SCM /Tender Ref #:	DWYPD 01 – 2026/27

Request for proposals for:	Appointment of a service provider to provide Cleaning Services at the Department of Women, Youth and Persons with Disabilities for a period of thirty-six (36) months.

Bid closing date and time as well as the date and time of briefing session (if any) are indicated on the attached SBD1. Quotations / proposals received after the closing date and time indicated on SBD 1 will not be accepted.

Bidders must provide 1 (one) original and 5 (five) copies of proposals.

Only 1 (one) original price proposal and SBDs are required.

Estimated project start date:	Expected project duration (Months)
01 November 2026	36 Months

1. BID INFORMATION

Information and guidelines on the format and delivery of bids are contained in the attached bid documents. Please take note of the closing date and the date for compulsory briefing session (if any).

2. PROPOSAL FORMAT

A detailed proposal in response to this ToR must be submitted. The proposal should contain all the information required to evaluate the bid against the requirements stipulated in this terms of reference. The following must be attached to the proposal as annexures:

- **Annexure B:** Summary of past experience (Must use attached template)
- **Annexure B1:** Pricing information. Price proposals must include VAT and should be fully inclusive to deliver The all outputs indicated in the terms of reference (Must use attached Excel template).
- The published terms of reference (this document, including Annexure A to this document).
- All other forms / certificates required (see bid documents).

3. CONDITIONS OF BID

Detailed conditions applicable to all bids are contained in the bid documents accompanying this Terms of Reference. Only suppliers that meet all the requirements stipulated in the terms of reference and bid documents will be considered.

No late bids will be accepted. Only bids from service providers that attended the compulsory briefing session (if specified above) will be considered. Bids must be valid for a minimum period of **120 days** after the closing date.

ENQUIRIES

Technical:	**SCM General:**
Mr. Vusimuzi Mahamba Vusimuzi.Mahamba@dwypd.gov.za	tenders@dwypd.gov.za

4. BACKGROUND / CONTEXT

Appointment of a service provider to provide Cleaning Services at the Department of Women, Youth and Persons with Disabilities (DWYPD) Fedsure building for a period of thirty-six (36) months.

5. PROBLEM STATEMENT / PURPOSE

The Department of Women, Youth and Persons with Disabilities intends to appoint a reputable service provider that possesses the required experience, knowledge to render cleaning services at 268 Lilian Ngoyi Street, Pretoria Central, Fedsure Building, for period of thirty-six (36) months.

6. OBJECTIVES AND SCOPE OF PROJECT

The appointed service provider will be expected to deliver cleaning services to the Department of Women, Youth and Persons with Disabilities. This service must be rendered based on the following:

a) Allowed daytime cleaning – Monday to Friday from 06h30 to 16h00
b) Night cleaning is not allowed from 17h00 to 05h00.
c) Cleaning assistant who will be stationed at Executive Office floor will be required to work flexi hours amounting to a total of 8 hours per day.

7. REQUIREMENTS

7.1 The service provider is expected to provide the exact type/make of the materials/chemicals and approved Personal Protective Equipment (PPE) as prescribed in the proposals. Chemicals must be of high quality manufactured in accordance with the specifications provided by South African Bureau of Standards (SABS) and no second-hand material will be tolerated.

7.2 **A compulsory briefing session** will be held at 1st Floor, Auditorium, 268 Lillian Ngoyi Street Pretoria Central, Fedsure Building. Bidders failing to attend will be disqualified. All bidders must ensure that they arrive well in time for the briefing session.

7.3 Registration of attendance will close upon the start of the briefing session. No late registration will be permitted.

7.4 The briefing session will enable bidders an opportunity to satisfy themselves with local conditions, accessibility of the site, full extent of the nature of work to be performed and conditions affecting the executions of the project before submitting proposals.

7.5 Bidders to take note that the Department might be relocating to a new building during the contract period, which might result in the acquisition of additional office space. The Department will engage in arrangements and negotiations with the appointed service provider prior to the inclusion of the additional cleaning services arising from the relocation.

7.6 Only South African owned hygiene cleaning service providers will be considered for appointment (please attach certified copy of ID).

7.7 The service provider must have a fully functional office or be located or have an immovable structure within 100 km radius of DWYPD offices.

7.8 The service provider must have at the premises relevant cleaning equipment – e.g. vacuum cleaners, carpet deep cleaning machine, staff uniforms bearing the company name and logo.

7.9 The service provider must have at the premises storage for the cleaning material – SABS compliant.

7.10 The service provider should cover his/her employees on occupational unfortunate incidents and shall pay his/her employees in accordance with the Labour regulations.

7.11 The Department reserves the right to request evidence of payment information relating to its employees to verify payment of minimum wages. This shall be done in conjunction with the POPI Act.

7.12 The service provider shall adhere to Occupational Health and Safety Act with regards to safety of workers during the project period.

7.13 The work shall be approved through regular inspections, to be conducted by the Department's Project Manager or his/her delegate in relation to the inspections.

7.14 There will be an unannounced due diligence visit conducted by the departments Bid Evaluation Committee at the premises of potential service providers to inspect and evaluate bidders as set out in the TOR.

7.15 The service provider must provide cleaning equipment for the cleaners, uniform, all cleaning detergent, 2 ply toilet papers, hand towels, where there are none the service provider must install automatic hand towels dispensers, install she bins, install soap dispensers, including refill of all soap dispensers on a daily basis. Installations of automatic aerosol spray dispenser, install and replenish all toilet seat spray sanitiser. All cost must be included in the proposal.

7.16 The service provider shall at all times ensure that employees are in full uniform bearing the company's logo whilst performing cleaning services for the department.

8. KNOWLEDGE AND EXPERTISE OF SERVICE PROVIDER

The service provider must demonstrate the following characteristics as an indication of its capacity and readiness to successfully perform the assignment:

A. A minimum of three (3) years' experience in the field of facilities management (i.e. cleaning, hygiene, deep carpet cleaning, pest control, etc.).
B. Extensive and demonstrated experience in the project field (Proof of previous similar projects and notable references required and must attach three contactable references letters). The service provider must include a detailed profile of the business and its Project Managers.
C. The service provider must provide proof of registration with the Department of Employment and Labour (please attach) a letter of good standing COIDA or sworn-affidavit obtainable from DEL website.
D. The service provider must be registered with National Contract Cleaners Association (NCCA) or Black Economic Empowerment Cleaning Association (BEECA) (please attach valid certificate).
E. The service provider must attach proof of **UIF** compliance certificate or sworn affidavit.
F. The service provider must provide Proof of Loss/Theft insurance for cases that may occur during the contract period. The amount of the Insurance for Losses and Theft must be indicated.

9. EMPOWERMENT REQUIRED CRITERIA

The Company Director/s, Shareholder/s must meet the **100% Black owned** criteria and proven evidence of designated groups such as **40% Women** owned or **30% Youth** owned or **7% persons with disabilities** owned will be an added advantage.

10. PROPOSED METHODOLOGY / APPROACH

Potential Service provider will be subjected to vetting. This vetting will include but not be limited to the directors and personnel. No persons with a negative vetting report will be allowed on the department's premises.

11. SCOPE OF WORK

11.1 Provide daily cleaning services including sanitization cleaning:

a) Twice daily disinfection of all touch points at the office (all power sockets, all door handles, kitchen equipment handles)
b) Daily cleaning of all office furniture from dust and stains. Daily rosters must be up kept for inspection purposes,
c) Empty office, toilets trash bins and she bins twice a day,
d) Daily cleaning of the floors in the reception area, corridors, and stairs,
e) Daily cleaning of meeting rooms,
f) Daily cleaning of kitchens,
g) Daily cleaning of the trash bins top covers from stains (kitchen and toilet bins)
h) Weekly deep cleaning of all office tiles with appropriate cleaning detergent
i) Weekly deep cleaning of all kitchen equipment in and outer parts (fridges, microwave, water coolers)
j) Weekly cleaning of the floors side panels and skirting from dust,
k) Quarterly deep cleaning of all office carpets with shampoo & special equipment – to be done over weekends or public holidays,
l) Quarterly cleaning of windows and blinds, wooden and glass partition,

m) Quarterly cleaning of ICT room with the presence of at least one ICT Officer,
n) Quarterly cleaning of the archive rooms and stores,
o) Quarterly cleaning of the chairs and sofas fabrics from stains with special equipment or as and when needed
p) Quarterly scrubbing and all outdoor tiles with special equipment,
q) The service provider must provide all materials, labour, and comprehensively execute Hygiene & Cleaning Services including cleaning/sanitizing items and full PPE,
r) The Pricing schedule must include all materials, labour costs and any related cost to provide the cleaning services,
s) All Hygiene services reports and working papers shall remain the property of DWYPD,
t) The service provider must ensure that all work performed and all equipment used on site are in compliance with the Occupational Health and Safety Act, 1993 (Act no 85 of 1993)and any regulations promulgated in terms of this Act and the standard instruction of DWYPD,
u) All high-contact surfaces and objects which are visible and could become contaminated by daily use such as: Toilets, door handles, telephones, desks, chair & couches, carpets and tiled areas should be properly cleaned.
v) Provide cleaning services to the interior of the buildings including all interior windows to ensure the offices are kept free from dust, dirt, smudges fingers marks, in order to provide a safe, clean, tidy, and healthy working environment for all occupants in accordance with business requirements.
w) Provide cleaning and hygiene consumables as well as the equipment to clean,
x) Cleaning shall be carried out within times agreed to by DWYPD to suit the business needs of the department,
y) The service providers must notify DWYPD in the event that cleaning might result in any surface damages or contamination of surfaces,
z) The supplier must put in place and manage appropriate cleaning regimes: Protect cleaned surfaces to provide a uniform finish: where possible ensure minimum business disruption and provide appropriate cleaning signage,
aa) The cleaners must adhere to health and safety regulations at all times.

12. QUALITY STANDARDS

a) The delivery of services to DWYPD shall be carried out with best quality and to a high class of workmanship
b) Product delivered/used at DWYPD should be certified with SABS/SANS. In the event where DWYPD elects to accept an alternative item purported to be equal/similar by the tenderer, acceptance of the item(s) will be conditional on DWYPD inspection and testing after receipt.
c) If, in the sole judgment of DWYPD, the cleaning items are determined not to be within SABS/SANS national specifications, the supplier will be requested to replace the items with the items that complies with SABS/SANS national specifications immediately at no additional cost to DWYPD.
d) Chemical assessment data sheets [MSDS-material safety data sheet] for all cleaning substances to be used shall be provided by the Supplier on request.

13. QUALITY TESTS

a) DWYPD may from time to time test the quality of services and non-compliance may result in the termination of the contract.
b) These tests may include but not limited to bacterial swabs of key areas, airborne pathogen tests and any other tests deemed necessary by DWYPD to ensure quality of services provided.

14. EVALUATION BIDS

a. Administrative requirements

Annexures B and B1 **must** be completed using Microsoft Excel or compatible software. Annexures completed by hand (in writing) will not be accepted and such bids will be regarded as administratively non-compliant.

Only bids / quotes that comply with all administrative requirements and that submitted all required bid documents (acceptable bids) will be considered during the functional evaluation phase. Only acceptable bids / quotes will be scored by the Bid Evaluation Committee against the functional criteria indicated in this Terms of Reference.

b. Scoring of bids (functional criteria)

The following weighting and scoring system will be applied to the evaluation of all functional criteria:

Weight allocation	Scoring system
1 – Value adding requirement (minimum score of 2) 3 – Important requirement (minimum score of 6 or 9) 5 – Essential requirement / integral part of project (minimum score of 15)	1 – Does not comply with the requirements 2 – Partial compliance with requirements 3 – Full compliance with requirements 4 – Exceeds requirements

Score per criteria: The final score obtained by a bidder for each criteria will be calculated by multiplying the weight and the score indicated by each Bid Evaluation Panel member and then by averaging the scores of all panel members. The average score per criteria is expressed as a number.

The **overall score** obtained by a bidder (expressed as a percentage) will be calculated as follows:

$$Overall\ Score\ (\%) = \frac{Sum\ of\ average\ scores\ for\ all\ criteria}{Sum\ of\ weights\ X\ 4}\ X\ 100$$

c. Functional evaluation Part 1 – Quantitative criteria

Part 1: Minimum functional requirements: Only bids that meet all requirements below will proceed to functional evaluation part 2.

Mandatory /Functional Criteria		Yes=3	*No=1*
1.1	The service provider must attach a proof of **UIF** compliance certificate or sworn affidavit. (Par 8(E) of ToR)		
1.2	The service provider must attach a proof of **COIDA** certificate or sworn affidavit. (Par 8(C) of ToR)		
1.3	The service provider must attach a proof of **NCCA or BEECA** registration certificates. (Par 8(D) of ToR)		
1.4	All company directors must be South African citizen. **(Copy of ID's to be attached) (Par 7.6 of ToR)**		
1.5	Proof of insurance (theft/losses) (**attach certificate) (Par 8(F) of ToR)**		

d. Functional evaluation Part 2 – Qualitative criteria

The functional evaluation criteria indicated below will be applied during Part 2 of functional evaluation to all bids that met the minimum requirements stipulated under Functional evaluation Part 1. During part 2 the Bid Evaluation Committee may:

a. Evaluate and score bids based on the bid documents and proposals submitted; or
b. Provisionally evaluate and score bidders based on proposals submitted and then invite bidders that met all requirements under Part 1 for both functional evaluation parts 1 and 2, to present their bids.

Part 2: Minimum functional requirements: Only bids that obtained the minimum score for each criteria for both part 1 and 2 will proceed to Due diligence.

Sub-Criteria	Description	Weight	Min score
2.1	**Empowerment /Specific Goals Criteria (Par 9 of the TOR)** 1 = Does not meet the empowerment/specific goals criteria. 2 = Bidder meets 100% Black owned criteria only.	**9**	**3**

Sub-Criteria	Description	Weight	Min score
	3 = Bidder meets 100% Black owned criteria with a proven 40% Women owned inclusion. 4 = Bidders meets Black owned criteria and exceeds the 40% Women owned or 30% youth owned or 7% persons with disabilities.		
2.2	**Knowledge and Expertise of Service Provider (Par 8.(A) of ToR)** 1 = 0-1 years of experience rendering cleaning services. 2 = 2 years of experience in rendering cleaning services. 3 = 3 years of experience rendering cleaning services. 4 = 4 or more years of experience rendering cleaning services.	**9**	**3**
2.3	**Proven track on delivery of similar project (Reference Letters) (Par 8.(B) of ToR)** 1 = 0-1 Reference Letters of similar work done in cleaning services. 2 = 2 Reference Letters of similar work done in cleaning services. 3 = 3 Reference Letters of similar work done in cleaning services. 4 = 4 or more Reference Letters of similar work done in cleaning services.	**9**	**3**
2.4	**Work plan, the work method that will be followed for the execution of the contract and the feasibility thereof. (Par 11.1(A-Z) of ToR)** 1 = Work method does not meet any of the requirements. 2 = Work method does meet some of the requirements. 3 = Work method is in line with all requirements. 4 = Work method exceeds the requirements.	**9**	**3**
2.5	**Quality standards (Par 12 of ToR)** 1 = Service provider could not demonstrate how the service provider would adhere to the applicable standards and legislation. E.g. health and safety act, SABS and SANS. 2 = Service provider partially demonstrates how the service provider would adhere to the applicable standards and legislation. E.g. health and safety act, SABS and SANS. 3 = Service provider demonstrated how the service provider would adhere to the applicable standards and legislation. E.g. health and safety act, SABS and SANS. 4 = Service provider demonstrated and exceeded the minimum requirement on how the service provider would adhere to the applicable standards and legislation. E.g. health and safety act, SABS and SANS.	**9**	**3**

Part 3: DUE DILIGENCE (bidders must score (3) yes for all the 5 criteria below)

Only bidders that met the functional requirements for part 1 and 2 will proceed to part 3.

Sub-Criteria – Site visit	Description	Yes (=3)	No (=1)
3.1	The service provider MUST BE WITHIN 100 KM RADIUS OF DWYPD OFFICES (Par 7.7 of ToR)		
3.2	Proof of relevant cleaning equipment – e.g. vacuum cleaners, carpet deep cleaning machine, staff uniforms. (Par 7.8 of ToR)		
3.3	Storage for the cleaning material – SABS compliant (Par 7.9 of ToR)		

e. Price and specific goals

Only bids that meet the minimum administrative and functional requirements / specifications indicated in the ToR (qualifying bids) will be evaluated in terms of the Preferential Procurement Framework Act and related regulations – see attached bid documents. The evaluation method (80/20 or 90/10) and preference points allocation applicable to this bid are indicated in the attached SBD 6.1.

15. STAFFING AND SUPERVISION REQUIREMENTS

15.1 Minimum Staff required on duty from Mon-Fri 06h30 till 16h00 is ten (10) cleaning staff; seven (7) females and three (3) males.

15.2 The on-site supervisor will be included as part of the ten (10) personnel on site and the supervisor's role is as follows:

a) Supervise the team on site and manage the task allocation and perform quality control
b) Ensure effective stock management of all consumables and chemicals and reporting thereof;
c) Monthly stock takes and reconciliation of the stock usage for billing purposes;
d) Report to management any challenges noted during the execution of the cleaning duties;
e) Handle work performance of cleaning staff, log and address any customer complaints received;
f) Allocate and co-ordinate any relief personnel required to maintain cleaning as per SLA agreement. Any change in personnel must be communicated in advance for vetting purposes;
g) Attend quarterly management meetings or as requested to report on any issues or challenges.
h) Assistance to cleaning staff on site.

15.3 Should the cleaning requirement change during the duration of the contract, this will be negotiated and communicated and agreed upon with the service provider in advance.

16. FEDSURE BUILDING DETAILS

PHYSICAL ADDRESS	268 LILLIAN NGOYI & PRETORIUS STREET, PRETORIA, FEDSURE BUILDING
SIX FLOOR	
Offices	25
Boardrooms	3
Toilets – female	3
Toilets – male	2
Urinals – male	3
Toilets – disability	1
Kitchens	3
Strong rooms	3
TOTAL AREA	**818 m²**
FIFTH FLOOR	
Offices	51
Toilets – female	2
Toilets – male	4
Urinals – male	3
Toilets – disability	1
Kitchen	1
Store rooms	2
TOTAL AREA	**940 m²**
FIRST FLOOR	
Offices	43
Toilets – female	3
Toilets – male	2
Urinals – male	3
Toilets – disability	1

PHYSICAL ADDRESS	268 LILLIAN NGOYI & PRETORIUS STREET, PRETORIA, FEDSURE BUILDING
Kitchens	2
Store rooms	5
TOTAL AREA	**1380 m²**
GRAND TOTAL OF THE DEPARTMENT – 3138 m²	

17. CONTRACT MANAGEMENT

The successful service provider will be required to enter into a service level agreement (SLA) with the Department of Women, Youth and Person with Disabilities. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DWYPD and the successful bidder. A copy of the standard DWYPD SLA is available on the DWYPD tender's website. Bidders should familiarise themselves the content of the standard template.

Service provider should note that:

a. All information related to this bid, or information provided to the service provider subsequent to the award of this bid, must be treated as confidential and may not be disclosed in any way to third parties without the explicit written consent of DWYPD.
b. The Departmental Security and Work Environment reserve its right to carry out after hour's inspection to assess compliance with these requirements.
c. The service provider shall provide a monthly report to the Department on identified challenges, suggestions, improved methods and work programmes, personnel turnover, remedial actions and all other related matters concerning the agreement.
d. The quarterly meetings or as required, will be held between the client's representative and the service provider's Operational/area manager, site supervisor and/or representative.
e. The service provider should report to the Departmental Security and Work Environment or delegated official