



TENDER NUMBER: SACU/001/2015/O

**Cleaning of Office Interior and Exterior Glass Façade
at the SACU HQ Building (ERF 8351)**

CLOSING DATE & TIME

25 APRIL 2014 – 17H00 (Namibian Time)

POSTAL & PHYSICAL ADDRESS FOR TENDER SUBMISSION

**Southern African Customs Union (SACU) - Secretariat
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NO. OF TENDER COPIES REQUIRED

6 (1 original plus 5 copies)

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1. INTRODUCTION

- 1.1 The Southern African Customs Union (SACU) consists of five member states, namely Botswana, Lesotho, Namibia, South Africa and Swaziland. The SACU Secretariat was established in 2004 to administer and coordinate the activities of SACU institutions. More information is available on SACU's website (<http://www.sacu.int>).

2. BACKGROUND

- 2.1 SACU has completed construction of its Headquarters (HQ) Building, in Windhoek, located at the corner of Lazarett and Feld Street (ERF 8531).
- 2.2 SACU wishes to appoint a professional, capable and suitably experienced Namibian company to provide office and window cleaning services for a period of two (2) years at its HQ Building.

3. SPECIFIC REQUIREMENTS

- 3.1 The successful bidder will provide interior cleaning services for a floor space of 4,280m² consisting of one basement and four floors. The floor space includes the following:
- (a) 38 x Offices (enclosed)
 - (b) 11 x Toilets, 2 x Executive Showers
 - (c) 7 x Meeting Rooms, 1 x Board Room
 - (d) 4 x Kitchenettes, 1 x Canteen/Cafeteria
 - (e) 1 x Lounge, 1 x Bar, 1 x Entertainment Area
 - (f) 8 x Stores Rooms
 - (g) 1 x Reception Area
 - (h) 2 x Lifts, Staircases and Fire Escapes
 - (i) 8 x Balconies
 - (j) 1 x Basement Parking
 - (k) 1 x Guard House
 - (l) Tiled Passages and Carpeted Offices
- 3.2 The successful bidder will also provide exterior cleaning services, 4 times a year, for the exterior glass façade, canopy, chandelier and walls.
- 3.3 The successful bidder will provide their own cleaning equipment, cleaning supplies, chemicals, safety equipment, waste disposal materials, staff transport and uniforms.
- 3.4 The successful bidder will be required to adhere to the recommendations on the correct usage of the safety hooks affixed to the exterior building.

- 3.5 The proposed cleaning equipment, materials and chemicals must be approved by the Secretariat.
- 3.6 Prior to the commencement of the contract, the successful bidder will be expected to provide a list of the cleaning staff that will be allocated to SACU, as well as copies of their identity documents and valid police clearance certificates.
- 3.7 The cleaning staff allocated to SACU by the successful bidder must be attired, at all times, in manner befitting a professional and corporate environment.
- 3.8 The successful bidder must be insured against theft and damage that may be caused by their staff or injury that may result to cleaning staff during the execution of their duties.
- 3.9 The cleaning services must be provided in a manner that does not unnecessarily disrupt SACU's daily operations.
- 3.10 The cleaning services will be rendered from Monday to Friday excluding gazetted Namibian Public Holidays.

4. REQUIRED SKILLS AND EXPERIENCE

- 4.1 Prospective bidders must:
 - (a) Possess at least 5 (five) years' experience in Office Cleaning;
 - (b) Have staff that are fully trained in office and carpet cleaning; and
 - (c) Possess at least 3 (three) years' experience cleaning glass façades and exterior walls.

5. ADMINISTRATION

- 5.1 The Secretariat's Facilities and Administration Officer will manage the provision of the services and facilitate access to the relevant people, systems and documentation as is necessary, for the successful execution of the services.

6. ITEMS PROVIDED BY SACU

- 6.1 The Secretariat will provide the following sanitary items for the showers, toilets, kitchenettes and canteen:
 - (a) Toilet Paper, Air-Fresheners and Hand Soap
 - (b) Hand Wipes, Hand Towels and Towels
 - (c) Dishwashing Soap, Dishwashing Cloths and Paper Towels
 - (d) Dustbins
- 6.2 All other equipment, supplies and chemicals will be provided by the successful bidder.
- 6.3 SACU will provide lockable storage, if required, for the successful bidder's equipment and supplies as required to execute the contract, but accepts no liability for any loss, theft or damage to the equipment or supplies.

7. DELIVERABLES

7.1 The successful bidder will be expected to adhere to the following requirements:

Item	Requirements	Cleaning Frequency
Carpets	All carpets must be vacuumed	Once a week
Carpets	All carpets must be deep cleaned	Once every (6) months
Tiled Floors	Must be cleaned and waxed	Twice a Week
Blinds	Must be dusted and wiped	Twice a Week
Basement Parking, Main Driveway and Balconies	Must be swept, cleaned and kept free of litter	Twice a Week
Water Fountain	Must be kept clean	Once a Week
Furniture and Wooden Surfaces	All furniture and wooden surfaces and must be dusted and polished	Twice a Week
Doors, Windows, Balustrade and Glass Office Partitions (interior)	<ul style="list-style-type: none"> All glass doors, windows and partitions on the inside of the building must be dusted and kept free from stains and spots Window Sills, Door Frames and Balustrades should be kept clean 	Twice a Week
Glass Façade, Canopy, Walls (exterior)	The Glass Façade (or Superstructure), Canopy and Walls must be cleaned and kept free from dirt, stains and spots.	Four Times a Year
Chandelier	The Chandelier must kept free from dust, stains and spots.	Once a Month
Mirrors, Paintings, Pictures, Plaques	Must be dusted and kept free from stains, spots and cobwebs	Twice a Week
Office Equipment, Plugs, Light Switches and Air Conditioners	<ul style="list-style-type: none"> Computers, Monitors, TV's, Photocopiers, Projectors, Printers, Telephones, Light Switches must be kept free of dust and wiped clean The outside of air conditioners must be dusted 	Twice a Week
Cafeteria and Kitchenettes	<ul style="list-style-type: none"> Surfaces and sinks must be kept clean at all times Appliances (Fridges, Microwaves, Dishwashers, Stoves, Kettles) must be kept hygienic at all times Utensils, cutlery, cups and dishes must be kept clean at all times Dish towels must be kept clean Cupboards must be kept hygienic at all times Wall tiles and the floor must be kept clean Trash cans should be emptied daily The cleaning of the cafeteria and kitchenettes must be completed before 09h00 	Twice a Day or as necessary

Item	Requirements	Cleaning Frequency
Showers and Toilets	<ul style="list-style-type: none"> Floors, Basin, Taps, Toilets, Cisterns, Urinals, Seats, Surfaces and Door Handles must be kept clean, disinfected and sanitized All mirrors must be kept clean Toilet Paper, Hand Wash, Hand Wipes, Soap must be replenished promptly Bath and Hand Towels must be replaced daily Bins must be emptied daily 	Once a Day or as necessary
Bar, Lounge, and Entertainment Area	<ul style="list-style-type: none"> Must be kept clean Must be cleaned after use Furniture must be rearranged 	Twice a Week or when necessary
Office, Meeting Rooms and Boardroom	<ul style="list-style-type: none"> Must be kept clean Bins must be emptied and cleaned Meeting rooms must be cleaned after use Furniture in boardrooms must be rearranged 	Twice a Week or when necessary
Reception Area	<ul style="list-style-type: none"> The cleaning of the reception area must be completed before 08h00 	Daily
Guardhouse	<ul style="list-style-type: none"> Must be swept, dusted and kept clean 	Twice a Week
Storerooms	<ul style="list-style-type: none"> Must be swept and cleaned Cupboards and shelves should be dusted 	Once a week or when necessary
Lifts	Lifts must be dusted, swept, wiped and sanitized	Three Times a Week
Staircases including Fire Escapes	Must be swept and kept clean at all times	Three Times a Week

7.2 The successful bidder will produce and maintain a detailed checklist and schedule of the cleaning services.

8. TIMEFRAMES

8.1 The cleaning contract will be awarded to a successful bidder for two (2) years.

8.2 The cleaning services will commence within one (1) week from the conclusion of a Service Level Agreement.

9. SUBMISSION OF TENDER PROPOSALS

9.1 SACU implements a two-envelope tender process, meaning that the **Technical** and **Financial** Proposals must be submitted separately in sealed envelopes.

- 9.2 The Tender should be delivered or posted to the “Postal and Physical Address for Tender Submission” specified on the cover page.
- 9.3 The bidder must submit six (6) hard copies of the Technical Proposal and six (6) hard copies of the Financial Proposal.
- 9.4 The technical proposals should be inserted in a separate envelope, clearly marked “**Technical Proposal**” and the financial proposals should be placed in their own separate envelope clearly marked “**Financial Proposal**”. All envelopes should be properly sealed and clearly marked as indicated below:

TECHNICAL PROPOSAL / FINANCIAL PROPOSAL

TENDER NUMBER: SACU/001/2015/O

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NAME OF THE BIDDING COMPANY/ORGANISATION/FIRM

- 9.5 One electronic copy of the entire proposal, in PDF Format, must be submitted.
- 9.6 The deadline for the submission of tenders is 25 April 2014 (17h00 Namibian Time).
- 9.7 The Financial Proposal should remain valid for 30 (thirty) days from the tender closing date.

10. REQUEST FOR INFORMATION AND SITE VISITS

- 10.1 Prospective bidders may seek clarification, in writing, regarding this tender from the “Enquiries” contacts specified above at any time before the closing date.
- 10.2 SACU will provide three (3) opportunities for prospective bidders to familiarise themselves with the SACU HQ building prior to submitting a proposal. The tour dates and times should be obtained from the Facilities and Administration Officer.

11. PRIME CONTRACTOR RELATIONSHIP

- 11.1 SACU will enter into a contract with only one successful bidder.
- 11.2 The selected bidder shall be solely responsible for the provision of the services as specified in Section 7 (Deliverables).

12. FINANCIAL ARRANGEMENTS

- 12.1 Bidders are solely responsible for their own costs in preparing the tender.
- 12.2 Payments for all services (professional fees and disbursement fees) covered by this tender shall be made within 30 (thirty) days subject to receipt of appropriate invoices, the satisfactory completion of work, and adherence to the SACU Secretariat’s Financial Policies and Procedures.

12.3 SACU shall not be liable for any losses, damages, costs, charges or expenses caused by defects or damage to the bidders cleaning equipment and supplies.

12.4 SACU shall not be liable for any losses, damages, costs, charges or expenses caused by injuries to the bidders cleaning staff during the execution of their duties.

13. CONFIDENTIALITY

13.1 Tenders submitted will not be revealed to any other bidders and will be treated as contractually binding.

13.2 SACU reserves the right to seek clarification or verification of any information contained in the tenders.

13.3 All information pertaining to SACU obtained by the bidder as a result of participation in this tender is confidential and must not be disclosed without written authorisation from the Executive Secretary of SACU.

14. OWNERSHIP OF DATA

14.1 All tenders, including any supporting documents and or training materials or any other documentation with reference to this tender, submitted to the SACU Secretariat becomes the property of SACU.

14.2 Ownership of all data belonging to SACU whether under its control or the bidder's control shall continue to vest in SACU. Any data of whatever nature resulting from the provision of the Services shall be the property of SACU and may be used by SACU without restriction. All data or information that may be shared with the successful bidder during the provision of the Services shall upon termination of the contract, be returned to the SACU Secretariat.

15. MODIFICATION OF TERMS

15.1 The SACU Secretariat reserves the right to add, modify or omit certain portions of the tender scope at any time at its sole discretion. This includes the right to cancel this tender at any time prior to entering into a contract with the successful bidder.

16. TENDER FORMAT

16.1 Bidders are required to address the issues and requirements in Appendix A to ensure that their tender receives full consideration.

17. EVALUATION OF TENDERS AND AWARD CRITERIA

17.1 ELIGIBILITY CRITERIA

- (a) Only tenders received as specified in Section 9 (Submission of Tender Proposals) will be considered.

- (b) Only bidders that have provided the following will be considered:
 - (i) Certified copies of a Certificate of Registration or Incorporation with the relevant national authorities in the case of companies or corporations; for partnerships, consortiums and joint ventures, the relevant agreement between the parties; and in the case of individuals, certified copies of the ID, proof of physical address will be required;
 - (ii) A certified copy of a current Certificate of Good Standing from the Ministry of Finance or a certified copy of a current Income Tax Clearance Certificate or exemption thereof from the relevant national authorities.
- (c) Tenders will not be evaluated if the bidder's current or past shareholding or other interests may, in the SACU Secretariat's opinion, give rise to a conflict of interest in connection with this tender.
- (d) This tender is only open to citizens of the Republic of Namibia or service providers that are majority (51%) owned by citizens of the Republic of Namibia (with proof of shareholding) and registered within the Republic of Namibia.

17.2 **QUALIFICATION CRITERIA**

- (a) Eligible tenders will be considered provided that all the documentation as specified in **Appendix A** of this document has been supplied.

17.3 **AWARD CRITERIA**

- (a) The contract will be awarded from the qualifying tenders on the basis of the most economically advantageous proposal by applying the following award criteria:
 - (i) Technical Knowledge, Qualifications and Experience;
 - (ii) Proposed Methodology for Undertaking the Assignment;
 - (iii) Company Profile and Reputation of the Bidder.

17.4 **CONTRACT ADMINISTRATION**

- (a) The award will be subject to the successful conclusion of a Service Level Agreement (SLA) to confirm the Terms and Conditions of the Tender.
- (b) SACU reserves the right to negotiate the terms of the tender proposal and the value of any financial proposal submitted.

TECHNICAL PROPOSAL (1ST ENVELOPE)

Bidders must address all the issues and requirements which appear in this Appendix.

1. GENERAL INFORMATION

- 1.1 One page letter of introduction identifying the bidder and signed by the person(s) authorised to bind the bidder to statements made in the proposal.
- 1.2 A Profile of the Company / Consultancy Firm / Consortium / Individual.
- 1.3 Proof of technical knowledge or qualifications or experience of staff that will carry out the work as specified in the deliverables.
- 1.4 All bidders are required to clearly state the name of the Primary Party with whom SACU will enter into an Agreement. In the event of a consortium, or group of companies jointly delivering a response, full details are required of each of the legal entities involved. A legally binding agreement must be in effect between the parties and a copy must be submitted with the proposal. (Attach a copy of the partnership / consortium agreement).
- 1.5 Description of role or element of the proposal to be fulfilled by any third-party and the full contact details of any third-parties involved in the proposal (if applicable).
- 1.6 Certified copies of a Certificate of Registration or Incorporation with relevant national authorities of all bidding parties. For individuals, certified copies of the ID and proof of physical address will be required.
- 1.7 Certified copies of a Certificate of Good Standing for Tender Purposes from the Ministry of Finance or a certified copy of a current Income Tax Clearance Certificate or exemption thereof from the relevant national authorities.
- 1.8 A copy of the bidder's current Audited Financial Statements (if applicable).
- 1.9 Proof of Company Shareholding and Namibian Citizenship.
- 1.10 Proof that the bidder is adequately insured.
- 1.11 Written confirmation that all cleaning staff allocated to SACU will obtain a police clearance certificate prior to commencement of the contract.
- 1.12 Colour pictures of the bidder's cleaning staff in uniform.

2. REFERENCES

- 2.1 A record of previous similar assignments undertaken by the bidder.
- 2.2 Bidders must provide a minimum of **three (3) customers** (names, addresses and telephone numbers) who may be contacted for references in connection with the proposed assignment.
- 2.3 These references should be current, stipulate the project or work undertaken, the financial value of the project and where the work was executed.

- 2.4 SACU reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

3. UNDERSTANDING OF THE ASSIGNMENT

- 3.1 A detailed proposal indicating a clear understanding of the Terms of Reference, Methodology that will be used to undertake the assignment and timelines.
- 3.2 A checklist and schedule of cleaning services that will be provided by the Bidder.

4. ADDITIONAL INFORMATION

- 4.1 Bidders may provide any other information which may be relevant to this proposal.

FINANCIAL PROPOSAL (2ND ENVELOPE)

5. SCHEDULE OF COSTS/FINANCIAL PROPOSAL

- 5.1 The schedule must take the following format:
- (a) All costs must be quoted in Namibian Dollars (NAD).
 - (b) The total cost of the proposal (best and final offer).
 - (c) An itemised breakdown of the cost or all options being proposed.
 - (d) The applicable rate of VAT in respect of each product and service being proposed.
 - (e) Details of any other costs, taxes or duties which may be incurred.
 - (f) Written confirmation that the financial proposal remains valid for 30 days from the tender closing date.

ELECTRONIC COPY OF THE ENTIRE PROPOSAL

One electronic copy of the entire proposal, in PDF Format, must be submitted.