



Request for Proposal & Quote

Provision of Laundry Service at Royal Marang Hotel for 36 months

Supplier Name: _____

Supplier Representative: _____

RFP No.:	CPT/L2020/10/30
Date Issued:	30 October 2020
Site Inspection date & Time:	9 th of November 2020; 10h00 – 11h00
Site location:	Royal Marang Hotel
Submission closing date & Time:	18 November 2020; 16:00
Presentation of Proposal:	29 November 2020
Awarding of contract:	14 December 2020
Expected Start date:	01 st of February 2021
Delivery address:	Plot 30 Boekenhoutfontein, R565 Sun City Route
Number of Copies:	Three (3) copies sealed
Contact Person:	Ms Elizabeth Mkhize
Contact Number:	014 573 4100
Contract Period:	36 months

Technical Proposal:

- a) Detailed proposal and any additional information must accompany this signed Request for Proposal (RFP).
- b) Prices supplied must be fully inclusive of all costs; value added tax, delivery charges and other taxes.
- c) Prices must be in South African currency.
- d) Price summary supplied in this document is firm prices.
- e) Bidders not submitting mandatory returnable evaluation documents will not be considered for technical evaluation and will be disqualified automatically.
- f) RFP open only to suppliers in Laundromat service industry

Administrative documents (Mandatory)

Description		Please Tick Applicable
CIPRO Certificate	Mandatory	YES / NO
BEE Certificate	Mandatory	YES / NO
Certified ID copies of directors	Mandatory	YES / NO
Tax Clearance Certificate	Mandatory	YES / NO
Proof of Address – not more than three months	Mandatory	YES / NO
Insurance Cover	Mandatory	YES / NO
Confirmation of No Joint Venture Arrangements	Mandatory	YES / NO
Confirmation of No Subcontracting arrangements	Mandatory	YES / NO
Compensation Compliance Certificate	Mandatory	YES / NO
Proof of registration of Employees with UIF	Mandatory	YES / NO
Minimum of three contactable reference (clients)	Mandatory	YES / NO
Letter of Satisfactory service (Minimum of three clients)	Mandatory	YES / NO
Compliance with SANS10146	Mandatory	YES /NO
Company COVID-19 Summary of Protocol	Mandatory	YES /NO

CPT seeks to appoint a Service Provider to provide Laundry Services for a period of 36 months with daily collections and delivery.

GENERAL SPECIFICATION

1. Detailed Scope of Work

1.1 Classification of Soiled Textiles Requiring Laundry Service

1.1.1 Category D– Uncontaminated, soiled textiles –sorted by hand (SANS10146. 4.2. Table 1)

1.1.2 Food Service Textiles, which will inter alia include, but not be limited to table cloths, overlays, towels and chair cover

1.1.3 Guest Room Textiles, which will inter alia include, but not be limited to bed sheets, pillow cases, pillow covers, blankets, duvets, duvet covers, mattress covers, mats, curtains, towels

1.2 Specification of Laundry Services Required for Soiled Textiles as Described in Section 1.1

1.2.1 A specific liaison person from the service provider must be identified to manage the contract with Royal Marang Hotel.

1.2.2 Collection of soiled textiles from Royal Marang Hotel premises at Plot 30 Boekenhoutfontein.

1.2.2.1 Collection must take place within 2 hours of a service request. Laundry service (collection and delivery) is daily unless otherwise indicated.

1.2.2.2 Demand may also be less or not at all during any given week as a result of empty guest rooms and low food service textile.

1.2.2.3 Bags must be provided for the collection of soiled laundry. (The disposal of plastic bags must be in accordance with the national legislation as per SANS 101146-1:2018).

1.2.2.4 Laundry items must be weighed/counted and sorted at collection and delivery.

1.2.2.5 The weight, number/count and description of the items must be logged in a register, specifically allocated for Royal Marang Hotel and a receipt to verify the aforesaid must be issued to Royal Marang Hotel at time and point of collection and delivery.

1.2.3 Washing (and stain removal on white table cloths and overcoats) of soiled textiles (Washing chemicals, washing compounds, laundry detergents and additives, stain and spot removers, bleaches, water-treatment chemicals, shall comply with the relevant standards where applicable, and shall be used in accordance with the manufacturer's instructions (SANS 10146. 5.1.2)).

1.2.4 Disinfection of cleaned textiles (The disinfection of cleaned textiles shall be in accordance with one of the methods in section 7.3 of SANS 10146).

1.2.5 Ensure that linen is not ironed whilst stains are still visible

1.2.6 Ironing of clean and disinfected textiles.

1.2.7 Folding of textiles in manageable sizes.

1.2.8 Wrapping or bagging of washed, ironed and folded textiles.

1.2.9 Delivery of washed, ironed, folded, bagged textiles to the premises of Royal Marang Hotel at Plot 30 Boekenhoutfontein.

1.3 Laundry Process Requirements

1.3.1 The procedures employed within the laundry for processing of soiled textiles must render it in such a way that Textiles is returned to Royal Marang Hotel in a clean, hygienic and aesthetically and functionally acceptable condition, i.e. fit for use.

1.3.2 Laundry process management must comply with SANS 10146 requirements and other applicable Standards referred to therein. Copies of SANS documents can be obtained from www.SABS.co.za

1.3.3 All chemicals, conditioners (i.e. fabric softeners or anti-static agents), detergents, disinfectants and equipment used in the laundry shall be suitable and appropriate for laundry use and where relevant and appropriate, comply with the applicable standards (SANS1044 and/or SANS651). (SANS10146. 5.1)

1.4 Infection Control

1.4.1 Microbiological testing shall be carried out at least four times per year by a laboratory accredited by the national accreditation authority.

1.4.2 The minimum critical control points given in table 3 of SANS 10146 in the laundry shall be sampled and tested for Enterobacteriaceae, Moulds & Yeasts, Staphylococcus and total viable colony counts. Maximum allowable microbiological limits will be in accordance with the requirements specified in Table 4 of SANS 10146 for the Hotel/Motel Restaurants Segment.

1.4.3 The objective of the laundering cycle is to achieve and then maintain the appropriate microbiological quality to the point of handover to Royal Marang Hotel.

1.4.4 Proof of such testing and compliance with limits must be provided quarterly for the duration of the contract.

1.5 Technical Evaluation Questionnaire

As part of addressing some technical requirements with regard to the Laundry Services RFP, Bidders are required to provide the below information:

1.5.1 Machinery

List of Machines	Quantity
Industrial washing machines	
Dryers	
Industrial Irons	

1.5.2 Employees

Current Number of Employees	
Proposed Number of Employee	
Are employees working shifts or not	
Proof of employment of employees	

1.5.3 Transportation of Laundry

Current Number of Vehicles	
Type of Vehicles used for the purpose of transporting Laundry	
Proposed Number of Vehicles	
Registration of Vehicles and proof thereof	

1.6 Reasonable prices and rates Prices provided by Contractors and transparency in the underlying costs are considered to be critical to the Company and its assessment of Proposals. Proposals which in the opinion of the Company are manifestly excessive may be rejected without further consideration.

1.7 The Company desires to achieve clarity on the costs of all aspects of the service. The details requested in the Request for Proposal are intended to deliver the required level of transparency. Any gaps in Contractor responses will be interpreted as an unwillingness to Supply of Laundry Services to Cross Point Trading 67 t/a Royal Marang Hotel.

1.7.1 Pricing Model should be based on per room model with the following items

Item description	Quantity Per room
Duvet Cover – White	1 King or 2 for $\frac{3}{4}$ beds
Bottom Sheet - White	1 King or 2 for $\frac{3}{4}$ beds
Top Sheet – White	1 King or 2 for $\frac{3}{4}$ beds
Small pillow cases – White	2

Big pillow cases – White	2
Towel Bath - White	2
Hand Towel – White	2
Bath Sheet – White	2
Bath Mat – White	2
Gowns – White	2
Mattress Protector – White	1 King or 2 for ¾ beds
Face cloth – White	2
Table Cloths & Serviettes	
Table runners and chair covers	
Curtains and Laces	Adhoc

3. Equipment

3.1 The service provider must provide and maintain all laundry equipment.

4. Contingency plan

4.1 Identification of risks and mitigation associated with the laundry services such:

4.1.1 Equipment: The contingency plan should the equipment/s break (out of service)

4.1.2 Transportation The contingency plan should the vehicle/s break (out of service)

4.1.3 Employees The contingency plan should there be a strike or unforeseen event.

4.1.4 Water and Electricity The contingency plan should there be a water or electricity crisis.

4.1.5 Quality Control System and Hygiene How would the bidder make sure that the linen is delivered to the correct location? How would the bidder make sure that the hygiene of the Royal Marang Hotel guests and employees is not at risk? Where does the water from washing these clothes end up?

ACCEPTANCE

I, _____ (contractor), by signing this document, hereby warrant that I shall bear all responsibility for adherence of all laws applicable and particularly for the full and proper implementation of the provisions of the Occupational Health and Safety Act, Act No. 85 of 1993 and all other regulations without exception and warrants that the information supplied is true and correct in every respect. Failure to submit or to submit incomplete information/documents will potentially result in disqualification of your proposal.