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| **REQUEST FOR QUOTATION (RFQ) NUMBER:** | **PR 10111307 (Please use this number as reference when sending quotations and supporting documentation)** |
| **DESCRIPTION** | The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide cleaning services at RAF Head Office, Eco Glades 2, Block F, Centurion on a month-to-month basis for a period of five (5) months |
| **RFQ ISSUED DATE** | **27 August 2025** |
| **RFQ VALIDITY PERIOD** | 30 days from the closing date. |
| **CLOSING DATE AND TIME** | **3 September 2025 at 11:00 am** |
| **EXPECTED DATE SERVICES IS REQUIRED** | **1 November 2025 to 31 March 2026** |
| **COMPULSORY BRIEFING SESSION** | **29 August 2025 @ 10:00am-10:30am**  RAF Head Office  420 Witch-Hazel Avenue  Eco Glades 2  Centurion, 0046 |
| **DELIVERY ADDRESS OF GOODS/SERVICES** | RAF Head Office  420 Witch-Hazel Avenue  Eco Glades 2  Centurion, 0046 |
| **RFQ RESPONSES MUST BE EMAILED TO:** | **For Head office all quotations should be emailed to** [rfq.procurement@raf.co.za](mailto:rfq.procurement@raf.co.za) **Failure to follow these instructions will result in your quote not being considered.** |
| **ENQUIRIES REGARDING THIS RFQ SHOULD BE SUBMITTED VIA E-MAIL TO** | Enquires can be directed at this e-mail address [duduetsang@raf.co.za](mailto:duduetsang@raf.co.za). For further enquiries, you may contact Duduetsang Sonoon 012 429 5605 |

**Important Notes to this RFQ:**

* **Service providers/suppliers should ensure that RFQ responses are emailed to the correct email address;**

**(**[rfq.procurement@raf.co.za](mailto:rfq.procurement@raf.co.za)**)**

* **If the quotation is late, it shall not be accepted for consideration;**
* **The RAF reception is generally accessible 8 hours a day (07h45 to 16h00); 5 days a week (Monday to Friday) for delivery of goods;**
* **All suppliers are required to complete and sign all Annexures to this document (Standard Bidding Documents and documents for submission under Mandatary Evaluation, where applicable);**
* **Historically Disadvantaged Individuals (HDI)\* claimed points for Race and Gender will be verified through CSD;**
* **Suppliers who have a disability must provide a valid medical certificate issued by a registered medical practitioner as proof of disability;**
* **RAF will conduct business ONLY with CSD Registered suppliers;**
* **Should you not be contacted within 14 working days, consider your proposal/quotation unsuccessful.**

**Prohibition of Gifts & Hospitality:**

“Except for the specific goods or service procured by the Road Accident Fund, service providers/suppliers are required not to offer any gift, hospitality or other benefit to any RAF official. To avoid doubt, branded marketing material is considered to be a gift. Furthermore, should any RAF official request a gift, hospitality or other benefit, the service providers is required to report the matter to our toll free fraud line at 0800 005919.”

*\*HDI - means a South African Citizen who (a) due to the apartheid policy, had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983(Act No.110 of 1983) or the Interim Constitution f the Republic of South Africa,1993 (Act No.200 of 1993); (b) is a female; or (c) has a disability.*

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1. TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

**SERVICE PROVIDER/SUPPLIER: ………………………………………………………………………..**

**REGISTRATION NUMBER: ……………………………………………………………………….**

**CSD UNIQUE SUPPLIER REGISTRATION NUMBER: ……………………………………………………………………….**

**ADDRESS: ……………………………………………………………………….**

**CONTACT PERSON: ………………………………………………………………………..**

**TEL: …………………………………………………………………........**

1. RAF’s standard conditions of purchase shall apply.
2. RAF will not conduct business with suppliers whose tax matters are not declared to be in order by SARS.
3. Goods or services shall be delivered and accepted against an official and RAF Award Letter or Purchase Order (PO) signed and duly authorised RAF official.
4. The RAF reserves the right not to make payment or accept the goods or services should the goods or services be delivered to the RAF before the RAF Award Letter or PO is issued. (An official authorised RAF PO should have the Supply Chain Management (SCM): Manager signature or such other official duly authorised in terms of the RAF’s Delegations of Authority and Approval Framework),Description of the item, Quantity of items purchased, Date of delivery of the item, Total amount of the items purchased inclusive of where applicable VAT and other applicable taxes.
5. This RFQ will be evaluated based on the 80/20 preference point system applicable to bids with a Rand value equal to, or above R2 000.01 and up to a rand value of R1 000 000.00 (all applicable taxes included). The RAF may elect to apply the 80/20 preference point system to price quotations with a rand value less than R2 000.01.

I, the undersigned (NAME)……….………………………………………certify that :

I have read and understood the conditions of this RFQ;

I have supplied the required information and the information submitted as part of this RFQ is true and correct.

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Capacity: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. GENERAL CONDITIONS OF CONTRACT

<http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

1. RFQ SPECIFICATION

#### BACKGROUND TO THE ROAD ACCIDENT FUND

The Road Accident Fund (RAF) is a schedule 3A Public Entity established in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended.  Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads. The RAF has its headquarters in Centurion - Pretoria and other offices country wide.

#### BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide cleaning services at RAF Office, Eco Glades 2, Block F, Centurion for a period of five (5) months.

#### DETAILED SPECIFICATION

**Cleaning Specifications for Eco Glades - Block F**

**Building Specifications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Province** | **City** | **Building** | **Floor Area – m2** | **Number Toilets in Block F** |
| **Gauteng** | **Centurion** | **Eco Glades II**  **Block F** | 7 048.45m2  (Including the Basement) | |  |  |  |  | | --- | --- | --- | --- | | Number of floors | | 3 | | | Disabled ablution | Cubicle Female | Cubicle Male | Urinals | | 1 | 12 | 10 | 13 | |

* 1. **Eco Glades - Block F Building – Scope of Work**
* The service provider shall supply the following:
* Day to day office cleaning, inclusive of consumables, equipment, labour etc, during the tenure of the contract
* Provision of occasional cleaning, inclusive of consumables, equipment, labour etc, on an ad-hoc basis (against a separate PO) during the tenure of the contract
* The service provider must install, maintain and service all equipment
* Defective equipment will be replaced or repaired within 48 hours after reported
* Human resource (Staff) will be employed by the service provider
* All staff must always be equipped and be compliant with PPE/Safety clothes with the company logo
* The service provider must comply with all requirements off the Occupational Health and Safety Act, Act 85 of 1993.
* Material Safety Data Sheet (MSDS) will be required from the service prior to commencement of work and must be approved by the SABS.
  1. **Quantity of staff for Eco Glades – Block F**

|  |  |  |  |
| --- | --- | --- | --- |
| **Premises** | **Total number**  **of staff per day** | **Working Hours**  **per day** | **Working days**  **per week** |
| **Eco Glades II**  **Block F**  **RAF Office** | 2 Men  7 Ladies | 8 | Monday – Friday (7:00 – 15:00) |
| **Total** | 9 Cleaning staff of which 1 must be on Supervisor level |  |  |

* 1. **Infrastructure**
* The service provider shall provide lists as follows:
* Specify and quantify all equipment required to be delivered once-off and quarterly
* Specify and quantify all cleaning materials to be supplied per quarterly
* Specify and quantify all consumables to be supplied per month
* Specify and confirm the fumigation chemicals are not harmful to humans (SABS) approved
* Specify, quantify and mark all required dispensers
* The service provider shall provide cleaning services checklists (Kitchen, offices and Ablution facilities)
* All the required supplies must be South African Bureau of Standards (SABS) approved
* The service provider will be reporting to Manager Facilities – Business Support
* Delivery and installation of equipment and consumables must happen the day before the contract start date
* The service provider will not receive any upfront payment from the Road Accident Fund. Payments will only be made in accordance with the delivery of service as agreed upon both parties and receipt of an original invoice to be submitted to [creditors@raf.co.za](mailto:creditors@raf.co.za) not later than the 18th of the month.
  1. **Scope of work – Eco Glades - Block F – Daily activities**

| **Activity** | **Requirements** | **Frequency** |
| --- | --- | --- |
| Ablution facilities or rest rooms | * Deep clean urinals * Clean floor according to type * Damp mops all floors with disinfectant * Empty and clean all waste receptacles from offices and public spaces * Clean and sanitise all toilet bowls, wash basins and urinals * Clean all mirrors * Clean all metal fittings * Spot clean walls, doors and partitions * Replenish and supply consumables (2-ply toilet paper, air-freshener, soap, hand towels, sanitary bags etc) * Clean all she-bins in all ladies toilets | * Daily * 4 x Daily * 4 x Daily * 4 x Daily * 4 x Daily * 4 x Daily * 4 x Daily * 4 x Daily * 4 x Daily * 2 x per week |
| Balconies | * Dust handrails and fittings * Maintain landings, treads and risers according to finish * Sweep floor, mop floor and dust rails * Clean handrails and fittings | * Daily * Daily * Daily * Daily |
| Basement Parking | * Sweep and mop basement parking | * 2 x Monthly (on the 1st and 15th of the month or the next working day if the date falls over a weekend |
| Blinds | * Dusting all blinds | * Weekly |
| Building exterior | * Clear out waste receptacles * Sweep entrance steps and entrance * Clean doormats * Empty and clean ashtrays at smoking areas * Clean handrails and fittings * Wash and polish steps | * Daily * Daily * Daily * Daily * Daily * Weekly |

| **Activity** | **Requirements** | **Frequency** |
| --- | --- | --- |
| Catering | **Setup of meeting venue with catering request:**   * Filling canisters (Coffee, sugar, tea, coffee creamer, milk etc.) provided by RAF * Filling of urn for hot water * Clean urn once a month * Water jugs and foam cups * Coffee / Tea on request – Executive area * Wash cutlery / crockery - Executive area * Cleaning of the venue after each meeting | * All must be done on request with a call logged at FM Helpdesk with a catering request form. |
| Dusting | * Dusting of all horizontal surfaces (low levels) * Clean and disinfect all telephones * Dusting of equipment * Dust ornaments below 2m * Wipe and polish glass and silverware * Dusting of all high ledges and fittings * Dusting of all vertical surfaces (walls, cabinets etc) to a height of 2 meter * Dust all window ledges and fittings | * Daily * Daily * Daily * Daily * Daily * Weekly * Weekly * Weekly |
| Floor maintenance  (Resilient floors) | * Sweep * Wash * Damp mop * Polishing * Machine buff * Machine Scrub * Strip wooden floors and repolish * Remove bubble-gum, stickers etc on all floors | * Daily * Daily * Daily * Weekly * As and when necessary * As and when necessary * As and when necessary * As and when necessary |
| Lifts | * Clean interior of all lifts * Polish metal surfaces and glass mirrors | * Daily * Daily |

| **Activity** | **Requirements** | **Frequency** |
| --- | --- | --- |
| Kitchens | * Refill canisters * Mop and clean floors * Clean and wipe all kitchen tops, furniture, hydro boilers and clean microwaves (inside and outside) * Replenish stock (sugar, milk, coffee, tea, washing material etc) * Clean and wipe all kitchen cupboards   interior   * Defrost and clean fridges * Wash crockery and cutlery – **Executive**   **area only** | * 2 x Daily * 2 x Daily * Daily * Weekly * Weekly or on request * Monthly * As per program |
| Miscellaneous | * Polish desks and office furniture * Wash vinyl covered furniture * Vacuum cloth covered furniture | * Weekly * Weekly * Weekly |
| Rugs and Carpets | * Vacuum clean thoroughly * Wash loose carpets * Remove stains | * Daily * As and when necessary * As and when necessary |
| Shopfronts and metal work | * Wash glass surfaces * Spot clean glass surfaces * Clean and polish bright metal fittings * Sweep entrance steps and entrance * Entrance and Reception – mop and wash * Clean doormats * Dust handrails and fittings | * Daily * Daily * Daily * Daily * Daily * Daily * Daily |
| Staircases and Balconies | * Dust handrails and fittings * Maintain landings, treads and risers according to finish * Sweep floor, mop floor and dust rails * Clean handrails and fittings * Clean fire escapes (Sweep floor, mop floor and dust rails) | * Daily * Daily * Daily * Daily * 2 x Monthly |
| Walls and Paint Work | * Spot clean all low surfaces (Glass, walls, doors and light switches) | * Daily |

| **Activity** | **Requirements** | **Frequency** |
| --- | --- | --- |
| Waste Disposal | * Empty and clean all ashtrays at smoking areas * Empty and clean all waste receptacles * Remove all waste to a specified area in dedicated bins | * Daily * 2 x Daily * 2 x Daily |
| Window Cleaning | * Spot cleaning of partition glass * Spot cleaning of interior windows * Wash partition glass * Wash interior windows | * Weekly * Weekly * Quarterly * Quarterly |

* 1. **Scope of work – Eco Glades - Block F – Ad-hoc requests**

| **Activity** | **Requirements** | **Frequency** |
| --- | --- | --- |
| Specialized Cleaning Equipment | * Fogging of offices / sanitizing of all offices and equipment * Special cleaning * Server room, * Hub room, * Generator / UPS room etc * Deep cleaning of carpets * Deep cleaning of chairs * Deep cleaning of ablution facilities * Storerooms – move content to dust, sweep, vacuum and mop. * Water disasters cleaning (Flooding) – wet vacuum and drying of carpets * Wash and dry of curtains * Dry clean blinds | * Ad hoc on request * Ad hoc on request * Ad hoc on request * Ad hoc on request * Ad hoc on request * Ad hoc on request * Ad hoc on request * Ad hoc on request * Ad hoc on request |

* 1. **Consumables and cleaning equipment**
* The service provider shall supply all cleaning consumables and equipment required, to render the daily cleaning services.
* The service provider shall be responsible for the maintenance of the equipment and shall ensure that defective equipment will either be replaced or repaired within 48 hours from the time such defective equipment is reported.
* The equipment and consumables must be SABS approved.
* The consumables will be delivered and checked by an RAF employee once per month and confirmed by the contract owner.
  1. **Equipment**

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| --- | --- |
| **Description / Item – Once off** | **Estimated**  **Quantity** |
| **Cleaning staff - Individual** | |
| Office cleaning trollies with bucket | 9 |
| Spray Bottles – Labelled according to OHS standard – 4 per cleaner | 32 |
| Wet Floor Signs | 18 |
| **Cleaning staff – Sharing** | |
| Electrical Extension – 10m | 4 |
| Industrials Scrubbing machine with buffing accessories | 1 |
| Industrial Vacuum cleaner – wet and dry, not more than 85 decibels | 4 |
| Safety ladder – 5 foot | 1 |
| Scrappers for bubble-gum, stickers etc | 4 |
| Squeegee for window cleaning – extension handle | 4 |
| **Bathroom Equipment – with installation** | |
| Hand lotion dispensers – **Executive Area Only** | 2 |
| Hand soap dispensers | 15 |
| Paper Towel Dispensers | 10 |
| She bins | 13 |
| Sanitary Bag Dispenser | 13 |
| Toilet roll holders (T3) | 23 |
| Toilet seat sanitation holders – Refillable 400ml bags | 23 |
| Automatic Room Freshener Dispenser Machine – Refillable | 10 |
| Wall mounted Bins | 10 |

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| **Description / Item – Quarterly** | **Estimated**  **Quantity** |
| Feather duster - Long | 9 |
| Feather duster – Short | 9 |
| Hard broom | 9 |
| Janitor mops - spaghetti | 9 |
| Micro-fibre mops | 9 |
| Scrubbing brush for cleaning carpets | 2 |
| Soft broom | 9 |
| Toilet Brushes | 23 |
| Scoops and Brushes | 9 |

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| **Description / Item – Monthly** | **Estimated**  **Quantity** |
| Color coded microfiber cloth – 5 per cleaner (Pink, red, green, blue and yellow) | 45 |
| Plastic Heavy - duty Gloves – 3 per cleaner (Green, Yellow and Blue) | 27 |
| **Basement** | |
| Vermin Poison Bait stations – to last 30 days | 15 |

* 1. **Cleaning Consumables**
* The cleaning consumables must be SABS approved

|  |  |
| --- | --- |
| **Cleaning Consumables** | **Estimated Quantity per month** |
| Ammonia stripper | 20L |
| Automatic Room Freshener Dispenser Machine refills – 250ml | 23 Each |
| Bleach | 20L |
| Blue Death – 500g | 1 Each |
| Carpet cleaner | 5L |
| Floor polish | 20L |
| Deep cleaning liquid | 10L |
| Foaming Handwash refill | 20L |
| Multi-Surface Cleaner 300ml | 12 Each |
| General heavy duty purpose cleaner | 20L |
| Hand lotion refill in **Executive toilets only** – 400ml | 2 Each |
| Paper Towel Dispenser Refill per bale –  1-ply, Non-Perforated | 40 Bales  (6 in Bale) |
| Pine gel | 20L |
| Plastic Bags – Kitchen Dustbins – Clear | 800 Each |
| Plastic Bags – Office Bins - Clear | 500 Each |
| Pmat – Urinals – 30-day refill | 13 Each |
| Sanitary Bags – Individual for She Bin | 260 Each |
| She Bin Plastic Bag | 52 Each |
| She Bin Powder | 5L |
| Toilet bowl cleaner / disinfectant / stain remover | 20L |
| Toilet paper – 2-ply – 350 sheets per roll | 40 Bales  (48 in a Bale) |
| Toilet seat sanitation – 400ml Refill bags | 50 Each |
| Wall Mounted Bin Liner Bags – Ablutions - Clear | 20 Each |
| Window cleaner | 5L |

1. EVALUATION CRITERIA

The Evaluation Process entails the following phases:

* Phase 1: Mandatory Requirements
* Phase 2: Evaluation for price and specific goals

**Phase 1: Mandatory Requirements**

All Service Providers who do not meet Mandatory Requirements will be disqualified and will not be considered for further evaluation.

**Service Providers must indicate by ticking (√) correct box indicating that they Comply OR do Not Comply.**

|  |  |  |
| --- | --- | --- |
| **Mandatory Requirement** | Comply | Not Comply |
| The service provider must submit a **valid** copy of a letter of good standing from the Compensation Commissioner or authorized entity under section 30 (1) of the Compensation for Occupational Injuries and Disease Act, 1993 as amended (COIDA), to comply with the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993 (COIDA).  Service Provider must submit a **valid** copy of the letter of good standing for **Office Cleaning Services** or **Cleaning Services** or **Domestic Cleaning Services** or **Industrial Cleaning Services** or **Window and Industrial Cleaning Services** or **Building Cleaning Services.**  The proof must be submitted by the closing date and time of the RFQ.  The RAF reserves the right to validate and confirm validity. |  |  |
| **Substantiate / Comments** | | |

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| **Description** | **Comply** | **Not comply** |
| The Service Provider must be registered with National Contract Cleaner Association (NCCA) or Bargaining Council for Contract Cleaning Services Industry (BCCCI).  The proof must be submitted by the closing date and time of the RFQ.  The RAF reserves the right to validate and confirm validity. |  |  |
| **Substantiate/Comments** | | |

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| **Number** | **Description** | **Comply** | **Not Comply** |
| **3** | **Reference Letters:**  The service provider must provide a **minimum** of one (1) reference letter, where cleaning services was rendered. The reference letter must contain the following details:   * The name of the company at which the Cleaning Services were rendered; * Contact Person; * Contact Numbers or Email Address; * The reference letter should indicate that the nature of the services provided was Cleaning Services   Please note: The RAF will not accept a list of references and/or references listed on a table other than signed reference letters on a company letterhead **from the client (bidders client providing the reference)**.  The RAF reserves the right to validate all reference letters submitted.  The reference letter(s) must be in the form of individual letter(s) from the bidders respective clients.  NB: If the reference letter submitted do not include the information on the bullet points above it will not be considered. |  |  |
| **Substantiate / Comment** | | | |

1. **Price and Specific Goals Evaluations**

The evaluation for Price and Specific Goals based preference system shall be based on the 80/20 and the points for evaluation criteria are as follows:

|  |  |  |
| --- | --- | --- |
| **Evaluation criteria** | | **Points** |
| **1.** | **Price** | **80** |
| **2.** | **Specific Goals**   |  |  |  |  | | --- | --- | --- | --- | |  | Specific Goal | Proof | Points Allocation | | 1 | South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (minimum 51% ownership or more) | CSD Report | 10 | | 2 | Women  (minimum 51% ownership or more) | ID copy / CSD report | 8 | | 3 | Persons with disabilities  (minimum 51% ownership or more) | Valid medical certificate issued by an accredited medical practitioner | 2 | | **20** |
| **Total** | | **100** |

1. COST BREAK DOWN
2. The service provider/supplier is required to provide a full cost breakdown for each item required on an official company letterhead;
3. In cases where a service provider submits two (2) different offers, the price stated on the RFQ document will be accepted for the basis of the evaluation purposes.
4. The service provider/supplier is required to list all additional costs associated with the services listed above, with the conditions of when such costs will apply;
5. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR);
6. No price changes will be accepted after official Purchase Order (PO) is issued.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Description** | **Total Price Per Month** | **Total price for 5 Months** |  |
| 1. | Cleaning Services Block F as per the specification |  |  |  |
| 3. | Cleaning Consumables which includes all the cleaning Equipments and Cleaning Chemicals |  |  |  |
| **Sub-Total** | | |  |  |
| **Vat @ 15% (if applicable)** | | |  |  |
| **Grand Total (vat incl. if applicable)** | | |  |  |

1. STANDARD BIDDING DOCUMENTS

SBD 4 Bidders Disclosure

SBD 6.1 in Terms of PPR 2022