

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING SERVICES, HYGIENE SERVICES, FUMIGATION/PEST CONTROL, DEEP CLEANING, AND FOOD SERVICE AID FOR TWO OFFICES OF THE DEPARTMENT OF MINERAL RESOURCES AND ENERGY (DMRE): TREVENNA CAMPUS AND MATIMBA HOUSE IN PRETORIA FOR A PERIOD OF THIRTY-SIX (36) MONTHS SUBJECT TO PERFORMANCE REVIEW.**

**1. BACKGROUND**

1.1 In accordance with the provision of the Occupational Health and Safety Act (No: 85 of 1993), all National and Provincial government Departments are obliged to provide a clean, healthy, hygienic, and safe working environment.

1.2 The Department of Mineral Resources and Energy intends to appoint a service provider to render cleaning services, hygiene services, fumigation/pest control, deep cleaning, and food service aid for Trevenna Campus and Matimba House offices in Pretoria.

1.3 The DMRE Head Offices are situated at **192 Visagie Street** (corner **Visagie and Paul Kruger Street**), **Matimba House, and Pretoria Central.**

1.4 The total office space square meters are 11 200 of which 8 000 is carpeted area and 3 200 is tiled area. The cleaning of 390 parking bays

1.5 DMRE Head Offices are situated at **70 Meintjies Street** (corner **Meintjies and Francis Baard streets**), **Trevenna Campus, block 2B and 2C, Sunnyside.**

1.6 The total office space square meters are 14 213 of which 11 000 is carpeted area and 3 213 is tiled area.

**2. CONTRACT PERIOD**

2.1 The expected duration of the project is thirty-six (36) months after the signing of a contract subject to performance review.

**3. OBJECTIVE**

3.1 The main objective of this project is to provide, as far as reasonably practicable, a working environment that is safe and without risk to the health of employees and visitors in compliance with the provision of the Occupational Health and Safety Act. (OHSA)

#### **4. SCOPE OF WORK**

##### **4.1 Cleaning Services**

- 4.1.1 The service provider shall be expected to render cleaning services for the office, which is comprised of closed and open plan offices, boardrooms/meeting rooms, kitchens, bathrooms, storerooms, printing areas, file achieves, registry offices, receptions, foyers, lift lobby, and staircases.
- 4.1.2 The service provider is expected to perform sweeping, dusting, scrubbing, polishing, wall and furniture wiping, and damp mopping on a daily basis.
- 4.1.3 The service provider is expected to render vacuum carpet, furniture polish, floor buffing, spots buffing, interior window washing, cleaning of window blinds, wall wiping, dusting off light fittings, ceiling, and air conditioning defuses/vents on weekly and monthly.
- 4.1.4 The service provider is expected to perform quarterly carpet wash, and it shall be arranged for weekends.
- 4.1.5 The cleaning services shall be rendered from Monday to Friday during office working hours from 06h30 to 15h00, excluding weekends and public holidays unless where otherwise specified.
- 4.1.6 The service provider is expected to deploy at least sixteen (16) cleaners and one (1) supervisor for the **Trevena Campus** office in Sunnyside and seventeen (17) cleaners and one (1) supervisor for the **Matimba House** office in Pretoria Central.
- 4.1.7 The service provider shall retain one cleaner until 16h00 every day to be on standby in cases of emergency and spillages.

##### **4.2 Fumigation/pest control**

- 4.2.1 The service provider shall supply, install and service 80 disposable rodent traps every month per office.

- 4.2.2 The service provider shall fumigate the offices on a quarterly basis with the chemical not harmful to humans. The fumigation shall be conducted during the weekend.
- 4.2.3 The service provider shall treat insects/cockroaches with relevant paste or pesticides as and when required.
- 4.2.4 The department reserves the right to verify chemicals for health purposes.

### **4.3 Foodservice aid**

- 4.3.1 The service provider shall perform preparations for meetings or workshops by setting up drinking water, hot water, and tea/coffee in advance before the start of every meeting or workshop. The Department will provide groceries and crockery.
- 4.3.2 The boardroom shall be cleaned after every meeting or workshop and replenishment of drinking water, hot water, and tea/coffee.
- 4.3.3 The service provider shall prepare hot water and wash cups and cutlery for the officials twice a day at 10h30 and 14h00. The Department will provide urns, flasks, and kettles.
- 4.3.4 The service provider shall provide all cleaning detergents required.

<b>4.4 HYGIENE SERVICES: SUPPLY AND INSTALLATION OF DISPENSERS</b>	
<b>Column A</b>	<b>Column B</b>
<b>Trevenna Campus</b>	<b>Matimba House</b>
<ul style="list-style-type: none"> <li>a) Supply and install 48 liquid gel seat wipes dispensers.</li> <li>b) Supply and install 28 automated air fresheners.</li> <li>c) Supply 33 sanitary bins.</li> </ul>	<ul style="list-style-type: none"> <li>a) Supply and install 95 liquid seat wipes dispensers.</li> <li>b) Supply and install 34 automated air fresheners.</li> <li>c) Supply 54 sanitary bins.</li> <li>d) Supply 34 hand soap dispensers.</li> <li>e) Supply 34 hand paper towels.</li> <li>f) Supply 95 double toilet paper holders (lockable).</li> <li>g) Supply and install 34 waste bins.</li> </ul>

	<ul style="list-style-type: none"> <li>h) Supply and install 40 urinal dispensers.</li> <li>i) Supply and install 28 liquid soap dispensers for kitchens</li> </ul>
<b>4.5 REPLENISHMENT OF CONSUMABLES</b>	
<b>Trevenna Campus</b>	<b>Matimba House</b>
<ul style="list-style-type: none"> <li>a) Replenish hand paper multi-fold towel three times a day for 24 dispensers.</li> <li>b) Replenish hand liquid soap once a week for 24 dispensers.</li> <li>c) Replenish liquid gel for 48-seat wipes dispensers twice a month.</li> <li>d) Replenish air fresheners for 24 dispensers twice a month.</li> <li>e) Replenish one-ply first-grade toilet paper three times a day for 48 double toilet paper holders.</li> <li>f) Replenish two-ply first-grade toilet paper once a day for 3 double toilet paper holders.</li> <li>g) Service 33 sanitary bins once a week.</li> <li>h) Service 24 wall wastepaper bins three times a day.</li> <li>i) Supply 16 urinal mats twice a month.</li> </ul>	<ul style="list-style-type: none"> <li>a) Replenish 95 liquid seat wipes dispenser twice a month.</li> <li>b) Replenish 34 automated air freshener dispensers twice a month.</li> <li>c) Service 54 sanitary bins once a week.</li> <li>d) Replenish 34 hand soap dispensers twice a week.</li> <li>e) Replenish 34 hand paper towels three times a day.</li> <li>f) Replenish 95 double toilet holders three times a day (first-grade single ply)</li> <li>g) Service 34 waste bins three times a day.</li> <li>h) Supply 40 urinals twice a month.</li> <li>i) Replenish 40 urinal dispensers once a week.</li> <li>j) Replenish 28 liquid soap dispensers once a week.</li> </ul>
<b>DEEP CLEANING</b>	
<b>Trevenna Campus</b>	<b>Matimba House</b>
<p><b>a)</b> The service provider is expected to conduct deep cleaning for 48 toilet bowls, 40 basins, and 16 urinals every six months.</p>	<p><b>a.</b> The service provider is expected to conduct deep cleaning for 95 toilet bowls, 60 basins, and 40 urinals every six months.</p>

## **5. DELIVERABLES OR PROJECT OUTPUT**

- 5.1 The service provider shall during the period of the contract ensure that the office is continuously cleaned, spotless, healthy, and hygienic to enable a conducive working environment as per the scope of work,
- 5.2 The service provider shall provide enough equipment and dispensers to enable the smooth running of cleaning services.
- 5.3 The service provider shall continuously provide enough consumables and cleaning material as required.
- 5.4 The service provider shall ensure that enough supplies are kept in the storage provided as a backup in case of sudden shortage thereof.
- 5.5 The service provider shall develop and monitor a schedule for fumigation, carpet washing, and deep cleaning and cleaning services checklists.
- 5.4 The service provider shall ensure that the deployed staff is always representable and identified.

## **6. REPORTING REQUIREMENTS**

- 6.1. The service provider shall report to the Director: Auxiliary Support.
- 6.2. The service provider shall conduct daily inspection on quality and standard and weekly written reports shall be submitted to the Director: Auxiliary Support.
- 6.3. The service provider shall report on a daily basis to the Director: Auxiliary Support any defects such as broken mirrors, blocked toilets/ urinals, broken windows, etc. that they might come across during the cleaning of the building.
- 6.4. The service provider shall convene quarterly meetings with the Director: Auxiliary Support regarding performance, specific problems, suggestions, improved methods, and work programs, tenant's complaints and remedial action, and all matters related to this contract.
- 6.5. The service provider shall ensure that additional resources are made available to augment employee absenteeism caused by any form of leave.

## **7. COMPANY EXPERIENCE**

- 7.1. The service provider must have five (5) years of reputable operational experience in cleaning services, hygiene services, and pest/fumigation control.
- 7.2. The service provider must have obtained experience in cleaning office space of a minimum of ±15 000 square meters as one project.
- 7.3. The service provider must provide signed testimonial/s on the business letterhead, not older than 3 years from current/ex-clients as proof of service rendered and Purchase orders for goods and services or appointment letters to support the testimonial.
- 7.4. The content of the testimonial/s must indicate contactable reference/s, period, square meters, and services rendered as proof that they had facilitated a similar project/s successfully.
- 7.5. The company experience will be determined by valid and signed testimonial/s.
- 7.6. The Department reserves the right to verify the testimonial/s.

## **8. QUALIFICATION AND EXPERIENCE OF SUPERVISOR**

- 8.1. The team supervisor must have a minimum grade twelve (12) certificate or N3.
- 8.2. A higher qualification (NQF6) and supervisory certificates will be added as an advantage.
- 8.3. The team supervisor must have a minimum of three (3) years of supervisory experience in the cleaning services industry.
- 8.4. The service provider must provide a comprehensive CV of the team leader/supervisor indicating relevant experience and a certified copy of the qualifications.

## **9. PROJECT PLAN**

- 9.1. The service provider shall provide a detailed cleaning services project plan indicating daily duties with time frames and order of preference.
- 9.2. The project must also indicate weekly, monthly, quarterly, and six-monthly duties.
- 9.3. The project plan must indicate a detailed replenishment frequency of consumables as per the scope of work.
- 9.4. The project plan must indicate the monitoring and assessment of cleaning services.
- 9.5. The project plan must indicate the contingency plan in cases of emergency.
- 9.6. The service provider shall provide a Health and Safety plan in compliance with the Occupational Health and Safety Act (OHSA) in the office working environment.

9.7. The Health and Safety plan must indicate the induction and training procedures.

## **10. INFRASTRUCTURE**

10.1. The service provider shall provide lists as follows.

10.1.1. Indicate and quantify all appropriate cleaning materials to be supplied per month.

10.1.2. Indicate and quantify all consumables to be supplied per month.

10.1.3. Indicate and quantify all equipment required for the project.

10.1.4. Indicate the fumigation chemical is not harmful to humans.

10.1.5. Indicate and quantify the type of rodent traps.

10.1.6. Indicate and quantify all required dispensers.

10.1.7. The service provider shall provide a copy of the current signed contract of employment and pay slip of a cleaner as an example.

10.1.8. The service provider shall provide bathroom and cleaning services checklists.

10.1.9. All the required supplies indicated above must be of the South African Bureau of Standard (SABS) and the Department reserve the right to verify the supplies.

## **11. ROLE AND RESPONSIBILITY**

11.1. The Department will provide support with all reasonable requests of the service provider to enable the service provider to perform its duties in terms of the contract.

11.2. The Department will provide a storage facility and change rooms.

## **12. CONFIDENTIALITY OF INFORMATION**

12.1. Any patents or copyright developed from this project will belong to the Department.

12.2. The service provider will sign a confidentiality agreement regarding the protection of DMRE information that is not in the public domain.

## **13. PAYMENT**

13.1 The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of service that will be agreed upon by both parties and receipt of an original invoice.

## **14. TAX CLEARANCE CERTIFICATE**

- 14.1. The potential service provider/s must ensure compliance with their tax obligations.
- 14.2. The potential service provider/s is/are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 14.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).
- 14.4. The potential service provider may also submit a printed TCS together with the proposal.
- 14.5. In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.
- 14.6. Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

## **15. EVALUATION METHODOLOGY: Bids will be evaluated on**

- (i) Compliance and technical review
- (ii) Mandatory requirements
- (iii) Functionality and point system.

### **15.1 Phase 1: Compliance and Technical Review:**

15.1.1. Each submission is checked for compliance. The following documents are required

A valid Tax Clearance Certificate	
Signed SBD forms	
Proof of CSD registration	
Copy of ID's Company Directors	
Copy of ID's Project Team	



CIPC Company Registration certificate	
---------------------------------------	--

**15.1.2 The following are mandatory requirements failure to attach mandatory documents will invalidate your bid.**

The valid registration of the accredited cleaning services institutions.	Disqualification
The valid registration for office pest and fumigation control with the Department of Agriculture	Disqualification

15.1.2 Bidders will be evaluated based on functionality. The minimum threshold for functionality is 80 out of 100 points. Bidders who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and specific goals.

NO	CRITERIA	SCORING	WEIGHTS
1	<p><b>Company Experience:</b></p> <p>(i) Service provider must have a minimum of five (5) years of operational experience in rendering cleaning services, hygiene services, and pest control/fumigation.</p> <p>(ii) The service provider must provide testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating an experience period of 5 years, servicing office space of 15 000m<sup>2</sup> as a minimum.</p>	<ul style="list-style-type: none"> <li>• Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating five (5) years' experience rendering cleaning services for office space of 21 000 - 25 000 m<sup>2</sup> = 05 points.</li> <li>• Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating five (5) years' experience rendering cleaning services for office space of 16 000-20 000 m<sup>2</sup> = 04 points.</li> </ul>	25

		<ul style="list-style-type: none"> <li>• Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating five (5) years experience rendering cleaning services for office space of 15 000 m<sup>2</sup> = 03 points.</li> <li>• Testimonial/s and purchase order/s or appointment letter/s to support the testimonial indicating five (5) years' experience in cleaning services for office space of 10 000 to 14 000m<sup>2</sup> = 02 points.</li> <li>• Testimonial/s indicating five (5) years' experience in cleaning office space less than 10 000 = 01 point</li> </ul>	
2	<p><b>Supervisor experience:</b></p> <p>(i) The team leader/supervisor must have at least three years of supervisory experience in the office cleaning industry.</p>	<ul style="list-style-type: none"> <li>• Cleaning services supervisory experience of five (5) years and above = 5 points.</li> <li>• Cleaning services supervisory experience of four years = 4 points.</li> <li>• Cleaning services supervisory experience of a minimum of three years = 3 points.</li> <li>• Cleaning services supervisory experience of two years = 2 points.</li> <li>• Cleaning services supervisory experience of one year = 1 point.</li> </ul>	15

3.	<b>Supervisor qualifications:</b> <p>(i) The supervisor must have obtained a minimum grade twelve (12) certificate or N3.</p> <p>(ii) Copies of the certified certificate/qualification must be attached.</p> <p>(iii) Cleaning services supervisory certificate/s will be added as an advantage</p> <p>(iv) Higher qualifications (NQF6) and supervisory certificate/s will be added as an advantage</p>	<ul style="list-style-type: none"> <li>• Grade twelve (12) / N3 certificate and higher qualification (NQF6) = 5 points</li> <li>• Grade twelve (12) / N3 and cleaning services supervisory certificate/s = 4 points</li> <li>• Grade twelve (12) /N3 certificate and = 3 points</li> <li>• Grade eleven (11) qualification or statement = 2 points</li> <li>• Grade ten (10) and below = 1 point</li> </ul>	05
4	<b>Project Plan:</b> <p>1.1 Detailed daily duties with time frames with order of preference.</p> <p>1.2 Detailed weekly, monthly, quarterly, and six-monthly duties.</p> <p>1.3 Detailed replenishment frequency for consumables.</p> <p>1.4 The monitoring and assessment of cleaning services.</p> <p>1.5 The contingency plan in cases of emergency.</p>	<ul style="list-style-type: none"> <li>• Detailed project plan with daily, weekly, monthly, quarterly, and six-monthly duties with time frames and order of preference. Detailed contingency plan. Detailed replenishment frequency for consumables. Detailed monitoring and assessment. Proposal/s for regular improvements. = 5 points</li> <li>• Adequate project plan with daily, weekly, monthly, quarterly, and six-monthly duties with time frames and order of preference. Detailed contingency plan. Adequate replenishment frequency for</li> </ul>	20

	<p><b>Health and Safety Plan</b></p> <p>(i) The service provider shall provide a Health and Safety plan in accordance with the provision of the Occupational Health and Safety Act (OHSA) in the office working environment.</p> <p>(ii) The Health and Safety plan must indicate the induction or training procedures.</p> <p>(iii) The health and safety plan must be aligned to the project.</p>	<p>consumables. Adequate monitoring and assessment. = 3 points</p> <ul style="list-style-type: none"> <li>• Inadequate project plan without one of; daily, weekly, monthly, quarterly, and six-monthly duties with time frames and order of preference. Inadequate contingency plan. Inadequate replenishment frequency for consumables. Inadequate monitoring and assessment. = 2 points</li> <li>• No indication or attachment of project plan =1 point</li> <li>• Detailed Health and Safety plan in compliance with OHSA for the office environment. Health and safety must be aligned with the project. The detailed induction or training procedures = 5 points.</li> <li>• Adequate Health and Safety in compliant with OHSA for office environment. The health and safety plan must be aligned to project. Adequate induction and training procedures =3</li> <li>• Inadequate health and safety plan. The health and Safety plan is not aligned to the project. No indication of induction or training procedures. = 1 point.</li> </ul>	05
--	---	---	----

	<p><b>Infrastructure</b></p> <p>(i) Indicate all appropriate cleaning material and quantity to be supplied per month.</p> <p>(ii) Indicate all appropriate consumables and quantity to be supplied per month.</p> <p>(iii) Indicate the fumigation chemical not harmful to humans, and the quantity of rodent traps to be supplied every two months.</p> <p>(iv) Indicate all required dispensers to be supplied.</p> <p>(v) The service provider shall provide the current signed contract of employment and pay slip of a cleaner as an example.</p> <p>(vi) The service provider shall provide a bathroom and cleaning services checklists.</p> <p>(vii) All the required supplies indicated above must be of South African Bureau of Standard (SABS) and the Department reserve the right to verify the resources.</p>	<ul style="list-style-type: none"> <li>Detailed indication for supply of cleaning material per month. Detailed indication for supply of consumables per month. Detailed indication of fumigation chemical not harmful to humans and supply of rodent traps. Detailed indication of all dispensers. The service provider must attach the current signed contract of employment and pay slip of a cleaner. The service provider must provide bathroom and cleaning services checklists. The service provider must indicate that all required supplies are SABS approved. The proposal for regular improvements or indication of extra supplies = 05 points.</li> <li>Detailed indication for supply of cleaning material per month. Detailed indication for supply of consumables per month. Detailed indication of fumigation chemical not harmful to humans and supply of rodent traps. Detailed indication of all dispensers. The service provider must attach the current signed contract of employment and pay slip of a cleaner. The service provider must provide bathroom</li> </ul>	30
--	--	--	----

		<p>and cleaning services checklists. The service provider must indicate that all required supplies are SABS approved. = 03</p> <ul style="list-style-type: none"> <li>• Inadequate indication of supply of cleaning material. Inadequate indication of supply for consumables per month. Inadequate indication of fumigation chemical not harmful to humans and supply of rodent traps. Inadequate indication of all dispensers. No indication of the current signed contract of employment and pay slip of a cleaner. No bathroom or cleaning services checklists. No indication of SABS approved. = 02</li> <li>• No indication or attachment of infrastructure = 01</li> </ul>	
<b>Total</b>			<b>100</b>

**For purpose of evaluating functionality, the following values will be applicable:**

<b>1=</b>	<b>Very poor</b>	Does not understand the requirements
<b>2=</b>	<b>Poor</b>	Will not be able to fulfil the requirements
<b>3=</b>	<b>Average</b>	Will partially fulfil the requirements
<b>4=</b>	<b>Good</b>	Will be able to fulfil the requirements

5=	Excellent	Will fully fulfil the requirements
----	-----------	------------------------------------

## 16. PHASE 2: PRICING AND SPECIFIC GOALS

16.1. Bids will be evaluated on the 80/20 preference point system as outlined in the Procurement Preferential Regulation of 2022. Bidder that scores the highest points in this phase will be awarded the tender.

CRITERIA	WEIGHT
Price	80
Specific goals	20

### 16.2. COST / PRICING

16.2.1. The service provider will be requested to provide a quoted proposal regarding the work to be undertaken.

16.2.2. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).

16.2.3. The service provider should provide hourly rates as prescribed by Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.

16.2.4. The service Provider should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:

- i) Hotel Accommodation – R1550 per night per person, including breakfast, dinner and parking
- ii) Air travel must be restricted to economy class
- iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

### 16.3. SPECIFIC GOALS

16.3.1. Provisions of the Preferential Procurement Policy Framework Act (PPPFA) of 2000 and its regulation of 2022 will apply in terms of awarding points.

16.3.2. Bidders who do not submit proof for specific goals claimed will not qualify for preference points for specific goals.

16.4. The table below depicts the specific goals to be claimed by the bidder:

<b>SPECIFIC GOAL</b>	<b>NUMBER OF POINTS FOR (80/20 PREFERENCE SYSTEM)</b>	<b>MEANS OF VERIFICATION</b>
1.Enterprise owned by Black people	4	Identity Documents and CIPC document
2.Enterprise owned by Women	4	Identity Documents and CIPC document
3. Enterprise owned by Youth	4	Identity Documents and CIPC document
4.Enterprise owned by Disabled persons	4	Medical Certification
5. Enterprise owned by SMME`S – QSE and EME	4	B-BBEE certificate issued by SANAS Accredited Agency or the DTIC / Sworn affidavit

### 17. SPECIAL CONDITION OF THE CONTRACT

17.1. The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.

17.2. The appointment of the successful bidder is subject to security screening and vetting results by the State Security Agency.

17.3. The successful service provider will be subject to enter into signing of the Service Level Agreement (SLA) with the department.

17.4. The service provider must comply with the provision of Occupational Health and Safety Act (OHSA) and Compensation of Injury and Disease Act (COIDA).



- 17.5. The successful service provider shall provide acceptable protective clothing/uniform and name tags for staff members.

## **18. FORMAT OF SUBMISSION OF PROPOSAL**

- 18.1. Service providers are requested to submit two (2) copies of technical proposals plus the original.  
18.2. Service providers are requested to index their proposals for easy reference.

## **19. PRE-BID MEETING / BRIEFING SESSION DETAILS-**

- 19.1. A compulsory briefing session will be held on **02 August 2023 at 11:00** at the **Department of Minerals Resources and Energy Head Office at Matimba House, 192 Visagie Street, corner of Visagie and Paul Kruger Street, Pretoria.**
- 19.2 Bidders must ensure that they sign a register during a compulsory briefing session to confirm attendance. Failure to sign the register to confirm attendance will invalidate your bid.

## **20. SUBMISSION OF TENDER BIDS**

- 20.1. Proposals must be submitted on **21 August 2023 at 11:00** at the **Department of Minerals Resources and Energy Head Office at Matimba House, 192 Visagie Street, corner of Visagie and Paul Kruger Street, Sunnyside. Pretoria.** (Tender box is located at the reception ground floor)

## **21. ENQUIRIES**

- 21.1 **All general enquiries relating to bid documents should be directed to:**

Ms. Lucia Nkhethoa

Tel No: (012) 406 7702

E-mail: [Lucia.Nkhethoa@dmre.gov.za](mailto:Lucia.Nkhethoa@dmre.gov.za)

- 21.2 **Technical enquiries can be directed to:**

Mr. Alfred Thibela

Tel No: (012) 406 7322

E-mail: [Alfred.Thibela@dmre.gov.za](mailto:Alfred.Thibela@dmre.gov.za)