

BIDDING DOCUMENT FOR THE PROVISION OF CLEANING AND SANITARY SERVICES

Procurement Reference Number: POSB 52/2024



**BIDDING DOCUMENT FOR THE PROVISION OF CLEANING AND SANITARY SERVICES FOR
POSB HEAD OFFICE AND SERVICE CENTRES**

DATE OF ISSUE	06 SEPTEMBER 2024
CLOSING DATE	20 SEPTEMBER 2024
CLOSING TIME	1000 HOURS

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PART 1: BIDDING PROCEDURES PROCUREMENT REFERENCE NUMBER: POSB 52/2024

1. Background

The People's Own Savings Bank, POSB, referred herein as the Bank, intends to engage a service provider for the provision of cleaning and sanitary services. The Bank invites suitably qualified and reputable service providers to submit proposals for the services.

1.1. Preparation of Bids

You are requested to bid for the items described in the Statement of Requirements below, by completing and returning the following documentation:

1. Fully signed Bid Submission sheet in this Part;
2. NSSA Clearance Certificate for the current period;
3. A bid security of **USD 5 000 .00 or equivalent**
4. a) Copy of the Certificate of Incorporation
b) Copy of the CR14 Form,
c) Copy of the VAT registration certificate
d) Copy of the 2024 ITF 263 Tax Clearance Certificate
e) Detailed Company Profile. The bidder should provide an organization structure indicating the availability of key personnel. Their qualifications should be attached as part of bid submission.
5. ISO Certification Certificate i.e., ISO 14001: 2015.
6. Three (3) written, signed, reference letters from previous or current corporate customers where services of a similar nature have been or are being provided from corporates, public entities, banks or blue-chip entities.
7. Membership Registration Certificate for the Cleaning Industry – 2024
8. The bidder should have a facility, or premises where they are housed. The site is subject to inspection and evaluation as part of bid evaluation. Cleaning equipment and ancillary services should be available for inspection.

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1.2. Lots and Packages

The requirement is divided into lots and packages as indicated in Part 2, Statement of Requirements. Bidders may bid for more than one lot or package and, and there is no maximum number that they may bid for. Award will be based on per item.

1.3. Number of bids allowed

The bidder is not allowed to submit more than one bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. A conflict of interest will be deemed to arise if bids are received from more than one Bidder owned, directly or indirectly, by the same person.

1.4. Clarification

Clarification of the bidding document may be requested in writing by the Bidder before 13 September 2024 1400hrs and should be sent to the Procurement Management Unit, through this email: procurement@posb.co.zw to the attention of Hamunyari Madziwana or Gibson Sibanda.

1.5. Validity of Bids

The minimum period for which the Bidder's bid must remain valid is **90 (ninety)** days from the deadline for the submission of this bid.

1.6. Submission of Bids

1.6.1 The technical and financial proposals should be provided as one set of tender documents.

1.6.2 Bidders are advised to bring in samples ahead of closing time and date. Samples to be brought to Procurement 15th Floor, Causeway Building.

1.6.3 The Bidder must mark the subject matter with the Procurement Reference Number and Description of requirements. The bids shall be submitted electronically through email.

1.6.4 Late bids will be rejected. POSB reserves the right to extend the bid submission deadline and will notify the bidders of any changes in submission time.

1.7. Services to be performed, location(s) and other requirements

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- 1.7.1 The services to be performed under the Contract, the location or locations where these services are to be performed, the times of performance and the manpower, equipment and other resources required and the supervising agent at these locations are stated in the Statement of Requirements in Part 2. Bidders must signify their acceptance of these requirements when submitting their Bid.
- 1.7.2 The Supervising Agent will have authority on behalf of the Procuring Entity to give directions on the performance of the services and to approve satisfactory completion of these services.
- 1.7.3 The Bidder, at the Bidder's own responsibility and risk, is invited to a visit to examine the location(s) and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site will be at the Bidder's own expense.

1.8. Documents establishing conformity of services

- 1.8.1 To establish the conformity of the Services to the Bidding Document, the Bidder must furnish as part of its Bid a proposed methodology, work plan and schedule to establish that the services will be carried out in accordance with the required technical specifications and quality standards.
- 1.8.2 Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive. The Bidder may offer in the Statement of Methodology, Work Plan and Schedule in this Part other standards of quality, provided that it demonstrates, to the Procuring Entity's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified.

1.9. Eligibility and qualification requirements

- 1.9.1 Bidders are required to meet the criteria in section 1.1 of this bidding document to be eligible to participate and to be qualified for the proposed Contract. They must therefore:
- i. have the legal capacity to enter into a contract;

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- ii. not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances;
- iii. have fulfilled their obligations to pay taxes and social security contributions in Zimbabwe;
- iv. not have a conflict of interest in relation to this procurement requirement;
- v. not be debarred from participation in POSB tenders
- vi. In addition to these eligibility requirements, Bidders must demonstrate that they have the qualifications, resources and experience to perform the contract to satisfactory standards, as indicated in the Statement of Requirements.
- vii. Participation in this bidding procedure is open to Zimbabwean bidders only.

1.10. Submission of Bids

Bids must be submitted electronically in PDF format to the email address below, no later than the date and time of the deadline below. It is the Bidder's responsibility to ensure that they receive a receipt confirming submission of their bid that has correct details of the Bidder and the number of the Bid.

The Bidder must mark the subject line with the Bidder's name and address and the Procurement Reference Number.

1.11. The bids shall be submitted electronically.

Late bids will be rejected. The Procuring Entity reserves the right to extend the bid submission deadline but will notify all potential bidders who have collected the bidding documents of the amended bid submission deadline.

Date of deadline: 20 September 2024 Deadline Time: 1000 hrs +2 GMT

Submission address: tenders@posb.co.zw

Means of acceptance: Electronically through email

The bidding submission documents should be scanned as a single document bearing the tender number and description on the subject line

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Late bids shall be rejected.

1.12. Bid opening

NO bidders and their representatives may witness the opening of bids, which will take place at the submission address immediately following the deadline.

1.13. Withdrawal, amendment or modification of Bids

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period

1.14. Bid Prices and Discounts

The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules must conform to the requirements specified in the Price Schedule included in Part 2: Statement of Requirements.

1.15. Bid Security

- i. A Bid Security **of \$ 5000 United States Dollars or ZWG Equivalent**, in the form of Bank Guarantee from a **Registered Commercial Bank** is required for this tender.
- ii. Any bid not accompanied by a Bid Security from a **Registered Commercial Bank** will be rejected by POSB as non-responsive.
- iii. The Bid Security of a Joint Venture (JV) must be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of bidding, the Bid Security must be in the names of all intended partners.
- iv. Any Bid not accompanied by a Bid Security will be rejected by the Bank as non-responsive.
- v. The Bid Security of a Joint Venture (JV) must be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of bidding, the Bid Security must be in the names of all intended partners.

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1.16. Evaluation of Bids

- i. Bids will be evaluated using the following methodology:
- ii. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of Bidders in terms of Section 1.1 of this Tender Document and to confirm that the Bid is administratively compliant in terms of Section 1.1 of this Tender Document.
- iii. Technical evaluation to determine substantial responsiveness to the specifications in the Statement of Requirements. Technical evaluation includes inspection of sample provided against requirements.
- iv. Financial evaluation and comparison to determine the evaluated price of bids and to determine the lowest evaluated bid.
- v. Bids failing any stage will be eliminated and not considered in subsequent stages.

1.17. Bid Currency:

Bids should be priced in the United States. The currency of evaluation will be the United States Dollars.

1.18. Payment Currency:

Payment will be processed in ZWG using the prevailing willing buyer willing seller rate prevailing at the time of payment processing.

1.19. Award of Contract

The **Most Economically Advantageous Tender**, after the application of any additional evaluation criteria, including any margin of preference, which is substantially responsive to the requirements of this Bidding Document will be recommended for award of the contract. The proposed award of contract will be by issue of a Notification of Contract Award which will be effective until signature of the contract documents.

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1.20. Right to Reject

The Procuring Entity reserves the right to accept or reject any Bid or to cancel the procurement process and reject all Bids at any time prior to contract award.

1.21. Corrupt Practices

- i. The POSB requires that Bidders and Contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:
- ii. POSB will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract or been declared ineligible to be awarded a procurement contract.
- iii. POSB may impose the sanctions on fraudulent bidders; and
- iv. any conflict of interest on the part of the Bidder must be declared.

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Bid Submission Sheet

{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the Price Schedule and Statement of Methodology, Work Plan and Schedule together with any other documents requested in Part 1. Any variation from the Statement of Requirements should be indicated in the Statement of Methodology, Work Plan and Schedule, otherwise you commit to complying fully with these Requirements.

Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it shall be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Procurement Reference

Number:

Subject of Procurement:

Name of Bidder:

Date of Bid:

We offer to perform the services listed in the Statement of Requirements to the indicated specifications and standards, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is:{days } from the date of submission.

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We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

Bid Authorised By:

Signature	Name :
Position:	Date:(DD/MM/YY)
Authorised for and on behalf of:	
Company	
Address:	
.....	

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Part 2: Statement of Requirements

The following specific requirements for the provision of cleaning and sanitary services to be procured complement, supplement, or amend the provisions in the Bidding Procedures. Whenever there is a conflict, the provisions set out below prevail over those in the Bidding Procedures. People's Own Savings Bank intends to enter into a 12-month performance-based contract for the provision of cleaning and sanitary services:

Scope of services

a. General cleaning

- Cleaning of offices, toilets, passages, and stairs.
- Cleaning of ashtrays, sand urns and emptying of bins.
- Cleaning and polishing of wooden furniture.
- Cleaning and sanitizing all telephone handsets.
- Cleaning of all bright metals.
- Quarterly cleaning of windows. (Window cleaning excludes Causeway Building Offices)
- Emptying and cleaning sanitary bins weekly.

b. Sweeping & deep cleaning

- Sweeping and cleaning all non- carpeted floors
- Dusting all surfaces, furniture, counters, picture frames and cobwebs.
- Dusting and cleaning of windows, doorframes and doors, light switches and walls.
- Dusting all surfaces above hand height.

c. Deep cleaning

- Deep cleaning of floor-tiled offices quarterly.
- Carpet cleaning Quarterly.
- Defrosting and cleaning of refrigerators monthly.
- Sealing and polishing floor tiled areas monthly.

d. General service level expectations

- Provision of adequate equipment and materials at all times
- Provision of adequate manpower, toiletries (sanitary bins in ladies' ablutions), detergents, and protective clothing to carry out the works.
- Weekly collections of sanitary bins.
- Daily time management of cleaning staff at their assigned POSB facility.

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1.0 List of Branches**LOT 1**

CITY	PHYSICAL ADDRESS	Area m2	Manpower
Harare	Causeway Building 3rd St/Central Ave	6,979.40	8
Harare	1 st Street branch	1000	2
Harare	20 Nelson Mandela Avenue, Harare	800.00	2
Harare	120, Second Ave, Exhibition Park	225	1
Harare	Highglen Shopping Complex	542.00	1
Harare	Corner Jason Moyo/Rotten Row Rd. Kopje Plaza	224.10	1
Harare	Corner Highfield Rd/Lobengula Road	178.00	1
Harare	Westgate Complex	325.90	1
Chitungwiza	Chitungwiza Town Centre	238.00	1

LOT 2

CITY	PHYSICAL ADDRESS	m2	Manpower
Chiredzi	Old Mutual Complex	331.00	1
Gokwe	Stand No. 971, Intermarket Building, Gokwe Centre	200.00	1
Gweru	Corner 7th St/Robert Mugabe	888.05	1
Kwekwe	Shop No. 9, CAIPF Complex	174.00	1
Mvuma	Stand 580 Mvuma	247.00	1
Zvishavane	22 Robert Mugabe Way	1323	1

LOT 3

CITY	PHYSICAL ADDRESS	m2	Manpower
Bulawayo	Corner Main Street/L Takawira	366.80	1
Bulawayo	Ascot Shopping Centre	117.00	1
Bulawayo	Corner Fort St/13th Ave	295.00	1
Bulawayo	Corner Josiah Tongogara Ave/9th Ave	339.00	1
Bulawayo	ZITF Grounds		1

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Gwanda	6 Soudan Street	496.00	1
Masvingo	No.48, Hughes Street	595.64	1
Victoria Falls	No.1, Landela Complex	60.00	1

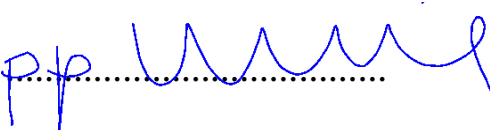
LOT 4

CITY	PHYSICAL ADDRESS	m2	Manpower
Chipinge	27 LDV Louvain	44.00	1
Mutare	Stand 4011 1st Avenue	459.04	1
Marondera	Stand 1137, 2nd Street	348.00	1
Rusape	Shop No. 8 Manda Ave	206.00	1
Mutoko	Shop No. 46-47, BJ Oliver Mall, Newton Road	401.00	1
Bindura	No.1, NSSA Complex. Artherstone Road	206.00	1
Chinhoyi	135 Midway Street	300.00	1
Karoi	Stand No.42 Fred Jameson Ave	663	1
Kadoma	28A Hebert Chitepo Street	558	1

Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

Signature

**Garainashe Changunda**Date **06 September 2024****Chief Executive Officer** 06 Sep 2024, 3:20 PM CAT

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List of Services and Price Schedule

Procurement Reference Number: _____

Bidder's Name: _____

Item No ¹	Description of Services	Input Quantity	Unit of Measure	Unit Rate	Total Price ²
LOT 1	Provision of Cleaning and Sanitary Services -				
LOT 2	Provision of Cleaning and Sanitary Services				
LOT 3	Provision of Cleaning and Sanitary Services				
LOT 4	Provision of Cleaning and Sanitary Services				
				SUB TOTAL	
				VAT	
				Total	

Note 1: Lots and packages should be shown as separate items.

Note 2: Include any additional costs, such as hire or purchase of equipment to perform the services.

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APPENDIX A PERFORMANCE CHECKLIST

The performance checklist below will be used quarterly to assess the contracted service provider's performance for recommendation to proceed or cancel the contract.

	Survey Response Categories	Very Unsatisfied	Somewhat Unsatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Comments
		2	4	6	8	10	
1.	Ensures sufficient number of janitorial staff on a day-to-day basis and updates client on changes regularly.						
2.	Cleaning Supplies & Stocking- provides all materials and supplies such as cleaning chemicals, brushes, electric buffing machines						
3.	Staff Uniforms- staff is provided with adequate uniforms and protective clothing						
4.	Staff Courteous i.e. diligent, honest, respectable to superiors and colleagues of the institution						
5.	Offices and corridors maintained, cleaned, and orderly, with cobwebs from ceiling and walls dusted and removed regularly, surfaces are cleaned of all dust daily.						
6.	Soaps /tissue dispensers filled, cleaned and sanitized as needed						
7.	Toilet, Urinal, & Sinks Sanitation – areas are cleaned regularly, and air fresheners are available at all times						
8.	Provision of non-contact sanitary bins in all ladies' bathrooms. Sanitary bins are emptied and cleaned weekly.						
9.	Windows are cleaned quarterly						
10.	Overall satisfaction						
	TOTALS						
	OVERALL SCORE	/100					

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RATING SCALE

50 and below	POOR , for termination of contract and not considered for future contract in the next three years
51 to 65	FAIR , for termination of contract but can be considered in subsequent tenders.
65 to 74	SATISFACTORY , for trial for another (3) three months under close monitoring. If performance will not improve, the contract should be terminated
75 to 94	VERY SATISFACTORY , may be recommended for renewal in the next contract period if price offered is okay
95 to 100	EXCELLENT , may be used as justification for the extension of the contract