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RAF/2026/00062: PROVISION OF CLEANING SERVICES AT THE ROAD ACCIDENT FUND (RAF) FOR ALL OFFICES FOR A PERIOD OF FIVE (5) YEARS.

EMPLOYER:	The Road Accident Fund ("RAF")
RFP NUMBER:	RAF/2026/00062
DESCRIPTION:	Provision of Cleaning Services At The Road Accident Fund (RAF) for all offices for a period of five (5) years.
DATE OF BID PUBLICATION:	23 September 2026
BID VALIDITY PERIOD:	120 days from the Bid Closing Date
BID CLOSING DATE:	29 October 2026
BID CLOSING TIME:	11h00 am
TENDERS MUST BE HAND DELIVERED OR COURIERED TO:	The Road Accident Fund (RAF) 420 Witch Hazel Avenue Eco Glades 2 Office Park, Block F (at reception) Attention: RAF's Representative mentioned below
RAF'S REPRESENTATIVE	Bathabile: e-mail bathabilem@raf.co.za

No.	RFP Page No.	Clarification Query	RAF Response
1.	N/A	I want to find out if I am tendering for more than two offices or sites. Can I attached same people for both offices that am tendering for or each office must have his own cleaners together with the cv's	If you are bidding for more than one office/site, you should provide separate resources for each office/site. The proposed staffing complement must be sufficient to meet the requirements and workload of each location. The CVs submitted should reflect the personnel allocated to each office/site to demonstrate that you have the necessary capacity to deliver the required services across all sites tendered for. The evaluation will consider whether the bidder has adequately demonstrated the capacity and resources required for each office/site.
2.	N/A	if I bid for all offices do I use one bidding document plus a copy only or I must separate them one by one?	In RAF/2026/00062, there is no mention of a need for separate bid documents for different offices. Use one RFB document and provide a copy for it.
3.	N/A	Kindly confirm if the above-mentioned tender will be awarded as a whole or we should choose which sites to apply for	This tender will be awarded on a site-by-site/office by office basis. Bidders are required to indicate which sites they are bidding for and ensure that they align with the requirements of that office.
4.	N/A	kindly advise whether the equipment is required on a rental basis or as an outright purchase	The items are to be priced as once off. Bidders will be required to remove them at the end of the contract.
5.	N/A	Please confirm whether bidders are required to submit a separate	Bid for all RAF offices under one tender submission.

		tender document for each RAF office, as was required in the previous tender, or whether we are required to bid for all RAF offices under one tender submission for this tender.	Use RAF/2026/00062 for preparing your submission, as RAF/2026/00038 is no longer applicable following its withdrawal. This should be treated as a new tender process, and all responses must be prepared in accordance with the requirements of RAF/2026/00062. In RAF/2026/00062, there is no mention of a need for separate bid documents for different office.
6.	N/A	Can you kindly advice as to why the previous bid was withdrawn, thing is if the withdrawal reason was on the side of bidders, we would appreciate transparency on such so as to avoid it's repetition on the current submission of the bid.	This decision follows an internal review, which identified the need for alignment between certain material aspects of the specification and the bid with the RAF's current requirements.
7.	N/A	Please assist with tender documents for Raf 2026/00062 provision for cleaning services for all offices for 5 year's	Please visit www.raf.co.za > Supply Chain > Running Tenders. This bid is listed there together with the tender document.
8.	N/A	How many cv are we expected to submit if we are bidding for all sites	We expect you to show us that you have the capacity to cater for all the offices that you would have selected. Please follow the instructions of the tender document. If you are bidding for more than one office/site, you should provide separate resources for each office/site. The proposed staffing complement must be sufficient to

			meet the requirements and workload of each location. The CVs submitted should reflect the personnel allocated to each office/site to demonstrate that you have the necessary capacity to deliver the required services across all sites tendered for.
9.	N/A	Kindly clarify how we should complete the once-off pricing schedule, particularly for the hygiene dispensers. If the dispensers are quoted on a monthly rental basis, should we include the total rental cost for the full 36-month period?	The period of this contract is five (years). The once-off pricing schedule should be completed in accordance with the pricing structure reflected in the schedule.
10.	N/A	Could you kindly confirm whether bidders are required to tender for all offices listed or whether we are permitted to select and tender for specific offices only?	You select offices you are bidding for and show us that you have the capacity to cater for all the offices that you would have selected.
11.	N/A	Can you kindly advise as to why the previous bid was withdrawn, thing is if the withdrawal reason was on the side of bidders, we would appreciate transparency on such so as to avoid it's	This decision follows an internal review, which identified the need for alignment between certain material aspects of the specification and the bid with the RAF's current requirements.

		repetition on the current submission of the bid	
12.	N/A	1. We need to submit CV for cleaners and supervisor or supervisor only 2. If you have two reference letters for one department or private company, do you take that or the reference letters must be for deference department or company	1. Submit CVs according to what is required in the tender document. Check if the region you are applying requires supervisors and how many cleaners and respond accordingly. 2. Reference letters may be obtained from the same client provided they relate to different projects/contracts and demonstrate relevant experience. However, please note the minimum number of reference letters is 3 for this project.
13.	N/A	1. Do you need a single document (96pages as advertised) plus 92 cvs of prospective employees, if we are to bid on all offices? OR 2. We print the bid document for each office we are bidding and then add cvs as per that specific office? Meaning is we are bidding on all 14 offices we submit 14 bid documents in separate envelopes?	You need a single tender document for all offices, there is no mention of a need for separate bid documents for different offices
14.	N/A	Mandatory requirement 12.1.4	Yes.

		Do you require proof of sanitary waste removal for all provinces?	
15.	N/A	My question is regarding the selection of cities. Is it allowed for a bidder to bid for one office ?	Yes.
16.	N/A	Kindly advise whether the above-mentioned tender opportunity will include a briefing session. If so, could you please provide the briefing date, time, and venue details?	RAF/2026/00062 does not have any briefing session
17.	N/A	1.How should bidders reconcile “firm” five-year pricing with the requested annual escalations? 2.Confirm the applicable 80/20 or 90/10 system and how specific-goal evidence should be submitted. 3.Confirm the quantities and service expectations where building details say ablutions are landlord-managed, since daily cleaning tasks also include frequent ablution cleaning. 4.Confirm how bids for only selected offices	1. Please refer to the pricing schedule. Pricing should be escalated annually, with the escalated amounts reflected for each year, to arrive at the total projected cost over the five-year contract period. 2. If the bidder’s total tendered price is below R50 million, the 80/20 preference point system will apply. Where the total tendered price exceeds R50 million, the 90/10 preference point system will apply. To enable the evaluation of specific goals, bidders must submit the following supporting documents: • A valid and up-to-date CSD report.

		should be priced and whether each office is evaluated independently. 5. if the company have no active cleaning contract and no employees, what criteria will be used in the submission of UIF and COIDA.	• Certified or clear copies of directors'/members' identity documents. • The company's CIPC registration documents. • A valid B-BBEE certificate or sworn affidavit, where applicable. • Where specific-goal points are claimed for persons living with disabilities, valid supporting documentation issued by a registered medical practitioner or recognised medical facility must be provided. Failure to submit the required supporting documents may result in the bidder not being awarded points for the applicable specific goals 3. Landlord managed ablutions do not require cleaning by the successful service provider and there is no expectation for those. 4. Each office will be evaluated independently; refer to the pricing schedule of the office you are bidding for. Bidders are required to all totals for all offices they are bidding for and the consolidated price is the bidding price. 5. That means a bidder does not comply with the requirements of this bid. COIDA and UIF are requirements for this bid. The bidder fails to satisfy the mandatory bid requirements, as valid COIDA and UIF compliance is required.
18.	N/A	Please can you confirm if Tender Number RAF/2026/00038 is the	Kindly use RAF/2026/00062 to prepare your submission, as RAF/2026/00038 is no longer applicable following its withdrawal.

		same as RAF/2026/00062. We already prepared the response on the 8 September and was then informed that the submission date will be 30 September and now see the attached Tender.	This should be treated as a new tender process, and all responses must be prepared in accordance with the requirements of RAF/2026/00062.
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