

Technical Evaluation Criteria

Cleaning and Office Hygiene Services LTA

Item	Evaluation Criteria	Max Points
1.0	Understanding of Requirements and Technical Approach	25
1.1	Demonstrates clear understanding of UNICEF's requirements, scope of cleaning services, office hygiene services and service levels.	5
1.2	Cleaning methodology and implementation plan, including daily, weekly, monthly, annual and ad hoc services.	10
1.3	Quality assurance, monitoring, reporting procedures and corrective action mechanisms.	5
1.4	Environmental sustainability and use of green cleaning products and practices.	5
2.0	Personnel, Staffing and Management Capacity Mandatory: Project Manager with a minimum of 3 years' experience managing corporate cleaning or similar contracts. Supervisor(s) with a minimum of 2 years' experience supervising cleaning operations.	20
2.1	Relevant qualifications, certifications, and demonstrated experience managing corporate cleaning, facilities management, office hygiene services, or similar contracts.	5

2.2	Relevant qualifications, supervisory certifications, and demonstrated experience supervising commercial cleaning operations.	5
2.3	Staffing plan demonstrating adequate resources, replacement arrangements, supervision structure and absenteeism management.	5
2.4	Evidence of regular staff training in corporate cleaning, equipment use, health and safety and hygiene standards.	5
3.0	Equipment, Materials and Operational Resources	15
3.1	Availability of required cleaning equipment including industrial vacuum cleaners, carpet cleaning machines, floor machines, window cleaning systems and janitorial equipment.	5
3.2	Availability of PPE and compliance with occupational health and safety requirements.	5
3.3	Proposed cleaning chemicals, consumables, MSDS availability and compliance with industry/SABS standards.	5
4.0	Corporate Experience and Similar Assignments	20
4.1	Company's years of experience providing corporate cleaning and hygiene services.	5
4.2	Experience providing services to office buildings of similar size and complexity.	5
4.3	Experience providing services to UN agencies, international organizations, government institutions or large corporate clients.	5
4.4	Demonstrated contract performance through previous contracts, purchase orders, LTAs or performance evaluations.	5

5.0	Compliance, Registration and Risk Management	10
5.1	Legal registration, tax compliance and valid operating documentation.	3
5.2	Compliance with labour legislation, occupational health and safety requirements and employee insurance provisions.	4
5.3	Company risk management procedures, security controls and incident management processes.	3
6.0	References and Client Satisfaction	10
6.1	Contactable references for similar contracts completed within the last five years.	5
6.2	Client reference letters demonstrating satisfactory performance.	5
TOTAL TECHNICAL SCORE		100
Minimum Technical Score		70

Recommended Documentary Evidence

To support the above criteria, bidders should submit:

Technical Proposal

- Company profile.
- Organizational structure.
- Detailed methodology and workplan.

- Quality assurance and monitoring framework.
- Training plan.
- Environmental management approach.

Personnel

- CV of Project Manager.
- CVs of Supervisors.
- Training certificates (where applicable).

Equipment and Resources

- Equipment inventory list

Experience

- Similar contracts.
- Purchase orders.
- Completion certificates.
- Performance evaluations.
- Client reference letters.

Compliance

- Company registration documents.
- Tax compliance documentation.
- COIDA / Workers Compensation registration (where applicable).

- Health and Safety Policy.
- Public Liability Insurance or equivalent insurance cover.

Financial proposal

A separate financial offer detailing all activity expenses should be submitted and the associated costs should be itemised. The financial proposal should indicate budget estimated in South African Rands (ZAR).

Please note:

- (a) Prices offered shall be all inclusive and shall remain fixed for the duration of the contract.
- (b) VAT needs to be indicated separately (i.e. fees/budget needs to exclude VAT).
- (c) The final assessment of the proposal will be weighed as follows:

Technical proposal at 70%

Financial proposal at 30%