

CENTRAL BANK OF SWAZILAND REQUEST FOR PROPOSAL (RFP)



CENTRAL BANK OF SWAZILAND/PROCUREMENT/RFP/001

Updated on : April 2018

Version : 1.0

CONFIDENTIAL

CENTRAL BANK OF SWAZILAND

REQUEST FOR PROPOSAL (RFP)

RFP No: CBS_CLEANING_FACILITIES_RFP_04-2018_L

RFP Name: CBS CLEANING AND MESSENGER SERVICES

Tender Closing Date: 23 April, 2018

CONFIDENTIALITY

No part of this document may be disclosed verbally or in writing, including by reproduction, to any third party without the prior written consent of the CBS. This document, its associated appendices and any attachments remain the property of the CBS and shall be returned upon request.

IMPORTANT: FILL IN PAGE 3 AND EMAIL OR FAX IMMEDIATELY

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SECHULE "A" - Respondents' Acknowledgement / Preliminary Non-Disclosure Agreement

To:	The Central Bank of Swaziland
Attention:	The Secretary, Tender Committee
E-Mail	tenders@centralbank.org.sz
Tel:	+268 2408 2000
Fax:	+268 2404 8636
Mobile:	+268 7 606 0195

From Company:	
Date:	
Fax:	
Tel:	
Mobile:	
E-mail:	

INVITATION TO TENDER NUMBER: CBS_CLEANING_FACILITIES_RFP_04-2018_L
INVITATION TO TENDER NAME: CBS CLEANING AND MESSENGER SERVICES

RESPONDENT'S ACKNOWLEDGEMENT: *Please mark as appropriate:*

We acknowledge receipt and acceptance of the RFP and intend to submit a response
As required:

We acknowledge receipt of the RFP but decline to respond for the following reasons:

We undertake to return to Central Bank of Swaziland within three (3) working days from receipt of the complete RFP package with all attachments, information, documents, drawings, samples, material, etc. related thereto as provided by Central Bank of Swaziland and any copies made thereof.

PRELIMINARY NON-DISCLOSURE AGREEMENT

1. We agree that all information, documents, drawings, samples, material, etc. contained in or related to this RFP as provided by Central Bank of Swaziland is proprietary information and shall be treated as confidential.
2. We undertake that all such information, documents, drawings, samples, material, as described above, shall not be divulged to any other party (such prohibition applies to any further release of information regarding this RFP by Central Bank of Swaziland without the prior written permission from Central Bank of Swaziland to do so.
3. We agree that this RFP and all information, documents, drawings, samples, material, etc. relating thereto and provided hereunder by Central Bank of Swaziland are not to be used for any purpose other than for preparation of our Tender submission. This undertaking will also apply to any subsequent contract resulting from this RFP.

Name: _____

Designation: _____

Signed: _____

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SECHULE "B". Scope of Work

1. Introduction

The Central Bank of Swaziland invites suitably qualified companies to tender for provision of professional corporate cleaning, gardening and messenger services to the Bank. Office cleaning services are to be offered in the Bank's office buildings and premises. Office Cleaners will also have the responsibility of preparing and serving tea to the Bank staff and Bank's visitors.

Gardening services will be offered at the Bank's premises, Bank flats and selected residences on the Bank's instruction. This will include grass-cutting during the rainy season and general up keep of the premises. The messenger services will be offered at the Central Bank of Swaziland offices including delivery and collection of documents/letters to and from Bank's clients outside the Bank premises.

The successful company will be engaged for a 1-year period from 1st May 2018 to 30th April 2019.

The tender specifications include the following:

- a) The company profile, including qualifications of key personnel and Directors.
- b) The company's experience in offering the professional services required.
- c) The company's recent and current clientele list (at least 3 major clients served in the past 2 years).
- d) Three references of your choice from the corporate organizations (Banking sector preferably).
- e) Monthly charges per activity, per person performing the service.
- f) Description of cleaning chemicals used for each type of surface, wall, windows etc.
- g) Supervision of the services offered, the personnel, including replacement of absentees.
- h) The company will enter into a signed contract agreement with the Central Bank of Swaziland, the terms of which will govern the relationship between the two parties during the 12 months.
- i) The firm should have, at least, a minimum of the following major cleaning equipment to carry out the contract: Industrial Floor and Carpet Scrubbing Machines, Industrial Vacuum Cleaners, Mops, Gloves, Mutton Cloth, Window Squeezer, Sweeping Brooms, Applicators extra.
- j) Total monetary value of Provision of Cleaning Services performed for each of the last five years;
- k) Experience in works of a similar nature and size for each of the last five years, and details of Provision of Cleaning Services under way or contractually committed; and clients who may be contacted for further information on those contracts;
- l) Major items of Provision of Cleaning Services proposed to carry out the Contract;

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- m) Qualifications and experience of key site management and technical personnel proposed for the Contract;
- n) Reports on the financial standing of the Bidder, such as financial statements, profit and loss statement balance sheet, cash flow statements and auditors report for the past two years;
- o) Evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);
- p) The Central Bank of Swaziland has two main cleaning sites plus a number of residences as follows;

SITE	FACILITIES
Mbabane	<ul style="list-style-type: none">➤ Umntsholi Building (8 Floors)➤ Imfumbe Building (5 Floors)➤ Canteen➤ Recreational Facility➤ Banfel property (along Mantsholo road)
Matsapha	Matsapha Cash Centre

- q) The successful company shall also be required to do grounds maintenance and landscaping in the following residences;

Senior Management residences

- Governor
- Deputy Governor
- Assistant Governor
- GM Finance
- GM Financial Markets
- GM Research
- GM Operations
- GM Financial Regulation
- GM HR & Administration
- Head of Risk
- Head of Audit
- Secretary to Board

Bank Flats

- Sawubona Flats
- Kunjalo Flats
- Chelsea Corner
- Ebuhleni Flats

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- Golf Course Flats
- Ekupholeni Flats

Occasionally we will request for additional staff for 1 day to a month as the situation may demand. This will be charged separately from the running contract.

2. Pricing

- a) **The rate submitted shall be all inclusive** i.e. it will cover cost of purchasing of goods, transportation and all taxes, installations/construction costs, company overheads and profits.

3. Conclusion

Summarize the reasons The CBS should select your company as its **Tender (Name of tender) Partner**. In particular, include detailed case studies of where you have delivered significant, lasting savings to companies similar to and within close geographical reach to CBS.

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SCHEDULE "C"

Evaluation Criteria

The following table highlight the deal breakers and therefore if one document/action listed below is missing, the bid will be disqualified from further evaluation

DEAL BREAKERS	YES	NO
Attendance of mandatory pre-briefing meeting (16/04/2018)	9am	
Company Profile	√	
Form J & Form C/Equivalent documents in SA or other countries	√	
List of key staff and qualifications	√	
Organogram of the team to be deployed	√	
Current Trading License	√	
SNPF Compliance Certificate – Swazi Registered companies	√	
Certified Copy of a workmen's compensation certificate	√	
Certified copy of Certificate of Incorporation	√	
Current Tax Clearance Certificate	√	
Latest Audited or independently reviewed financial statements	√	

The CBS is seeking reliable, financially stable suppliers who can meet its stringent cost, quality and service requirements.

The evaluation of Tenderers will be based on, but not limited to, the following criteria:

- Competitive Pricing
- Quality of service
- Provision of all documents in checklist above
- Local Empowerment Strategy
- Positive response towards this Tender
- Company profile, experience and reputation
- Project management structure
- Staff experience and qualifications (CVs of project team)
- Financial stability (Audited Financial Statements)
- Willingness to develop a long term strategic relationship

It is the intention of CBS to award contract(s) based on information contained in this RFP and any subsequent presentations and negotiations.

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SCHEDULE "D"

Instructions to Tenderers

Please read the following instructions carefully. Failure to comply with the requirements of these Instructions to Tenderers may cause the return or rejection of your Tender.

1.0 THE PURCHASER

1.1 This Invitation to Tender ("RFP") is issued by The Central Bank of Swaziland.

2.0 RIGHTS OF THE CENTRAL BANK OF SWAZILAND

The Central Bank of Swaziland, in its sole discretion reserves the right to:

- 2.1 Accept or decline any proposal issued by a prospective Tenderer;
- 2.2 Award the contract for the **Name of Tender** based solely on a proposal received without entering into any further discussion;
- 2.3 Shortlist prospective/ successful Tenderers;
- 2.4 Refrain from issuing any contract
- 2.5 Award the tender in its entirety or in part
- 2.6 Extend without notice, the evaluation period

3.0 TENDER PREPARATION

- 3.1 The submission of the RFP must be strictly in accordance with these instructions, including the information described in "SCHEDULE B" "Scope of Work"
- 3.2 Tenders must be prepared and submitted in strict accordance with the RFP documentation. In the event of the tender being awarded, the successful Tenderer(s) will be required to enter into a formal Contract. No valid contract shall exist between the parties unless the parties have entered into a valid written contract.
- 3.3 Preparation of the Tenders, including but not limited to attendance at any pre-tender meetings, site visits and tender clarification meetings or presentations, shall be at the sole expense of the Tenderer.

4.0 TENDER SUBMISSION

- 4.1 Submitted Tenders must be complete in all respects and received on or before the tender closing date and time specified in the RFP invitation letter. **All packages and envelopes relating to the submission of the tenders must be securely sealed and clearly marked using the labels provided at the end of the RFP document.**
- 4.2 The RFP name and number must be clearly marked on each item submitted.
- 4.3 The Tenderer Name must be clearly marked on the envelope ONLY and NOT indicated on the Tender Copies.(See Envelope Labels below)
- 4.4 Tenders must be submitted as follows:
One (1) hardcopy original as well as **one softcopy (Memory stick):**
 - I. **One signed original copy** of the complete submission including all attachments as well as **one soft copy** of the submission. Also to be included are the Tenderer's recent audited financial statements and company registration documents.

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4.5 The Tenders shall be submitted without review by, or the comparison of figures of, any other person or company submitting a tender for the same work and shall in all respects be without collusion with other Tenderers. Where collusion is discovered by the CBS all affected Tenderers shall be disqualified.

4.6 All Companies forming a joint venture (whether one or both companies has bought a Tender) in order to submit a single consolidated tender shall advise The CBS in writing prior to the submission of the tender and include in their tender full details of the joint venture including a copy of the signed joint venture agreement. It is left to the discretion of the CBS to accept such joint venture. Where The CBS has not been informed of such joint venture The CBS may at its sole discretion disqualify such submission.

5.0 LATE RECEIPT OF TENDERS

5.1 Tenders received after the Tender closing date and time will be disqualified by The CBS, with or without notice to the Tenderer.

6.0 EXAMINATION OF RFP AND ACKNOWLEDGEMENT

6.1 In the event that a Tenderer that is invited to tender does not intend to do so, the complete RFP including but not limited to all attachments, information, documents and material related thereto and any copies made thereof shall be returned to The CBS within three (3) days of receipt of the Tender documentation.

6.2 The Central Bank of Swaziland may modify any part of the RFP at any time prior to the closing date of the tender. Modifications to the RFP will be made in the form of addenda to the RFP and will be transmitted simultaneously to all Tenderers.

6.3 The Tenderer is responsible for the examination of the RFP and any addenda thereto including any special conditions or provisions which may affect the performance of the services to be rendered in terms of the tender. Should the Tenderer find discrepancies or omissions in the RFP the Tenderer shall notify The CBS in writing immediately on discovery of any discrepancy or omission.

6.4 The Tenderer may independently study, enquire, research, obtain and furnish to The CBS as part of the Tender at their own risk and cost and allow for all contingencies irrespective of any information or other data supplied by The Central Bank of Swaziland. This includes all information and data that may in any manner, financially, technically or otherwise, affect its tender submission or the price it has submitted.

7.0 SITE INSPECTION AND CONDITIONS

7.1 The Tenderer is responsible for making arrangements it considers necessary to become fully informed regarding all conditions that might in any way affect the performance of the services rendered in terms of the tender.

7.2 Failure by the Tenderer to satisfactorily investigate the conditions as aforementioned shall not relieve the Tenderer from the responsibility for properly estimating the difficulty or the cost of fulfilling its Tender.

8.0 TENDER VALIDITY, MODIFICATION AND WITHDRAWAL OF TENDERS

8.1 The Tenderer may modify or withdraw its tender provided that notification of such withdrawal or modification is received by the CBS in writing prior to the closing date. Withdrawal or modifications will be acknowledged by the CBS by means of facsimile, e-mail or hand delivered letter to the respective Tenderer.

8.2 Once submitted, the tender shall be fully binding upon the Tenderer and must be valid for a period of 3 months from the date of submission of the tender.

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9.0 CRITERIA TO BE USED IN EVALUATION OF PROPOSALS

- 9.1 The CBS will evaluate all proposals submitted in accordance with the criteria indicated in "SCHEDULE C" of this RFP. In addition, The CBS will seek out proposals with a high Total Cost of Ownership (TCO) offering. Although price is not listed as an explicit criterion, CBS will seek to maximise the value of its shareholders through keeping costs to a minimum.
- 9.2 The CBS in its sole discretion reserves its right to apply weightings to the criteria listed in "SCHEDULE C".
- 9.3 The CBS will not divulge its final selection criteria to any prospective Tenderers nor will it be obliged to furnish any reasons for its selection(s).

10.0 AWARD OF CONTRACT

- 10.1 The CBS reserves the right to accept or reject any or all tenders, to waive any provision or deviate from the RFP process or any formality with regard to tenders received and to accept or reject one or more of the items in the tender if such items, at The CBS's sole discretion, is in the best interest of CBS.
- 10.2 The CBS shall not be bound by the lowest price contained in any tender, and it may accept all or any part of a tender. It shall not be liable for any costs or expenses or damages whether direct or indirect, incurred by any Tenderer who submits a tender, irrespective of the outcome of such tender. If, however, any such tender leads to the conclusion of a contract, then the rights and obligations of The CBS and the Tenderer shall be governed solely by the provisions of the mutually agreed and signed written agreement between the parties.
- 10.3 The CBS reserves the right to invite the Tenderers, prior to the date of award and/or allocation of its tenders, to discuss any matter relating to the tender and/or to issue supplements or addenda to the tender.

11.0 QUESTIONS AND EXPLANATIONS

- 11.1 All queries and communication in relation to this RFP shall be directed in writing to the Secretary to the Tender Committee at tenders@centralbank.org.sz prior to the tender closing date, all questions and clarifications arising from this RFP and CBS's responses thereto will be transmitted or distributed to all Tenderers.

Any Tenderer desiring any explanation or interpretation of this RFP must request it in writing from:

The Secretary of the Tender Committee

The Central Bank of Swaziland

tenders@centralbank.org.sz

All Correspondence shall bear the reference:
"Name of Tender – Tender number."

12.0 AMENDMENTS AND CLARIFICATIONS

- 12.1 The CBS reserves the right, after receipt of the tender submissions, to invite the Tenderers(s) for clarification, presentation or negotiation of its tender. Any such clarifications, presentations or supplements shall be considered to

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form part of the tender submission. Any such discussion, issue of supplements or addenda or invitation to clarify or negotiate, should not be construed as an acceptance, award or allocation of the tender to that particular Tenderer.

- 12.2 No amendments to the provisions contained in this RFP will be binding on the CBS. Written addenda will however be issued by CBS when amendments and/or clarifications to the RFP are deemed necessary. The CBS reserves the right to make whatever amendments or clarifications that in its view are reasonably necessary at any time.
- 12.3 The CBS shall provide a written notice of any addenda issued to all known recipients of the RFP. CBS shall however, not be responsible for any prospective Tenderers failure to receive any addenda. The prospective Tenderer shall be solely responsible for ascertaining, prior to submission of its proposal, that any addenda issued have been received.

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SCHEDULE "E"

PRICING SCHEDULE TO BE COMPLETED BY TENDERERS

RFP Name: CBS CLEANING AND MESSENGER SERVICES

RFP Number: CBS_CLEANING_FACILITIES_RFP_04-2018_L

Work station For Cleaners	Unit Price	Total Price
Imfumbe Building (Ground floor/canteen)		
Imfumbe (first floor)		
Imfumbe (second floor) Half the Floor		
Imfumbe (third floor)		
Imfumbe (fourth floor)		
Recreational hall/gate 2 entrance & stores		
Umntsholi (ground floor/ICT)		
Umntsholi (second floor)		
Umntsholi (third floor)		
Umntsholi (fifth floor)		
Umntsholi (sixth floor)		
Umntsholi (seventh floor)		
Umntsholi (eighth floor)		
Matsapha Cash Centre		

Work station Messengers	Unit Price	Total Price
Imfumbe Building (second, third floor)		
Umntsholi (Third Floor)		
Umntsholi (Fifth Floor)		
Umntsholi (7 th & 8 th Floor)		

Work station	Unit Price	Total Price
Grounds men (Mbabane)		
Gardeners (Mbabane)		
Gardeners (Matsapha Cash Centre)		

You are also required furnish the Bank with your rates for cleaning these premises and you shall be engaged on an ad hoc basis.

Senior Management	Summer Cost	Winter cost
Governor		
Deputy Governor		
Assistant Governor		
GM Finance		
GM Financial Markets		
GM Research		
GM Operations		
GM Financial Regulation		
GM HR & Administration		
Head of risk		
Head of Audit		
Secretary to Board		
Banfell Property (along Matsholo Rd)		

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Bank Flats	Summer Cost	Winter cost
Sawubona Flats		
Kunjalo Flats		
Chelsea Corner		
Ebuhleni Flats		
Golf Course		
Ekupholeni		

Please document any additional costing of financial data on a separate sheet and clearly identify the Tender Name and Number.

-----END-----