



national treasury

Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

**COMPREHENSIVE HYGIENE AND
CLEANING SERVICES TENDER**

TERMS OF REFERENCE

NT014-2025

**APPOINTMENT OF A SERVICE PROVIDER TO RENDER COMPREHENSIVE HYGIENE, CLEANING
SERVICES AND REFRESHMENT COORDINATION FOR THE NATIONAL TREASURY BUILDINGS FOR
A PERIOD OF THREE (3) YEARS**

CLOSING DATE: 28 NOVEMBER 2025

VALIDITY PERIOD: 90 DAYS

1.1 BACKGROUND

The National Treasury's legislative mandate is based on Chapter 13 of the Constitution. As set out in the Public Finance Management Act and other laws governing financial and fiscal affairs, the Treasury is mandated to promote the national government's fiscal policy and the coordination of macroeconomic policy, ensure the stability and soundness of the financial system and financial services, coordinate intergovernmental financial and fiscal relations, manage the budget preparation process, and enforce transparency and effective management in respect of revenue and expenditure, assets and liability, public entities and constitutional requirements.

1.2 SERVICE REQUIREMENTS

The National Treasury wishes to appoint a contractor for the provision of comprehensive hygiene and cleaning services for a period of three (3) years to all National Treasury sites. The successful service provider is expected to provide the services within the specified period.

1.2.1 National Treasury sites

- 40 Church Street Building, Pretoria.
- Riverwalk Office Park, 41 Matroosberg Road, Ashlea Gardens, Pretoria, And
- National Treasury, 3rd floor Parliamentary Offices, Cape Town.

1.2.2 Scope of work

- The prospective service provider is expected to undertake Comprehensive Hygiene and Cleaning Services within the National Treasury offices as follows: during business hours, i.e., 07:00 - 16:00, on weekends, and monthly.
- Deep cleaning to be undertaken at all sites in accordance with the schedule provided.
- Provide refreshment coordination assistance within National Treasury offices

1.3 Operational Conditions

ITEM NO.	DESCRIPTION
1.3.1	Service required
	<ul style="list-style-type: none"> a) The rendering of a professional Comprehensive Hygiene and Cleaning Services for a period of thirty-six (36) months to National Treasury premises from a supply, control, housekeeping, and maintenance perspective; b) The successful bidder shall, at its own cost, maintain public liability insurance for its own staff against accident, injury, or death; c) Carry out frequent routine visits to inspect all sites, reporting, and quality control; d) The bidder must have a comprehensive hygiene and cleaning programme, applying and using environmentally friendly controls; e) The bidder must supply on a rental basis all the required hygiene equipment; f) The bidder must implement a continuous improvement plan for services rendered to the National Treasury. Pass any possible cost reductions resulting from this programme. g) The bidder will be expected to keep refill stock on National Treasury premises in order to ensure there is no break in service. h) The bidder must deploy personnel with relevant Hygiene services experience, together with trained and competent operations personnel. i) All the chemicals, detergents, and other related materials to be used must be compliant with the South African Bureau of Standards and meet the OHSA requirements; and j) All the cleaning and hygiene services are to be undertaken in compliance with the Occupational Health and Safety Act 85 of 1993. k) The service provider to be able to render services to the National Treasury Gauteng and Cape Town offices; l) The products utilised may be locally manufactured; m) The services to meet the Hazard Analysis and Critical Control Point (HACCP) principles / ISO 2200 requirements. n) Upon request by the National Treasury, the Service Provider shall promptly furnish all necessary documentation to demonstrate its compliance with relevant laws and regulations. o) Product price to be fixed for a year upon appointment. Price escalations on each anniversary date to be in accordance with statutory price pronouncements (in accordance with Labour Law Gazettes). p) Mandatory statutory meeting between the service provider staff representatives and National Treasury management. q) The Service Provider must comply in all material respects with all laws and regulations to which it is subject, including but not limited to Taxation laws, Labour laws, and anti-corruption laws.

	<p>r) National Treasury may, from time to time, request a reduction or increase in the number of cleaning personnel for all sites and may change the addresses where the services are to be rendered.</p> <p>s) The service provider will be subjected to quarterly performance evaluations by the National Treasury</p> <p>t) The service provider must provide the National Treasury with relevant documentation confirming its compliance with statutory obligations set out in the Pension Funds Act No. 24 of 1996 and Unemployment Insurance Contributions Act No. 4 of 2002 (submit proof of compliance and registration – status document)</p>
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1.3.2	Description of services
	<p>1.3.2.1 Cleaning Services:</p> <ul style="list-style-type: none"> a) Cleaning windows; b) Cleaning carpets; c) General cleaning – exterior; d) General Cleaning of all surfaces in accordance with all infectious diseases e) General cleaning – interior; f) Special cleaning – ablutions; g) Special cleaning – kitchens; h) Refreshment Coordination; and i) Washing/laundry services. <p>1.3.2.2 Hygiene Services:</p> <ul style="list-style-type: none"> a) Supply (on a rental basis and maintenance of the hygiene equipment; b) Supply and refill service consumables; and c) Removal of sanitary bins and proper and medical waste disposal bins (as per legislated regulations) disposal thereof. <p>1.3.2.3 Deep Cleaning</p> <ul style="list-style-type: none"> a) Clean and disinfect toilets, urinals, hand-wash basins, sluices, and sinks; b) Clean and disinfect wall tiles daily; c) Clean and disinfect all desks surface 5 times daily with 70% alcohol bases disinfectants d) Remove bacteria and uric incrustation from all areas of basins and sinks; and e) Clean taps and plugs

1.3.2.1 Cleaning services			
Service Area	Service Specification Level	Service output	Standards
Cleaning Windows	Ensure all windows and glass surfaces in the building are kept clean at all times.	Windows and glass surfaces are to be free of dust, fingerprints, stains, smudges, and markings, with a dry streak/smear-free finish achieved.	No failure to ensure all windows and glass surfaces in the building are kept clean at all times.

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General Cleaning Carpets	Ensure all carpets in the building are kept clean and free of stains at all times.	Carpets are to be clean and free of stains, marks, and spots. This process is to be operated by both a spot cleaning service and a full deep cleaning service	No failure to ensure all carpets in the building are kept clean at all times.
General Cleaning (Exterior)	In the event of graffiti inside or outside the building, the service provider must take appropriate measures to ensure that it is removed or obscured from public display.	The service provider must inform the client if a temporary solution is to be implemented prior to a permanent solution finally resolving the call	No failure to provide a schedule of the deep cleaning service with frequencies and locations identified.
	Implement a programme of cleaning of parking pathway/driveway, car parking, pedestrian and other exterior hard surfaces.	External cleaning includes the removal of bird faeces. This must be completed according to the correct HSE requirements.	No failure to provide a schedule a programme of cleaning of parking pathway/driveway, car parking, pedestrian and other exterior hard surfaces.
General cleaning (Interior)	<p>Provide a general cleaning (interior) service for all internal fabric to include, but not be limited to the following: hard floors with a variety of finishes, soft floors with a variety of finishes, entry matting, ceilings, walls (including skirting and ledges), furniture (interior and exterior), all fixtures and fittings, ornaments and all other free-standing items, blinds and other window coverings; and</p> <p>All surfaces to be free from debris, dirt, marks, smears or cleaning chemical build up at all times.</p>	Service provider to prepare and provide the client with a schedule for the cleaning of all items, with recommended frequencies.	No failure to ensure all carpets in the building are kept clean at all times and a schedule of the cleaning service with frequencies and locations identified

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Special Cleaning (Ablutions)	<p>Provide a specialised cleaning service for ablutions;</p> <p>a) Clean all toilet facilities and adhere to the highest hygiene, health and safety standards at all times;</p> <p>b) Deep clean all toilet facilities and adhere to the highest hygiene, health and safety standards at all times; and</p> <p>c) Manage the waste disposal service for ablutions, complying with all legislative requirements.</p>	<p>Service provider to prepare and provide a schedule for the cleaning of all items, with recommended frequencies.</p> <p>Provide disposal schedule of ablution waste</p>	<p>No failure to provide a specialised cleaning service for ablutions and disposal of any waste in accordance with the relevant legislation and OHSA requirements.</p>
Special Cleaning (Kitchens)	<p>a) Provide a specialised cleaning service for periodic deep cleaning of kitchens; and</p> <p>b) Clean all kitchen equipment and furniture and adhere to the highest hygiene, health and safety standards at all times.</p>	<p>Service provider to prepare and provide a schedule for the cleaning of all items, with recommended frequencies.</p>	<p>No failure to comply with all health and safety legislation.</p>

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Refreshment Coordinator Services	<p>Provide specialised events and booking service to the boardrooms and meeting sites;</p> <ul style="list-style-type: none"> a) Handle all tea and coffee, to ensure high standard of quality; b) Wash all crockery and maintain proper stock control on daily basis; c) Manage (supply & control) all groceries stock on a weekly basis; d) Maintain a clean & healthy catering environment; e) Ensure a hygienic regime for all catering equipment and suppliers; f) Glasses and water bottles must be cleaned and replenished daily. Sterilise water bottles and jugs weekly; g) The provision of daily tea and coffee will be managed by the PA's to what the requirements are, service will be provided upon request; and h) The respective meeting boardrooms will have daily stock of tea and coffee. 	<p>Service Provider to provide service in accordance with the daily meeting and event bookings; and Personnel to be available for the service at all times as required.</p>	<p>No failure to provide a professional and specialised events and always booking services.</p>
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1.3.2.2 Hygiene services

Service Area	Service specification level	Service out put	Standards
Hygiene services	<p>Provide a specialised and professional Hygiene services;</p> <ul style="list-style-type: none"> • Manage all aspects of the provision of hygiene services and provide a constant supply of consumables within the toilet facilities and waste disposable bins on each floor • Manage the waste disposal services to be in compliance with legislative requirements 	<p>Service Provider to prepare and provide excellent and professional hygiene services at all times with the required standard of service at all times.</p>	<ul style="list-style-type: none"> • No failure to replenish consumables within the toilet facilities in manner and frequency which ensures the availability of consumables at the point of use at all times; • No failure to provide a waste disposal service for ablutions. • No failure to replenish hand sanitisers at the point of use at all times • No failure to decontaminate building once a month or as and when required
Requirements	<ul style="list-style-type: none"> • Equipment to be inspected regularly and to be safe, in good working order and appropriate for use; • Environmentally friendly chemicals to be used (MSDSs available at all times); • Adequate staff, suitably trained are to be available at all times; • Sufficient supervision; • Cleaning of all areas to be effected with the required manner and frequency which avoids persistent complaints; • A service provider should maintain a pool of approved staff, replacement in the event of absenteeism is required by 10h00 of that day; and • Service Provider to provide waste disposal certificate to ensure compliance. 		

1.3.2.3 Deep cleaning services

Service Area	Service Specification Level	Service Output	Standards
Deep cleaning services	<p>Provide professional deep cleaning services in the following areas:</p> <p>a) Riverwalk Office Park</p> <ul style="list-style-type: none"> • All Areas with Carpet; • Bathrooms and Kitchens • high rise windows; and Upholstery and curtains <p>b) 40 Church Street</p> <ul style="list-style-type: none"> • All areas with Carpet; • Bathrooms and kitchens • Brass • Upholstery and curtains. 	<ul style="list-style-type: none"> • Service Provider to prepare and provide excellent, professional deep cleaning services as per agreed schedule at all times with the required standard of service. 	<p>No failure to provide excellent and professional deep cleaning services.</p>
Requirements	<ul style="list-style-type: none"> • Equipment to be inspected regularly and to be safe, in good working order and appropriate for use; • Environmentally friendly chemicals to be used (MSDSs available at all times) 		

	<ul style="list-style-type: none"> Sufficient staff, suitably trained are to be available at all times; Supervision to be available at all times during high rise cleaning; Cleaning of all areas to be effected with the required manner and frequency which avoids persistent complaints; A service provider should maintain a pool of approved staff, replacement in the event of absenteeism is required by 10h00 of that day; Staff performing high rise cleaning to be cleared medically by the medical practitioner and proof submitted to the client and site file; Correct and certified equipment's and other related requirements for high rise cleaning to be satisfied; and Provision of waste disposal certificate to ensure compliance.
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1.4 SERVICE SITES SIZE			
SITE	TYPE OF SERVICE	BUILDING SIZE	TOTAL ESTIMATE STAFF & VISITORS
40 Church Street	Comprehensive Hygiene and Cleaning	5000m ²	436
Riverwalk Office Park	Comprehensive Hygiene and Cleaning	18200m ²	1083
3 rd Floor Parliament, Cape Town	Hygiene Services Only	± 900m ²	25

Building Size	
Site	Details
40 Church Square	<ul style="list-style-type: none"> Tiles – 250m²; Laminated Wooden Floors – 375m² Courtyard paving (Including the outside entrance; parameters) – 500m²; Underground parking concrete surface; and Building carpeted surface – 4000m².
Riverwalk Office Park	<ul style="list-style-type: none"> Vinyl tiles – 1132m² Porcelain Tile 2502 m² Carpet tile - 8291m²

1.4.1 Bid Full List

(a) Riverwalk Office Park

Floors	Kitchens	Female		Male		Disabled	
8	7	Toilets	44	Toilets	45	Toilets	7
		Basins	31	Basins	32		
				Urinals	43	Basins	7
1	Executive Offices	Toilets	4				
		Basins	4				
		Showers	4				
1	Basement/ Gym	Female		Males		Showers	8
	Block A	Toilets	2	Toilets	2		

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		basins	2	Basins	2		
				Urinals	2		

NB: The toilets are **Hydro smart toilet** which are eco-friendly bathroom solution. It features water-saving capabilities. it offers a personalized and efficient bathroom experience.

The following numbers of cleaners are required:

25	General cleaners (office, meeting rooms /boardrooms and corridors)
10	Cleaners (bathrooms and staircases)
10	Cleaners (Basement/ parking /lifts/Pause/ Break area)
12	Refreshments coordinators (kitchens/Pantry)
2	Full-time Supervisor
1	Team Leader
60	Total number of cleaners required

EQUIPMENT –RIVERWALK OFFICE PARK

All equipment needs to be of an acceptable quality standard. An acceptable quality standard would be equipment of a brand name that is recognised within the facilities management industry as being durable in construction, reliable in service, and SABS approved. If the supplied equipment is not SABS approved, the service provider will have to replace it with an SABS-compliant equipment.

National Treasury will inspect the condition of the following cleaning equipment that is needed (before the contract starts):

15	Vacuum cleaners
20	Brooms
20	Mops
20	Buckets
75	Toilet Brushes
20	Scrubbing Brushes
25	Dust pans
1	SABS approved Ladder (4m)
1	SABS Approved Ladder (2m)
1	Industrial carpet washer (permanently on site)
1	Industrial wet and dry vacuum
10	Extension cords

Sufficient and separate gloves for each area should be provided for the cleaning of the bathrooms (green) and kitchens (yellow) general areas (green). These gloves should be replaced monthly.

We require proper cleaning cloth for various areas in colour codes as follows:

- Red for bathroom purposes.
- Yellow for the workstations and equipment amongst other telephone equipment and computers; and
- Blue or green for the kitchens

(b) 40 Church Square, Pretoria

Floors	Kitchens	Female		Male		Disabled	
6	9	Toilets	24	Toilets	13	Toilets	2
		Basins	20	Basins	16		

				Urinals	14	Basins	2
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CLEANERS NEEDED – 40 CHURCH SQUARE BUILDING

The following number of cleaners is needed:

1	Full-time Supervisor
4	General Cleaners (Office, corridors, Meeting rooms
2	Cleaner (Balconies, Courtyard and Parking bays & entrance paved areas),(Bathrooms/ staircase)
4	Refreshment Coordinators(Kitchens)
11	Total number of cleaners required

EQUIPMENT – 40 CHURCH SQUARE BUILDING

All equipment needs to be of an acceptable quality standard. An acceptable quality standard would be equipment of a brand name that is recognised within the facilities management industry as being durable in construction, reliable in service and SABS approved. If the supplied equipment is not SABS approved, the service provider will have to replace it with an SABS compliant equipment.

The National Treasury will inspect the condition of the following cleaning equipment that is needed (before the contract starts) for the recommended bidder.

4	Vacuum cleaners
3	Hard brooms
11	Soft brooms
14	Mops
18	Buckets
1	High-pressure water washer and hose pipes
1	Industrial strength steam cleaner (similar or equal to the Gemini)
1	Industrial polisher
1	Buffer scaffolding for windows
1	Sabs approved ladder (10m)
2	Sabs approved ladders (1m)
10	Scrubbing brushes
75	Toilet brushes
18	Dust pans set
1	Carpet shampoo machine
1	Stripping machine

(c) 3rd Floor Parliament, 120 Plein Street, Cape Town

Floors	Kitchens	Female		Male		Disabled	
1 (3rd Floor)	2	Toilets	4	Toilets	2	Toilets	3
		Basins	2	Basins	2		
				Urinals	2	Basins	3

EQUIPMENT – 120 Plein Street, Cape Town

The site only has hygiene services requirement, which will be the installation of equipment and provision of consumables.

1.4.2 Services List – Bill of Quantities (Rental equipment installations)

SITE: RIVERWALK OFFICE PARK

ITEM	ITEM DESCRIPTION	QUANTITY	REMARKS
1	Sensory hand towel dispenser – (kitchen) and executive offices	12	Installed, serviced and maintained
2	Wall bin with liners (kitchen) and executive offices	12	Installed, serviced and maintained
3	She bins with perfume bags liners	51	Installed, serviced and maintained
4	Auto sanitizer dispenser	79	Installed, serviced and maintained
5	Air freshener dispenser	23	Installed, serviced and maintained
6	Foam soap dispenser	23	Installed, serviced and maintained
7	Toilet roll holder (tr2)	79	serviced and maintained
8	Foam seat sanitizer dispenser	79	Installed, serviced and maintained
9	Urinal Auto sanitiser dispenser	46	Installed, serviced and maintained
10	Hand air dryer	34	serviced and maintained
11	Hand sanitizer	(Including sick bay)	Installed, serviced and maintained

SITE: 40 CHURCH SQUARE

ITEM	ITEM DESCRIPTION	QUANTITY	REMARKS
1	Sensory hand towel dispenser	29	Installed, serviced and maintained
2	Wall bin with liners	28	Installed, serviced and maintained
3	She bin with perfume bags liners	26	Installed, serviced and maintained
4	Auto sanitizer dispenser	38	Installed, serviced and maintained
5	Air freshener dispenser	28	Installed, serviced and maintained
6	Foam soap dispenser	24	Installed, serviced and maintained
7	Toilet roll holder (tr3)	36	Installed, serviced and maintained
8	Foam seat sanitizer dispenser	36	Installed, serviced and maintained
9	Auto flush dispenser	18	Installed, serviced and maintained
10	Hand sanitizer	20 (Including sick bay)	Installed, serviced and maintained

SITE: OFFICE OF THE MINISTRY 40 CHURCH SQUARE			
11	Toilet roll holder silver	2	Installed, serviced and maintained
12	Wall bin small silver	2	Installed, serviced and maintained
13	Auto sanitizer dispenser silver	1	Installed, serviced and maintained
14	Air freshener dispenser silver	2	Installed, serviced and maintained
15	Liquid soap dispenser silver	2	Installed, serviced and maintained
16	Foam seat sanitizer dispenser silver	2	Installed, serviced and maintained
17	Sensory hand towel dispenser silver	2	Installed, serviced and maintained
<p>NUMBER OF EQUIPMENT/ITEMS TO BE INSTALLED AT 40 CHURCH SQUARE MIGHT CHANGE DUE TO/BASED ON THE OCCUPANCY IN THE BUILDING.</p> <p>SITE: CAPE TOWN OFFICES</p>			
18	She bin sateen	4	Installed, serviced, and maintained
19	Air freshener dispenser sateen	3	Installed, serviced, and maintained
20	Toilet roll holder sateen	4	Installed, serviced and maintained
21	Seat spray dispenser sateen	6	Installed, serviced and maintained
22	Auto janitor dispenser sateen	6	Installed, serviced, and maintained
23	Foam soap dispenser sateen	6	Installed, serviced, and maintained
24	Wall bin sateen	5	Installed, serviced and maintained
25	Cormatic cabinet sateen	5	Installed, serviced and maintained
26	Condom dispenser	2	Installed, serviced and maintained
<p>1.4.3. Services List – Bill of Quantities (Consumables)</p> <p>SITE: 40 CHURCH SQUARE</p>			
ITEM	ITEM DESCRIPTION	QUANTITY	REFILL INTERVALS
1	Paper towel mystique roll	7	Monthly
2	Toilet paper 1 ply 48 rolls per pack	20 X 48	Monthly
3	Toilet paper 2 ply 48 rolls per pack	1 X 48	Monthly
4	Air freshener	33	Monthly
5	Auto sanitiser purineal	52	Monthly
6	Paper towel 1 ply 6 rolls per pack	10 X 6	Monthly

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7	Foam soap	33	Monthly
8	Urinal fresh screen	2	Monthly
9	She bins	24	weekly
10	Seat sanitiser	39	Monthly
SITE: RIVERWALK OFFICE PARK			
1	Toilet paper 1 ply 48 rolls per pack	100 X 48	Monthly
2	Air freshener	19	Monthly
3	Auto sanitiser purineal	75	Monthly
4	Paper towel 1 ply 6 rolls per pack	20	Monthly
5	Foam soap	19	Monthly
6	She bins	47	weekly
7	Seat sanitiser	75	Monthly
8	Urinal fresh screen	42	Monthly
SITE: CAPE TOWN			
1	Toilet paper 2 ply 48 rolls per pack	48	Quarterly – every 3 months
2	Air freshener	3	Monthly
3	Auto sanitiser purinel	6	Monthly
4	Paper towel 2 ply 6 rolls	1	As and when required
5	Foam soap	5	As and when required
6	Seat sanitiser	5	As and when required
7	Toilet paper 2 ply 48 rolls per pack	48	As and when required
8	She bins	3	Weekly

1.4.4. Services List – Bill of Quantities (Curtains)

Area	m²	Frequency
DG's Office	21.28	Biannual
DG's Reception	47.84	Biannual
Second Boardroom	31.92	Biannual
Budget Council	732.6	Biannual
Minister & Deputy Minister	54.43	Biannual

1.4.5. Services List – Bill of Quantities (Windows)

SITE	ITEM DESCRIPTION	QUANTITY	REMARKS & FREQUENCY
RIVERWALK OFFICE PARK	each floor has windows	All windows in all floors	Inside wash only quarterly
40 CHURCH SQUARE	each floor has windows	All windows in all floors	Inside wash quarterly and outside biannually

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1.4.6. Services List – Bill of Quantities (Establishment/Overheads)

Total number of cleaners required	71
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SERVICE COSTINGS – See Annexure A - Three (3) year pricing schedule

(A) Equipment installations and maintenance

SECTION	DESCRIPTION	Monthly Rate	Total cost (3 years)
40 Church Square	Rental equipment installations	R	R
Office of The Ministry – 40 Church Square	Rental equipment installations	R	R
Riverwalk office park	Rental equipment installations	R	R
Cape Town Offices	Rental equipment installations	R	R
SUB TOTAL			R

(B) Consumables

SECTION	DESCRIPTION	Monthly Rate	Total cost (3 years)
40 Church Square	Supply of consumables	R	R
Office of The Ministry – 40 Church Square	Supply of consumables	R	R
Riverwalk office park	Supply of consumables	R	R
Cape Town Offices	Supply of consumables	R	R
SUB TOTAL			R

(C) Curtain washing and upkeep

SECTION	DESCRIPTION	Monthly Rate	Total cost (3 years)
40 Church Square	Ministry Floor (including boardrooms) and Budget Council (888.07m ²)	R	R
SUB TOTAL			R

(D) Window washing and upkeep

SECTION	DESCRIPTION	Monthly Rate	Total cost (3 years)
Riverwalk Office Park	Supply of consumables	R	R
40 Church Square	Supply of consumables	R	R
SUB TOTAL			R

(E) Cleaning & deep Cleaning (carpet areas, toilets,)

SECTION	DESCRIPTION	Monthly Rate	Total cost (3 years)
Riverwalk office park & 40 Church Square	Carpet Cleaning (Incl. high traffic areas)	R	R
	Deep Cleaning of the carpet area	R	R
	Deep cleaning of Ablutions	R	R
SUB TOTAL			R

(F) Overhead Costs

SECTION	DESCRIPTION	Monthly Rate	Total cost (3 years)
Riverwalk Office Park	Supply of work force (60 in total)	R	R
40 Church Square	Supply of workforce (11 in total)	R	R
SUB TOTAL			R

SERVICE PROVIDER SHOULD BE FLEXIBLE TO ADJUST STAFFING ONCE FINAL LAYOUTS AND OCCUPANCY DETAILS ARE CONFIRMED

SUMMARY OF COSTS:

SECTION	DESCRIPTION	Total cost (3 years)
(A)	Equipment installations and maintenance	R
(B)	Consumables	R
(C)	Curtain washing and upkeep	R
(D)	Window washing and upkeep	R
(E)	Cleaning & deep Cleaning (carpet areas, toilets, upholstery & curtains)	R
(F)	Overhead Costs	R
GRAND TOTAL		R

**DEEP CLEANING AND HYGIENE SERVICE - PER UNITS IN THE BATHROOMS & KITCHENS
Riverwalk Office Park**

Floors	Kitchens	Female		Male		Disabled	
8	7	Toilets	44	Toilets	45	Toilets	7

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		Basins	31	Basins	32		
				Urinals	43	Basins	7
1	Executive Offices	Toilets	4				
		Basins	4				
		Showers	4				
1	Basement/ Gym	Female		Males		Showers	8
		Toilets	2	Toilets	2		
		basins	2	Basins	2		
				Urinals	2		

40 Church Square, Pretoria

Floors	Kitchens	Female		Male		Disabled	
		Toilets	24	Toilets	13	Toilets	3
6	9	Basins	20	Basins	16		
				Urinals	14	Basins	3

(a) Cleaning Services

Area	Service Specification
Contents of each room All surfaces and partitions All artwork and frames Wooden panels and partitions	a) Unless otherwise stated, the under-mentioned should be dusted every day with a soft cloth or a duster, which is recommended specifically for this purpose, and should be cleaned daily ; and b) Archives and stock items in storerooms should be dusted on request , or at least once a week .
AREA OUTSIDE THE BUILDING – RECEPTION/ COURTYARD	a) These areas must be swept and washed on a daily basis to remove dust and leaves; and b) Paving is to be hosed with high pressure water hose nozzle with clean water and scrubbed weekly , as well as the taking out of weeds.
CURTAINS	a) Curtains situated on the Budget council ground floor and second floor on 40 Church Street should be removed and washed once a year; and b) Voile should be washed as and when instructed throughout the year.
DOORS	a) Remove all dirty spots on wooden and aluminium doors – daily . b) Polish doorknobs with an approved metal polish where applicable – weekly c) Wash all glass doors (inside and outside) with a degreasing agent and equipment that will not scratch the surface, as required – weekly or on request .
GLASS PARTITIONING	Wash all full-height and low-level glass partitioning – weekly .
ELEVATORS	Clean all elevators inside and outside with a degreasing agent using a cloth that will not scratch the surface – daily .

FURNITURE	<ul style="list-style-type: none"> a) Polish wooden furniture everywhere with an approved polish. Such polish should not be greasy, should not be greasy, and should not come off on anything it comes into contact with after it has been polished weekly; b) Do not polish any laminated furniture; c) Damp wash all desk surfaces with an approved 70% alcohol based disinfectants 3 times daily d) Remove all dirty spots from glass tops, desks and other furniture such as, bookcases, empty shelves in a proper way – daily; e) Damp-Wash wash arts of furniture covered in leather or imitation leather – daily; f) Treat upholstered or leather covered parts of furniture with an approved agent – monthly; g) Vacuum those parts of furniture covered with fabric – weekly; h) Wipe telephones with a damp cloth using a suitable diluted disinfectant – daily; i) Antique furniture to be polished with wood oil weekly; j) All upholstery furniture (±1533) e.g. chairs; couches must be shampooed and washed twice a year with approved SABS products; and k) Modesty panels need to be steam cleaned twice a year with an industrial steam cleaner.
STAIRS AND BALUSTRADES	<ul style="list-style-type: none"> a) Wipe banisters with a damp cloth – daily; b) Use polish on wooden banisters that will not scratch the surface, as required – monthly; c) Clean all visible pipes – daily; d) Balustrades to be polished weekly with SABS approved metal polish; and e) Emergency staircases must be cleaned and kept free of obstructions on a weekly basis.
FLOORS	<ul style="list-style-type: none"> a) Clean all floors in order to maintain a high gloss – daily; b) Should entry to offices or high traffic make it difficult to treat floors, it should be done after office hours; and c) Wash floors with an appropriate disinfectant – daily.
VINYL: VINYL LINOLEUM, ASPHALT, RUBBER AND SIMILAR COATINGS	<ul style="list-style-type: none"> a) The relevant surface should be properly cleaned and where necessary old polish should be removed with an appropriate agent; and b) If a polish-remover is used, the floor should be rinsed with clean water and dried properly.
WOODEN FLOORS & PARQUET	<p>(Only at 40 church Square Building)</p> <ul style="list-style-type: none"> a) Sweep and remove all dirty marks – daily. b) Polish with SABS approved non-slip polish, should be done after the floor has been wiped with a damp mop; and c) Various areas: <ul style="list-style-type: none"> • High Traffic e.g. passages ways – apply polishing agent and polish – weekly. • Offices – apply polishing agent and polish – weekly; and • As soon a slight layer of old polish has built up, it should be scrubbed off and a new coat re-applied. This must be negotiated first with the Directorate: Facilities Management.
CARPETS (wall-to-wall and loose)	<ul style="list-style-type: none"> a) Vacuum all carpets – daily b) Thorough vacuuming as follows: c) High Traffic, e.g. passages ways/ corridors – daily Offices, Auditorium, Pause area and Conference Facilities – daily. d) Clean spots or stains immediately on a daily basis. Guard against the use of cleaning agents that could damage or discolour the carpets. e) The carpets should then be washed with an appropriate and SABS

	<p>approved carpet washing machine. When carpets are washed, dirty marks or stains should be removed after which the carpet should be thoroughly vacuumed. It should be ensured at all times that the carpets do not become excessively wet. All water should be removed until the carpets are damp only. Occupants should be requested not to walk on the damp carpets, if possible. Washing of carpets will be done twice a year (or when requested) for all areas with carpets, after office hours; and</p> <p>f) Carpet must be washed once a month after-hours in the following high traffic areas:</p> <p>Riverwalk Office Park</p> <ul style="list-style-type: none"> Meeting rooms, Boardrooms and Auditorium <p>40 Church Square</p> <ul style="list-style-type: none"> Lower Ground, Ground Floor and 2nd Floor (Ministry)
OUTDOOR CONCRETE SURFACES AND PAVING	<p>a) Balconies, passageways, footways and water canals should be swept with appropriate brooms and dirty spots removed – daily.</p> <p>b) Pick up all rubbish on paving – daily.</p> <p>c) Sweep paving with a hard broom – daily.</p> <p>d) Walkways should be washed and scrubbed with soap and water – weekly; and</p> <p>e) Sanitize floors as and when necessary.</p>
PARKING AREAS, GARAGES, AND LOADING ZONES	<p>a) Clear all conspicuous rubbish – daily;</p> <p>b) Remove oil, petrol and brake fluid stains with an appropriate approved cleaning agent – weekly;</p> <p>c) Sweep parking area daily;</p> <p>d) De-weed parking areas; and</p> <p>e) Wash parking area as and when required with industrial floor scrubber, after-hours or weekend at whatever period agreed on.</p>
STORE-ROOM:	<p>STORE-ROOM:</p> <p>a) Storerooms at all National Treasury sites must be cleaned on a weekly basis; and</p>
RUBBISH REMOVAL	<p>a) Empty all waste bins in office, kitchen, bathrooms and general areas in the morning and afternoon – daily.</p> <p>b) All rubbish bins should be washed with an approved disinfectant.</p> <p>c) Sufficient rubbish bags need to be provided daily by the service provider to outline the bins in the kitchens, bathrooms or where necessary.</p> <p>d) All rubbish bags will be removed from the containers with the rubbish intact and the containers will be outlined with new bags daily.</p> <p>e) Empty and wash all large bins outside conference rooms – three times a day.</p> <p>f) The contents of waste bins and other office rubbish should be removed.</p> <p>g) neatly in bags and deposited at the collecting points of rubbish bins provided for this purpose.</p> <p>h) Rubbish bags may not be dragged across floors or carpet tiles as the floors may be damaged.</p> <p>i) The service provider will be responsible for sorting waste paper for rendering to wastepaper dealers. The manner of disposal should be indicated – and be done on a daily basis.</p> <p>j) Leaves, paper and other debris falling on or blowing onto the premises should be collected and placed in plastic bags to be provided by the</p>

	<p>service provider, and put in an appropriate place on the premises; and</p> <p>k) Additional black bags for all shredding machines for Riverwalk Office Park & 40 Church Square must be provided by the service provider.</p>
KITCHENS	<p>a) Kitchen floors to be swept and washed – daily.</p> <p>b) Counters top to be washed – daily.</p> <p>c) Cupboards to be cleaned and washed inside weekly to avoid infestation; and</p> <p>d) Fridges to be defrosted and cleaned – once a month or as and when required.</p>
BATHROOMS	<p>a) Bathroom floors to be washed – daily.</p> <p>b) Counters tops to be washed – daily.</p> <p>c) Toilet pans, covers, urinals, basins, towel rails and taps are to be cleaned with SABS approved disinfectant – twice a day.</p> <p>d) SABS approved chemical should be put into toilet pans to prevent deposits forming – weekly.</p> <p>e) All mirrors should be cleaned and polished with SABS approved chemicals – daily.</p> <p>f) Approved agents should be put in basins and urinals to prevent clogging – weekly.</p> <p>g) Glazed and enamel surfaces should be washed with an approved liquid agent, no abrasives or scouring materials may be used; and</p> <p>h) Toilet papers to be replenished three (3) times a day (or as per need) regularly during the day.</p>
GYM	<p>i) Bathroom floors to be washed – daily</p> <p>j) Showers to be washed – daily</p> <p>k) Toilet pans, covers, urinals, basins, towel rails and taps are to be cleaned with SABS approved disinfectant – twice a day.</p> <p>l) SABS approved chemical should be put into toilet pans to prevent deposits forming – weekly</p> <p>m) All mirrors should be cleaned and polished with SABS-approved chemicals – daily</p> <p>n) Approved agents should be put in basins and urinals to prevent clogging – weekly</p> <p>o) Approved agents should be put in basins and urinals to prevent clogging – weekly</p>
BRASS ITEMS	<p>a) Should be cleaned – daily.</p> <p>b) Should be polished with Brasso or another similar SABS approved chemical and equipment that will not scratch the surface, as required – weekly or on request; and</p> <p>c) High rise brass items cleaned monthly.</p>
	<p>The following tasks will be expected from the Refreshment Coordinators:</p> <p>a) Wash all crockery and maintain proper stock control daily.</p> <p>b) Manage catering/ refreshments requirements for clients.</p> <p>c) Manage (supply & control) all groceries stock on a weekly basis.</p> <p>d) Maintain a clean and healthy catering environment.</p> <p>e) Ensure a hygienic regime for all catering equipment and suppliers; and</p> <p>f) Glasses and water bottles must be cleaned and replenished daily. Sterilise water bottles and jugs weekly.</p>
CLEANING TIME	<p>The servicing times will occur daily during normal office hours (07H00 – 16H00) except where changes are specifically requested by National Treasury.</p>
WINDOWS	<p>a) Windows must be washed inside at Riverwalk Office Park Street quarterly or as and when required. Windows at 40 Church Square must be cleaned inside (quarterly) .</p>

SECURITY SCREENING	<p>a) All contractors' employees placed on-site, and Directors will be subjected to security screening by SSA (State Security Agency); and</p> <p>b) All contractors' employees on-site must adhere to all applicable National Treasury regulations (e.g. Security, Building Regulations, etc.)</p> <p>c) All contractors' employees will be required to sign oath of secrecy.</p>
FIRE EXTINGUISHERS	The service provider and his employees shall under no circumstances make use of fire hose reels or other fire extinguishers on-site in the activities not attached to the rendering of the services.
WARNING SIGNS	Legible warning notices or signs shall be exhibited as needed where the rendering of the cleaning services may cause injuries to any person(s).
INFLAMMABLE, POISONOUS SUBSTANCES	The service provider shall not use or store any poisonous or highly inflammable substances on the premises without the written consent of the National Treasury for the rendering of the services or any other purposes.
DAMAGE COMPENSATION	The service provider will be held responsible for any damage or thefts that may be caused, to the premises or contents, by him/her or his/her employees or due to their negligence, whether in the normal execution of their duties or otherwise, and a claim for indemnification can accordingly be imposed by the State against the service provider.
COMPLIANCE WITH ACTS AND REGULATIONS	The service provider must comply with all the Acts and Regulations applicable to cleaning services.
TRAINING	<ul style="list-style-type: none"> The cleaning and hygiene services staff shall be trained by the service provider in every aspect relating to the handling of all equipment that they use with regards to this contract; and The employer will be held responsible for any damages or injuries arising from any misuse any damages or injuries arising from any negligent use of such equipment by one of their "on-site" staff members.
ABSENTEEISM	<p>Should a staff member not be present at work, a replacement by a security screened employee is required by 10H00 of that day.</p> <p>A service provider should maintain a pool of approved temporary staff.</p>

2 Service Level Specification and Penalties

- All services contemplated herein shall only be applied to the areas as reflected in the above Site List.
- All critical server rooms shall receive priority service which shall be agreed upon by National Treasury and the contractor on the listed areas.
- National Treasury Facilities Management shall provide the contractor with a minimum of 2 working days advanced warning on any related service changes requested
- All service changes on any of the listed site or areas that will require more than the stipulated/agreed time to resolve will be treated as Project.
- The Performance Measurement process will be incorporated into the Service Level Agreement to be signed after the successful bidder has been appointed.
- Service Providers' Director to hold meetings with National Treasury quarterly and supervisors to have monthly meetings to discuss and resolve issues.
- Service Provider to provide quarterly reports indicating the level of compliance with statutes.
- Team Leader to be equipped with office equipment/working tools (laptop, cell phone, etc) to allow them to conduct building inspections and produce reports

2.1 Terms and conditions of the bid

- It is imperative that bidders ensure compliance with all applicable labour and related legislation and associated standards, including but not limited to the Basic Conditions of Employment Act, 1997 (Act 75 of 1997), Labour Relations Act, 1995 (Act No.66 of 1995), and Unemployment Insurance Act, 2001 (Act 63 of 2001). The Department will monitor and enforce compliance with these requirements during the contract period.
- Bidders undertake to remain compliant with all applicable labour laws and regulations, including but not limited to Unemployment Insurance Fund (“UIF”) and Provident Fund obligations for the entire duration of the contract.
- Bidders are expected to pay employees at least the minimum monthly basic wage, as prescribed by the Labour Relations Act, 1995 (Act No.66 of 1995) and any relevant sectoral determinations issued by the Department of Employment and Labour. This includes but is not limited to compliance with UIF and Provident Fund requirements.
- Bidders must comply with the National Minimum Wage provisions prescribed for the cleaning services sector by the Department of Employment and Labour. Bidders who submit pricing below the applicable minimum wage will be disqualified during the pricing evaluation stage.
- The successful bidder will be required to demonstrate compliance with UIF registration and contribution requirements monthly during the term of the contract and the successful bidder’s compliance with UIF registration and contribution requirements prior to contract award will be verified. Failure to demonstrate such compliance will result in withdrawal of the award.
- The department will, during the contract term on a month-to-month basis, monitor the successful bidder’s ongoing compliance with all applicable labour legislation, including but not limited to the Unemployment Insurance Fund, Compensation Fund, Provident fund and any other relevant regulatory requirements. Failure to demonstrate such compliance will result in withdrawal of the award.
- Bidder to submit detailed breakdown of labour cost for each NT site. The bidder is instructed to ensure that the bid price for overheads is not less than 5% of the Labour Cost per month and bid price for profit is not less than 10% of the labour cost per month. Should the price be less the bid will be regarded as non-responsive and will be disqualified at the pricing evaluation stage.
- The successful bidder will be subjected to company and personnel screening by the State Security Agency (SSA). This appointment will be terminated with immediate effect if the verification report from SSA has negative results.
- National Treasury reserves the right to terminate the contract if there is a breach of the agreed specifications, non-compliance with relevant legislation or failure to meet service level requirements.
- National Treasury reserves the right to appoint or not to appoint any bidder.

- National Treasury reserves the right to terminate the contract where the successful bidder is unable to meet the service level requirements or is not compliant with any relevant applicable legislation.
- Any continued non-compliance with the above requirements that is not rectified may lead to restriction of the bidder from doing business with government.
- National Treasury may report cases to National Regulator Compulsory Specifications (NRCS) for non-compliance to conformity of product(s) or service(s) to health, safety, or environmental protection requirements of a standard, or specific provisions of a standard.
- Bidders are required to have their own delivery vehicle to provide the services they are appointed for.

3. Detailed requirements

ITEM NO	DESCRIPTION
3.1	Provision of personnel in emergency situations
	<ul style="list-style-type: none"> • The bidder must have a well-established and equipped twenty-four (24) hour contactable emergency services for their staff; • The bidder must undertake to provide a reasonable number of personnel required for the rendering of service at the site during emergency situations and; • The bidder must furnish details of equipment, etc. <p>NB: The National Treasury holds the right to inspect such equipment at any point during the contract.</p>
3.2	The bidder must have a Team Leader who will be reachable on a twenty-four (24) hours basis.
3.3	Bidders shall be expected to assume duty upon signing of the SLA
3.4	Price escalation fees
	Escalation fees will be affected on every anniversary and in accordance with statutory price pronouncements (in accordance with the Labour Law Gazettes)
3.5	<p>a) The quality of the service to be rendered must be in accordance with the acceptable standard of the trade concerned; and</p> <p>b) It is the responsibility of the contractor to ensure that personnel in his/her service and especially those deployed at the National Treasury sites meet the requirements at all times.</p> <p>c) All possible steps shall be taken by the contractor to ensure that the contract, intended execution of this agreement will take place. These steps include, inter alia, the following:</p> <ul style="list-style-type: none"> • The protection of state officials from injury, death or any other offences, including offences referred to in all Schedules of the Criminal Procedure Act, 1977 (Act 51 of 1977); • The protection of state property at the intended sites and the protection of said property against damage, vandalism, or theft;

	<ul style="list-style-type: none"> • The protection of Information; and <p>Ensure that there is no interruption of the National Treasury business process.</p>
3.6	Duties of the team leader and supervisory team
	Advice National Treasury's Director: Facilities Management on any service-related issues.
3.7	Service personnel
	<p>a) The National Treasury holds the right to screen and interview the Cleaning and Hygiene Services Personnel supplied to render the service within seven (7) days after commencement of the service and verbally request an immediate replacement should the personnel not meet the criteria or perform to the accepted standard; and</p> <p>b) The bidder must submit a recent South African Police Service Criminal Record Clearance Certificate (at his/her own expense) to the National Treasury Security Manager, in respect of all personnel he/she supplies to render the service, within fourteen (14) days after commencement of the service</p>
3.8	<p>a) Directors of the company shall be subjected to a security vetting upon commencement of the contract.</p> <p>b) All the personnel, general personnel and management involved with the National Treasury shall at the commencement of this contract be security screened by the State Security Agency.</p> <p>c) All personnel of the company including directors shall sign a "Declaration of Secrecy" upon commencement of the contract.</p> <p>d) The Team Leader, Supervisors and Cleaning and Hygiene Services Personnel must sign an undertaking in which they declare that they will refrain from any action which might be to the detriment to the National Treasury or the state in general.</p> <p>e) Team Leader, Supervisor and Cleaning and Hygiene Services Personnel are prohibited from reading documents or records in offices or handling thereof; and</p> <p>No information concerning the state's activities may be furnished to the public or media by the contractor or any of his/her employees.</p>
3.9	<p>The following general requirements apply:</p> <p>a) At all times Cleaning and Hygiene Services Personnel must present an acceptable image and appearance which includes amongst others, grooming and other requirements; and</p> <p>b) The Team Leader, Supervisors and Cleaning and Hygiene Services Personnel must always present a dedicated attitude.</p>

NT014-2025: APPOINTMENT OF A SERVICE PROVIDER TO RENDER COMPREHENSIVE HYGIENE, CLEANING SERVICES AND REFRESHMENT COORDINATION FOR THE NATIONAL TREASURY BUILDINGS FOR A PERIOD OF THREE (3) YEARS

3.10	<p>a) The contractor shall ensure that, at the commencement of the contract, all Cleaning and Hygiene Services Personnel are & deployed in complete uniform. The uniform for the Cleaning and Hygiene Services Personnel shall be according to industry standard. Non-compliant personnel will be denied access to National Treasury premises.</p> <p>b) Bidders must keep proper site files as well as appropriate documents of all personnel, who are employed for rendering the service to the National Treasury. These documents must be available for inspection by representatives of the National Treasury.</p> <p>c) The appropriate documents shall include, inter alia, the following: academic qualifications, training certificates, and medical certificates.</p>
3.11	The contractors shall furnish a monthly and quarterly report of the cleaning services, problems, etc. which transpired in the previous month to the National Treasury's Facilities Manager.
3.12	<p>a) A thorough inspection of the service shall be performed by Departmental officials as well as the contractor every three (3) months or as and when required by National Treasury.</p> <p>b) The Department retains the right to inspect the service rendered by the contractor at any time, in order to ensure that the service is rendered in accordance with the conditions of the contract and the site specification; and</p> <p>c) The Department retains the right to require from the contractor, that any of his/her employees be replaced, should justifiable reasons exist, in which case the employee must leave the site forthwith. The Department will not be held responsible for any damage or claims which may arise because of this and is indemnified against any such claims and legal expenses.</p>
3.13	<p>a) The contractor' personnel must at all times refrain from littering and keep the grounds/building/work area occupied by them clean, hygienic and neat.</p> <p>b) Under no circumstances will any Service personnel be allowed to trade on the premises.</p> <p>c) The contractor shall not erect or display any sign, printed matter, painting, name plates, advertisement and article or object of any nature whatsoever, in or to the Department's buildings or sites or any part thereof without written consent. The contractor shall not publicly display at any site any article or object which might be regarded as objectionable or undesirable; and</p> <p>d) Any sign, printed matter, painting, name plates, advertisements, article or object displayed without written consent, or which is regarded as objectionable or undesirable will immediately be removed. The contractor shall be held responsible for the costs of such removal.</p>
3.14	The contract is for a period of three (3) years subject to annual reviews and the National Treasury reserves the right to terminate the contract at any state with one (1) month's written notice if National Treasury feels that the services are rendered unsatisfactorily. This will be done in line with National Treasury Regulations.
3.15	Detailed Price Breakdown

	<p>The bidder must ensure that the price breakdown of labour cost include provision of the below items but not limited to:</p> <ul style="list-style-type: none"> • Actual wage rate cost per month Annual bonus • Unemployment Insurance Fund (UIF) • Compensation For Occupational Injuries & Diseases Act (COIDA) • Provident Fund • Annual Leave (Normal) • Annual Leave (4th Week) • Absent / Sick Days / Maternity / Family Responsibility Leave • Uniforms / Overalls • Severance Pay • Maternity Leave • Sunday time • Payment of public holiday • Other envisaged incidental cost (if applicable)
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Mandatory Requirements

A paper-based administrative evaluation will be carried out on all the bids received and if the under-mentioned documentation is not signed or attached such a bid will be eliminated from any further evaluation.

- Valid proof of registration with the Cleaning Body Association but not limited to the Cleaning Association of South Africa (CASA), National Contract Cleaners Association (NCCA), Black Economic Empowerment Cleaning Association (BEECA).
- The bidder must be in compliance with Compensation for Occupation Injuries and Diseases Act (COIDA) of 1993 (amended in 1997) and submit a valid Letter of Good Standing.
- Valid Proof of Public Liability Insurance of R3 million (Insurance must be active).
- Valid Proof of Provident Fund Compliance (submit list of currently registered employees if applicable).
- Signed joint venture agreement (if applicable).

FAILURE TO ADHERE TO THE MANDATORY REQUIREMENTS STATED ABOVE WILL LEAD TO DISQUALIFICATION

Additional information required (not for elimination)

- a) Proof of company registration on Central Supplier Database Registration (CSD)
- b) In the case of a Joint Venture, Consortium, Trust, or Partnership a Valid Tax Clearance Certificate and/or SARS issued pin code for both companies must be submitted (which will be verified)
- c) In the case of a Joint Venture, Consortium, Trust, or Partnership, a signed teaming agreement must be submitted.

- d) In the case of a Joint Venture, Consortium, Trust, or Partnership, a Consolidated or for both companies Central Supplier Database Registration (CSD) or both companies' CSD are required.
- e) Tax compliance status verification Pin issued by SARS. (which will be verified)
- f) Submit a copy of the Companies and Intellectual Property Commission (CIPC) registration previously known as CK Document.
- g) In the case where more than 3 CVs are submitted for supervisor role, only the first three will be evaluated.
- h) Team leader and Supervisor to have Level 1 First Aid Training (provide valid certificate(s) as proof).
- i) Team leader and supervisor to provide copies of qualifications.

4. Evaluation Criteria

Stage 1a: FUNCTIONALITY EVALUATION

No	Criteria	Weights	Scoring
1.	<p>Proven Track Record</p> <p>The bidder must provide a minimum of 3 signed reference letters with signed contract(s) on client's letterhead from business organizations and/or entities that have used the bidder to provide cleaning services in the recent five (5) years(contactable references will be verified).</p> <p>Each letter must include the following information:</p> <ul style="list-style-type: none"> • Client name and industry • The contact person, phone number and company business address • Contract period • The value of the contract awarded • State the number of personnel who were employed to deliver the services and brief description of the project scope. <p><i>NB: The bidder must provide written references from its own clients, and not that of its sub-contractors.</i></p> <p><i>Evidence: Letters that do not reflect all the information as required will not be considered</i></p>	30%	<p>5- Excellent 5 or more reference letters submitted</p> <p>4- Very Good 4 reference letters submitted</p> <p>3 -Good 3 reference letters submitted</p> <p>2- Average 2 reference letters submitted</p> <p>1 – Poor 0-1 reference letters submitted .</p>

2.	<p>Project Plan:</p> <p>Provide a detailed proposal to indicate how the services described in the terms of reference will be executed, monitored and controlled. The proposal should address the following aspects:</p> <ul style="list-style-type: none"> • Staff capacity • Outline delivery schedule & timetable • Contingency plan • Environmental Controls • Health & Safety 	20%	<p>5- Excellent Proposal addresses 5 or more criterion aspects</p> <p>4- Very Good Proposal addresses 4 of the criterion aspects</p> <p>3 -Good Proposal addresses 3 of the criterion aspects</p> <p>2- Average Proposal addresses 2 of the criterion aspects</p> <p>1 – Poor Proposal addresses 1 of the criterion aspects</p>
3.	<p>Team Leader Experience:</p> <p>Bidder must attach the Team Leader CV indicating experience of a minimum of 5 years in the Team Leader Role in the Cleaning or Hygiene Industry with a Minimum Matric certificate (Grade 12) or equivalent or higher (attach a copy).</p> <p>Note: Years of experience will be calculated from Team Leader work history as listed under (Starting date & end dates in months & years must be clearly stated in the CV)</p> <p>Evidence: No copy of qualification provided and certification of proof older than 6 months will lead to allocation of the lowest score.</p>	25%	<p>5 = 8 or more years' relevant experience</p> <p>4 = 6 to 7 years relevant experience</p> <p>3 = 5 years' relevant experience</p> <p>2 = 3 to 4 years relevant experience</p> <p>1= less than 2 years' experience</p>
4.	<p>Supervisor Experience:</p> <p>Bidder must attach the Supervisors CV indicating experience of a minimum of 3 years in the Supervisor Role in the Cleaning or Hygiene Industry with a Minimum Grade 10 or higher (attach a copy). Bidders to submit three (3) CVs for Supervisors, all CVs will be evaluated, and an average score will be allocated accordingly.</p> <p>Note: In the case where more than 3 CVs are submitted, only the first three will be evaluated. Years of experience will be calculated from Supervisor work history as listed under (Starting date & end dates in months & years must be clearly stated in the CV)</p>	25%	<p>5 = 6 or more years relevant experience</p> <p>4 = 4 to 5 years relevant experience</p> <p>3 = 3 years relevant experience</p> <p>2 = 2 years relevant experience</p> <p>1= less than 1 year experience</p>

	Evidence: No copy of qualification provided and certification of proof older than 6 months will lead to allocation of the lowest score.		
	Minimum Threshold	65 %	
	Total	100%	
Bidders who did not meet a minimum threshold of 65% on Technical Evaluation Criteria will be disqualified for further evaluation on site inspection evaluation			

Stage 1b: SITE INSPECTION

National Treasury reserves the right to conduct site inspections and take pictures for evidence.

A compulsory site inspection will be conducted for shortlisted bidders. The company must have a physical office/site to evaluate the infrastructure setup, Human Resources Management and Equipment. Below is the evaluation criteria for the site inspection:

No	Criteria	Weight	Scoring criteria
1.	<p>Office Space: Fully functional premises with an office space which includes the following items.</p> <ul style="list-style-type: none"> • Proof of Lease Agreement / Title Deed • Storage Facility • Compliance with OHS Act • Cleanliness of the facility/office & storages <p><i>(The following can be provided as proof of ownership for the service provider and must also be made available during the site inspection)</i></p> <p>1. Proof of ownership or lease agreement of office building (valid lease agreement)</p>	30%	<p>5- Excellent Fully functional office space with high quality and equipment provided for the 4 items together with proof of ownership of the office(s).</p> <p>4- Very Good Functional office space with all 3 items provided together with proof of ownership of the office(s).</p> <p>3- Good Office Space provided with 2 items including proof of ownership of the office(s).</p> <p>2- Average Office Space provided with 1 items and no proof or ownership of the office(s).</p> <p>1-Poor No office space</p>

2.	Human Resources Management The following must be submitted: <ul style="list-style-type: none"> Recruitment Policy/ Strategy Labour Relations Policies Staff Compliment Organogram Payroll Administration Financial resources (bank letters) 	35%	5- Excellent All 6 items demonstrated together with the relevant documentation. A demonstration of how the 6 items are used to achieve operational efficiency. 4- Very Good 5 items demonstrated together with the relevant documentation. 3- Good 4 items demonstrated with some documentation. 2- Average 3 items demonstrated with some documentation. 1-Poor 2 or none of the items demonstrated and no documentation.
3.	Equipment Demonstrate sufficient equipment to undertake the required service guided by below. <ul style="list-style-type: none"> PPE/Uniform for staff Equipment/tools of trades availability (register) Stock availability Vehicles (Provide proof of vehicles ownership/ logbook) 	35%	5- Excellent Demonstration and clear articulation all 4 items with evidence and correlating information. Provided evidence of availability of equipment 4- Very Good Demonstration and clear articulation only 3 items with evidence and correlating information. 3- Good Demonstration of only 2 of the items. 2- Fair Demonstration of only 1 of the items. 1-Poor Only 1 or none of the items demonstrated or None of the items demonstrated.
	Total	100%	
	Threshold	70%	
Bidders who did not meet a minimum of 70% for site inspection will be disqualified for further evaluation on price and Specific goals.			

5. SPECIFIC GOALS

Preference Points Claim Form in Terms of the Preferential Procurement Regulations 2022

5.1 This preference form (SBD 6.1) must form part of all tender responses. It contains general information and serves as a claim form for preference points for specific goals. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in the table below as may be supported by proof/ documentation stated in the conditions of this tender.

5.2 Specific goals for the tender and points claimed are indicated per the table below.

The 80/20 preference point system is applicable; corresponding points must also be indicated as such. Note to tenderers: The tenderer must indicate how they claim points for each preference point system. Before completing this form, tenderers must study the general conditions, definitions and directives applicable in respect of the tender and preferential procurement regulations, 2022)

5.3 Specific goals allocation table

	Specific goals	Score	Required proof/ documents to be submitted for evaluation purposes
1.	<p>The company owned by people who are Youth.</p> <ul style="list-style-type: none"> • 100% company owned by Youth= 5 points • 75% - 99% company owned by Youth = 3 points • 60% - 74% company owned by Youth = 2 points • 51%- 59% company owned by Youth = 1 points • 0 - 50% company owned by Youth = 0 points 	5 points	<p>Proof of claim as declared on SBD 6.1 (one or more of the following will be used verifying the tenderer's status:</p> <ul style="list-style-type: none"> • Certified identification documentation of company director/s • In case of joint venture consolidated B-BBEE certificated if the tendering company is a Consortium, Joint Venture, or Trust (Issued by verification agency accredited by the South African Accreditation System). • Agreement for a Consortium, Joint Venture, or Trust.
2.	<p>The company is owned by Black people.</p> <ul style="list-style-type: none"> • 100% company owned by black people = 5 points • 75% - 99% company owned by black people = 3 points • 60% - 74% company owned by black people = 2 point • 51%- 59% company owned by black people = 1 point • 0 - 50% company owned by black people = 0 points 	5 points	
3.	<p>The company owned by Women.</p> <ul style="list-style-type: none"> • 100% company owned by women = 5 points 	5 points	

NT014-2025: APPOINTMENT OF A SERVICE PROVIDER TO RENDER COMPREHENSIVE HYGIENE, CLEANING SERVICES AND REFRESHMENT COORDINATION FOR THE NATIONAL TREASURY BUILDINGS FOR A PERIOD OF THREE (3) YEARS

	<ul style="list-style-type: none"> • 75% - 99% company owned by women = 3 points • 60% - 74% company owned by women = 2 points • 51%- 59% company owned by women = 1 points • 0 - 50% company owned by women = 0 point 		
4.	<p>The company owned by people who are disabled.</p> <ul style="list-style-type: none"> • 100% company owned by people who are disabled = 5 points • 75% - 99% company owned by people who are disabled = 3 points • 60% - 74% company owned by people who are disabled = 2 point • 51%- 59% company owned by people who are disabled = 1 points • 0 - 50% company owned by people who are disabled = 0 points 	5 points	

ANNEXURE A - PRICING SCHEDULE FOR THREE (3) YEARS

40 Church Square and Office of the Ministry

	Section	Description	Year 1 costs per annum.	Year 2 costs per annum.	Year 3 costs per annum.	Total annual cost (excluding VAT)
a) Equipment Installations and Maintenance	40 Church Square	Rental Equipment Installations	R	R	R	R
	Office of the Ministry – 40 Church Square	Rental Equipment Installations	R	R	R	R
b) Consumables	40 Church Square	Supply of Consumables	R	R	R	R
	Office of the Ministry – 40 Church Square	Supply of Consumables	R	R	R	R
c) Curtain Washing and Upkeep	40 Church Square	DG/M office and boardrooms (888.07 m²)	R	R	R	R
d) Window Washing and Upkeep	40 Church Square	Supply of Consumables				
e) Cleaning & deep Cleaning 40 church	40 Church	Carpet Cleaning (Incl. high traffic areas)	R	R	R	R
	40 Church	Deep Cleaning of Carpets area	R	R	R	R
	40 Church	Deep cleaning of Ablutions	R	R	R	R
	40 Church	Upholstery & Curtains	R	R	R	R
	40 Church Square	Supply of work force (11 in total)	R	R	R	R
Sub Total						R

Riverwalk Office Park Block A & B

	Section	Description	Year 1 costs per annum.	Year 2 costs per annum.	Year 3 costs per annum.	Total annual cost (excluding VAT)
f) Equipment Installations and Maintenance	Riverwalk Office Park Block A & B	Rental Equipment Installations	R	R	R	R
g) Consumables	Riverwalk Office Park Block A & B	Supply of Consumables	R	R	R	R
h) Window washing and upkeep	Riverwalk Office Park Block A & B	Supply of Consumables	R	R	R	R
i) Cleaning & deep Cleaning Riverwalk Office Park	Riverwalk Office Park Block A & B	Carpet Cleaning (Incl. high traffic areas)	R	R	R	R
	Riverwalk Office Park Block A & B	Deep Cleaning of Carpets area	R	R	R	R
	Riverwalk Office Park Block A & B	Deep cleaning of Ablutions	R	R	R	R
	Riverwalk Office Park Block A & B	Upholstery	R	R	R	R
j) Overhead Costs	Riverwalk Office Park Block A & B	Supply of work force (60 in total)	R	R	R	R
Sub Total						R

Cape Town Offices							
		Section	Description	Year 1 costs per annum.	Year 2 costs per annum.	Year 3 costs per annum.	Total annual cost (excluding VAT)
k)	Equipment Installations and Maintenance	Cape Town Offices	Rental Equipment Installations	R	R	R	R
l)	Consumables	Cape Town Offices	Supply of Consumables	R	R	R	R
Sub Total							R

COLLECTION	
Sub Total – 40 CHURCH SQUARE	R
Sub Total – RIVERWALK OFFICE PARK	R
Sub Total – 120 PLEIN – CAPE TOWN	R
Sub Total (for all offices)	R
VAT	R
Grand Total For 40 Church, Ministry office, Riverwalk office park and Cape Town Offices (Bid Price in RSA Currency of Value Added Tax for a of 36 months)	R