
SCOPE OF WORK

APPOINTMENT OF THE SERVICE PROVIDER TO RENDER CLEANING SERVICES, TO THE SANPC REFINERY FOR A PERIOD OF 36 MONTHS (3 YEARS)

1. ABOUT CEF

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Minerals and Petroleum Resources (DMPR). For more information on the company, you can visit our current website: www.cefgroup.co.za

The company derives its mandate primarily from the Central Energy Fund Act No. 38 of 1977.

The Act mandates the CEF SOC Ltd Group to contribute to the national security of energy supply through commercial operations and projects, as well as investing in developmental projects, all the while operating in a highly competitive and capital-intensive environment with the need to be a profitable entity through its subsidiaries and associates. The dual mandate of Commercial and Developmental obligations requires a tight balancing act between the two imperatives given the strategic nature of the national assets that The Group holds, and its obligations as defined in the National Development Plan (NDP) .

2. BACKGROUND

The SANPC Refinery, owned by the Central Energy Fund (CEF), is a critical infrastructure facility pivotal to the national energy supply chain. Given its strategic importance, the refinery has been designated as a National Key Point, which underscores its significance in maintaining national security and economic stability.

The refinery is designated as a National Key Point (NKP) due to its critical role in national energy security and economic stability. It is made up of various building (offices, ablutions, and workshops) that requires regular cleaning on a daily basis, covering a radius of +/- 25,206m².

The scope will provide for interior and exterior cleaning. No cleaning service would mean that the offices, ablutions and workshops occupied by Refinery staff will be in an unacceptable, unhygienic state for employees and visitors. This would result in a poor image for the SANPC Refinery and would be in breach of the OHS Act.

The scope will provide for interior and exterior cleaning. Interior cleaning shall be the cleaning and sanitizing of workstations, cleaning of common areas (walkways) and steam cleaning of carpets & all upholstery furniture ; exterior cleaning shall be the cleaning of entrance doors, cleaning of the exterior of window frames and glass and the cleaning of aprons around buildings; kitchen duties shall be preparing tea for staff and visitors, the washing and packing of all crockery and cutlery in cupboards, the cleaning of the refrigerators, microwaves and cupboards; bathroom duties shall be the mopping of tiled floors, cleaning of all wash hand basins, showers, urinals and water closets and the replenishment of all consumables in the bathrooms

3. EXECUTIVE SUMMARY

The SANPC Refinery is seeking a partner to provide solutions for its interior and exterior cleaning services in buildings occupied by Refinery staff, it also seeks to improve its current processes for providing these services to its end user community throughout its various workstations.

The selected service provider must share in the mission and business objectives of the SANPC Refinery. These mutual goals will be met by meeting contractual requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communications. In this spirit of partnership, the SANPC Refinery and its Service provider will study the current ways they do business to enhance current practices and support processes and systems.

4. PURPOSE OF THE PROJECT

The service provider is required to render professional cleaning services, at the Refinery. This service is aimed at maintaining cleanliness and good hygiene standards within the SANPC Refinery.

5. SPECIFICATION

5.1 SCOPE OF WORK – PARTICULAR- SCHEDULE OF EQUIPMENT

The service provider will be expected to render a comprehensive Cleaning Service to the Refinery from a control and maintenance perspective

5.1.1 Deliverables

The service provider shall:

- Supply, delivery and refilling of cleaning materials – The service provider must ensure that the consumables are timeously replenished , there should be no shortage on site at any time;
- Toilet Paper and other frequently utilised consumables must be replenished twice daily (only applicable where it is part of the site requirement);
- Quarterly stripping and deep cleaning of toilets / ablution facilities. The bidder will be required to provide all necessary equipment and consumables;
- Carpet and upholstery cleaning to be carried out quarterly – **this should be done after hours and over weekends;**
- Buffing of floors to be carried out bi-weekly - **this should be done after hours and over weekends**
- Service Provider to supply labour and remuneration in terms of the provisions of the Bargaining Council for Contract Cleaning Industry (BCCCI) for sectoral determination 6 as gazetted;
- Where staff have taken leave as per provisions of the BCCCI , you are required to ensure a reliever is on site for the duration of the leave;
- All staff to be in full uniform and required Personal Protective Equipment (PPE) when coming to site;
- Implement chemical deep cleaning of toilets, wash hand basin, kitchen sinks, urinary and shower drains quarterly;
- High pressure cleaning using high pressure water spray to remove loose paint, mould, grime, dust; mud and dirt from concrete surfaces;

5.1.2 Green Economy / Carbon Footprint

The SANPC Refinery wishes to have an understanding of your company's position with regards to environmental commitments, including key environmental characteristics such as waste disposal, recycling and energy conservation .

5.1.3 . Compliance with the National Key Point Act and Regulations

Ensuring adherence to the National Key Point Act, 1980 (Act No. 102 of 1980). Implementing strict compliance with Occupational Health and Safety (OHS) and Environmental Regulations. Conducting regular Health & Safety risk assessments and audits.

5.1.4 Delivery and Services Location

SANPC Refinery

1 Refinery Road

PROSPECTON

Durban

5.1.5 SIZE OF VARIOUS SITES WITHIN THE REFINERY

SITE NAME	ESTIMATED SIZE
Admin Block	7,500m ²
ICT Block	1,900m ²
Service Stores	950m ²
Central Stores	620m ²
Command Centre	520m ²
Check Point	520m ²
Permit Office	80m ²
Clubhouse	700m ²

Training Centre	2,800m ²
Laboratory	2,200m ²
Tanker Gate	140m ²
Control Room	4,700m ²
North Zone (Lubes)	1,132m ²
Tankage Yard	745m ²
Fire Training Ground	330m ²
Dispatch	480m ²
South Tank Farm	100m ²
Main Workshop	1,250m ²
Service Providers Parkhomes	40m ²

5.1.6 Contract Term

The contract will be effective for a period of 36 months (3 Years) .

5.2 BRIEFING SESSION

Interested bidders are required to attend a compulsory briefing session / site visit to be taken through the scope of work in detail.

5.3 DESCRIPTION OF ITEMS FOR RENDERING CLEANING SERVICES, SUPPLY & DELIVERY OF EQUIPMENT RENTAL AND MAINTENANCE

5.3.1 TASK DESCRIPTION

EQUIPMENT DESCRIPTION	FREQUENCY
Cleaning Floor according to type	Daily
Clean/Dust/ Disinfect/ Wipe down all horizontal/vertical surfaces with damp cloth	Daily
Dust desks with damp cloth	Monthly
Wipe all surfaces with suitably dilutes disinfectant SABS approved	Bi-weekly
Polish all wooden furniture	Bi-weekly
Clean White Boards	Weekly
Clean Client Directory/ Information Boards/ Signs	Daily
Empty dust bins, Waste paper baskets, wash and replace plastic liners	Twice- daily
Wash dishes (utensils, crockery & cutlery)	Daily – as and when required
Spot Clean marks from Walls , doors, paint work and light switches	Weekly
Apply liquid metal polish, to brass door handles , window stays and window fasteners	Monthly
Vacuum carpets	Bi-Weekly
Deep Cleaning of Carpets & Upholstery	Quarterly
Spot clean of glass , windows and window seals, doors , door knobs and metal work and dust all accessible ledges	Weekly

Cleaning of passages and staircases including skirting and handrails	Daily
Cleaning of toilets (closet pans, urinals, wash bins, mirrors) with disinfectant	Hourly (as and when required on a daily basis)
Washing of toilet floors, walls, doors and pipes	Twice Daily
Supply plastic to line toilet bins	Twice Daily
Cleaning of showers	Daily
Deep cleaning of showers	Weekly
Clean both faces of glass , dustbins, clean blinds	Bi-Weekly
Clean & disinfect kitchen floor , counter tops , tables and cupboards	Daily
Cleaning of all Guard houses	Daily
Cleaning of the Clubhouse	Weekly / as and when required (depending on usage)
Wash bins with approved soap and detergents and line them with plastic	Daily
Clean & refill kettles and Urns	Daily
Fridges must be defrosted and washed with water and detergent	Monthly
All Kitchen Appliances must be washed with water and detergent	Daily
Separate paper waste and general waste and use designated / labelled bins	Twice Daily
Wash the waste bins and the refuse area	Bi-Weekly
Cleaning of the hand dryer with damp cloth	Daily

All machinery , equipment , cleaning materials and consumables must be supplied by the service provider and must be SABS Approved	Weekly
Clean/Mop/ paved / tarred areas/ parking/ driveways/walkways	Daily
Pressure wash paved / tarred areas/ parking/ driveways/walkways	Quarterly
Buff Floors (Buffing & appropriate Industrial Machine to be used with industrial strength cleaning detergent	BI-Weekly
Each cleaner must always be dressed in company uniform with name badges and company name at all times (PPE must be supplied) PPE Spec : Normal Cleaning Uniform , Sanitise Disposable Aprons, PVC & Eye Protection, Gloves (when using chemicals as per SDS) & Safety Shoes	Daily
Refresh and Replenish tea / coffee stations including boardrooms prior meetings and clean-up after meetings	Daily
Supply cleaning materials & Consumables – There should be sufficient supply at all times	Monthly

5.3.2 EQUIPMENT RENTAL

EQUIPMENT DESCRIPTION	QUANTITY	FREQUENCY
Buffing Machines	5	Monthly
Vacuum Cleaners	5	Monthly
Carpet & Upholstery Cleaning Machines (including blower)	3	Quarterly

Industrial Cleaning Machines : ➤ Wet Pick-Up Machine ➤ High Pressure Cleaner	5	Monthly
Cherry Picker	2	Quarterly

5.3.3 CONSUMABLES

ITEM DESCRIPTION	QUANTITY	FREQUENCY
3 Ply Toilet Paper (Pack of 48)	80	Monthly
Micro Fibre Cloths – Yellow, Blue , Bathrooms (Pack of 3)	16	Monthly
Jumbo Blue Cloth	34	Monthly
Jumbo Rolls – 2 Ply	30	Monthly
Gloves (Pack of 40 each) : Green & Yellow	1 pack	Monthly
Exempted Gloves (Powder Free)	4 boxes	Monthly
Waste Bin Liner in pack of 5	30	Monthly
25L Dish washing liquid	5	Monthly
25L Solv-it	2	Monthly
25L Germ buster	2	Monthly
25L Pine Disinfectant	2	Monthly
25L Window cleaner	1	Monthly
25L Floor-it	2	Monthly
25L Floor polish	1	Monthly
5L Carpet shampoo	2	Monthly
5L Toilet bowl cleaner	5	Monthly
5L floor stripper	3	Monthly
Refuse Bags (Heavy Duty pack of 20)	15	Monthly
12 Pack of Furniture Polish (Sprays)	2	Monthly
12 Pack of Insect Repellent Spray	2	Monthly

Gloves	15	Monthly
Ants Powder	10	Monthly
Scourers (Pack of 5)	20	Monthly
QUARTERLY CONSUMABLES SUPPLIES		
Brooms	10	Quarterly
Gear Press Mops / Mop Fans	30	Quarterly
Buckets (10L)	45	Quarterly
Twin Mop, Mopping Unit	45	Quarterly
Scoop & Broom (800mm with rubber head)	45	Quarterly
ANNUAL SUPPLIES		
Window Cleaning Kit	10	Annually
Extended Long Pole (to cater for a 2 story Building)	5	Annually

5.3.4 WEEKLY SERVICES

ITEM DESCRIPTION	QUANTITY	FREQUENCY
Deep Cleaning of showers	135	Weekly

5.3.5 QUARTERLY SERVICES

ITEM DESCRIPTION	QUANTITY	FREQUENCY
Toilet Deep Cleaning	220	Quarterly
Wash Hand Basin Deep Cleaning	195	Quarterly
Kitchen Sink Deep Cleaning	35	Quarterly
Urinal Basin and Shower Drain Deep Cleaning	250	Quarterly
Carpet & Upholstery Deep Cleaning	All Offices	Quarterly

5.4 ADDITIONAL INFORMATION

1.	Working Hours	• Mon – Friday
----	---------------	----------------

		<ul style="list-style-type: none"> 8 Hours per day <p>Special Days : Two Weekends per Quarter; Saturdays Only (8 hours) ... No Sundays</p>
2.	Personnel Requires	<ul style="list-style-type: none"> 45 Cleaners
3	Building Height (For Cherry Picker)	<ul style="list-style-type: none"> 2 Storey Building
4.	Vehicle Specification	<ul style="list-style-type: none"> 7 Seater or more Reverse Buzzer Diesel Consumption Only
5.	Details relating to the Shutdown	<ul style="list-style-type: none"> Shutdown is in July - 31 days 2 shifts: Day Shift (12 hrs) & Night shift (12 hrs) During the shutdown we require 2 supervisors (one per shift) . They are part of the additional 15 .
6.	Total square meters for carpeted area:	<ul style="list-style-type: none"> Each Floor has 18 Offices and all are carpeted (First & Second Floor only)

5.5 EVALAUTION CRITERIA

5.5.1 Mandatory Requirements

The Mandatory Technical Requirements are as follows:

No.	Mandatory	Comply	Not Comply
1	Valid COIDA certificate. Bidder must attach valid COIDA certificate issued by Dept of Labour		
	Substantiate / Comments		
2	Public Liability Insurance or letter of intent from an insurance company or insurance broker for a minimum of comprehensive value of R5million		

	Bidder must attach the copy of insurance / intent to insure from an accredited Financial Institution		
	Substantiate / Comments		
3	Valid Registration certificate with the Bargaining Council for Contract Cleaners Industry (BCCCI) – KZN Bidder must attach a valid KZN – BCCCI Registration Certificate		
	Substantiate / Comments		
	Certified copies of valid driver's license for all supervisors & Site Manager Bidder must attach copy of valid drivers licenses		
4.	Substantiate / Comments		
5.	A valid copy of a 7 seater or more passenger vehicles registration certificate in a company name submitted that will be used to transport staff within the Refinery / Rental agreement with valid 7 seater or more passenger vehicle registration certificate in renter's name Bidder must submit a valid copy of vehicle registration / rental agreement with vehicle registration		
	Substantive / Comments		
6.	Company to be registered with the Provident Fund		

	Bidder must attach proof of member registration with the Provident Fund		
	Substantiate / Comments		

Note: The bidder must submit the required certificates or documents. Failure to comply with any of the Mandatory Requirements may lead to the bidder being disqualified, and not considered for further evaluation on Other Technical Requirements.

5.5.2 TECHNICAL EVALUATION CRITERIA

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

Minimum Technical Threshold 70			
Technical Evaluation Criteria			
Technical Information	Scoring	Proof of documents	Weighting Points
Experience of Bidder			
1. Company Experience The company must have delivered/rendered similar services to other companies. Bidder to provide positive reference letters not older than ten (10) years as proof of previous projects implemented. Reference letters must have the following;		Reference Letters	25%

(a). Client's letterhead, (b). Period of the contract, (c). Description of services rendered, (d). Signed by the client, (e). Client Name, Email address & contact number .			
5	Reference letters or more	5	
4	Reference letters	4	
3	Reference letters	3	
2	Reference letters	2	
1	Reference letters	1	
0	Reference letters	0	

Technical Information		Scoring	Proof of documents	Weighting Points
OHS FILE				
2. OHS FILE			OHS FILE	15
Bidders will submit an OHS compliance plan that is aligned to the scope of work highlighting, but not limited to the following elements:				
<ul style="list-style-type: none">• Baseline Risk Assessment,• Incident Management Plan,• OHS compliance for employees,• PPE,• Bidding company OHS policy.				
OHS compliance plan addresses 5 listed points		5		

OHS compliance plan addresses 4 listed points	4		
OHS compliance plan addresses 3 listed points	3		
OHS compliance plan addresses 2 listed points	2		
OHS compliance plan addresses 1 listed points	1		
No Technical Approach & Methodology submitted	0		

Technical Information	Scoring	Proof of documents	Weighting Points
APPROACH METHODOLOGY			
<p>3. APPROACH METHODOLOGY</p> <p>The approach and methodology should detail the bidders understanding of the scope of work and outline the proposed approach /methodology. It should explain why the approach and methodology is appropriate to achieving the scope of work as well as the objectives of the project.</p> <p>This section should also set out variables and risks associated with the approach/methodology and any other matters that might affect the achievement of the assignment :</p> <ul style="list-style-type: none"> - Site On-Boarding : All the activities that are required prior to commencement / take-over of the site (recruitment of staff - local youth (between 18 – 35 Years) , ensuring that the Refinery is contributing to the National Job Creation mandate, 		APPROACH METHODOLOGY	25%

<ul style="list-style-type: none"> - Staff Training / Capacitation :All activities that are required on the site-take-over , this typically staff induction, staff training, , follow-up training etc - Monthly Reporting : service supervision, monitoring, reporting, timelines, contingency measures - Environmental Management : What is the company's position with regards to environmental commitments, including key environmental characteristics such as waste disposal, recycling and energy conservation - Inventory Management : Clear execution timetable for inventory management, waste removal, quarterly deep cleaning of lavatories, quarterly deep cleaning , quarterly carpet and upholstery cleaning and kitchen sinks deep cleaning. 			
Approach Methodology addresses 5 listed points	5		
Approach Methodology addresses 4 listed points	4		
Approach Methodology addresses 3 listed points	3		
Approach Methodology addresses 2 listed points	2		
Approach Methodology addresses 1 listed points	1		
No Technical Approach & Methodology submitted	0		

Technical Information	Scoring	Proof of documents	Weighting Points
RESOURCE ALLOCATION			
4. KEY PERSONNEL Years of experience of key personnel to be directly responsible for implementation of this contract on site . Bidder to provide the following; 1. Site Manager CV 2. Supervisor Assistant CV 3. Company Organogram		1. SITE MANAGER CV 2.SUPERVISORS CV	25%
<u>SITE MANAGER</u> 1. 5yrs relevant experience – 5 2. 4yrs relevant experience – 4 3. 3yrs relevant experience – 3 4. 2yrs relevant experience – 2 5. 1yr relevant experience – 1 6. 0yr relevant experience - 0	10		
<u>SUPERVISORS</u> 1. 5yrs relevant experience – 5 2. 4yrs relevant experience – 4 3. 3yrs relevant experience – 3 4. 2yrs relevant experience – 2 5. 1yr relevant experience – 1 6. 0yr relevant experience - 0	10		
Clear human resource allocation (organogram of 45 or more staff / personnel) , detailing the supervisory roles (2 supervisors & 1 Site Manager) on company payroll; 1. Organogram as stated above - 5	5	ORGANOGRAM	

2. No organogram or organogram not as stated above - 0			
--------------------------------------------------------	--	--	--

Technical Information	Scoring	Proof of documents	Weighting Points
Financial Capacity			
5.Proof of financial capacity of annual turnover for the past 3 Years.		Annual Financial Statements for the past 3 Years	10%
5 million or more turnover per annum	5		
Between R2million to R4,9million turnover per annum	3		
Less than R2million turnover per annum	1		
No proof of turnover	0		