

TECHNICAL EVALUATION CRITERIA

FOR

HYGIENE 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 hygiene 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 - Contract award letters or purchase orders - Scope and contract values - 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. METHODOLOGY AND SERVICE DELIVERY PLAN	Assessment of the bidder's understanding of the scope and ability to execute the services effectively. <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Detailed methodology addressing all scope requirements including servicing frequencies, inspections, replenishment process, response procedures and contingency plans</td><td>20</td></tr><tr><td>Good methodology covering most requirements with minor omissions</td><td>15</td></tr><tr><td>Acceptable methodology covering basic requirements only</td><td>10</td></tr><tr><td>Limited methodology with significant gaps</td><td>5</td></tr><tr><td>No methodology submitted</td><td>0</td></tr></table> Methodology must address: - Sanitary waste management - Nappy disposal services - Air freshening systems - Soap dispensing systems - Hand drying systems - Toilet seat sanitiser systems - Urinal management systems - Service scheduling - Emergency response procedures - Complaint management process	Criteria	Points	Detailed methodology addressing all scope requirements including servicing frequencies, inspections, replenishment process, response procedures and contingency plans	20	Good methodology covering most requirements with minor omissions	15	Acceptable methodology covering basic requirements only	10	Limited methodology with significant gaps	5	No methodology submitted	0	20
Criteria	Points													
Detailed methodology addressing all scope requirements including servicing frequencies, inspections, replenishment process, response procedures and contingency plans	20													
Good methodology covering most requirements with minor omissions	15													
Acceptable methodology covering basic requirements only	10													
Limited methodology with significant gaps	5													
No methodology submitted	0													

CRITERIA	REQUIREMENTS	WEIGHTING SCALE												
3. RESOURCE, EQUIPMENT AND CONSUMABLE MANAGEMENT	Assessment of the bidder's capability to supply, install and maintain hygiene infrastructure. Evaluation Focus: • Availability of consumables • Stock management controls • Equipment maintenance programme • Replacement strategy • Emergency replenishment capability <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Comprehensive equipment and consumable management plan including stock forecasting, asset management, emergency stock and replacement programme</td><td>15</td></tr><tr><td>Good approach with minor deficiencies</td><td>10</td></tr><tr><td>Basic approach with limited detail</td><td>5</td></tr><tr><td>No evidence submitted</td><td>0</td></tr></table> Evidence required: • Product specifications • Equipment catalogue • Asset management process • Inventory management process • Delivery and replenishment procedures	Criteria	Points	Comprehensive equipment and consumable management plan including stock forecasting, asset management, emergency stock and replacement programme	15	Good approach with minor deficiencies	10	Basic approach with limited detail	5	No evidence submitted	0	15		
Criteria	Points													
Comprehensive equipment and consumable management plan including stock forecasting, asset management, emergency stock and replacement programme	15													
Good approach with minor deficiencies	10													
Basic approach with limited detail	5													
No evidence submitted	0													
4. HEALTH, SAFETY, ENVIROMENTAL, AND REGULATORY COMPLIANCE	Assessment of legislative compliance and risk management capability. Evaluation Focus: • OHSA compliance • Staff PPE programmes • Waste management compliance • Hazardous waste handling procedures • Environmental compliance systems • Incident reporting procedures <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Meets all mandatory requirements and demonstrates robust compliance programme</td><td>20</td></tr><tr><td>Meets most requirements with minor gaps</td><td>15</td></tr><tr><td>Meets minimum requirements only</td><td>10</td></tr><tr><td>Significant compliance gaps identified</td><td>5</td></tr><tr><td>Non-compliant submission</td><td>0</td></tr></table>	Criteria	Points	Meets all mandatory requirements and demonstrates robust compliance programme	20	Meets most requirements with minor gaps	15	Meets minimum requirements only	10	Significant compliance gaps identified	5	Non-compliant submission	0	20
Criteria	Points													
Meets all mandatory requirements and demonstrates robust compliance programme	20													
Meets most requirements with minor gaps	15													
Meets minimum requirements only	10													
Significant compliance gaps identified	5													
Non-compliant submission	0													

CRITERIA	REQUIREMENTS	WEIGHTING SCALE												
	Evidence Required: • Health and Safety Policy • COIDA Letter of Good Standing • Public Liability Insurance • NCCA Registration Certificate • Environmental Management Policy • Waste Disposal Licences • Waste Disposal Certificates • Chain of Custody Documentation • Safety Data Sheets (MSDS/SDS)													
5. REPORTING, QUALITY MANAGEMENT, AND SLA PERFORMANCE	Assessment of monitoring and performance management capability. <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Comprehensive reporting framework with KPIs, audits and improvement plans</td><td>10</td></tr><tr><td>Adequate reporting methodology</td><td>7</td></tr><tr><td>Basic reporting framework</td><td>4</td></tr><tr><td>Limited reporting capability</td><td>2</td></tr><tr><td>No reporting process submitted</td><td>0</td></tr></table> Reporting Requirements: The bidder should demonstrate ability to provide: • Monthly service reports • KPI reports • Service schedules • Complaint registers • Corrective action reports • Waste disposal certificates • Environmental reports • Consumption reports • SLA compliance reports	Criteria	Points	Comprehensive reporting framework with KPIs, audits and improvement plans	10	Adequate reporting methodology	7	Basic reporting framework	4	Limited reporting capability	2	No reporting process submitted	0	10
Criteria	Points													
Comprehensive reporting framework with KPIs, audits and improvement plans	10													
Adequate reporting methodology	7													
Basic reporting framework	4													
Limited reporting capability	2													
No reporting process submitted	0													

CRITERIA	REQUIREMENTS	WEIGHTING SCALE												
6. SUSTAINABILITY AND ESG INITIATIVES	Assessment of environmental responsibility and sustainability initiatives. <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Demonstrated sustainability programme supported by accredited environmentally friendly products and measurable initiatives</td><td>10</td></tr><tr><td>Good sustainability practices with supporting evidence</td><td>7</td></tr><tr><td>Basic sustainability commitment</td><td>4</td></tr><tr><td>Limited sustainability initiatives</td><td>2</td></tr><tr><td>No sustainability programme</td><td>0</td></tr></table> Evaluation Focus: • Green-certified products • Water-saving initiatives • Recycling programmes • Waste reduction initiatives • Carbon reduction measures • Sustainable packaging • ESG reporting capabilities	Criteria	Points	Demonstrated sustainability programme supported by accredited environmentally friendly products and measurable initiatives	10	Good sustainability practices with supporting evidence	7	Basic sustainability commitment	4	Limited sustainability initiatives	2	No sustainability programme	0	10
Criteria	Points													
Demonstrated sustainability programme supported by accredited environmentally friendly products and measurable initiatives	10													
Good sustainability practices with supporting evidence	7													
Basic sustainability commitment	4													
Limited sustainability initiatives	2													
No sustainability programme	0													
7. PERSONNEL COMPETENCE AND TRAINING	Assessment of the capability and competency of personnel assigned to the contract. <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Qualified management team and all service staff trained in hygiene, OHSA and waste management requirements</td><td>5</td></tr><tr><td>Majority of personnel trained and competent</td><td>4</td></tr><tr><td>Basic training records provided</td><td>3</td></tr><tr><td>Limited evidence of training</td><td>1</td></tr><tr><td>No evidence submitted</td><td>0</td></tr></table> Evidence Required: • Organogram • Key personnel CVs • Training certificates • OHSA training records • Waste handling training records	Criteria	Points	Qualified management team and all service staff trained in hygiene, OHSA and waste management requirements	5	Majority of personnel trained and competent	4	Basic training records provided	3	Limited evidence of training	1	No evidence submitted	0	5
Criteria	Points													
Qualified management team and all service staff trained in hygiene, OHSA and waste management requirements	5													
Majority of personnel trained and competent	4													
Basic training records provided	3													
Limited evidence of training	1													
No evidence submitted	0													
		100												

Mandatory Documents to be submitted:

- Health & Safety Policy
- Public Liability Insurance
- Waste Disposal Licences/Permits (where applicable)
- Waste Disposal Certificates and Chain of Custody Records
- Material Safety Data Sheets (MSDS/SDS) for chemicals used
- Environmental Management Policy
- Proof of Staff Training in OHSA Compliance
- Valid NCCA registration Certificate
- Valid COIDA letter of good standing issued by the Compensation Fund.