

TERMS OF REFERENCE

FOR

**THE APPOINTMENT OF A SUITABLE AND EXPERIENCED
SERVICE PROVIDER TO SUPPLY CLEANING MATERIAL,
HYGIENE CHEMICALS, INSTALLATION OF HYGIENE
EQUIPMENT AND RENDER CLEANING AND HYGIENE
SERVICES FOR A PERIOD OF THIRTY - SIX (36) MONTHS.**

INVITATION TO BID

THE APPOINTMENT OF A SUITABLE AND EXPERIENCED SERVICE PROVIDER TO SUPPLY CLEANING MATERIAL, HYGIENE CHEMICALS, INSTALLATION OF HYGIENE EQUIPMENT AND RENDER CLEANING AND HYGIENE SERVICES FOR A PERIOD OF THIRTY - SIX (36) MONTHS.

TENDER NO: QCTO 08/2025

Closing Date	Address for Submission
Date: 05 December 2025 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

Late Submissions will not be considered

Bidder's Name		
Address		
Contact person		
Contact numbers	(w)	(cell)
Email address		

BRIEFING SESSION INFORMATION

Site visit and Compulsory physical briefing session

Date: 20 November 2025

Time: 10:00am – 11:00am

Venue: QCTO Offices. 256 Glyn Street
Hatfield, Pretoria

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1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended), and the National Qualifications Framework Act, No. 67 of 2008 (as amended), and came into operation on 1 April 2010.

The main functions of the QCTO, among others, are to develop standards for occupational qualifications, including trades and skills programmes; accredit skills development providers and assessment centres; conduct assessments; ensure quality assurance; and issue certificates to qualifying learners.

Therefore, the QCTO is responsible for standards generation and maintenance, as well as the quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programmes.

The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za>.

Prospective service providers who are interested in supplying cleaning material, hygiene chemicals, installation of hygiene equipment and render cleaning and hygiene services for a period of thirty - six (36) months at the Quality Council for Trades and Occupations (QCTO), as specified herein and in accordance with the General Conditions of the offer, as well as the specifications, are requested to complete this bid document together with all the standard bidding documents in full.

2. BACKGROUND

The Quality Council for Trades and Occupations (QCTO) is a Quality Council established in 2010 in terms of the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended). Its role is to oversee the design, implementation, assessment and certification of occupational qualifications, including trades, on the Occupational Qualifications Sub-Framework (OQSF). The QCTO also offers guidance to skills development providers who must be accredited by the QCTO to offer occupational qualifications.

In summary, the QCTO is responsible for:

Establishment and management of the Occupational Qualification Sub-Framework (OQSF);

- Occupational Qualifications and skills programmes development and maintenance;
- Accreditation of Skills Development Providers;
- Accreditation of Assessment Centres;
- Assessment;
- Certification;
- Research and Knowledge Development; and
- Stakeholder Management and Advocacy.

3. PURPOSE

The purpose of this bid is for the QCTO to appoint suitable service providers to supply cleaning material, hygiene chemicals, installation of hygiene equipment and render cleaning and hygiene services for a period of thirty - six (36) months. The service providers contracted by the QCTO will be required to provide general and ad-hoc services relating to the Cleaning and Hygiene Services on a day-to-day basis to meet the requirements of QCTO and in accordance with the specification that is outlined in this document.

The scope also includes 8 hours per day, Monday to Friday or as and when the service is required including weekends. All standard cleaning services will be carried out during normal working hours at the cost tendered for in the Bill of Quantities.

The QCTO has one site situated in 256 Glyn Street Hatfield, Pretoria which consists of two buildings (Building A and B).

The size for building A is 3950.07 m² and for building B is 1528.92 m² and the total for the two buildings is (5,478 m²).

Building A has a ground floor, first floor, and basement.

Building B has a ground floor (common areas), the first floor, and basement.

4. TENDER SUBMISSION AND COMPLIANCE

Prior to submission, the bidders must check that all pages are properly numbered, and all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the bidder.

Bids received late shall not be considered. The tender (bid) box shall be closed at exactly 11:00 am of the closing date and bids arriving late will not be considered under any circumstances. Bids received late shall be returned unopened to the bidder. Bidders are therefore strongly advised to ensure that bids be despatched at such a time that will accommodate of any unforeseen events that may delay the delivery of the bid.

NB: Please create an index page for ease of reference. Paginate your bid submission by using numbered file dividers or a similar system. Each page should be initialled with black ink.

BID FORMAT

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

- **Annexure B:** Summary of experience (Must use attached template).
- **Annexure B1 & 2:** Pricing information. Price Bids must include VAT and should be fully inclusive to deliver 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).

Bidders must adhere to the below list for submission:

Table 4 (a)

I/We have attached to this document:	Tick if submitted		Office use
	Yes	No	
• Four hard copies of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)			
• Annexure B: Summary of experience (Must use attached template).			
• Submission of one pricing completed SBD 3.3 , together with Annexure B1 & 2 (Must use attached Excel template). (Separately sealed in an envelope labelled PRICING).			
• One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)			
• Duly Completed Standard Bidding Documents (SBD 1 SBD 4, SBD 6,1)			
• Proof of CSD Registration (National Treasury) MAAA number on the SBD1 (invitation to bid) and attach CSD report. If there will be subcontracting, proof of CSD registration of the sub-contractor must be submitted			
• Tax Compliance Requirements (tax pin)			

4.1. Pricing

- 4.1.1. The bidder must submit details regarding the Bid price for the services on the pricing schedule provided in **SBD 3.3**, and Annexure **B1 & 2**. The completed form/s must be submitted together with the **Annexure B1 & 2** in 1 envelope.
- 4.1.2. Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 4.1.3. The attached spreadsheet (**B1 & 2**) must be used to cost the Bid.
- 4.1.4. The price Bid must include VAT (if applicable) and should be fully inclusive to deliver all outputs indicated in the terms of reference.
- 4.1.5. Bidders must ensure that the Total Bid Price (Including VAT) must be the same on SBD 3.3 and on the Annexure B1& 2: Costing/Price Schedule. Failure to comply with this requirement will lead to disqualification.
- 4.1.6. Bidders must ensure that they indicate the Bid Prices (Including VAT) for each year on the Annexure B1 & 2: Costing/Price Schedule
- 4.1.7. All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 4.1.8. QCTO will not provide upfront payments.

NB: Failure to provide the pricing bid and errors on calculations will invalidate the bid and result in immediate disqualification of the bid

4.2. PARTNERSHIPS AND LEGAL ENTITIES

In the case of the bidder being in a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and addresses of the partners, members or directors (as the case may be) must be submitted with the Bid.

4.3. CONSORTIUMS AND JOINT VENTURES

- 4.3.1. If the bidding unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), the individual entities that make up the bidding unit should each provide all the mandatory requirements.
- 4.3.2. Should all the requirements in respect of the bidding unit or the individual entities not be met, the bidding unit will be disqualified.
- 4.3.3. It is recognised that bidders may wish to form consortia to provide the services.
- 4.3.4. In response to this invitation to bid, a consortium shall comply with the following requirements:
 - A copy of the agreement entered by the consortium members shall be submitted with the Bid. It shall be signed to be legally binding on all consortium members.
 - The Bid document shall be signed to be legally binding on all consortium members.
 - One of the members shall be nominated by the others as authorized to the lead member and this authorisation shall be included in the agreement entered between the consortium members.
 - The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any or all the members of the consortium.

5. SCOPE AND DEFINITION OF WORK

The appointed Service Provider will be required to supply cleaning material, hygiene chemicals, installation of hygiene equipment and render cleaning and hygiene services for thirty - six (36) months within the two buildings of the QCTO. The Service Provider shall provide general and ad-hoc services relating to the Cleaning and Hygiene Services on a day-to-day basis.

The following tables outlines the minimum requirements in terms of hygiene and cleaning services and the frequency and can be adapted to accommodate changes in circumstances.

AREA: (Building A) ground floor, first floor, and basement (Building B) ground floor and basement	SERVICE	FREQUENCY
Vinyl Tiles and Laminated floors.	Sweep floors with dust control mop. Remove all litter, debris and chewing gum.	Daily
	Mop floors maintain a good state of cleanliness at all times.	Daily
Ceramic and clay quarry tiles.	Sweep floors with dust control mop. Remove all litter, debris and chewing gum.	Daily
	Mop floors, maintain a good state of cleanliness at all times.	Daily
Carpets and rugs.	Vacuum carpets thoroughly in high-traffic areas such as reception areas, passages and public areas etc.	Daily
	Vacuum carpets thoroughly in medium-traffic areas such as single offices, tea rooms, meeting rooms, etc.	Twice Per Week.
	Spot clean marks and stains.	Daily
	Wash carpets with an approved spray extraction method.	Every Three Months.
The building surroundings and covered parking including passages and staircase leading to the main entrance of the building.	Remove refuse from refuse bins and insert a liner.	Daily
	Sweep connecting passages and patio/balcony areas and entrance areas.	Daily
	Wash connecting passages and patio/balcony areas.	Weekly
	Clean all areas, including the removal of debris, litter and other refuse.	Daily
	Dust pillars, support vertical and horizontal surfaces of covered areas.	Weekly
Balconies, service passages, doors, door handles, windowsills	Sweep balconies, service passages, etc. outside the buildings.	Weekly
Round up cleaning checking: (all areas)		Hourly

AREA: (Building A) ground floor, first floor, and basement Building B, ground floor, first floor, and basement	SERVICE	FREQUENCY
FIRE ESCAPES AND STAIRWAYS	Balcony railings dusted	Weekly
	Sweep and damp mop the staircase	Twice Daily
	Remove refuse	Daily
OFFICE CLEANING	Dust all horizontal surfaces with a damp cloth (Desks, cupboards, credenza's etc.)	Daily
	Dust windowsills, high sills, ledges, and fittings	Weekly
	Clean all vertical surfaces (Walls, cupboards, pictures, etc.)	Weekly
	Spot clean marks from walls, door handles, and light switches.	Weekly
	Clean skirtings, light fittings, light switches, and air conditioning units/vents.	Weekly
	Dust and disinfect all telephones with a suitable sanitiser.	Weekly
	Dust picture frames, doors, doorframes, and door louver inserts.	Weekly
	Dust computer equipment (see notes on specific methods to be used).	Weekly
	Vacuum floor carpets and upholstered chairs and spot clean with appropriate cleaning materials.	Weekly
	Horizontal Venetian blinds to be damp wiped.	Weekly
	Wipe cubicle partition glass.	Twice per Week
	Remove refuse from refuse bins and wash bins where required. insert liners	Daily
	The use of feather or flick dusters is forbidden, and dusting is to be done by means of damp cloth or fibre dusters/cloths.	Daily
STAFF KITCHEN	Damp wipe and sanitise all horizontal surfaces (Countertops, tables, cupboards and appliances.)	Daily
	Dust windowsills, high sills, ledges and fittings.	Weekly
	Clean all vertical surfaces (Walls, cupboards, pictures etc.)	Weekly
	Spot clean marks from walls, door handles, light switches.	daily
	Cleaning of floors as per type.	Daily
	Remove refuse from refuse bins and insert a new plastic bin liner. Please note: Contract staff may use the kitchen and staff tea rooms, allocated space provided on each floor.	Daily

INTERNAL COMMON AREA: (Building A)ground floor, first floor, and basement Building B, ground floor and first floor, and basement	SERVICE	FREQUENCY
WALLS AND PAINT WORK.	Clean walls, wood panelling and other partitions with a damp cloth.	Weekly
	Remove finger marks and other stains from walls, doors, fittings and electrical switches.	Daily
	High-level cleaning and dusting, including walls and light fittings to be carried out with the aid ladders, extension squeegees etc. supplied by the Service Provider up to a height of 3m.	Monthly
GLASS DOORS, PARTITION GLASS, WINDOW FITTINGS AND METAL SURFACES ETC.	Entrance doors and windows to be cleaned including door frame.	Daily
	Remove dirty marks and stains on glass doors, steel cabinets and glass partitions.	Weekly
MAIN AND OTHER FOYERS INCLUDING RECEPTION AND SECURITY CUBICLE.	Clean floor according to type	Daily
	High profile and traffic areas – e.g., main building entrances, etc. (These areas are to be monitored and during busy times additional cleaning may be required)	Twice Daily
	Clean windows and panels	Daily
	Clean furniture, decoration wall as per type	Daily
	Empty waste paper baskets and disinfect waste bins	Daily
HYGIENE	Toilet Cubicle, Clean and disinfect toilet bowls. Sanitise toilet seats and lids and leave to dry. Sanitise door handles and toilet handle with appropriate sanitiser. Removal of sanitary bins as per specification in the health compliance industry.	Minimum of twice daily. Weekly
RESTROOM AND TOILETS	Empty wastepaper baskets and disinfect waste bins. Spot clean all vertical and horizontal surfaces	Minimum of twice daily.
	Replace empty toilet rolls as required. Ensure that sufficient stock is available. Complete the checklist. Remove all foreign objects urinals. Spot clean all vertical and horizontal surfaces. Wash and sanitise stand.	Ongoing at all times.
	Check for free flow of liquids in pipework and report faults in the maintenance register.	Minimum of twice daily.
	Clean mirrors and bright metal fittings	Daily
	Remove and clean marks on walls, light switches, and paper towel containers.	Daily
	Damp wipe light fittings and shades.	Weekly

	Remove all litter, debris, and chewing gum	Daily
	Mop floors to maintain a good state of cleanliness at all times.	Twice Daily
WINDOWS – INTERIOR AND EXTERIOR.	Clean the interior and exterior of all windows in all areas	Once a month
	Window Frames.	Weekly
MEETING VENUES	Vacuum floor carpets and upholstered chairs and spot clean with appropriate cleaning materials.	Daily
	Interior as per office cleaning, walls, windows and glass surface specs listed previously.	Daily
	Whiteboard must be cleaned each morning with an approved white board cleaning chemical ONLY.	Weekly
	Boards must be dusted and cleaned with a damp cloth prior to the start of meetings daily.	Weekly
	Venues with loose tables and chairs must be neatened and tables and chairs re-aligned for the commencement of meetings each day.	Daily
	Remove refuse from refuse bins and insert new plastic bin liner.	Daily
COMPUTER SCREENS	Screen/Monitor Wipe with DRY soft cotton cloth. If necessary, rubbing alcohol may be used for heavy marks	Weekly

WASTE	SERVICE	FREQUENCY
REFUSE REMOVAL	Empty wastepaper baskets and disinfect waste bins.	Daily
	Replacing bin liners with a plastic liner.	Daily
	Remove and sort all refuse to be designated refuse collection area. (Paper and recyclable material is to be placed into the demarcated areas).	Daily
	Notes: <i>The Service Provider must ensure that recycling policies are strictly adhered to. The Service Provider should be proactive in assisting QCTO in all attempts to reduce, remove and recycle waste products. Green policies should form part of the Service Providers Vision and assist QCTO to reduce their impact on the environment.</i>	
STORES	Dust shelves and mop the floor.	Weekly
PRINTING ROOMS	Dust shelves and mop or vacuum the floors (where applicable).	Weekly
TOPPING UP AND REPLENISHMENT OF CONSUMABLES	Topping up and replenishment of consumables (e.g., soap dispensers and hand towels where applicable)	Daily

The total number of toilets/ bathrooms, equipment, offices, and common areas for QCTO

AREA: (Building A, First floor and ground floor) Building B: Ground floor and first floor	DESCRIPTION ITEMS	QUANTITY
	Total Toilets QCTO	44
	Total Men's Urinals	16
	Total seat sanitisers	44
	Total Toilet Brushes	44
	Total Toilet brush holders	44
	Toilet paper holders	44
	Total She Bins	29
	Kitchen Paper towel (Hand paper towels)	8
	Kitchen hand paper towel holders	8
	Total Foam dispensers	21
	Kitchen-mounted bin	8
	Auto Dispenser for air fresheners	21
	Total Auto sanitiser Dispenser	21
	Total paper towel cabinet (Hand paper towel Cabinet)	22
	Total Toilets Bin wall-mounted	22
	Total Pmat urinal (to remove urine Smell)	28 in a box per month
	Total shower rooms	2
	Total number of offices/cubicles in Building A	62
	Total number of offices/cubicles in Building B	146
	Total number of board rooms/ training rooms/ meeting rooms and canteen	16
	Total number of Receptions	2
	Total strong rooms/storerooms/Archives	12
	Total number of Registry rooms and offices inside	3
	Total number of Consultation Rooms	5
	Total number of Printing Rooms	7
	Total number of open foyers/passages	19
	Total number of Kitchens	7
	Total number of sitting areas	6

	Total number of sick bays	3
	Building A Balconies	4
	Building A Patios	6
	Basement parking bays Building A	90 (basement mapping will assist with exact size)
	Basement parking bays Building B	76 (basement mapping will assist with exact size)
	All Carpets for the two buildings (Building A ground floor and first floor. Building B (First Floor only)	In all areas as per the office mapping
	Lift (Bokamoso Building A) Lift (Thutuka Building B)	2
	All Stairs for the two buildings of the emergency exits Building A Building B (Steps from the basement, steps from the Reception)	

5.1. DEEP CLEANING

- For Deep cleaning of the toilets
 - The service provider to implement deep cleaning according to the schedule.
- For Deep cleaning of other areas
 - Windows ground floor and first floor of Building A and Building B: Every four months (three times annually)
 - Floor carpets: Every three months (four times per annum)

The costs of specialised cleaning as per frequencies specified shall be included in the tendered sum.

AREAS	FREQUENCY
Meeting Venues	Every 3 months
Toilets	Once a week
Carpets	Quarterly
Kitchen	Once a week
Basement	Quarterly

The cleaning frequency must be adjusted to take account of high traffic and peak times such as during meetings, workshops and training, and open days.

5.2. WASTE REMOVAL & RECYCLING

- The Hygiene and Cleaning Service Provider shall carry out procedures for the removal of all waste from QCTO buildings to the designated waste removal area.
- The Service Provider shall undertake a process of recycling all possible waste into the various standard categories as per requirements from QCTO.
- The Hygiene and Cleaning Service Provider shall be responsible for sorting out waste according to paper, tins/cans, and other household waste i.e., recyclable waste from non-recyclable.
- Paper recycling: – The Service Provider must ensure that paper is separated from other refuse and stored in designated areas.
- Other recyclable items to be sorted out accordingly and stored in designated places.
- No staff member of QCTO or the Service Provider may remove any paper, cartridge, cans or tins from the QCTO premises for the reason of personal use, selling it, or to make it available to any other person or body for whatever reason.
- The Hygiene and Cleaning Service Provider is to refer to and comply with Waste Removal Management regulations.

5.3. CLEANING CONSUMABLES / EQUIPMENT

Cleaning Chemicals Consumables:

Cleaning chemicals and consumables should be provided by the service provider. Cleaning chemicals and consumables mean all paper products, refuse bags, chemicals and related cleaning products that are environmentally friendly, contain materials safety data sheets (MSDS), non-hazardous and SABS approved.

NO	Description
1.	Refuse bags
2.	Hand Towel in bathrooms (staff)
3.	Silky white liquid hand soap with lanolin in bathrooms
4.	Dishwashing liquid
5.	Furniture polish
6.	Trolley bags
7.	Urinal blocks
8.	Toilet bowl cleaner
9.	Sanitizer
10.	Disinfectant
11.	She bins liners
12.	Air freshener
13.	Sanitary towel bags
14.	Pmat urinal (to remove urine Smell) 24 in a box per month
15.	Window cleaner
16.	General-purpose cleaner
17.	Stripping chemical
18.	Virgin Toilet Paper single ply 500 sheets SABS 6481 (48 Pack)
19.	Recycled Toilet Paper single ply 500 sheets SABS 6481 (48 Pack)

5.4. RENTAL EQUIPMENT

Equipment should be provided and maintained by the service provider

NO	Description	Quantity
1	Maintenance of hand dryers	
2	Seat sanitiser dispensers	44
3	Toilet Brushes	44
4	Toilet brush holders	44
5	She bins pedal Intima	29 per week
6	Foam dispensers	21
7	Autosanitiser Dispenser	21
8	Auto Dispenser for air fresheners	17
9	Condom Dispensers	7
10	Paper towel cabinet (Hand paper towels Cabinet)	10
11	Toilets Bin wall mounted	10

6. Duties and Responsibilities of an appointed Service Provider

6.1. The service provider will be responsible for the following:

- 6.1.1. The Service Provider that QCTO will contract for this service must make use of equipment that supports the preservation of the environment, including recycling plans, and must comply with all the regulations of the Republic of South Africa.
- 6.1.2. The Service Provider must be willing to partner with QCTO by providing services as required by the organization but must advise on and introduce the latest trends in the cleaning and hygiene industry to improve services and to ensure that both parties stay ahead of the latest trends and abreast of the relevant regulations.
- 6.1.3. Posters on walls, doors, etc. – No pamphlets, posters, notices or any other advertising material are allowed to be displayed on any wall inside or outside buildings, lifts, or on glass entrance doors. Only noticeboards and picture frames are to be used for this purpose
- 6.1.4. Supervisors must consult admins for all such materials to be removed. Exceptions to this rule will be pointed out to the Service Provider
- 6.1.5. Individual staff are consistently allocated to work in a specific area or with a specific division / unit with minimal rotational changes, save to the extent reasonably required to maintain the Service Standards
- 6.1.6. The Service Provider shall not use less than the human resources set out in the tender submission document.
- 6.1.7. The Service Provider shall provide services of high quality and standard to the satisfaction of the Project Manager. The persons employed shall be able to communicate in English, be of good character, physically fit and of good habits and shall be well conducted, civil and obliging at all times.

- 6.1.8. Employees of the Service Provider shall not idle about aimlessly or use the seating in the public areas for relaxation.
- 6.1.9. The Service Provider shall ensure fair labour practice by complying with the industrial relations and personnel policies of QCTO, where they do not breach the parties' joint labour practices.
- 6.1.10. The employees of the Service Provider who are required to be on or in QCTO premises shall at all times be neatly and appropriately attired to the satisfaction of the Project Manager.
- 6.1.11. Employees of the Service Provider shall be clearly identifiable by means of their uniforms or badges. Uniforms are to be always worn, without any exceptions.
- 6.1.12. The Service Provider's contract manager will adhere to all scheduled meetings stipulated by QCTO Project Manager
- 6.1.13. The Service Provider's health and safety officer will visit and inspect the site on a quarterly basis and liaise with the QCTO Project manager as required
- 6.1.14. The Service Provider shall always make its contract manager available to meet, discuss, report any issues requiring attention with the QCTO designated persons
- 6.1.15. In the event that any of the areas are in use during the access times or the access times agreed, the service provider shall liaise with the QCTO Project Manager to agree on alternative access times so as to ensure the service provider is able to comply with the terms of this Specification.
- 6.1.16. According to OHS regulations the service provider must ensure that they provide relevant PPE.

6.2. CONTROL OF MATERIALS, EQUIPMENT AND CONSUMABLE

- 6.2.1. The Service Provider shall be responsible for the replenishing, safe storage, distribution and control of consumables, to agreed inventory levels, of consumables and some non-consumables required by the staff in the provision of the Cleaning Services.
- 6.2.2. The Service Provider shall be responsible for the replenishing, safe storage, distribution and control of consumables, to agreed inventory levels, of consumables and some non-consumables required by the staff in the provision of the Cleaning Services.
- 6.2.3. The Service Provider shall be responsible for the replenishing, safe storage, distribution and control of consumables, to agreed inventory levels, of consumables and some non-consumables required by the staff in the provision of the Cleaning Services.
- 6.2.4. The Service Provider shall be responsible for the safe storage of all consumables. Should any of its staff members be found to be looting, the cost shall be recoverable from the Service Provider.
- 6.2.5. The Service Provider's supervisor to maintain records of receipts and issues which should be reconciled and reports submitted to the cleaning manager on a monthly basis.
- 6.2.6. The Service Provider will be responsible for the safe storage and use of materials and equipment required for the provision of the cleaning services and for all costs incurred in their safe storage and use.

6.2.7. The Service Provider shall:

- Ensure any non-compliant cleaning equipment is not used by any person whatsoever in the provision of the cleaning services
- Ensure all cleaning materials are designed for specific use in specific areas of QCTO premises.
- Ensure all cleaning equipment to be used in a particular area is only clearly designated for such area and under no circumstances used elsewhere.
- Ensure that their staff is properly trained in the use of cleaning materials and equipment.
- Ensure that the equipment used is safe and does not endanger the operator/s or members of the public in the surrounding areas where the equipment is being used.

6.2.8. The Service Provider ensures the standards of the equipment shall comply with the following: -

- All products shall be “fit for the purpose”.
- In the case of electrically operated equipment, products shall comply with the applicable SABS standard.
- The Service provider shall maintain a colour coding system for equipment and materials to minimise cross-contamination from one type of area to the next:
 - Red – toilets
 - Yellow – kitchens
 - Blue - all other areas

6.3. CODE OF CONDUCT

- 6.3.1. The Service Provider and its employees agree not to receive and/or give any gifts, gift vouchers or any advantages to QCTO employees either directly or indirectly. This includes “kickbacks” and “spotter fees”.
- 6.3.2. No special services must be provided by the service provider to QCTO staff and vice versa
- 6.3.3. The Service Provider further agrees not to grant any loans, money or otherwise, to QCTO employees, and vice versa. Contravention of this clause may result in the immediate cancellation of the contract.
- 6.3.4. The Service Provider is not allowed to hold any social functions on QCTO premises unless permission for it is obtained beforehand from the Admin Office.
- 6.3.5. Social interaction between the Service Provider and QCTO’s employees during working hours is prohibited.
- 6.3.6. No labour union meetings, either in-house or with union officials, on QCTO premises will be permitted.
- 6.3.7. The Service Provider shall not use the QCTO address or Logo internally or externally for his or her own correspondence.

- 6.3.8. Service Providers staff shall not hold unauthorised meetings, be involved in industrial action within QCTO premises, incite and/or participate in any industrial action within the premises.
- 6.3.9. In addition to the cleaning services, the Service Provider shall provide all such other services as may be ancillary to or reasonably necessary to meet the specifications and service standards. This includes setting up of venues and cartage of furniture & equipment.
- 6.3.10. The Output Specifications shall take precedence over any other specifications provided by the Service Provider. To the extent that the specifications are not adequate to ensure compliance with the Output Specifications, the Service Provider shall be required, subject to approval of the Cleaning Manager, to amend the said specifications. In such case, QCTO and the Service Provider shall amend these Specifications in writing to reflect such amendment.

6.4. Personnel of the Service Provider

Staff Complement: Service Provider is to allow for the following staff provision: -

- 6.4.1. Service Provider to provide QCTO with an onsite Supervisor/s
- 6.4.2. QCTO project manager must be able to communicate directly with the supervisor onsite
- 6.4.3. Management to visit the site monthly.
- 6.4.4. Service Provider to provide QCTO with all general staff
- 6.4.5. Service Provider to provide role appropriate training for all the staff appointed to ensure conformity with QCTO requirements additionally QCTO will conduct OHS induction for appointed staff.
- 6.4.6. Twelve (12) cleaners including supervisory staff and a first aider.
- 6.4.7. The supervisor of the cleaning staff must be responsible for leading the team with more emphasis on health and safety issues.
- 6.4.8. Cleaners may be Female / Male. The following split will apply 60% Females, 40% Males.

6.5. Staff Provision

Service Providers are to allow for the following staff provision: -

- 6.5.1. It will be the responsibility of the Service Provider to ensure that all cleaning personnel on site always display their identity tags
- 6.5.2. Identity tags must be fully visible and display the name of the service provider
- 6.5.3. QCTO will provide building access cards for the staff
- 6.5.4. The service provider must ensure to provide staff replacement in times of absence or any emergency
- 6.5.5. Subject to satisfying the foregoing, staff failing to display their identification tags may be removed from the site.
- 6.5.6. The Service Provider must take responsibility for the deactivation of such cards in cases where staff are no longer in the service of the Service Provider or at the expiry of the contract.

6.6. Medical fitness

- 6.6.1. QCTO reserves the right to require that all Service Provider personnel be certified fit for duty.
- 6.6.2. The service provider must comply with the Basic Conditions of Employment Act, and COIDA (Act) regarding the day-to-day medical fitness of the employees

6.7. Training

- 6.7.1. QCTO recognises the need for training during the course of employment and expects to derive both benefit and value-for-money from all training undertaken by employees of the Service Provider.
- 6.7.2. The Service Provider shall ensure that the absence of staff due to attending training courses does not affect the satisfactory provision of the services and shall provide relief staff to cover the affected areas.
- 6.7.3. The Service Provider shall ensure that all their staff is adequately trained for the proper fulfilment of their duties in respect of these Cleaning Services.
- 6.7.4. The Service Provider shall provide an outline of all training and development programmes for staff indicating the following:
 - Programmes and courses (internal & external);
 - Number of days planned for training per annum for all staff categories (i.e. managers, supervisors, cleaners, etc.).

6.8. Working Uniforms

- 6.8.1. All Service Provider staff are to wear protective working uniforms, headgear and masks, and safety shoes and/or safety boots (appropriate to their tasks and functions) whilst on duty.
- 6.8.2. The Service Provider shall supply all working uniforms, which shall be of good quality for all different seasons. All uniforms must bear the name and logo of the Service Provider.
- 6.8.3. The Service Provider shall ensure that all its personnel employed are at all times neatly dressed, presentable and hygienic. The Service Provider must issue a full protective uniform including gloves.
- 6.8.4. According to OHS regulations the service provider must provide relevant PPE and ensure that it is worn at all times.

6.9. Relief staff

- 6.9.1. The Service Provider shall provide relief-staff, in the event of labour unrest, seasonal workload peaks or to replace staff on training, leave or sick leave provided that QCTO's Project Manager is given reasonable notice and details of this.
- 6.9.2. The Service Provider will bear all costs related to the provision of relief staff.

6.10. First Aid and Health and Safety

- 6.10.1. The Service Provider shall be responsible for the provision and replenishment of first aid boxes for their staff, which shall be under the supervision of a trained first aider.
- 6.10.2. In cases of emergency, the supervisor on site shall refer the incident to the Project Manager to assess the situation.
- 6.10.3. The service provider must provide the safety healthy and environment (SHE) file on site.
- 6.10.4. If there is a cost involved for the provision of such medical emergencies, then the Service Provider must bear the costs.
- 6.10.5. The Service Provider must at all times comply with the health and safety policy of QCTO. Failure to comply poses a high risk to the QCTO and could constitute a breach of contract which may lead to the termination of the contract.
- 6.10.6. In the event of accident, the service provider must ensure that the COIDA claims are lodged.

6.11. Complaint Register

- 6.11.1. A complaint register, in which complaints in respect of the service have been recorded, will be made available at an agreed point or points.
- 6.11.2. The supervisor must check the entries in the book(s) on a daily basis to ascertain what complaints have been made and to ensure that these receive attention within 24 hours at the most.
- 6.11.3. Complaints must be resolved within 48 hours. All complaints must be registered in writing with the Project Manager.

7. COMPANY REQUIREMENTS

- 7.1. The following must be submitted:
 - 7.1.1. Valid Letter of Good Standing / Valid COIDA Certificate
 - 7.1.2. Approved S/HE Policy
 - 7.1.3. Approved S/HE Plan
 - 7.1.4. Certified copies of Identity Documents (IDs) for company directors
 - 7.1.5. Valid waste Disposal certificate
 - 7.1.6. Valid NCCA/BEECA letter of good standing
 - 7.1.7. UIF registration (proof)
 - 7.1.8. Provident Fund registration (proof)

8. DELIVERABLES AND TIME FRAMES

The service provider must ensure that the services are provided for thirty-six (36) months from the start date of the contract. QCTO shall review the bidder's performance annually and reserves the right to terminate the contract due to non-performance.

DELIVERABLES	TIMEFRAME
Inception Meeting Signing of the SLA Health and Safety Plan	January 2026
PPE Matrix and Records including the list of the PPE to be provided	Monthly
QCTO reserve the right to conduct criminal check	Quarterly
Approved S/HE Policy	Ongoing
Approved S/HE Plan	Ongoing
Maintenance Checklist and reports	Monthly
Feedback Meetings	Quarterly
Personnel Training	Annually

9. EXPERIENCE / SKILLS / PAST PERFORMANCE / TEAM REQUIRED

The attached spreadsheet Annexure **B** must be used to summarise qualifications, skills and experience. The attached standard template (**Annexure A**) must be used for CVs.

9.1. Company Experience

The service provider must have a minimum of five (05) years of operational experience in supplying cleaning material, hygiene chemicals, installation of hygiene equipment and render cleaning and hygiene services. To support this, service providers are required to submit reference letter/s (on the letterhead of the company and signed by management of that company) as proof that they have successfully rendered the services, or that they have been providing similar services. The reference letter/s should include contactable details for verification purposes. The attached template (**Annexure B**) must be used to summarise the experience.

9.2. Qualifications and Experience Required

The following table illustrates the minimum qualification and experience required for

Table 9.2(a)

Roles*	Qualifications	Experience
Supervisor	- NQF Level 3 - First Aid Certificate Proof of Qualification must be attached. (certified copies)	05 years of experience in cleaning and hygiene services including client relations, of which 03 years should be at supervisory level (CV must be attached)
Cleaners x 12	NQF Level 1 Proof of Qualification must be attached. (certified copies)	03 years of experience in cleaning and hygiene services including client relations (CV must be attached)

QCTO reserves the right to verify all qualifications through the South African Qualifications Authority and to verify experience indicated on CVs with third parties.

10. EVALUATION

QCTO may request additional information, clarification, or verification regarding any information contained in a bid. Information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder will be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's other information and capabilities (Including visiting the bidder's previous premises and/or sites to verify certain stated information or assumptions). In these instances, the bidders will be obliged to provide QCTO with all necessary access, assistance, and/or information that QCTO may reasonably request and to respond within the given time frame set by QCTO.

The 80/20 principle will be applied in terms of the Preferential Procurement Policy Framework Act.

10.1. STAGE 1: MANDATORY REQUIREMENTS

During this stage, the bid will be reviewed to determine compliance with all mandatory requirements and such documents must be signed by a duly authorized representative.

Failure to meet or submit any or all the above mandatory requirements will lead to the bidder being disqualified.

Table 10.1 (a)

NO	I/We have attached to this document:	Tick if submitted		Office use
1	Valid Letter of Good Standing - Valid COIDA Certificate	Yes	No	
2	Valid Certified: Proof of Insurance Cover (Public Liability)	Yes	No	
3	Valid certified copy of first Aid Certificate	Yes	No	
4	Valid waste disposal certificate	Yes	No	
5	Valid BCCCI Certificate (Bargaining Council for the Contract Cleaning Services Industry)	Yes	No	
6	Valid NCCA/BEECA letter of good standing	Yes	No	
7	CSD Registration (National Treasury)	Yes	No	
8	Tax Clearance pin	Yes	No	
9	Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
10	CCNPF (Contract Cleaning National Provident Fund)	Yes	No	

Note: Failure to meet all the above mandatory requirements will result into disqualification

10.2. STAGE 2: FUNCTIONALITY

Only bidders that qualified during the Mandatory Evaluation will be evaluated on functionality. At this stage, the evaluation process will be based on the bidder's responses in respect of their Bids against Terms of Reference and quality.

Table 10.2(a): Qualifying Bid will be evaluated on the following:

No	Evaluation Criteria	Guideline	Scoring	Points
1	Company Experience	Demonstrate adequate experience through the number, types of similar projects/assignments undertaken. The service provider must have a minimum of five (05) years of operational experience as per paragraph 9.1. Bidders are expected to attach a minimum of 5 reference letters or project completion certificates in the last 5 years from previous clients for contracts undertaken. Reference letters must contain the following: - Signed and on an entity letterhead. - Clearly indicate the type of service provided. - Reference letters to be dated and signed - Contract duration. - Relevant contact person's name, surname and position - Relevant contact number/s QCTO reserves the right to contact these organisations, without prior notice to the bidder	05 or more reference letters provided = 30 points 04 Reference letters provided = 20 points 03 Reference letters provided = 15 points 02 Reference letters provided = 10 points 01 Reference letter provided = 05 points - No reference letters provided = 0 point	30
2	Supervisor	Experience of the supervisor: 05 years of experience in cleaning and hygiene services including client relations, of which 03 years should be at supervisory level CV indicating relevant experience.	05 or more years' experience in cleaning and hygiene services including client relations and 03 years at supervisory level = 15 points 04 years' experience in cleaning and hygiene services including client relations and 02 years at supervisory level = 10 points	15

No	Evaluation Criteria	Guideline	Scoring	Points
			03 years' experience in cleaning and hygiene services including client relations and 01 years at supervisory level = 5 points No experience = 0 points	
3	Financial and Statutory Requirements	Financial and Statutory Requirements	Meet all requirements below= 20 points Proof of salary advice (pay slip) Cleaner and Supervisor (As Per Sectorial Determination) and Proof of annual bonus paid in December (As Per Sectorial Determination) = 5 points Provident Fund registration (provide proof) = 7 points UIF registration (provide proof) = 8 points Does not meet all requirements above = 0 point	20
4	Capacity	Company's Financial status — to demonstrate capacity / resources to deliver. Bidder to attach Bank Code Letter.	Bank Codes: A-Good for the amount = 20 Points B-Good for the amount= 10 Points C-Good for the Amount if strictly in the way of business= 5 points Any code below C= 0 points	20
5	Employee relations	Employee relations	Meet all requirements below= 15 points Provide your standard employment contract aligned to basic condition of employment Act = 5 Attach Workplace Skills Plan (Annual Training Report) = 5	15

No	Evaluation Criteria	Guideline	Scoring	Points
			Proof of Employment Policies and Procedures (Include Recruitment Policy, Discipline and Grievance Procedures. = 5 points Does not meet all requirements above = 0 point	
	Total			100

Each criterion shall be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **80** out of 100 points will not be considered for Price and Specific Goals and will be disqualified for this project

10.3. STAGE 3: PRICE AND SPECIFIC GOALS

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the 80/20 preference point system.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document.

Step 1 will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis. The following formula will be utilised to calculate the points for price in respect of Bid with a Rand value below R50 000 000 (all applicable taxes included):

$$Ps = 80(1 - \frac{Pt - Pmin}{Pmax - Pmin})$$

Where:

Ps = Points scored for comparative price of Bid or offer under consideration.

Pt = Comparative price of Bid or offer under consideration; and

Pmin = Comparative price of lowest acceptable Bid or offer.

Step 2 will be the calculation of points for the Specific goals contribution where 20 points will be awarded to a Bidder as per the table below:

Specific goals	Definitions	Number of Points
Women ownership with at least 50%. >50% = 5 points <50% = 0 point	5 points can be claimed by bidders who have owners/directors who are Black women with at least 50% of ownership	5
Youth ownership with at least 50%. >50% = 5 points <50% = 0 point	5 points can be claimed by bidders who have owners/directors who are Black persons from the age of 16 to 35 with at least 50% of ownership	5
Black ownership with at least 50%. >50% = 10 points <50% = 0 point	10 points can be claimed by bidders who have owners/directors who are Black with at least 50% of ownership	10

Note: Failure to provide certification or affidavit substantiating the attainment of any of the Specific goals criteria will result in the Bidder being awarded zero (0) points for the Specific goal.

In the case that B-BBEE certificates are used to substantiate the points, the bidder must submit the full verification report, which shows the percentage of black ownership, Women, Youth and address for locality (see SBD 6.1 page 4 for verification documents).

11. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the Specific goals (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
Specific Goals	20
Total	100

12. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- QCTO will furnish the Service Provider with all relevant and available data and information, which is necessary to perform the services under the agreement.
- QCTO will become the owner of all information, documents, programmes, advice and reports generated and compiled by the Service Provider in the execution of the services.
- The copyright of all documents and reports compiled by the Service Provider will vest in QCTO and may not be reproduced or distributed or made available in any other way without the written consent of QCTO.
- All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of QCTO.
- Appointment is subject to both parties agreeing with the Service Level Agreement; both parties must sign the agreement.
- The Service Provider is entitled to general knowledge acquired in the execution of this agreement and may use it, if it shall not be to the detriment of the QCTO.
- The successful bidder shall provide the service required based on the set timelines agreed with QCTO.
- Conditions stipulated in the general conditions of the contract will be applicable should any of the parties fail to deliver (read together with the Service Level Agreement signed by both parties).
- On termination of the agreement, for whatever reason (s), all documents, programmes, reports, must be handed to QCTO, The Service Provider relinquishes the right of retention thereof.
- The Service Provider will be liable for any loss/damage of assets during the contract period.
- The bidder's officials must make themselves available for court proceedings and/or QCTO internal disciplinary and arbitration proceedings as required.
- Financial penalties will be issued as determined in the Service Level Agreement.
- The successful Service Provider should be able to work with other Service Providers.

13. GENERAL CONDITIONS OF CONTRACT

The General Conditions of Contract (GCC) must be accepted. QCTO reserves the right to implement remedies as provided for in the GCC.

The GCC can be downloaded from the Treasury Website. Please refer to the link below:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract.pdf>

14. SERVICE LEVEL AGREEMENT

The successful bidders will be expected to enter into a Service Level Agreement (SLA) with the QCTO. The contract shall be for a maximum duration of 36 months subject to an annual appraisal and confirmation of compliance with the bid requirements.

The SLA will include, amongst others, the following:

- i Period of agreement;
- ii Pricing Conditions;
- iii Changes to the proposed team;
- iv Method of communication and reporting;
- v Non-performance;
- vi financial penalties and termination of the contract;
- vii Procedures relating to payments;
- viii Procedures relating to management reports;
- ix Terms of deliverables
- x Reviews;
- xi Uncompleted work;
- xii Confidentiality; and
- xiii Disputes.

The QCTO has a standard template for Service Level Agreements into which both parties (QCTO and the successful bidder) will provide inputs. This SLA shall be the sole document governing the business relationship between the QCTO and the successful bidder. No additional agreements may supersede or govern the SLA.

15. ACCEPTANCE OF BID

QCTO does not bind itself to accept either the lowest or any other tender and reserves the right to accept the tender that it deems to be in the best interest of the organization. QCTO reserves the right to accept the offer in full or in par

16. TENDER VALIDITY PERIOD

The validity period for this bid is **180 days**.

17. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:

Ms. Itumeleng Mpe and Mr. Nkagisang Motlalo

Email: mpe.i@qcto.org.za and motlalo.n@qcto.co.za

Contact persons for SCM and administrative related issues:

Mr. Lekhotla Motloun

Email: tenders@qcto.org.za