

TECHNICAL EVALUATION CRITERIA

FOR

GENERAL CLEANING SERVICES TENDER:

VARIOUS PROPERTIES

1. PURPOSE

The purpose of this technical evaluation is to assess the bidder's ability to delivery compliant, reliable, sustainable, and high quality hygiene services delivery methodology.

Minimum Technical Threshold: 70 points out of 100 points is required to qualify for financial evaluation.

CRITERIA	REQUIREMENTS	WEIGHTING SCALE												
1. COMPANY EXPERIENCE AND TRACK RECORD	Demonstrated experience on similar contracts within the last 5 years. Minimum of 3 reference letters from clients with similar portfolios. Provide contactable references for each contract for Cleaning Services (client work email address, and landline) not older than 5 years. <table><tr><th>Requirement</th><th>Points</th></tr><tr><td>10 years or more relevant experience and 5 or more similar contracts completed successfully and at least 3 reference letters</td><td>20</td></tr><tr><td>7-9 years relevant experience and 4 similar contracts</td><td>15</td></tr><tr><td>4-6 years relevant experience and 3 similar contracts</td><td>10</td></tr><tr><td>2-3 years relevant experience and 2 similar contracts</td><td>5</td></tr><tr><td>Less than 2 years relevant experience or no proof submitted</td><td>0</td></tr></table>	Requirement	Points	10 years or more relevant experience and 5 or more similar contracts completed successfully and at least 3 reference letters	20	7-9 years relevant experience and 4 similar contracts	15	4-6 years relevant experience and 3 similar contracts	10	2-3 years relevant experience and 2 similar contracts	5	Less than 2 years relevant experience or no proof submitted	0	20
Requirement	Points													
10 years or more relevant experience and 5 or more similar contracts completed successfully and at least 3 reference letters	20													
7-9 years relevant experience and 4 similar contracts	15													
4-6 years relevant experience and 3 similar contracts	10													
2-3 years relevant experience and 2 similar contracts	5													
Less than 2 years relevant experience or no proof submitted	0													

CRITERIA	REQUIREMENTS	WEIGHTING SCALE												
	Completion certificates <table><tr><th>Requirement</th><th>Score</th></tr><tr><td>5 or more similar contracts completed successfully</td><td>Full Score</td></tr><tr><td>3-4 similar contracts</td><td>Partial Score</td></tr><tr><td>1-2 similar contracts</td><td>Low Score</td></tr><tr><td>No evidence provided</td><td>0</td></tr></table> Evidence Required: - Signed reference letters - Company profile - Contract award/appointment letters - Completion certificates	Requirement	Score	5 or more similar contracts completed successfully	Full Score	3-4 similar contracts	Partial Score	1-2 similar contracts	Low Score	No evidence provided	0			
Requirement	Score													
5 or more similar contracts completed successfully	Full Score													
3-4 similar contracts	Partial Score													
1-2 similar contracts	Low Score													
No evidence provided	0													
2. SIMILAR PROJECT EXPERIENCE	Experience in cleaning: - Commercial office buildings - Retail shopping centres - Mixed-use properties - Multi-tenanted facilities <table><tr><th>Number of similar projects</th><th>Points</th></tr><tr><td>5 or more projects</td><td>20</td></tr><tr><td>4 projects</td><td>15</td></tr><tr><td>3 projects</td><td>10</td></tr><tr><td>2 projects</td><td>5</td></tr><tr><td>1 project or less</td><td>0</td></tr></table> Evidence Required: - Award letters - Purchase orders - Contactable references	Number of similar projects	Points	5 or more projects	20	4 projects	15	3 projects	10	2 projects	5	1 project or less	0	20
Number of similar projects	Points													
5 or more projects	20													
4 projects	15													
3 projects	10													
2 projects	5													
1 project or less	0													
3. METHODOLOGY AND SERVICE DELIVERY PLAN	Bidder must provide a comprehensive cleaning methodology covering: - Common area cleaning - Ablution cleaning - Vacant office cleaning - Waste removal - Spill response - External cleaning - Deep cleaning programme	15												

CRITERIA	REQUIREMENTS	WEIGHTING SCALE										
	<table><tr><th>Evaluation Area</th><th>Points</th></tr><tr><td>Detailed Method Statements</td><td>5</td></tr><tr><td>Service Scheduling Plan</td><td>3</td></tr><tr><td>Quality Control Processes</td><td>4</td></tr><tr><td>Continuous Improvement Approach</td><td>3</td></tr></table>	Evaluation Area	Points	Detailed Method Statements	5	Service Scheduling Plan	3	Quality Control Processes	4	Continuous Improvement Approach	3	
Evaluation Area	Points											
Detailed Method Statements	5											
Service Scheduling Plan	3											
Quality Control Processes	4											
Continuous Improvement Approach	3											
4. STAFFING AND OPERATIONAL CAPACITY	Assessment of the bidder's ability to deploy, manage, supervise, and sustain sufficient cleaning resource es to consistently meet the service requirements across all properties. Evaluation Focus: <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Detailed staffing model per site</td><td>5</td></tr><tr><td>Dedicated Supervisors</td><td>5</td></tr><tr><td>Relief staff strategy</td><td>5</td></tr><tr><td>Recruitment and retention programme</td><td>5</td></tr></table> Assessment Consideration: The bidder must demonstrate ability to provide: • Adequate staffing levels • Site supervision • Absentee replacement within 24 hours • Standby resources • Retail cleaning teams where applicable	Criteria	Points	Detailed staffing model per site	5	Dedicated Supervisors	5	Relief staff strategy	5	Recruitment and retention programme	5	20
Criteria	Points											
Detailed staffing model per site	5											
Dedicated Supervisors	5											
Relief staff strategy	5											
Recruitment and retention programme	5											
5. QUALITY ASSURANCE PROGRAMME	Evaluation of contractor's quality management system. Requirements: • Daily inspections • Weekly audits • Monthly management reviews • Corrective action plans • Client satisfaction process <table><tr><th>Assessments</th><th>Points</th></tr><tr><td>Comprehensive QA programme with audit templates</td><td>10</td></tr><tr><td>Good QA programme</td><td>7</td></tr><tr><td>Basic QA programme</td><td>4</td></tr><tr><td>Poor QA programme</td><td>0</td></tr></table> Evidence Required: • Inspection checklists • Audit templates • Sample reports • Escalation procedures	Assessments	Points	Comprehensive QA programme with audit templates	10	Good QA programme	7	Basic QA programme	4	Poor QA programme	0	10
Assessments	Points											
Comprehensive QA programme with audit templates	10											
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Poor QA programme	0											

CRITERIA	REQUIREMENTS	WEIGHTING SCALE												
6. EQUIPMENT AND RESOURCES	Assessment of available cleaning resources. <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Full complement of required equipment and proof of ownership/lease</td><td>5</td></tr><tr><td>Most required equipment available</td><td>3</td></tr><tr><td>Limited equipment availability</td><td>1</td></tr><tr><td>No evidence supplied</td><td>0</td></tr></table> Equipment Required: • Industrial vacuum cleaners • Scrubber dryers • High-pressure cleaners • Buffing machines • Carpet cleaning machines • Cleaning carts	Criteria	Points	Full complement of required equipment and proof of ownership/lease	5	Most required equipment available	3	Limited equipment availability	1	No evidence supplied	0	5		
Criteria	Points													
Full complement of required equipment and proof of ownership/lease	5													
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No evidence supplied	0													
7. HEALTH, SAFETY, ENVIROMENTAL, COMPLIANCE	Assessment of legislative compliance and risk management capability. <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>OHS Management System</td><td>3</td></tr><tr><td>Risk Assessment Methodology</td><td>2</td></tr><tr><td>Environmental Management Controls</td><td>2</td></tr><tr><td>Staff Training Programme</td><td>2</td></tr><tr><td>Incident Reporting Process</td><td>1</td></tr></table> Evidence Required: • Approved Health and Safety Policy. • Health and Safety Management Plan. • Incident Reporting and Investigation Procedures. • Emergency Response Procedures. • Chemical handling and hazardous substance training records. • PPE Policy and Procedures. • Material Safety Data Sheets (MSDS/SDS) for all cleaning chemicals. • Chain of Custody Documentation • Chemical storage procedures. • Spill response and containment procedures.	Criteria	Points	OHS Management System	3	Risk Assessment Methodology	2	Environmental Management Controls	2	Staff Training Programme	2	Incident Reporting Process	1	10
Criteria	Points													
OHS Management System	3													
Risk Assessment Methodology	2													
Environmental Management Controls	2													
Staff Training Programme	2													
Incident Reporting Process	1													
		100												