-listed Site Visits ²	TBC		
	Intended award date for	TBA		
	Intended contract conclusion for tender	TBA		
	¹ Service Providers visits to <i>University's</i> venue/s and site/s will be arranged beginning promptly at the times indicated above. ² <i>University's</i> visits to Service Providers sites are optional at the <i>University's</i> discretion Note that the dates in this clause F.2.15 are fixed, unless the <i>Purchaser</i> , which reserves its right to do so, alters any of these dates at any time as it deems necessary.			
F.2.16	The tender offer validity period is for the contract duration.			
F.2.22 F.2.23	All returnable documents, certificates and schedules must be current and valid and returned with the Service Provider's offer submission by the closing time indicated above.			
F.3.1.1	The <i>Purchaser</i> will respond to requests for clarification received up to 3 working days before the tender closing time. Queries should be by email only to the University representative named above. Additional information supplied to any Service Provider may be provided to other Service Providers via e-mail.			
F.3.2	The University may issue addenda until 3 working days before the tender closing time.			
F.3.3	Tender offers submitted after the closing time in F.2.15 will be rejected, as will any tender submission that is received by any staff member of the University after the closing time. All such rejected submissions will remain unopened - (unless already open, or it is necessary to open to obtain Service Provider details), and should be retrieved by the Service Provider within 7 days of the closing time, failing which it will be destroyed.			
F.3.4	Submissions are opened in the presence of the <i>Purchaser's</i> tender evaluation committee members only.			
F.3.8	Service Providers will be disqualified without the opportunity to make their tender offer responsive if: <ul style="list-style-type: none"> it is submitted after the closing time specified in F.2.15, 			

	<ul style="list-style-type: none"> • it is delivered to individuals other than Procurement personnel at the address in F.2.13.5, • it is not submitted in duplicate and/or does not include a softcopy, • it is not signed by a signatory as required in F.2.13.4, • proof of indicated insurance policies and their values are not provided, • the compulsory Returnable documents and schedules are not provided or not completed in full, • they fail to comply with the requested specifications, services and service levels, or • any compulsory requirements as indicated are not complied with. <p>A tender offer may be declared unresponsive and rejected if:</p> <ul style="list-style-type: none"> • it contains any erasure, alteration, text addition or irregularity other than that as requested, • it is considered unbalanced, or does not include the required information necessary for proper comparison and evaluation, • it is incomplete or invalid documents are submitted, • it does not follow the required sequence of documents and schedules listed in the Table of Contents, • it is not submitted on the forms provided or forms are not completed, • any “must” condition is not met, or • the <i>Purchaser</i> reasonably deems it fit to do so for any other cause.
F.3.10	The <i>Purchaser</i> may require short-listed Service Providers to make presentations to <i>University</i> management on the date and at the place in F.2.15 of the tender Data. These are designed to give Service Providers the opportunity to present their solution and have a question and answer clarifying session.
F.3.11.2 to F.3.11.9 inclusive	<p>These clauses are replaced with the following:</p> <p>The <i>Purchaser</i> will apply a unique set of evaluation criteria to the tender offer including:</p> <ul style="list-style-type: none"> • Service Provider experience and financial condition, reputation and competence in the provision of the goods and/or services that the Service Provider is offering to provide, • the qualification, experience and ability of the Service Provider’s staff expected to be assigned to the project, • the degree to which the proposed solution addresses the <i>Purchaser’s</i> requirements (fitness for purpose, business, technical, functionality, financial, quality, preference, etc), including the effectiveness of implementation, and the reliability and quality of the goods and services, • the ability of the Service Provider to minimize the <i>Purchaser’s</i> business risks in ensuring business continuity, and • additional differentiators that Service Provider shows are advantages over other similar suppliers.
F.3.15	This clause does not apply.
F.3.18	Notwithstanding the provisions of clause F.3.18, the <i>Purchaser</i> shall provide upon written request only the outcomes of tender process.
F.3.19	This clause does not apply.

By signing below, the Service Provider agrees with all of the conditions, statements and terms of this tender.

Authorised Signature of Service Provider	
Name of signing person	
Capacity	
Date	
Telephone Number & Fax Number	
Cell Number	
Name of Service Provider [company name]	
Postal address (in block letters)	
Full street address (Domicilium citandi et executandi in the RSA)	

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T.2.1 List of returnable schedules

Returnable schedules required for tender evaluation purposes

The Service Provider's offer must be composed according to, and in the sequence of the below list of required documents. The Service Provider must submit all of the following returnable schedules. Only Service Providers who satisfy the indicated Eligibility Criteria and those set out in the Tender Notice and Invitation to tender section of the Tender Documents should submit tender. Eligibility criteria is indicated in T1.1 of this tender document.

Section 1 Refer to the Eligibility Criteria in section T1

Section 2

Schedule A: Company Profile and Information

1. Description & brief history of Service Provider's company
2. Local organogram, including corporate and support structure
3. Company financial results (including last 2 years financial years' audited financial results or statements prepared in accordance with International Financial Reporting Standards (IFRS) for the preceding financial year and latest integrated annual report (specific website address for report is sufficient)
4. Company and tax certificates including:
 - South African registration documents if a registered company (CIPRO/CIPC registration & directors, VAT registration, Memorandum of Association, Certificate of Incorporation)
 - A Valid Tax Clearance Certificate for Service Provider's issued by the South African Revenue Services
5. Letter of Good Standing from Service Provider's bankers which indicates the Service Provider company's financial health and liquidity. This letter must state at minimum about the Service Provider:
 - i. Service Provider's registered name and length of time as the bank's client,
 - ii. The Service Provider's account name and details at the bank,
 - iii. Service Provider has successfully completed various contracts and conducted accounts at the bank,
 - iv. Engagements and accounts with the bank have always been properly and satisfactorily conducted,
 - v. The bank considers the Service Provider good for its normal contracting commitments, and
 - vi. The Service Provider has access to lines of credit with the bank, they have the resources to meet their commitments, and that the bank considers the Service Provider a counterparty of good risk and good for business.
6. Track record of implementing similarly successful contracts.
7. The Tenderer's offer should include:
 - a) A summary of the Tenderer's proposal
 - b) How the Tenderer is able to meet the tender requirements. Include differentiators that Tenderer shows are advantages over other similar suppliers. Include here any relevant information, which is not covered in other sections information that you believe will help to convince the Purchaser of your suitability as a supplier and your ability to add value.

Functionality Criteria to be completed by Tenderers who choose to tender for Service 1: Hygiene Services (Sanitary Bins, Air-Fresheners and Hygiene Equipment supply)

Phase 1 of Functionality: Only Tenderers that attain a minimum of 70% threshold for functionality indicated below shall be evaluated further.

The process will result in finalizing the shortlisted Service Providers that will be considered for Presentation. Only Service Providers that maintain a minimum of 80% threshold for Presentation will be considered for final stage Price and B-BBEE.

FUNCTIONALITY CRITERIA	WEIGHTS
<p>1. Provide three (3) contactable references and proven track record of Hygiene Services: SANITARY BINS for the past three (3) years;</p> <ul style="list-style-type: none"> • 3 Contactable, acceptable references verified = 30 points • 2 Contactable, acceptable references verified = 21 points 	30 POINTS
<p>2. Experience in Hygiene Services (Attach Company Profile and indicate when company started providing this service)</p> <ul style="list-style-type: none"> • Three (3) years = 14 points • Four (4) years = 16 points • Five (5) years = 18 points • Above Five (5) years = 20 points 	20 POINTS
<p>3. Promotion of Emerging Enterprises</p> <ul style="list-style-type: none"> • It is WITS's objective to promote participation of emerging enterprises through the award of this tender. • Bidders which themselves are emerging enterprises must submit a copy of their latest financial statements as proof of their annual turnover, and written confirmation thereof by an independent accountant, in addition to an affidavit or B-BBEE verification certificate indicating ownership status. OR; • Emerging enterprises with no financial history, must submit a letter from their independent accounting firm confirming their financial status and / or projections, as well as proof of ownership status. <p style="text-align: center;">• OR</p> <p>Promotion Supplier Development</p> <ul style="list-style-type: none"> • Bidders which are not themselves emerging service providers can attach subcontracting agreement/s with emerging service providers that are currently in place or will be implemented during the course of a contract awarded by WITS. This must support WITS objectives and must indicate the relationship of business with emerging service providers. In addition to B-BBEE certificate Tenderer to submit breakdown of procurement spend to evaluate EME and QSE spend 	10 POINTS
<p>4. Value Added Services / Initiatives / Innovation</p> <p>Bidders submit their value added services that will benefit the University in deploying this contract</p> <ul style="list-style-type: none"> • Respondents entering an offer for the Hygiene Services need to provide sample data as well as a detailed description of a live electronic servicing records system 	5 POINTS
<p>5. Bidders to submit Cleaning Methodology and Standard Operating Procedures</p> <ul style="list-style-type: none"> • SOP's for Hygiene Services (Sanitary Bins) = 4 points • Proof Compliance to OHS = 2 points • Proof of Compliance to PPE = 2 points • Procedures for Infection Controls = 2 points 	10 POINTS
<p>6. ER Relations (Sectorial Minimum Wage, HR & ER Polices)</p> <ul style="list-style-type: none"> • Proof of Tenderer's Employment Policies include relevant HR & ER procedures such as Discipline and Grievance Procedures =5 points • Proof of Compliance to Minimum Wage as per sectorial determination (Attach Payslip) = 5 points 	10 POINTS
<p>7. Capacity & Resources</p> <ul style="list-style-type: none"> • Proof of capacity and resources to ensure deployment of service at WITS. (Attach number of resources i.e. number of staff, vehicles and equipment that will be deployed to render the service, bearing in mind the scale of operations and geographical layout related to the service) . In addition, indicate the highest/largest volume contract you have serviced related to this to enable us to assess capacity and capability. This should be attached as a contactable reference. 	10 POINTS
<p>8. Risk/Assumptions/Dependencies/Exclusions.</p> <ul style="list-style-type: none"> • Backup, Contingencies during Strikes and Unrests 	5 POINTS
TOTAL POINTS FOR FUNCTIONALITY	100 POINTS

Functionality Criteria to be completed by Tenderers who choose to tender for Service 2: Pest Control Services

Phase 1 of Functionality: Note: Only Tenderers that attain a minimum of 70% threshold for functionality indicated below shall be evaluated further.

The process will result in finalizing the shortlisted Service Providers that will be considered for Presentation. Only Service Providers that maintain a minimum of 80% threshold for Presentation will be considered for final stage-Price and B-BBEE

FUNCTIONALITY CRITERIA	WEIGHTS
<p>1. Provide three (3) contactable references and proven track record for Pest Control Services for the past three (3) years;</p> <ul style="list-style-type: none"> • 3 Contactable, acceptable references verified = 30 points • 2 Contactable, acceptable references verified = 21 points 	30 POINTS
<p>2. Experience in Pest Control Services (Attach Company Profile and indicate when company started providing this service)</p> <ul style="list-style-type: none"> • Three (3) years = 14 points • Four (4) years = 16 points • Five (5) years = 18 points • Above Five (5) years = 20 points 	20 POINTS
<p>3. Promotion of Emerging Enterprises</p> <ul style="list-style-type: none"> • It is WITS's objective to promote participation of emerging enterprises through the award of this tender. • Bidders which themselves are emerging enterprises must submit a copy of their latest financial statements as proof of their annual turnover, and written confirmation thereof by an independent accountant, in addition to an affidavit or B-BBEE verification certificate indicating ownership status. OR; • Emerging enterprises with no financial history, must submit a letter from their independent accounting firm confirming their financial status and / or projections, as well as proof of ownership status. <p style="text-align: center;">OR</p> <p>Promotion Supplier Development</p> <ul style="list-style-type: none"> • Bidders which are not themselves emerging service providers can attach subcontracting agreement/s with emerging service providers that are currently in place or will be implemented during the course of a contract awarded by WITS. This must support WITS objectives and must indicate the relationship of business with emerging service providers. In addition to B-BBEE certificate, Tenderer to submit breakdown of procurement spend to evaluate EME and QSE spend. 	15 POINTS
<p>4. Value Added Services / Initiatives / Innovation</p> <p>Bidders submit their value added services that will benefit the University in deploying this contract</p> <ul style="list-style-type: none"> • Respondents entering an offer for the Pest Control Services need to provide sample data as well as a detailed description of a live electronic servicing records system. 	5 POINTS
<p>5. Bidders to submit Cleaning Methodology and Standard Operating Procedures</p> <ul style="list-style-type: none"> • SOP's for Pest Control Services = 4 points • Proof Compliance to OHS = 3 points • Proof of Compliance to PPE = 3 points 	10 POINTS
<p>6. ER Relations (Sectorial Minimum Wage, HR & ER Polices = 5</p> <ul style="list-style-type: none"> • Proof of Tenderer's Employment Policies include relevant HR & ER procedures such as Discipline and Grievance Procedures = 2.5 points • Proof of Compliance to Minimum Wage as per sectorial determination (Attach Payslip) = 2.5 points 	5 POINTS
<p>7. Capacity & Resources</p> <ul style="list-style-type: none"> • Proof of capacity and resources to ensure deployment of service at WITS. (Attach number of resources i.e. number of staff, vehicles and equipment that will be deployed to render the service, bearing in mind the scale of operations and geographical layout related to the service) . 	10 POINTS
<p>8. Risk/Assumptions/Dependencies/Exclusions.</p> <ul style="list-style-type: none"> • Backup, Contingencies during Strikes and Unrests 	5 POINTS
TOTAL POINTS FOR FUNCTIONALITY	100 POINTS

Functionality Criteria to be completed by Tenderers who choose to tender for Service 3: High Rise & External Window Cleaning Services

Phase 1 of Functionality: Note: Only Tenderers that attain a minimum of 70% threshold for functionality indicated below shall be evaluated further.

The process will result in finalizing the shortlisted Service Providers that will be considered for Presentation. Only Service Providers that maintain a minimum of 80% threshold for Presentation will be considered for final stage.

FUNCTIONALITY CRITERIA	WEIGHTS
<p>1. Provide three (3) contactable references and proven track record for High Rise Window Cleaning Services for the past three (3) years;</p> <ul style="list-style-type: none"> • 3 Contactable, acceptable references verified = 30 points • 2 Contactable, acceptable references verified = 21 points 	30 POINTS
<p>2. Experience in High Rise Window Cleaning (Attach Company Profile and indicate when company started providing this service)</p> <ul style="list-style-type: none"> • Three (3) years = 14 points • Four (4) years = 16 points • Five (5) years = 18 points • Above Five (5) years = 20 points 	20 POINTS
<p>3. Promotion of Emerging Enterprises</p> <ul style="list-style-type: none"> • It is WITS's objective to promote participation of emerging enterprises through the award of this tender. • Bidders which themselves are emerging enterprises must submit a copy of their latest financial statements as proof of their annual turnover, and written confirmation thereof by an independent accountant, in addition to an affidavit or B-BBEE verification certificate indicating ownership status. OR; • Emerging enterprises with no financial history, must submit a letter from their independent accounting firm confirming their financial status and / or projections, as well as proof of ownership status = 10 Points <p style="text-align: center;">OR</p> <p>Promotion Supplier Development</p> <ul style="list-style-type: none"> • Bidders which are not themselves emerging service providers can attach subcontracting agreement/s with emerging service providers that are currently in place or will be implemented during the course of a contract awarded by WITS. This must support WITS objectives and must indicate the relationship of business with emerging service providers. In addition to B-BBEE certificate, Tenderer to submit breakdown of procurement spend to evaluate EME and QSE spend = 10 Points 	5 POINTS
<p>4. Value Added Services / Initiatives / Innovation</p> <ul style="list-style-type: none"> • Bidders submit their value added services that will benefit the University in deploying this contract. 	5 POINTS
<p>5. Bidders to submit Methodology and Standard Operating Procedures</p> <ul style="list-style-type: none"> • Attach detailed Methodology and SOP's for High Rise Window Cleaning 	5 POINTS
<p>6. OHS and Emergency Procedures</p> <ul style="list-style-type: none"> • OHS Policies and Procedures when working onsite = 5 Points • Safe Systems of Access = 5 Points 	10 POINTS
<p>7. ER Relations (Sectorial Minimum Wage, HR & ER Polices</p> <ul style="list-style-type: none"> • Proof of Tenderer's Employment Policies include relevant HR & ER procedures such as Discipline and Grievance Procedures = 5 points • Proof of Compliance to Minimum Wage as per sectorial determination (Attach Payslip) = 5 points 	10 POINTS
<p>8. Capacity & Resources (Structure of Working Team)</p> <ul style="list-style-type: none"> • Proof of capacity and resources to ensure deployment of service at WITS. (Attach number of resources i.e. number of staff, vehicles and certified equipment that will be deployed to render the service, bearing in mind the scale of operations and geographical layout related to the service) 	10 POINTS
<p>9. Risk/Assumptions/Dependencies/Exclusions.</p> <ul style="list-style-type: none"> • Backup, Contingencies during Strikes and Unrests 	5 POINTS
TOTAL POINTS FOR FUNCTIONALITY	100 POINTS

Functionality Criteria to be completed by Tenderers who choose to tender for Service 4: Adhoc General Cleaning Services

Phase 1 of Functionality: Note: Only Tenderers that attain a minimum of 70% threshold for functionality indicated below shall be evaluated further.

The process will result in finalizing the shortlisted Service Providers that will be considered for Presentation. Only Service Providers that maintain a minimum of 80% threshold for Presentation will be considered for final stage

FUNCTIONALITY CRITERIA	WEIGHTS
<p>1. Provide three (3) contactable references and proven track record for Cleaning Services for the past three (3) years;</p> <ul style="list-style-type: none"> • 3 Contactable, acceptable references verified = 30 points • 2 Contactable, acceptable references verified = 21 points 	30 POINTS
<p>2. Experience in Cleaning Services (Attach Company Profile and indicate when company started providing this service)</p> <ul style="list-style-type: none"> • Three (3) years = 14 points • Four (4) years = 16 points • Five (5) years = 18 points • Above Five (5) years = 20 points 	20 POINTS
<p>3. Promotion of Emerging Enterprises</p> <ul style="list-style-type: none"> • It is WITS's objective to promote participation of emerging enterprises through the award of this tender. • Bidders which themselves are emerging enterprises must submit a copy of their latest financial statements as proof of their annual turnover, and written confirmation thereof by an independent accountant, in addition to an affidavit or B-BBEE verification certificate indicating ownership status. OR; • Emerging enterprises with no financial history, must submit a letter from their independent accounting firm confirming their financial status and / or projections, as well as proof of ownership status. <p style="text-align: center;">OR</p> <p>Promotion Supplier Development</p> <ul style="list-style-type: none"> • Bidders which are not themselves emerging service providers can attach subcontracting agreement/s with emerging service providers that are currently in place or will be implemented during the course of a contract awarded by WITS. This must support WITS objectives and must indicate the relationship of business with emerging service providers. In addition to B-BBEE certificate, Tenderer to submit breakdown of procurement spend to evaluate EME and QSE spend. 	10 POINTS
<p>4. Bidders to submit Standard Operating Procedures for General Cleaning Services</p> <ul style="list-style-type: none"> • SOP's and Methodology for Training of Cleaning Staff = 5 points • OHS Procedures when working onsite = 5 points 	10 POINTS
<p>5. ER Relations (Sectorial Minimum Wage, HR & ER Polices)</p> <ul style="list-style-type: none"> • Proof of Tenderer's Employment Policies include relevant HR & ER procedures such as Discipline and Grievance Procedures = 5 points • Proof of Compliance to Minimum Wage as per sectorial determination (Attach Payslip) = 5 points 	10 POINTS
<p>6. Capacity & Resources for Relief Staff</p> <ul style="list-style-type: none"> • Proof of capacity of relief staff for adhoc service required by WITS. Indicate the number of relief staff in the company database and type of employment contract (fixed or temporarily). 	10 POINTS
<p>7. Risk/Assumptions/Dependencies/Exclusions.</p> <ul style="list-style-type: none"> • Wits will require additional services as their contingency plan during Strikes and Unrests, tenderer to submit their plans in how they will safely deploy this service onsite = 5 points • Attach proof of experience of similar incident/s where adhoc services were offered to client during strikes= 5 points 	10 POINTS
TOTAL POINTS FOR FUNCTIONALITY	100 POINTS

Schedule B: Service Provider Insurances

Provide proof that the Service Provider has adequate cover of the relevant insurances:

The Service Provider must have comprehensive insurance cover in place which is satisfactory to the University's insurance brokers to adequately insure against all the liabilities imposed by the delivery of services to the University. The Service Provider must provide the University with proof of its insurance cover. It is the responsibility of the Service Provider to establish whether its cover is adequate to insure against all the liabilities imposed by the delivery of services to the University and that such cover is aligned to the industry standard bearing in mind the nature of the services to be delivered to the University.

Provide proof that the Tenderer has adequate cover of the following insurances:

- Public liability insurance
- Professional Indemnity insurance
- General and Commercial Liability insurance, including cover for bodily injury and death, and property damage.

Schedule C: Customer References and Experience of Service Provider. Tenderer to indicate which service is being tendered for and provide the references accordingly.

- The Service Provider will provide a list (minimum 3) of references where they have provided, and continue to provide, goods and services of a broadly similar nature as is being requested in this tender for a period longer than three years. The reference should have similar or greater capacity and complexity to that of the University.
- If, in the Purchaser's opinion, the reference customers do not meet the Purchaser's requirements, additional references will be requested, and visits to the reference sites will be required. Interviews at reference sites will be confidential.
- Service Providers may be required to demonstrate their capacity and capability. Such demonstrations should, as far as practicable, simulate the solution in the Purchaser's environment.
- Please provide your information in the attached **Schedule C: Customer References and Experience of Service Provider**.
- The following is a statement of similar work successfully completed by ourselves over the last two years (use a separate page if necessary):

COMPULSORY TO COMPLETE THE BELOW TABLE IN FULL			
References to be Completed for Service 1			
<ul style="list-style-type: none"> • Provide a minimum of three (3) acceptable references for Hygiene Services (Sanitary Bins & Air freshener) 			
3 acceptable reference in delivering a similar service. Indicate name of company and contact details.	Description of contract indicating scope of work and type of contract	Value of Contract inclusive of VAT (Rand)	Date completed/Contract period
1. Name of Company: Contact Person Contact No: Email Address:			
2. Name of Company: Contact Person Contact No: Email Address:			
3. Name of Company: Contact Person Contact No: Email Address:			

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COMPULSORY TO COMPLETE THE BELOW TABLE IN FULL

References to be Completed for Service 2

- Provide a minimum of three (3) acceptable references for **Pest Control Services**

3 acceptable reference in delivering a similar service. Indicate name of company and contact details.	Description of contract indicating scope of work and type of contract	Value of Contract inclusive of VAT (Rand)	Date completed/Contract period
1. Name of Company: Contact Person Contact No: Email Address:			
2. Name of Company: Contact Person Contact No: Email Address:			
3. Name of Company: Contact Person Contact No: Email Address:			

COMPULSORY TO COMPLETE THE BELOW TABLE IN FULL

References to be Completed for Service 3

- Provide a minimum of three (3) acceptable references for **High Rise & External Window Cleaning Services**

3 acceptable reference in delivering a similar service. Indicate name of company and contact details.	Description of contract indicating scope of work and type of contract	Value of Contract inclusive of VAT (Rand)	Date completed/Contract period
1. Name of Company: Contact Person Contact No: Email Address:			
2. Name of Company: Contact Person Contact No: Email Address:			
3. Name of Company: Contact Person Contact No: Email Address:			

COMPULSORY TO COMPLETE THE BELOW TABLE IN FULL

References to be Completed for Service 4

- Provide a minimum of three (3) acceptable references for **Adhoc Cleaning Services**

3 acceptable reference in delivering a similar service. Indicate name of company and contact details.	Description of contract indicating scope of work and type of contract	Value of Contract inclusive of VAT (Rand)	Date completed/Contract period
4. Name of Company: Contact Person Contact No: Email Address:			
5. Name of Company: Contact Person Contact No: Email Address:			
6. Name of Company: Contact Person Contact No: Email Address:			

Signed

Date

Name

Position

Service
Provider

Section 2: Pricing Schedule

Detailed equipment descriptions with associated pricing are set out in the attached pricing template which the below Annexures should be completed in full.

Annexure 6 – Hygiene Services (Sanitary Bins, Air freshener and Hygiene Equipment.

Annexure 7 – Pest Control Services

Annexure 8 – High Rise and External Window Cleaning Services

Annexure 9 – Adhoc Cleaning Services

Prices should be in Rands and inclusive of VAT.

Pricing must be provided for a period of 36 months.

Price Increases

Where applicable and provided the relevant supporting documentation is supplied, annual inflation related price adjustments based on change in the South African Consumer Price Index (CPI).

Cost Savings

The Purchaser expects the Tenderer to be an active partner in generating ideas to reduce costs (including total cost of ownership) beyond only price reductions. Alternative cost reduction methods should be included in Pricing proposal.

PURCO SA Service Fee

The Service Provider will provide for a 2% (two percent) service fee which is calculated on the total value of each monthly invoice issued by the Service Provider to the University for the provision of the Services (including any Additional Services and or goods).

The Service Provider will send copies of its monthly invoice and statement to both PURCO SA and the University. Upon receipt of the Service Provider's invoice, PURCO SA will invoice the Service Provider the 2% (two percent) service fee which is payable to PURCO SA by the Service Provider within 30 days of PURCO SA's invoice date

Section 3: Preference Documents

- Valid SANAS approved BBBEE certificate (Verification certificate from a verification agency accredited by SANAS and recognized as an Accredited B-BBEE Verification Agency - (see http://home.sanas.co.za/?page_id=1021)
- Attach a written declaration on company letterhead, which has been duly signed by the Supplier's authorised signatory, with the following content:
 - I/we declare that the <<Supplier Name>> enterprise is a Level contributor as at the closing date of this Tender and our financial year ends on

Annexure 5: Project Plan – Implementation Plan for Commencement of service on 1 January 2019

- The Service Provider must provide the University with a comprehensive project plan based on recognized best practice & methodology (labelled as **Annexure 5**) and based on the time frames set out below before the commencement 1 January 2019 for all Services:
- The Service Provider must provide a comprehensive supply and implementation Project Plan (in **Annexure 5**). It is envisaged that the project will be delivered in phases, the first phase of which will be limited by available *University* budget which will be finally determined at the award of the contract to the successful Service Provider.

The single Project Plan must include:

- a graphical representation of the project timeline (e.g. Gantt chart)
- a description of any supplier resources required, their number, role and duration
- a description of the *Purchaser's* resources required, their number, role and duration
- lead times for Services with the *Purchaser's* infrastructure
- lead times for equipment to be onsite
- a risk register and management plan (Service Providers must indicate possible risks they foresee during the project)

- a communication plan to include how communications with users and *Purchaser* technical resources will be managed
- a change management plan which includes how communications with users and *Purchaser* technical resources will be managed
- a training and education plan
- a quality plan to include proofing of the services during the roll-out phase
- It should be noted that if the Service Provider is awarded the contract, the Project Plan will become the accepted Project Plan.

Contract Terms and Conditions

NB. Please note that this tender invitation does not constitute formal acceptance by the University of the offer contained in your tender, nor is it a counter-offer. No contract will come into existence until authorised representatives of both parties have signed an agreement which will supersede the University's invitation to tender and your subsequent offer. The tenderer is bound to the offer made in their tender submission.

Annexure 10: Access to the University Precincts

These terms, provided by the University in Annexure 8, will govern the Service Provider's access to and where and how the v services on the University's precincts are delivered / performed.

THE CONTRACT

Part C1: Main Contract Terms and Conditions

The contract will be supplied post the clarification session.

Part C2: Annexures (refer Annexures listed in the Table of Contents above)