# ANNEXURE A- TECHNICAL SUBMISSION / QUESTIONNAIRE

| Pre-qualifying Quality criteria | Sub-Criteria | Sub-Criteria Points Allocation | Maximum number of points |
|---|---|---|---|
| **CV with Tertiary Qualification of key persons:**<br>Provide full CV detailing cleaning management experience in commercial contract.<br><br>(Minimum gross lettable area of 20 000 $m^2$). | **Operations Manager Experience** | | **20** |
| | No CV attached/no experience | 0 | |
| | Provide CV detailing cleaning management experience in commercial contract $\leq$ 3yrs. | 4 | |
| | Provide CV detailing cleaning management experience in commercial contract $>$ 3 $<$ 6yrs. | 10 | |
| | Provide CV detailing cleaning management experience in commercial contract $\geq$ 6, $\leq$ 10yrs. | 14 | |
| | Provide CV detailing cleaning management experience in commercial contract >10yrs. | 20 | |
| **DETAILED SERVICE IMPLEMENTATION PLAN**<br><br>Key Elements:<br>1. Strike Contingency Plan: transport, safety of cleaners, communication plan,<br><br>2. Training and inductions: Decanting and labelling of cleaning chemicals; chemical storage plan, chemicals and equipment distribution process, cleaning of carpet and upholstery process plan.<br><br>3. Time managements: recruitment plan, shift rostering, clocking system or register plan, placement of relievers.<br><br>4. Human Resources: Employment and labour relations procedure, remuneration dates and payment of bonuses procedure; absenteeism, misconduct, disciplinary process, labour disputes, employee retainment/retention plan, resignations and constructive dismissal and record keeping.<br><br>5. Staff Transporting plan of employees to remote depots: plan | No Service Implementation Plan. | 0 | **20** |
| | Document with only 1 to 2 key elements of service implementation plan. | 5 | |
| | Document with only 3 to 4 key elements of service implementation plan. | 10 | |
| | Document with only 5 key elements of service implementationplan. | 15 | |
| | Document with all 6 key elements of service implementation plan. | 20 | |

| | | | |
|---|---|---|---|
| to include, local public transport associations permit, pick-up and drop-off plan, transport schedule.<br><br>6. Handling of chemicals: storage, decanting process, labelling of refill bottles, disposal process of used chemical containers<br><br>(Minimum gross lettable area of 20 000 m2). | | | |
| **Risk Assessment (Specific to the Works)**<br><br>1.Health and Safety Policy<br>2.Hazard Identification and Risk Assessment<br>3.Legal and Other Requirements<br>4.Health and Safety Objectives<br>5.Resources, Accountabilities and Responsibilities<br>6.Competence, Training and Awareness<br>7.Communication, Participation and Consultation<br>8.Operational Control<br>9.Emergency Preparedness and Response<br>10.Management of Change<br>11.Sub-contractor Alignment<br>12.Incident Reporting and Investigation<br>13.Non-conformance and Action Management<br>14.Performance Assessment and Auditing<br>15.Measuring and Monitoring<br><br>(Minimum gross lettable area of 20 000 $m^2$). | No submission of Health and Safety Plan or submission does not refer to the cleaning works. | 0 | **15** |
| | Health and Safety Plan only covers 1 to 3 of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information. | 5 | |
| | Health and Safety Plan only covers 4 to 6 of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information. | 7 | |
| | Health and Safety Plan only covers 7 to 9 of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information. | 10 | |
| | Health and Safety Plan only covers 10 to 12 of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information. | 12 | |
| | Health and Safety Plan only covers 13 to 15 or more of the key elements that demonstrate the contractor's commitment to Health and Safety and to ensure compliance with stated Employer's Works Information. | 15 | |
| **Company Previous Experience:** Tenderers experience in carrying out work of a similar nature. Please provide proof in of form Award/Appointment letters or signed Contracts or purchase order/s. | No evidence provided | 0 | **20** |
| | Bidder has successfully supplied 1 to 2 similar services<br><br>Provide proof in the form of appointment letters or signed contracts or purchase order. | 5 | |
| | Bidder has successfully supplied 3 to 4 similar services. | 10 | |

| | | | |
|---|---|---|---|
| (Minimum gross lettable area of 20 000 $m^2$). | Provide proof in the form of appointment letters or signed contracts or purchase order. | | |
| | Bidder has successfully supplied 4 to 5 similar services.<br><br>Provide proof in the form of appointment letters or signed contracts or purchase order. | 15 | |
| | Bidder has successfully supplied 6 similar services.<br><br>Provide proof in the form of appointment letters or signed contracts or purchase order. | 20 | |
| **Method Statement:**<br>Key elements:<br>1. Health and safety (including PPE)<br>2. Maintenance approach<br>3.Quality control,<br>4. Quality assurance<br>5. Applicable Standards and regulations<br>6. Compliance to maintenance schedules<br>7. Compliance to key performance indicators<br><br>(Minimum gross lettable area of 20 000 $m^2$). | No submission or method statement does not refer to cleaning and hygiene services | 0 | **25** |
| | Method statement only covers 1 of the key elements on how the contractor will execute cleaning and hygiene services | 5 | |
| | Method statement only covers 2 of the key elements on how the contractor will execute cleaning and hygiene services | 10 | |
| | Method statement covers 3 to 4 of the key elements on how the contractor will execute cleaning and hygiene services | 15 | |
| | Method statement covers 5 to 6 of the key elements on how the contractor will execute cleaning and hygiene services | 20 | |
| | Method statement covers 7 or more of the key elements on how the contractor will execute cleaning and hygiene services | 25 | |
| **Maximum possible score**<br><br>**Minimum Qualifying Score** | | | **100**<br><br>**80** |