

## **Request for Proposals (RFP)**

### **The Provision of Laundry Services to the CSIR for a Period of Five (5) Years, on an as and when required basis**

RFP No. 3368/11/09/2020

Date of Issue	Wednesday, 19 August 2020	
Electronical Submission	<a href="mailto:tender@csir.co.za">tender@csir.co.za</a> (If tenders exceed 30MB multiple emails can be sent)	
Enquiries	Strategic Procurement Unit	E-mail: <a href="mailto:tender@csir.co.za">tender@csir.co.za</a>
CSIR business hours	08h00 – 16h30	
Category	Professional Services	
Last date for submission of questions/clarifications	Wednesday, 09 September 2020	
Closing Date	Friday, 11 September 2020	

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## SECTION A General RFP Terms and Conditions

### 1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, the CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

### 2 TENDER PROGRAMME

The tender timeframes of this bid are set out below:

Bid Description	The provision of laundry services to the CSIR for a period of five (5) years, on an as and when required basis
Access To The RFP	This RFP may be downloaded directly from CSIR Website and National Treasury's e-Tender Publication Portal ( <a href="http://www.etenders.gov.za">www.etenders.gov.za</a> ) free of charge.
Compulsory briefing session	There will be <b>NO</b> briefing session
Last date of submission of enquiries	Thursday, 03 September 2020
Bid closing date	Friday, 04 September 2020 at 16:30
Validity period	120 Business Days from Closing Date  Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period. However, once the adjudication body has approved the process and award of the business to the successful bidder(s), the validity of the successful bidder(s)' bid will be deemed to remain valid until a final contract has been concluded.

- All dates and times in this bid are South African standard time.

- Any time or date in this bid is subject to change at the CSIR's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the CSIR to take any action, or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the CSIR extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

### **3 SUBMISSION OF PROPOSALS**

- 3.1 All proposal are to be submitted electronically to [tender@csir.co.za](mailto:tender@csir.co.za). No late proposals will be accepted.
- 3.2 All proposals will only be considered if received by the CSIR before the closing date and time (***as indicated on the cover page and the tender programme***). The CSIR business hours are between **08h00** and **16h30**.
- 3.3 All emailed proposal submissions are to be clearly subject-referenced with the **RFP number**. Proposals must consist of two parts, each of which must be sent in two separate emails with the following subject:

**PART 1: Technical Proposal: RFP No.: 3368/11/09/2020**

**PART 2: Pricing Proposal, B-BBEE and other Mandatory Documentation: RFP No.: 3368/11/09/2020**

- 3.4 Proposals submitted by companies must be signed by a person or persons duly authorised.
- 3.5 Proposals submitted at incorrect location, will not be accepted for considerations and where practicable, be returned unopened to the Bidder(s).
- 3.6 Proposals received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).
- 3.7 The CSIR will award the contract to qualified tenderer(s)' whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution, price and B-BBEE.

## **4 LEGISLATIVE FRAMEWORK OF THE BID**

### **4.1 Tax Legislation**

- 4.1.1 Bidder(s) must be compliant when submitting a proposal to CSIR and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 4.1.2 It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 4.1.3 The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 4.1.4 It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 4.1.5 Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database. Registrations can be completed online at: [www.csd.gov.za](http://www.csd.gov.za);
- 4.1.6 Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

### **4.2 Procurement Legislation**

The CSIR has a detailed evaluation methodology premised on Preferential Procurement Policy Framework Act Regulation 2017 promulgated the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

### **4.3 Technical Legislation and/or Standards**

Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

## **5 COUNTER CONDITIONS**

Bidders' attention is drawn to the fact that amendments to any of the RFP Conditions or setting of counter conditions by Bidders or qualifying any RFP Conditions will result in the invalidation of such bids.

## **6 FRONTING**

- 6.1 Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.
- 6.2 The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the RFP evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the CSIR may have against the Bidder / contractor concerned.

## **7 PRICING PROPOSAL**

- 7.1 Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.
- 7.2 Price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated.

7.3 Price should include additional cost elements such as freight, insurance until acceptance at the CSIR campus in Pretoria, and duty where applicable.

7.4 Only firm prices\* will be accepted during the tender validity period. Non-firm prices\*\* (including prices subject to rates of exchange variations) will not be considered.

*\*Firm price is the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax which, in terms of a law or regulation is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;*

*\*\*Non-firm price is all prices other than "firm" prices*

7.5 Payment will be according to the CSIR Payment Terms and Conditions.

## **8 APPOINTMENT OF SERVICE PROVIDER**

8.1 The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

8.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement, CSIR reserves the right to appoint an alternative supplier.

8.3 Awarding of contracts will be announced on the National Treasury e-Tender Publication Portal and/or CSIR website and no regret letters will be sent to unsuccessful bidders.

## **9 SERVICE LEVEL AGREEMENT**

9.1 Upon award the CSIR and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by



the CSIR, more or less in the format of the draft Service Level Indicators included in this tender pack.

9.2 The CSIR reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.

9.3 Bidder(s) are requested to:

- a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;
- b. Explain each comment and/or amendment; and
- c. Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.

9.4 The CSIR reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to the CSIR or pose a risk to the organisation.

## **10 ENQUIRIES AND CONTACT WITH THE CSIR**

Any enquiry regarding this RFP shall be submitted in writing to CSIR at [tender@csir.co.za](mailto:tender@csir.co.za) with “***RFP No 3368/11/09/2020 - The provision of Laundry services to the CSIR for a period of five (5) years***” as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the CSIR as part of the RFP process.

## **11 MEDIUM OF COMMUNICATION**

All documentation submitted in response to this RFP must be in English.

## **12 CORRECTNESS OF RESPONSES**

- 12.1 The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 12.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

## **13 VERIFICATION OF DOCUMENTS**

- 13.1 Tenderers should check the numbers of the pages to satisfy themselves that none is missing or duplicated. No liability will be accepted by the CSIR in regard to anything arising from the fact that pages are missing or duplicated.
- 13.2 Pricing schedule and B-BBEE credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.

## **14 SUB-CONTRACTING**

- 14.1 A tenderer will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than **25%** of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.
- 14.2 A tenderer awarded a contract may not sub-contract more than **25%** of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

## **15 RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL**

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that the CSIR allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and the CSIR will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

## **16 TRAVEL EXPENSES**

16.1 All travel expenses for the CSIR's account, be it directly via the CSIR's travel agent or indirectly via re-imbursements, must be in line with the CSIR's travel policy. The following will apply:

16.1.1 Only economy class tickets will be used.

16.1.2 A maximum of R1400 per night for accommodation, dinner, breakfast and parking will be allowed.

16.1.3 No car rentals of more than a Group B will be accommodated.

## **17 ADDITIONAL TERMS AND CONDITIONS**

17.1 A tenderer shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.

17.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.

17.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:

- Joint venture Agreement including split of work signed by both parties;
- The valid certified copy of the B-BBEE certificate of the joint venture;
- The Tax Compliance Status (TCS) of each joint venture member;
- Proof of ownership/shareholder certificates/copies; and
- Company registration certificate.

17.4 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.

17.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

## **18 SPECIAL CONDITIONS**

The CSIR reserves the right:

- 18.1 To extend the closing date of the RFP;
- 18.2 To request documentary proof regarding any tendering issue;
- 18.3 To give preference to locally manufactured goods;
- 18.4 To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000);
- 18.5 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s);
- 18.6 To accept part of a tender rather than the whole tender;
- 18.7 To request presentations/demonstrations from the short-listed Bidders as part of the bid evaluation process;
- 18.8 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s) or to verify any information contained in a proposal, whether before or after adjudication of the RFP;
- 18.9 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process;
- 18.10 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such;
- 18.11 Award to multiple bidders based on either size or geographic considerations (whether or not they submitted a joint proposal).

## **19 CONFLICT OF INTEREST, CORRUPTION AND FRAUD**

- 19.1 The CSIR reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares

listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of CSIR or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

- a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of the CSIR's officers, directors, employees, advisors or other representatives;
- d. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- e. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- f. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- g. has in the past engaged in any matter referred to above; or
- h. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

## **20 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT**

- 20.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that the CSIR relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 20.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by the CSIR against the bidder notwithstanding the conclusion of the Service Level Agreement between the CSIR and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

## **21 PREPARATION COSTS**

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing the CSIR, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

## **22 INDEMNITY**

If a bidder breaches the conditions of this bid and, as a result of that breach, the CSIR incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds the CSIR harmless from any and all such costs which the CSIR may incur and for any damages or losses the CSIR may suffer.

## **23 PRECEDENCE**

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

## **24      LIMITATION OF LIABILITY**

A bidder participates in this bid process entirely at its own risk and cost. The CSIR shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

## **25      TAX COMPLIANCE**

No tender shall be awarded to a bidder who is not tax compliant. The CSIR reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to The CSIR, or whose verification against the Central Supplier Database (CSD) proves non-compliant. The CSIR further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

## **26      TENDER DEFAULTERS AND RESTRICTED SUPPLIERS**

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The CSIR reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

## **27      GOVERNING LAW**

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

## **28      CONFIDENTIALITY**

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with the CSIR's examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by the CSIR remain proprietary to the CSIR and must be promptly returned to the CSIR upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure the CSIR's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

## **29 AVAILABILITY OF FUNDS**

Should funds no longer be available to pay for the execution of the responsibilities of this bid, the CSIR may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

## **30 DISCLAIMER**

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.



## **SECTION B FUNCTIONAL OVERVIEW**

The purpose of the Request for Proposal (RFP) is to obtain capability, pricing and general information on the business of potential Contractors for the CSIR to determine the Contractors most capable of providing the service.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the CSIR.

This RFP does not constitute an offer to do business with the CSIR, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

Responses to this Request for Proposal (RFP) (hereinafter referred to as a Bid or a Proposal) are requested from suitably qualified entities (hereinafter referred to as a Respondent or Bidder) for the provision of Laundry Services to the CSIR.

Tenderers to submit tenders in both document and powerpoint presentation summary format.

## SECTION C EVALUATION METHODOLOGY

### 31 EVALUATION CRITERIA

The CSIR has set minimum standards that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-Qualification and Elimination Criteria (Phase 1)	Technical Evaluation Criteria (Phase 2)	Price and B-BBEE Evaluation (Phase 3)
Only bidders that comply with ALL the criteria set on paragraph 31.1 on <b>Phase 1</b> below will proceed to Technical/Functional Evaluation (Phase 2).	Bidder(s) are required to achieve a minimum threshold of <b>60 points</b> on each of the individual criteria, and minimum threshold of <b>70 points out</b> of 100 points overall. Only bidder (s) who met and/or exceeded the minimum threshold points on <b>Phase 2</b> below will proceed to Price and B-BBEE Evaluation (Phase 3)	Bidder(s) will be evaluated out of <b>100 points</b> i.e. <b>80 points</b> for Price and <b>20 points</b> for B-BBEE.

#### 31.1 Pre-Qualification and Elimination Criteria (Phase 1)

##### (a) Pre-Qualification Criteria

Only the following enterprises will be considered for this tender:

1. Exempted Micro Enterprises (EMEs) with a B-BBEE status of level 1 to 4; and
2. Qualifying Small Enterprises (QSEs) that are B-BBEE Level 1 and 2.

*NB: A valid certified copy of a B-BBEE Certificate or valid sworn affidavit must be submitted to be considered for this tender. **B-BBEE certificate must be issued by SANAS accredited agency or a valid sworn affidavit in line with DTI regulations. (RSA suppliers only).***

##### (b) Elimination Criteria

Proposals will be eliminated under the following conditions:

- Submission after the deadline (Closing date and time);
- Proposals submitted to incorrect email address (Only electronic submission to [tender@csir.co.za](mailto:tender@csir.co.za) would be considered);
- Non-submission of list of cleaning products that will be used and proof that these cleaning materials are SABS compliant, and sample of material datasheet of cleaning chemicals;

- Non-submission of proof that the cleaning products adheres to required health and safety regulations;
- Non-submission of valid letter of Good Standing for COIDA;
- Bidder who did not complete SBD 1; and
- Bidder who did not complete and sign the “Declaration by Tenderers”;

### 31.2 Technical Evaluation Criteria (Phase 2)

Only proposals that have met the Pre-Qualification Criteria will be evaluated for technical/functionality. Technical/Functionality will be evaluated as follows:

- Functional Evaluation – Proposals will be evaluated out of **100 points** and are required to achieve minimum threshold of **60 points** on each of the individual criteria, and minimum threshold of **70 points** of **100 points** overall.

The evaluation of the functional / technical detail of the proposal will be based on the following criteria:

**Phase 2: The second phase includes functionality using the following criteria:**

No	ELEMENT	WEIGHT
1	<p>Bidding company's experience and capacity</p> <ul style="list-style-type: none"> <li>• Service Provider's years of experience in Laundry Services;</li> <li>• Capacity in terms of Staff (Employees) available to service CSIR;</li> <li>• Capacity in terms of laundry machinery available to service CSIR. <ul style="list-style-type: none"> <li>➤ Industrial Washing Machine with a capacity of no less than 30kg per load;</li> <li>➤ Industrial Tumble Dryers with a capacity of no less than 27kg per load;</li> <li>➤ Finishing Table with high usage of up to 8hrs per day;</li> <li>➤ Steamers.</li> </ul> </li> </ul> <p>The service provider must submit proof of compliance to the above.</p>	<p>5</p> <p>15</p> <p>20</p>
2	Contactable Reference Letters	15
3	Methodology and approach	20
4	Contingency Plan	5
5	Number of sealed vehicles for rendering the laundry services	10

6	30kms Radius	10
<b>TOTAL (%)</b>		<b>100</b>

Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of **70 points** and less than **60 points** on each of the individual criteria will be eliminated from further evaluation Price and B-BBEE Evaluation.

Refer to **Annexure B** for the scoring ranges/rubrics that will be used to evaluate functionality.

The Bidder shall prepare for a possible presentation should the CSIR require such and the Bidder shall be notified thereof no later than four (4) days before the actual presentation date. As part of due diligence, the CSIR may also request to visit the bidder's site/facilities to view the equipment and other resources, or conduct a site visit at a client of the bidder (reference) for validation of the services rendered. The choice of site will be at CSIR's sole discretion.

### 31.3 Price and B-BBEE Evaluation (Phase 3)

Only Bidders that have met meet minimum thresholds on Technical/functional Evaluation will be evaluated for price and B-BBEE. Price and B-BBEE will be evaluated as follows:

In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the **80/20**-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum **80** points)
- B-BBEE status level of contributor (maximum **20** points)

## 32 OBJECTIVE CRITERIA

The following objective criteria will be applicable for this RFP:

- Companies or services providers located in the Gauteng Province will be given first preference who achieved highest points on preferential points system. This is for economic empowerment as well as to aid service delivery to the CSIR.

### 33 B-BBEE AND SOCIO-ECONOMIC OBLIGATIONS

As explained in more detail in the Broad-Based Black Economic Empowerment (BBBEE) Preference Points Claim Form and as prescribed in terms of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its Regulations, Respondents are to note that CSIR will award preference points to companies who provide valid proof of their B-BBEE status using either the latest version of the generic Codes of Good Practice or Sector Specific Codes (if applicable).

The value of this bid is estimated to be below R50 000 000 (all applicable taxes included); and therefore the 80/20 system shall be applicable. Despite the stipulated preference point system, CSIR shall use the lowest acceptable bid to determine the applicable preference point system in a situation where all received acceptable bids are received outside the stated preference point system.

Respondents are required to complete (the B-BBEE Preference Point Claim Form – Annexure H) and submit it together with valid proof of their B-BBEE Status as stipulated in the Claim Form in order to obtain preference points for their B-BBEE status. Respondents are required at all times to comply with the latest B-BBEE legislation and/or instruction notes as issued from time to time by the DTI.

**Note:** Failure to submit valid and original (or a certified copy of) proof of the Respondent's compliance with the B-BBEE requirements stipulated in this RFP (the B-BBEE Preference Points Claim Form) at the Closing Date of this RFP, will result in a score of zero being allocated for B-BBEE.

#### 33.1 B-BBEE Joint Ventures or Consortiums

Respondents who would wish to respond to this RFP as a Joint Venture (JV) or consortium with B-BBEE entities, must state their intention to do so in their RFP submission. Such Respondents must also submit a signed JV or consortium agreement between the parties clearly stating the percentage (%) split of business and the associated responsibilities of each party. If such a JV or consortium agreement is unavailable, the partners must submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by CSIR through this RFP process. This written confirmation must clearly indicate the percentage (%) split of business and the responsibilities of each party. In such cases, award of business will only take place once a signed copy of a JV or consortium agreement is submitted to CSIR.

Respondents are to note the requirements for B-BBEE compliance of JVs or consortiums as required by the B-BBEE Preference Point Claim Form and submit it together with proof of their B-BBEE Status as stipulated in the Claim Form in order to obtain preference points for their B-BBEE status.

**Note:** Failure to submit a valid and original B-BBEE certificate for the JV or a certified copy thereof at the Closing Date of this RFP will result in a score of zero being allocated for B-BBEE.

### 33.2 Subcontracting

CSIR fully endorses Government's transformation and empowerment objectives and when contemplating subcontracting Respondents are requested to give preference to Exempted Micro Enterprises (EMEs), Start-up companies and Qualifying Small Enterprises (QSEs) which are Black Owned, Black Women Owned, Black Youth Owned, companies owned by Black People with Disabilities, including any companies designated as B-BBEE Facilitators<sup>1</sup>. (1 The Minister of the Department of Trade and Industry has the power to designate certain Organs of State or Public Entities as B-BBEE Facilitators. For example, the South African National Military Veterans' Association (SANMVA) has been designated as a B-BBEE Facilitator. As such they will be treated as having rights of ownership held 100% by Black People, 40% by Black Women and 20% by Black designated groups.)

Respondents are required to submit proof of the subcontracting arrangement between themselves and the subcontractor. Proof of the subcontracting arrangement may include a subcontracting agreement.

## 34 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION

Respondents are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. Respondents must register on the CSD prior to submitting their bids. Business may not be awarded to a Respondent who has failed to register on the CSD. Only foreign suppliers with no local registered entity need not register on the CSD. In order to enable the CSIR to verify information on the CSD, Respondents are required to provide the unique registration reference number:

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Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: [www.csd.gov.za](http://www.csd.gov.za);
- provide the CSIR of their CSD registration number; and
- provide the CSIR with a valid original or certified copy of their B-BBEE certificate or sworn affidavit. If no certificate or sworn affidavit can be provided, no points will be scored during the evaluation process. (RSA suppliers only).

**Annexure A –  
Technical Specification/Scope of Services for the Provision of Laundry Services  
RFP No. RFP No. 3368/11/09/2020**

## **1 INVITATION FOR PROPOSAL**

Proposals are hereby invited for the provision of laundry services to the CSIR for a period of five (5) years.

The services required will be on an “as and when required” basis. Each time the CSIR requires laundry services, a quote will be requested from the contracted service provider and subsequently a purchase order (PO) will be issued for the required services.

Services required are to be rendered to the CSIR Pretoria site, including the CSIR International Convention Centre (ICC). A five (5) years’ service level agreement (SLA) will be entered into with the winning bidder.

## **2 PROPOSAL REQUIREMENTS**

All proposals are to be submitted in a format specified in this RFP.

Bidders are to submit responses in the following format prescribed below. Failure to adhere to this may result in disqualification and the tender may be deemed as non-responsive.

### **2.1 Technical Proposal**

The following must be submitted as part of the **technical** proposal:

- a. Cover letter;
- b. Company profile;
- c. Methodology and approach for the proposed required solution. This must include the actual process on how the laundry is done, a project plan and timelines. (i.e. delivery/collection points, frequency, turnaround time, etc.);
- d. A contingency plan during urgent and emergency cases;
- e. Value proposition to the CSIR (E.g. flexibility);
- f. A list of cleaning products that will be used and proof that these cleaning materials are SABS compliant, and submit material datasheet of cleaning chemicals;
- g. Proof that the cleaning products adheres to required health and safety regulations;

- h. Information on equipment, facilities and resources, (employees available to service the CSIR in relation to the project, quantity of washing machines, dryers, etc.), and the number of delivery vehicles;
- i. A minimum of three (3) written contactable references letter of recent and current projects (providing laundry services to big corporates or entities);
- j. Proof of at least two (2) sealed vehicles for collections and delivery of laundry;
- k. A valid letter of Good Standing for Compensation for Occupational Injuries and Diseases Act ( COIDA);
- l. A completed and signed SBD Form 1;
- m. Submit a completed and signed the “Declaration by Tenderers”.
- n. Valid i.e. within three months proof of company physical address to confirm location within a 30km radius from CSIR Pretoria (Meiring Naudé Road).

## 2.2 Financial Proposal:

The following must be submitted as part of the **financial** proposal:

- Cover Letter;
- Proposed cost/ commercial offer on official company letterhead as per Pricing Schedule (**Annexure C**);
- Certified copy of B-BBEE certificate or sworn affidavit. ***B-BBEE certificate must be issued by SANAS accredited agency or a valid sworn affidavit in line with DTI regulations. (RSA suppliers only);*** and
- CSD registration report (RSA suppliers only).

## 3 PROPOSAL SPECIFICATION

### 3.1 Scope of Work

#### General Points

- a. Service providers must be able to collect and deliver the laundry on a daily basis during working hours within a **standard** time-frame of 48 hours after a purchase order has been received from the CSIR;
- b. Items damaged or lost due to the service provider negligence will be replaced at the service provider's cost;
- c. At times, a same-day service might be required;



- d. The Service providers' workplace must comply with all the set regulations under Health and Safety Act. CSIR may conduct site visits to confirm such infrastructure as part of evaluation.
- e. Re-wash of laundry items will be done as and when required at no extra cost to the CSIR;

#### **Collection from CSIR**

- f. Laundry to be washed, ironed and/or dry-cleaned;
- g. Vehicles used to deliver/collect laundry must be sealed / have canopies to protect the clean linen from dust and rain to serve as a packaging protector;
- h. Cleaned laundry to be folded and packaged in plastic bag;
- i. Provide good quality transparent laundry bags for delivery of cleaned laundry;
- j. The laundry bags must be properly sealed with the package slips placed inside;
- k. Provide good quality big laundry bags for packing of dirty laundry for collections;
- l. Provide trolleys for collection and delivery laundry;
- m. Laundry items must be counted and sorted at collection;
- n. The number and description of the items must be logged in a register (log book), specifically allocated for CSIR (*i.e. CSIR ICC for the International Convention Centre*) and a receipt to verify the aforesaid must be issued to CSIR at time and point of collection;
- o. Hangers should be used for cleaned clothes - **ONLY FOR DRY-CLEANED LAUNDRY**;
- p. Collection and delivery of laundry must be according to the agreed Service level agreement (SLA);
- q. Provide care and hygienic laundering of linen for PPE and others;
- r. A specific liaison person from the service provider must be identified to manage the contract with the CSIR.

### **3.2 Pricing Schedule**

The prices quoted must be as per **Annexure C: Pricing Schedule**. The service provider must indicate the percentage of escalation after the annual anniversary period of the contract. The Pricing should include all expenses, disbursement and cost such as collection and delivery fee and should be VAT inclusive in case of a VAT registered service provider.

### 3.3 List of Laundry Items

Below is a list of laundry items that will form part of the contract and for which the contractor will be responsible for, on an as and when required basis:

No.	Description and list of items
<b>A</b>	<b>KITCHEN / CATERING / EVENTS</b>
1	Chef Apron
2	Chef Jacket
3	Chef Trouser
4	Dishcloth (swab)
5	Serviette/Napkin
6	Table frills (up to 2 meters)
7	Table frills (above 2 meters up to 4 meters)
8	Tablecloths (up to 2 meters up to 4m)
9	Tablecloths (above 2 meters, up to 4 meters)
10	Runners (up to 2 meters)
11	Runners (above 2 meters up to 4 meters)
12	Overlays (up to 2 meters)
13	Overlays (above 2 meters up to 4 meters)
14	Oven glove
15	Pot-holder
16	Hand towel (up to 50cm)
17	Tray cloth (up to 2 meters)
18	Curtains
<b>B</b>	<b>FOR DRY-CLEANING</b>
19	Formal trouser
20	Shirt- long sleeve
21	Shirt- short sleeve
22	Formal jacket (blazer)- long sleeve
23	Formal jacket- short sleeve
24	Waist coat
25	Ties
26	Doorman Hats
27	Doorman Coats (Tailcoats)
28	Formal dresses
29	Skirts
<b>C</b>	<b>NORMAL GARMENTS</b>
30	White lab / dust coat
31	Conti Jacket
32	Conti Trouser
33	Scrub Top
34	Scrub Trousers

35	T-Shirt – Short Sleeve
36	Parking marshal Jackets
37	Parking Marshal Vests
38	T-Shirt – Long Sleeve
39	Linen
40	Gloves
<b>D</b>	<b>NON-LINTING GARMENTS</b>
41	Jumpsuit (1 piece)
42	Hood
43	Overboots
44	Coat / Gown
45	Jacket
46	Trousers
47	Scrub Top
48	Mop Cap
49	Overshoes
50	Mask
51	Freezer suits / PPE
52	Hi Viz vests and jackets

### 3.4 Laundry Process Requirements

- The procedures employed within the laundry industry for processing of soiled textiles must render it in such a way that textiles is returned to CSIR in a clean, hygienic and aesthetically and functionally acceptable condition, i.e. fit for use.
- Laundry process management must comply with SANS 10146 requirements and other applicable Standards referred to therein. Copies of SANS documents can be obtained from [www.SABS.co.za](http://www.SABS.co.za).
- All chemicals, conditioners (i.e. fabric softeners or anti-static agents), detergents disinfectants and equipment used in the laundry shall be suitable and appropriate for laundry use and where relevant and appropriate, comply with the applicable standards (SANS1044 and/or SANS651). (SANS10146. 5.1)

## Annexure B

### Technical Evaluation Matrix/Rubrics

#### THE PROVISION OF LAUNDRY SERVICES TO THE CSIR RFP No. RFP No. 3368/11/09/2020

#### Scoring sheet to be used to evaluate functionality

Criteria	Score description	Weighting (%)
<b>Item 1.1: Service Provider years of experience in Laundry Services;</b>	<b><i>Bidding company's experience and capacity</i></b>	<b>5</b>
	<b>Experience in Laundry Services</b>	
	0 = Company experience below three (3) years	
	6 = Company experience with three (3) years	
	8 = Company experience with four (4) years	
	10 = Company experience above five (5) years	
<b>Item 1.2: Capacity in terms of Staff (Employees) available to services CSIR;</b>	<b>Staff (Employees) Capacity available</b>	<b>15</b>
	0 = Less than three (3) employees	
	6 = Three (3) employees	
	8 = Five (5) employees	
	10 = Five (5) and more employees;	
<b>Item 1.3: Capacity in terms of laundry machinery and equipment available.</b>	<b>Laundry machinery and equipment capacity available.</b>	<b>20</b>
	0 = Laundry machinery and equipment available below required capacity.	
	6 = Laundry machinery and equipment available met required capacity.	
	10 = Laundry machinery and equipment available exceed required capacity.	
<b>Item 2: testimonials of previous related projects</b>	<b><i>Written contactable references letters</i></b>	<b>15</b>
	0 = Less than two (2) written contactable reference letter or non-contactable reference letters provided	
	6 = Three (2) written contactable reference letter	
	8 = three (3) written contactable reference letter	
	10 = More than three (3) written contactable reference letter	
<b>Item 3: Methodology and approach. This should address the following aspects amongst others:</b> ❖ Whole laundry process, this includes the process of: washing, extracting, drying, ironing, mending and delivery; ❖ Proposed collection and delivery methods and time lines;	<b><i>Methodology and approach</i></b>	<b>20</b>
	0 = No Implementation Plan / Methodology and Approach submitted	
	4 = Methodology and approach plan provides limited information and did not discuss all required aspects	
	6 = Methodology and approach plan discussed all aspects, but information is insufficient	

<ul style="list-style-type: none"><li>❖ Flexibility (e.g. is same day delivery possible?);</li><li>❖ Description of facilities or working environment;</li><li>❖ Value proposition (How will the supplier add value to the CSIR);</li><li>❖ List of cleaning products;</li><li>❖ Quality management.</li></ul>	8 = Methodology and approach plan discussed all aspects and sufficient and acceptable information provided	
	10 = Methodology and Approach addresses is of excellent quality.	
Item 4: Contingency Plan	Contingency Plan	
	0 = No Contingency Plan	5
	10 = Contingency Plan submitted addressing urgent and emergency request. The plan must be tailor-made for CSIR environment particularly to ICC.	
Item 5: Number of vehicles to be used to render laundry services- delivery and collection	Number of sealed vehicles	
	0 = No information provided on the number of vehicles to be dedicated to CSIR	10
	6 = Bidder has <b>one (1)</b> sealed vehicles	
	8 = Bidder has <b>two (2)</b> sealed vehicles	
	10 = Bidder has <b>Three (3) or more</b> sealed vehicles	
Item 6: 30kms Radius- Bidder who are not located within a 30km radius from CSIR Pretoria (Meiring Naudé Road).	30km radius from CSIR Pretoria (Meiring Naudé Road)	
	0 = above 45km radius from CSIR Pretoria (Meiring Naudé Road).	10
	6 = between 31km and 45km radius from CSIR Pretoria (Meiring Naudé Road).	
	10 = within a 30km radius from CSIR Pretoria (Meiring Naudé Road).	
	TOTAL	100

## Annexure C Pricing Schedule

### THE PROVISION OF LAUNDRY SERVICES TO THE CSIR RFP No. RFP No. 3368/11/09/2020

No.	Description and list of items	Unit of Measure	Estimated Annual Quantity	Unit Rate/Fee per item (Excl VAT)	Total Unit Rate per Item (Excl VAT)
<b>A</b>	<b>KITCHEN / CATERING / EVENTS</b>				
1	Chef Apron	Each	4 800		
2	Chef Jacket	Each	4 800		
3	Chef Trouser	Each	4 800		
4	Dishcloth (swab)	Each	4 800		
5	Serviette/Napkin	Each	4 800		
6	Table frills (up to 2 meters)	Each	4 800		
7	Table frills (above 2 meters up to 4 meters)	Each	4 800		
8	Tablecloths (up to 2 meters up to 4m)	Each	4 800		
9	Tablecloths (above 2 meters, up to 4 meters)	Each	4 800		
10	Runners (up to 2 meters)	Each	4 800		
11	Runners (above 2 meters up to 4 meters)	Each	4 800		
12	Overlays (up to 2 meters)	Each	4 800		
13	Overlays (above 2 meters up to 4 meters)	Each	4 800		
14	Oven glove	Each	4 800		
15	Pot-holder	Each	4 800		
16	Hand towel (up to 50cm)	Each	4 800		
17	Tray cloth (up to 2 meters)	Each	4 800		
18	Curtains	Each	4 800		
<b>B</b>	<b>FOR DRY-CLEANING</b>				
18	Formal trouser	Each	2 000		
19	Shirt- long sleeve	Each	2 000		
20	Shirt- short sleeve	Each	2 000		
21	Formal jacket (blazer)- long sleeve	Each	2 000		
22	Formal jacket- short sleeve	Each	2 000		
23	Waist coat	Each	2 000		
24	Ties	Each	2 000		
25	Doorman Hats	Each	2 000		

26	Doorman Coats (Tailcoats)	Each	2 000		
27	Formal dresses	Each	2 000		
28	Skirts	Each	2 000		
		Each	2 000		
<b>C</b>	<b>NORMAL GARMENTS</b>				
25	White lab / dust coat	Each	2 000		
26	Conti Jacket	Each	2 000		
27	Conti Trouser	Each	2 000		
28	Scrub Top	Each	2 000		
29	Scrub Trousers	Each	2 000		
30	T-Shirt – Short Sleeve	Each	2 000		
31	Parking marshal Jackets	Each	2 000		
32	Parking Marshal Vests	Each	2 000		
33	T-Shirt – Long Sleeve	Each	2 000		
34	Linen	Each	2 000		
35	Gloves	Each	2 000		
<b>D</b>	<b>NON-LINTING GARMENTS</b>				
32	Jumpsuit (1 piece)	Each	2000		
33	Hood	Each	2000		
34	Overboots	Each	2000		
35	Coat / Gown	Each	2000		
36	Jacket	Each	2000		
37	Trousers	Each	2000		
38	Scrub Top	Each	2000		
39	Mop Cap	Each	2000		
40	Overshoes	Each	2000		
41	Mask	Each	2000		
42	Freezer suits / PPE	Each	2000		
43	Hi Viz vests and jackets	Each	2000		
<b>E</b>	<b>Miscellaneous Item</b>				
44	Laundry Services for sundries	per kilogram	1000		
<b>F</b>	<b>Overheads Cost</b>				
44	Delivery and Collection	Per Kilometre	5 760		
45	Quality Transparent Laundry bags	Each	100 000		
46	Big Laundry Bag for Collection	Each	50 000		
47	Others:				
<b>Total Amount (Excl VAT)</b>					
<b>Add VAT (15%)</b>					
<b>Total Amount (Incl VAT)</b>					

## **Pricing Instructions**

1. For the purpose of the pricing schedule, the following words shall have the meanings hereby assigned to them:

Unit: The unit of measurement for each item of work.

Quantity: The number of units of work for each item.

Rate: The agreed payment per unit of measurement.

2. The prices and rates to be quoted in the Pricing Schedule are to be the full inclusive prices for the work described under the items. Such prices and rates shall cover all costs and expenses that may be required in and for the execution of the work described, and shall cover the cost of all general risks, liabilities, and obligations set forth or implied in the documents on which the tender is based, as well as overhead charges and profit.
3. Quantities stated on the pricing schedule are based on estimates and will only be used for evaluation purposes. The successful bidder may not hold the CSIR liable for these quantities and final payment will be based on actual quantities issued through the implementation of the contract.
4. A price or rate shall be entered against each item in the Pricing Schedule. The bidder may not group a number of items together and tender one lump sum for such group of items
5. No unauthorized amendment shall be made to the Pricing Schedule or any part of the Pricing Instructions. If such amendment is made or if the Pricing Schedule is not properly completed, the tender will be rejected.

All unit costs or prices (as applicable) tendered in section A to E of the pricing schedule shall be valid for one (1) year only from the date of appointment and will be open for an annual escalation as quoted, on the contract anniversary date



**Annexure D**  
**PROPOSAL FORM AND LIST OF RETURNABLE DOCUMENTS**

**THE PROVISION OF LAUNDRY SERVICES TO THE CSIR**  
**RFP No. RFP No. 3368/11/09/2020**

I/We \_\_\_\_\_

[name of entity, company, close corporation or partnership] of [full address]

\_\_\_\_\_

carrying on business trading/operating as

\_\_\_\_\_

represented by \_\_\_\_\_ in my capacity as

\_\_\_\_\_

being duly authorised thereto by a Resolution of the Board of Directors or Members or Certificate of Partners, dated \_\_\_\_\_ to enter into, sign execute and complete any documents relating to this proposal and any subsequent Agreement. The following list of persons are hereby authorised to negotiate on behalf of the abovementioned entity, should CSIR decide to enter into Post Tender Negotiations with shortlisted bidder(s).

FULL NAME(S) CAPACITY SIGNATURE

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

I/We hereby offer to supply the abovementioned Services at the prices quoted in the schedule of prices in accordance with the terms set forth in the documents listed in the accompanying schedule of RFP documents.

I/We agree to be bound by those conditions in CSIR's:

1. General RFP Terms and Conditions; and  
Any other standard or special conditions mentioned and/or embodied in this Request for Proposal.

I/We accept that unless CSIR should otherwise decide and so inform me/us in the letter of award/intent, this Proposal [and, if any, its covering letter and any subsequent exchange of correspondence], together with CSIR's acceptance thereof shall constitute a binding contract between CSIR and me/us.

I/We further agree that if, after I/we have been notified of the acceptance of my/our Proposal, I/we fail to enter into a formal contract if called upon to do so, or fail to commence the supply of Services within 4 [four] weeks thereafter, CSIR may, without prejudice to any other legal remedy which it may have, recover from me/us any expense to which it may have been put in calling for Proposals afresh and/or having to accept any less favourable Proposal.

I/We accept that any contract resulting from this offer will be for a period as determined by the CSIR.

Furthermore, I/we agree to a penalty clause/s which will allow CSIR to invoke a penalty against us for non-compliance with material terms of this RFP including the delayed delivery of the Services due to non-performance by ourselves, failure to meet Subcontracting.

I/we agree that non-compliance with any of the material terms of this RFP, including those mentioned above, will constitute a material breach of contract and provide CSIR with cause for cancellation.

#### **ADDRESS FOR NOTICES**

The law of the Republic of South Africa shall govern any contract created by the acceptance of this RFP. The domicilium citandi et executandi shall be a place in the Republic of South Africa to be specified by the Respondent hereunder, at which all legal documents may be served on the Respondent who shall agree to submit to the jurisdiction of the courts of the Republic of South Africa. Foreign Respondents shall, therefore, state hereunder the name of their authorised representative in the Republic of South Africa who has the power of attorney to sign any contract which may have to be entered into in the event of their Proposal being accepted and to act on their behalf in all matters relating to such contract.

Respondent to indicate the details of its domicilium citandi et executandi hereunder:

Name of Entity:

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Facsimile: 

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Address: 

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#### **NOTIFICATION OF AWARD OF RFP**

As soon as possible after approval to award the contract(s), the successful Respondent [**the Service provider**] will be informed of the acceptance of its Proposal. Unsuccessful Respondents may be advised in writing of the name of the successful Service provider and the reason as to why

their Proposals have been unsuccessful, for example, in the category of price, delivery period, quality, B-BBEE or for any other reason.

**VALIDITY PERIOD**

CSIR requires a validity period of 120 [one hundred and twenty Business Days from closing date] against this RFP.

**NAME(S) AND ADDRESS / ADDRESSES OF DIRECTOR(S) OR MEMBER(S)**

The Respondent must disclose hereunder the full name(s) and address(s) of the director(s) or members of the company or close corporation [C.C.] on whose behalf the RFP is submitted.

1. Registration number of company / C.C.

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2. Registered name of company / C.C.

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3. Full name(s) of director/member(s) Address/Addresses ID Number(s)

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## RETURNABLE DOCUMENTS

All Sections, as indicated in the footer of each page, must be signed, stamped and dated by the Respondent. **Returnable Documents** means all the documents, Sections and Annexures, as listed in the tables below.

### a) Mandatory Returnable Documents

**Failure to provide all Mandatory Returnable Documents at the closing date and time of this bid will result in a Respondent's disqualification. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.**

Please confirm submission of the mandatory Returnable Documents detailed below by so indicating [Yes or No] in the table below:

MANDATORY RETURNABLE DOCUMENTS	SUBMITTED [Yes/No]
Annexure C: Pricing Schedule	
Valid copy of certified B-BBEE Certificate or sworn affidavit	
List of cleaning products that will be used and proof that these cleaning materials are SABS compliant, and sample of material datasheet of cleaning chemicals	
Proof that the cleaning products adheres to required health and safety regulations	
Valid letter of Good Standing for COIDA	
Completed SBD 1	
Completed and signed "Declaration by Tenderers"	

### b) Essential Returnable Documents

In addition to the requirements of section (a) above, Respondents are further required to submit with their Proposals the following **essential Returnable Documents** as detailed below.

**Essential Returnable Documents required for evaluation purposes:**

**Failure to provide all essential Returnable Documents used for purposes of scoring a bid, by the closing date and time of this bid will not result in a Respondent's disqualification. However, Bidders will receive an automatic score of zero for the applicable evaluation criterion. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.**

Please confirm submission of these essential Returnable Documents by so indicating [Yes or No] in the table below:

ESSENTIAL RETURNABLE DOCUMENTS USED FOR SCORING	SUBMITTED
Annexure B: Technical Compliance Matrix and all supporting documentation	
Annexure F and Valid and certified copy of proof of Respondent's compliance to B-BBBEE requirements stipulated in Annexure F of this RFP	
Bidding company's experience and capacity	
Contactable Reference Letters	
Methodology and approach	
Contingency Plan	

Number of sealed vehicles for rendering the laundry services	
--	--

#### Other Essential Returnable Documents:

**Failure to provide other essential Returnable Documents may result in a Respondent's disqualification. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.**

Please confirm submission of these essential Returnable Documents by indicating Yes or No in the table below

<b>OTHER ESSENTIAL RETURNABLE DOCUMENTS</b>	<b>SUBMITTED [Yes/No]</b>
<b>Annexure D:</b> Proposal Form and List of Returnable documents ( <i>This document</i> )	
In the case of Joint Ventures, a copy of the Joint Venture Agreement or written confirmation of the intention to enter into a Joint Venture Agreement	
Proof of subcontracting arrangements if the respondent will subcontract some of the works	
<b>Annexure H:</b> SBD 1 [Consortia / Joint Ventures must submit a separate Tax Clearance Certificate/PIN for each party]	
<b>Annexure E:</b> Certificate Of Acquaintance with RFP, Terms & Conditions & Applicable Documents	
<b>Annexure E:</b> RFP Declaration and Breach of Law Form	

#### CONTINUED VALIDITY OF RETURNABLE DOCUMENTS

The successful Respondent will be required to ensure the validity of all returnable documents, including but not limited to its Tax Clearance Certificate and valid B-BBEE Verification Certificate, for the duration of any contract emanating from this RFP. Should the Respondent be awarded the contract **[the Agreement]** and fail to present CSIR with such renewals as and when they become due, CSIR shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, to terminate such Agreement forthwith without any liability and without prejudice to any claims which CSIR may have for damages against the Respondent.

SIGNED at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

SIGNATURE OF WITNESSES ADDRESS OF WITNESSES

1 \_\_\_\_\_

Name \_\_\_\_\_

2 \_\_\_\_\_

Name \_\_\_\_\_

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE:

\_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

**Annexure E**  
**CERTIFICATE OF ACQUAINTANCE WITH RFP, TERMS & CONDITIONS & APPLICABLE DOCUMENTS**

**THE PROVISION OF LAUNDRY SERVICES TO THE CSIR**  
**RFP No. RFP No. 3368/11/09/2020**

**By signing this certificate the Respondent is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with, and agrees with all the conditions governing this RFP. This includes those terms and conditions contained in any printed form stated to form part hereof, including but not limited to the documents stated below. As such, CSIR will recognise no claim for relief based on an allegation that the Respondent overlooked any such condition or failed properly to take it into account for the purpose of calculating tendered prices or any other purpose:**

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by CSIR's Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from any term or condition may result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid which they intend to respond on, before submitting the bid. The Bidder agrees that he/she will have no claim based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if the Certificate of Acquaintance with RFP documents included in the RFP as a returnable document, is found not to be true and complete in every respect.

SIGNED at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

**SIGNATURE OF WITNESSES ADDRESS OF WITNESSES**

1 \_\_\_\_\_

Name \_\_\_\_\_

2 \_\_\_\_\_

Name \_\_\_\_\_

**SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE:**

\_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

**Annexure F**  
**B-BBEE PREFERENCE POINTS CLAIM FORM**

**THE PROVISION OF LAUNDRY SERVICES TO THE CSIR**  
**RFP No. RFP No. 3368/11/09/2020**

This preference form must form part of all bids invited. It contains general information and serves as a claim for preference points for Broad-Based Black Economic Empowerment [B-BBEE] Status Level of Contribution.

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011.**

**1. GENERAL CONDITIONS**

- 1.1. The following preference point systems are applicable to all bids:
  - *the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and*
  - *the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).*
- 1.2. The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable. Despite the stipulated preference point system, CSIR shall use the lowest acceptable bid to determine the applicable preference point system in a situation where all received acceptable bids are received outside the stated preference point system.
- 1.3. 1.3 Preference points for this bid shall be awarded for:
  - (a) Price; and
  - (b) B-BBEE Status Level of Contribution.
- 1.4. The maximum points for this bid are allocated as follows: POINTS  
PRICE 80  
B-BBEE STATUS LEVEL OF CONTRIBUTION 20  
Total points for Price and B-BBEE must not exceed 100
- 1.5. Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System [SANAS], or a sworn affidavit confirming annual turnover and level of black ownership in case of all EMEs and QSEs with 51% black ownership or more together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed. Certificates issued by a Registered Auditor approved by the Independent Board of Auditors [IRBA] to Large Enterprises or QSEs with less than 51% black ownership have been discontinued but such valid certificates that were issued before 1 January 2017 may be used until they phase out completely by December 2017.

- 1.6. 1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

## 2. **DEFINITIONS**

- 2.1. "all applicable taxes" includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 2.2. "B-BBEE" means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- 2.3. "B-BBEE status level of contributor" means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 2.4. "bid" means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
- 2.5. "Black designated group" has meaning assigned to it in codes of good practice issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act.
- 2.6. "Black People" meaning assigned to in Section 1 of Broad-Based Black Economic Empowerment Act.
- 2.7. "Broad-Based Black Economic Empowerment Act" means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 2.8. "CIPC" means the Companies and Intellectual Property Commission, formerly known as CIPRO, the Companies and Intellectual Property Registration Office.
- 2.9. "comparative price" means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- 2.10. "consortium or joint venture" means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract;
- 2.11. "contract" means the agreement that results from the acceptance of a bid by an organ of state;
- 2.12. "co-operative" means a co-operative registered in terms of section 7 of Cooperatives Act, 2005 (Act No. 14 of 2005)
- 2.13. "Designated Group" means - i) Black designated groups; ii) Black People; iii) Women; iv) people with disabilities or v) Small enterprise, as defined in Section 1 of National Small Enterprise Act, (102 of 1996)
- 2.14. "Designated Sector" means, sub-sector or industry or product designated in terms of regulation 8(1)(a)
- 2.15. "EME" means an Exempted Micro Enterprise as defines by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 2.16. "firm price" means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 2.17. "functionality" means the ability of a bidder to provide goods or services in accordance with specification as set out in the bid documents
- 2.18. "Military Veteran" has meaning assigned to it in Section 1 of Military Veterans Act, 2011 (Act No. 18 of 2011)



- 2.19. "National Treasury" has meaning assigned to it in Section 1 of Public Finance Management Act, 1999 (Act No. 1 of 1999)
- 2.20. "non-firm prices" means all prices other than "firm" prices;
- 2.21. "person" includes a juristic person;
- 2.22. "People with disabilities" meaning assigned to it in terms of Section 1 of Employment Equity Act, 1998 (Act No. 55 of 1998)
- 2.23. "Price" includes all applicable taxes less all unconditional discounts.
- 2.24. "Proof of B-BBEE Status Level of Contributor" i) the B-BBEE status level certificate issued by an unauthorised body or person; ii) a sworn affidavit as prescribed by the B-BBEE Codes of Good Practice; or iii) any other requirement prescribed in terms of the Broad-Based Black Economic Empowerment Act.
- 2.25. "Rural Area" i) a sparsely populated area in which people farm or depend on natural resources, including villages and small towns that are dispersed through the area; or ii) an area including a large settlement which depends on migratory labour and remittances and government social grants for survival, and may have traditional land tenure system.
- 2.26. "QSE" means a Qualifying Small Enterprise as defined by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 2.27. "rand value" means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- 2.28. "sub-contract" means the primary contractor's assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 2.29. "total revenue" bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the Government Gazette on 9 February 2007;
- 2.30. "Township" means an urban living area that any time from the late 19th century until 27 April 1994, was reserved for black people, including areas developed for historically disadvantaged individuals post 27 April 1994;
- 2.31. "Treasury" meaning assigned to it in Section 1 of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- 2.32. "trust" means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person;
- 2.33. "trustee" means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person; and
- 2.34. "Youth" meaning assigned to it in terms of Section 1 of National Youth Development Agency Act, 2008 (Act No. 54 of 2008).

### 3. **ADJUDICATION USING A POINT SYSTEM**

- 3.1. The bidder obtaining the highest number of total points will be awarded the contract.
- 3.2. Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- 3.3. Points scored must be rounded off to the nearest 2 decimal places.
- 3.4. In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.

- 3.5. However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 3.6. Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

4. **POINTS AWARDED FOR PRICE**

4.1. THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

5. **POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION**

- 5.1. In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>B-BBEE Status Level of Contributor</b>	<b><u>Number of points (80/20 system)</u></b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
9 / Non-compliant contributor	0

- 5.2. A bidder who qualifies as an EME in terms of the B-BBEE Act must submit a sworn affidavit confirming Annual Total Revenue and Level of Black Ownership. Furthermore EMEs may also obtain a sworn affidavit from CIPC (formerly CIPRO) Self Service Terminals when registering a business or filing annual returns. In these instances CSIR would require proof of turnover as well as proof of ownership. Sworn affidavits must substantially comply with the format that can be obtained on the DTI's website at [www.dti.gov.za/economic\\_empowerment/bee\\_codes.jsp](http://www.dti.gov.za/economic_empowerment/bee_codes.jsp).
- 5.3. QSEs that are at least 51% Black owned or higher are only required to obtain a sworn affidavit on an annual basis confirming that the entity has an Annual Total Revenue of R50 million or less and the entity's Level of Black ownership.
- 5.4. A Bidder other than EME or a QSE that is at least 51% Black owned must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.
- 5.5. A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level verification certificate for every separate bid.
- 5.6. Tertiary Institutions and Public Entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

- 5.7. A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 5.8. A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.
- 5.9. Bidders are to note that the rules pertaining to B-BBEE verification and other B-BBEE requirements may be changed from time to time by regulatory bodies such as National Treasury or the DTI. It is the Bidder's responsibility to ensure that his/her bid complies fully with all B-BBEE requirements at the time of the submission of the bid.

6. **BID DECLARATION**

- 6.1. Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

7. **B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 5.1**

- 7.1. B-BBEE Status Level of Contribution: . = .....(maximum of 20 points)
- 7.2. (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or a sworn affidavit.

8. **SUB-CONTRACTING**

- 8.1. Will any portion of the contract be sub-contracted?  
(Tick applicable box)

YES		NO	
-----	--	----	--

- 8.1.1. If yes, indicate:

- i. What percentage of the contract will be subcontracted.....%
- ii. The name of the sub-contractor.....
- iii. The B-BBEE status level of the sub-contractor.....
- iv. Whether the sub-contractor is an EME.

YES		NO		
-----	--	----	--	--

- v. Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group which is at last 51% owned by		
Black people		
Black people who are youth		
Black people who are women		

Black people with disabilities		
Black people living in rural or underdeveloped areas or		
1 Cooperative owned by black people		
2 Black people who are military veterans		
Or		
Any EME		
Any QSE		

9. **DECLARATION WITH REGARD TO COMPANY/FIRM**

9.1. Name of company/firm:.....

9.2. VAT registration number:.....

9.3. Company registration number:.....

9.4. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

9.5. DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....  
.....  
.....

9.6. COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

9.7. Total number of years the company/firm has been in business:.....

9.8. I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraph 7 of the foregoing certificate, qualifies the company/firm for the preference(s) shown and I / we acknowledge that:

- i. The information furnished is true and correct;
- ii. The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii. In the event of a contract being awarded as a result of points claimed as shown in paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv. If a bidder submitted false information regarding its B-BBEE status level of contributor, local production and content, or any other matter required in terms of the Preferential Procurement Regulations, 2017 which will affect or has affected the evaluation of a bid, or where a bidder has failed to declare any subcontracting arrangements or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have,

- a) disqualify the person from the bidding process;
- b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- d) if the successful bidder subcontracted a portion of the bid to another person without disclosing it, CSIR reserves the right to penalise the bidder up to 10 percent of the value of the contract;
- e) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and
- f) forward the matter for criminal prosecution.

#### WITNESSES

1 Name: \_\_\_\_\_ Signature: \_\_\_\_\_

2 Name: \_\_\_\_\_ Signature: \_\_\_\_\_

#### SIGNATURE OF BIDDER

1 Name: \_\_\_\_\_ Signature: \_\_\_\_\_

2 Date: \_\_\_\_\_

3 Address: \_\_\_\_\_

## Annexure G

### RFP Clarification Request Form

**THE PROVISION OF LAUNDRY SERVICES TO THE CSIR**  
**RFP No. RFP No. 3368/11/09/2020**

RFP deadline for questions / RFP Clarifications: Before **16:30** on **09 September 2020**

TO: CSIR

ATTENTION: -----

EMAIL [tender@csir.co.za](mailto:tender@csir.co.za)

DATE: \_\_\_\_\_

FROM: \_\_\_\_\_

---

RFP Clarification No [to be inserted by CSIR] .....

--

[illegible]

**Annexure H  
SBD1 Form**

**PART A  
INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE COUNCIL FOR SCIENTIFIC AND INDUSTRIAL RESEARCH</b>					
BID NUMBER:	RFP No. 3368/11/09/2020	CLOSING DATE:	11 September 2020	CLOSING TIME:	16:30
DESCRIPTION	<b>THE PROVISION OF LAUNDRY SERVICES TO THE CSIR FOR A PERIOD OF FIVE (5) YEARS, ON AN AS AND WHEN REQUIRED BASIS</b>				
<b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b>					

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)

<b>COUNCIL FOR SCIENTIFIC AND INDUSTRIAL RESEARCH (CSIR)</b>					
<b>CSIR GATE 3 – MAIN RECEPTION ARES (TENDER BOX)</b>					
<b>MEIRING NAUDE ROAD</b>					
<b>BRUMMERIA, PRETORIA.</b>					
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
	TCS PIN:		OR	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes  <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT  <input type="checkbox"/> Yes <input type="checkbox"/> No		
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?					
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX	<input type="checkbox"/>	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)			
	<input type="checkbox"/>	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)			
	<input type="checkbox"/>	A REGISTERED AUDITOR			
	<input type="checkbox"/>	NAME:			

**[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT(FOR EMEs& QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]**

<b>3.4.1.1</b> ARE YOU THE ACCREDITED REPRESENTATIVE <b>IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No  [IF YES ENCLOSE PROOF]	<b>3.4.1.2</b> ARE YOU A FOREIGN BASED SUPPLIER FOR <b>THE GOODS /SERVICES /WORKS OFFERED?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No  [IF YES ANSWER PART B:3 BELOW ]
<b>3.4.1.3</b> SIGNATURE OF BIDDER	.....	<b>3.4.1.4</b> DATE	
<b>3.4.1.5</b> CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)			
<b>3.4.1.6</b> TOTAL NUMBER OF ITEMS OFFERED		<b>3.4.1.7</b> TOTAL BID PRICE (ALL INCLUSIVE)	
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:</b>		<b>TECHNICAL INFORMATION MAY BE DIRECTED TO:</b>	
DEPARTMENT/ PUBLIC ENTITY	CSIR	CONTACT PERSON	N/A
CONTACT PERSON	N/A	TELEPHONE NUMBER	N/A
TELEPHONE NUMBER	N/A	FACSIMILE NUMBER	N/A
FACSIMILE NUMBER	N/A	E-MAIL ADDRESS	tender@csir.co.za
E-MAIL ADDRESS	tender@csir.co.za		



## PART B

### TERMS AND CONDITIONS FOR BIDDING

<b>1. BID SUBMISSION:</b>
<p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR ONLINE</p> <p>1.3. BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: ( BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.</p> <p>1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.</p> <p>1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.</p>
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
<p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.</p> <p>2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p>
<b>3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>
<p>3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span></p> <p>3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA? <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span></p> <p>3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span></p> <p>3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span></p> <p><b>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.</b></p>

**NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

**Annexure I**  
**DECLARATION BY TENDERER AND BREACH OF LAW FORM**

**THE PROVISION OF LAUNDRY SERVICES TO THE CSIR**  
**RFP No. RFP No. 3368/11/09/2020**

**Only tenderers who completed the declaration below will be considered for evaluation.**

NAME OF ENTITY:

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We \_\_\_\_\_ do hereby certify that:

1. CSIR has supplied and we have received appropriate responses to any/all questions [as applicable] which were submitted by ourselves for RFP Clarification purposes;
2. we have received all information we deemed necessary for the completion of this Request for Proposal [**RFP**];
3. we have been provided with sufficient access to the existing CSIR facilities/sites and any and all relevant information relevant to the Services as well as CSIR information and Employees, and has had sufficient time in which to conduct and perform a thorough due diligence of CSIR's operations and business requirements and assets used by CSIR. CSIR will therefore not consider or permit any pre- or post-contract verification or any related adjustment to pricing, service levels or any other provisions/conditions based on any incorrect assumptions made by the Respondent in arriving at his Bid Price.
4. at no stage have we received additional information relating to the subject matter of this RFP from CSIR sources, other than information formally received from the designated CSIR contact(s) as nominated in the RFP documents;
5. we are satisfied, insofar as our entity is concerned, that the processes and procedures adopted by CSIR in issuing this RFP and the requirements requested from Bidders in responding to this RFP have been conducted in a fair and transparent manner; and
6. we have complied with all Obligations of the Bidder/Supplier as indicated in paragraph 3 of the CSIR Supplier Integrity which includes but is not limited to ensuring that we take all measures necessary to prevent corrupt practices, unfairness and illegal activities in order to secure or in furtherance to secure a contract with CSIR;
7. furthermore, we declare that a family, business and/or social relationship **exists / does not exist** [delete as applicable] between an owner / member / director / partner / shareholder of our entity and an employee or board member of the CSIR Group including any person who may be involved in the evaluation and/or adjudication of this Bid.
8. In addition, we declare that an owner / member / director / partner / shareholder of our entity **is / is not** [delete as applicable] an employee or board member of the CSIR.
9. If such a relationship as indicated in paragraph 6 and/or 7 exists, the Respondent is to complete the following section:

FULL NAME OF OWNER/MEMBER/DIRECTOR/  
PARTNER/SHAREHOLDER: ADDRESS:

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Indicate nature of relationship with CSIR:

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**[Failure to furnish complete and accurate information in this regard will lead to the disqualification of a response and may preclude a Respondent from doing future business with CSIR]**

10. We declare, to the extent that we are aware or become aware of any relationship between ourselves and CSIR [other than any existing and appropriate business relationship with CSIR] which could unfairly advantage our entity in the forthcoming adjudication process, we shall notify CSIR immediately in writing of such circumstances.
11. We accept that any dispute pertaining to this Bid will be resolved through the Ombudsman process and will be subject to the Terms of Reference of the Ombudsman. The Ombudsman process must first be exhausted before judicial review of a decision is sought.
12. We further accept that CSIR reserves the right to reverse an award of business or decision based on the recommendations of the Ombudsman without having to follow a formal court process to have such award or decision set aside.

#### **BREACH OF LAW**

13. We further hereby certify that I/we (the bidding entity and/or any of its directors, members or partners) have/have not been [delete as applicable] found guilty during the preceding 5 [five] years of a serious breach of law, including but not limited to a breach of the Competition Act, 89 of 1998, by a court of law, tribunal or other administrative body. The type of breach that the Respondent is required to disclose excludes relatively minor offences or misdemeanours, e.g. traffic offences. This includes the imposition of an administrative fine or penalty.

Where found guilty of such a serious breach, please disclose:

NATURE OF BREACH:

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DATE OF BREACH: \_\_\_\_\_

Furthermore, I/we acknowledge that CSIR reserves the right to exclude any Respondent from the bidding process, should that person or entity have been found guilty of a serious breach of law, tribunal or regulatory obligation.

SIGNED at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

For and on behalf of _____ duly authorised hereto	AS WITNESS:
Name:	Name:
Position:	Position:
Signature:	Signature:
Date	Registration No of Company/CC
Place	Registration Name of Company/CC

## ANNEXURE J

### Draft Service Level Agreement



# **The Provision of Laundry Services to the CSIR for a Period of Five (5) Years**

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## **SERVICE LEVEL INDICATORS**

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First Edition

July 2020

## SERVICE LEVEL INDICATORS

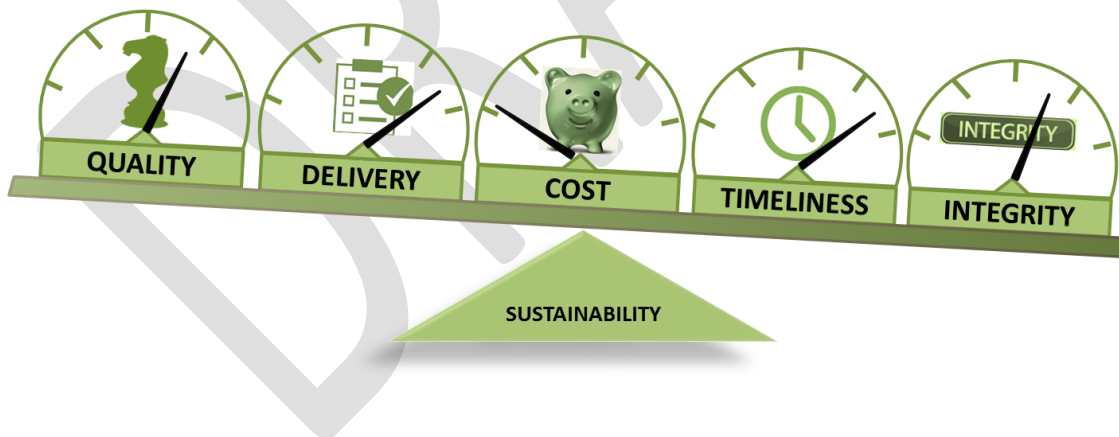
### 1. INTRODUCTION

The purpose of the Service Level Indicators is to guide and document the expectations and requirements of the services to be rendered to the Tendering Institutions by the Service Provider.

This document may be used as the benchmark against which reviews and, as appropriate, modifications to the service provided by the Service Provider shall take place.

### 2. KEY PERFORMANCE INDICATORS

Key performance indicators (KPIs) are management tools designed to monitor supplier performance and help meet the goals, objectives and service levels of the contract.



### 3. RANGE OF SERVICES

The Services rendered are reflected in the Scope of Work (Paragraph 4: Proposal requirement).

#### 4. MEASUREMENT CRITERIA

The following table lists a comprehensive number of Key Performance Areas and Indicators:

<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>	<i>Weighting of Service</i>	<i>Comments</i>
<b>GENERAL</b>					
Hours of operation	Rendering services as and when required basis. Monday to Friday (8h00 – 16h30)	100%	Quarterly/Annually Review		
After hours/emergency services	Service Provider rendering same-day service when required.	100%	Quarterly/Annually Review		
	Rendering after hours services, Monday to Friday outside normal official hours as and when required basis and on weekends and Public Holidays	100%	Quarterly/Annually Review		
<b>COLLECTION AND DELIVERY OF LAUNDRY</b>					
Collection	Collecting and delivering the laundry on a daily basis during working hours within a standard time-frame of 48 hours after a PO has been received from the CSIR;	100% of collection and delivery within 48 hours	Quarterly/Annually Review		
<b>LAUNDRY SERVICES</b>					
Cleaning	Providing high quality laundry cleaning services;	90% of all laundry cleaned	Quarterly/Annually Review		
	Providing care and hygienic laundering of linen for PPE and others;	90% of all laundry cleaned	Monthly/Quarterly Review		
	Providing re-wash of laundry items as and when required at no cost.	100% of all laundry cleaned	Quarterly/Annually Review		
Packaging of Laundry	Folding and packaging cleaned laundry in good quality transparent laundry plastic bag;	100% of all cleaned laundry	Quarterly/Annually Review		

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Comments
	Properly sealing laundry bags with the package slips placed inside;	100%	Quarterly/Annually Review		
	Collecting dirty laundry using good quality big laundry bags for packing of	100%	Quarterly/Annually Review		
	Using hangers for cleaned clothes - <b>ONLY FOR DRY-CLEANED LAUNDRY.</b>	100%	Quarterly/Annually Review		
Sorting of Laundry	Counting and sorting laundry items at collection.	100%	Quarterly/Annually Review		
Register	Logging all laundry items in the register stating a number and description of the items must be logged in a register (log book), specifically allocated for CSIR (CSIR ICC for the International Convention Centre) and a receipt to verify the aforesaid must be issued to CSIR at time and point of collection.	100	Quarterly/Annually Review		
<b>COLLECTION AND DELIVERY VEHICLES AND TROLLEYS</b>					
Collection and Delivery Vehicles	Using sealed/canopies Vehicles to deliver/collect laundry to protect the clean linen from dust and rain to serve as a packaging protector.	100%	Quarterly/Annually Review		
Trolleys	Providing trolleys for collection and delivery laundry (Large Laundry).	80%	Quarterly/Annually Review		
<b>COMMUNICATION</b>					
Communication	Investigating all enquiries and provide prompt feedback within 24 hours.	80% of all enquiries within 24 hours	Quarterly/Annually Review		
<b>COMPLIANCE</b>					



<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>	<i>Weighting of Service</i>	<i>Comments</i>
Health and safety act	Complying with all the set regulations under health and safety act.	100%	Annually		
<b>ACCOUNT MANAGEMENT</b>					
Invoicing	Submitting invoices on monthly basis that are accurate and as per agreed rates.	100% of all invoices	Monthly		
Handling of Compliments and Complaints	Recording all complaints related to Service Provider's as a ratio of complaints to the total number of transactions. The ratio must be less than 1%.	Ratio of number of complaints to number of transactions to be less than 1	Quarterly/Annually Review		
	Where possible all complaints to be acknowledged within 4 hours of receipt	95% of all complaints within 3 hours	Quarterly/Annually Review		
	Complaints related to Laundry Services to be addressed within 24 hours	95% of all complaints within 24 hours	Quarterly/Annually Review		
	All complaints and compliments to be logged in a register and all complaints to be resolved within 2 business days	100% complaints and compliments registered. 90% complaints resolved within 2 days	Quarterly/Annually Review		
Customer Satisfaction	Agree and manage CSIR portfolios or clusters (customer) satisfaction surveys	80-100% satisfaction	Annually		
<b>VALUE ADDED SERVICES</b>					
Laundry Services value added services	Customer satisfaction surveys to measure value added services to the CSIR portfolios or clusters.	80-100% satisfaction	Quarterly/Annually Review		
<b>COST MANAGEMENT</b>					

<i><b>Key Service Area</b></i>	<i><b>Description of Service</b></i>	<i><b>Target</b></i>	<i><b>Frequency of Measurement</b></i>	<i><b>Weighting of Service</b></i>	<i><b>Comments</b></i>
Cost Containment	Cost effectiveness of collection and delivery of laundry arrangements. Savings generated / Savings missed / Cost reduction / Cost avoidance	±3-5% of Laundry spend	Quarterly/Annual y Review		
<b>OFFICE MANAGEMENT</b>					
Back office support and skilled Service Provider personnel	The Services Provider to ensure high quality service to be delivered at all times to the CSIR. The Services Provider is required to provide highly skilled and qualified human resources.	80-100% satisfaction	Quarterly/Annual y Review		