

|  |  |
| --- | --- |
| **REQUEST FOR QUOTATION (RFQ) NUMBER:** | **PR10111785 (Please use this number as reference when sending quotations and supporting documentation**) |
| **DESCRIPTION** | The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Cleaning Services for RAF Tzaneen Customer Experience Centre (CEC) for a period of six (6) months. |
| **RFQ ISSUED DATE** | **19 September 2025** |
| **RFQ VALIDITY PERIOD** | 30 days from the closing date. |
| **CLOSING DATE AND TIME** | **23 September 2025 @ 11:00** |
| **EXPECTED DATE SERVICES IS REQUIRED** | Six (6) months agreement which will come into existence from the date of the last signatory |
| **COMPULSORY BRIEFING SESSION/**  **SITE VISIT/SITE INSPECTION** | **N/A** |
| **DELIVERY ADDRESS OF GOODS/SERVICES** | Tzaneen 08  2nd Avenue Medipark |
| **RFQ RESPONSES MUST BE EMAILED TO:** | **All quotations should be emailed to**  [**Rfq-Menlyn.procurement@raf.co.za**](mailto:Rfq-Menlyn.procurement@raf.co.za) **Failure to follow these instructions will result in your quote not being considered.** |
| **ENQUIRIES REGARDING THIS RFQ SHOULD BE SUBMITTED VIA E-MAIL TO** | Enquires can be directed at this e-mail address [khensanimab@raf.co.za](mailto:khensanimab@raf.co.za) |

**Important Notes to this RFQ:**

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

**(**[**Rfq-Menlyn.procurement@raf.co.za**](mailto:Rfq-Menlyn.procurement@raf.co.za)**)**

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

**Prohibition of Gifts & Hospitality:**

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

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

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

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

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

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

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

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

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

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

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

I have read and understood the conditions of this RFQ.

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

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

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

1. GENERAL CONDITIONS OF CONTRACT

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

1. RFQ SPECIFICATION

#### BACKGROUND TO THE ROAD ACCIDENT FUND

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

#### BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Cleaning Services for RAF Tzaneen Customer Experience Centre (CEC) for a period of six (6) months.

#### DETAILED SPECIFICATION

**Building Specification**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Address** | **Floors** | **Floor Area** | **Female Toilet**  **Cubicle** | **Male Toilet**  **Cubicle** | **Urinal** |
| Tzaneen 08  2nd Avenue Medipark | Ground Floor | 1 | 1 | 2 | 0 |
| Total square meters |  | 200sqm |  |  |  |

**Staff Complement**

|  |  |  |  |
| --- | --- | --- | --- |
| **Premises** | **Total number**  **of staff per day** | **Working Hours**  **per day** | **Working days**  **per week** |
| Tzaneen 08  2nd Avenue Medipark | One (1) Cleaner | 8 | Monday – Friday (07:00 – 15:00) |
| **Total** | One (1) x Cleaner with a Valid RSA ID or Valid Work Permit for the duration of the contract. (This will be confirmed by BU before commencement of the contract) |  |  |

**Important Information**

* Please note that it is the responsibility of a Service provider to replace and repair the cleaning consumables and equipment when they are broken or damaged.
* Please note that Business Unit will require attendance register for the employee and the monthly invoices must be accompanied by job card for cleaning services.
* Material Safety Data Sheet to be displayed or mounted on the wall for the chemical products to be used for cleaning in the office.

**Tzaneen Walk In Centre RAF Building – Scope of Work**

The service provider shall supply the following:

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

**Infrastructure**

The service provider shall provide lists as follows:

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

**Scope of Work –– Daily Activities**

**Part A**

Below are the daily, weekly, and monthly services. The pricing will be inclusive of Labour and all other associated costs:

|  |  |  |
| --- | --- | --- |
| **Activity** | **Requirement** | **Frequency** |
| Floor Maintenance | * Sweep and damp mop. * Machine burnish * Remove gum on all floors | * Daily * As and when needed. * As and when needed. |
| Floor Maintenance Tiles | * Sweeps * Damp mop * Machine scrub | * Daily * Daily * Monthly |
| Rugs and Carpets | Vacuum Cleaning   * Heavy traffic areas * Medium traffic areas * Light traffic areas | * Daily * Every second day. * Twice per week. |
| Dusting | * Dusting of all horizontal surfaces (low levels) * Dusting of all high ledges and fittings. * Dusting of all vertical surfaces (walls, cabinets and etc.) * Dust all window ledges. * Clean and disinfect all telephones. * Dust ornament below 2m. * Wipe all silver | * Daily * Weekly * Weekly * Daily * Daily * Daily * Daily |
| Waste Disposal | * Empty and clean all waste receptacles. * Remove all waste to a specific area. | * Daily * Daily |
| Wall and Paint Work | * Spot clean all low surfaces (glass doors and light switches) | * Daily |
| Glass and Metal Work | * Spot clean glass doors. * Clean and polish bright metal fittings. | * Daily * Weekly |
| Entrance and Reception | * Sweep * Clean doormats * Wash steps | * Daily * Daily * Daily |
| Miscellaneous | * Polish desk and office furniture. * Vacuum cloth covered furniture. * Cleaning of windows on the inside. * Strip and seal floors in the walkways * **NB all computer equipment is excluded.** | * Weekly * Weekly * Monthly * Weekly |

**Part B**

Below are services that are done twice for the duration of contract. The pricing will be inclusive of Labour and all other associated costs:

| **Activity** | **Frequency during contract period** |
| --- | --- |
| Deep cleaning of the office (deep cleaning will include moving of the furniture around) | * 2 x for the duration of contract |

**Scope of work – Tzaneen– Ad-hoc requests**

**Part C**

**Ad hoc services:** These services will not form part of the contract value but will be available on request by the RAF at the specified rates as and when required.

| **Requirements** | **Unit of measure** | **Frequency** |
| --- | --- | --- |
| Water Disaster Cleaning (flooding) | Rate per square metre | As and when required |
| Office Sanitation and Decontamination all offices and equipment | Rate per square metre | As and when required |
| Strip and seal of tile flooring and balcony | Rate per square metre | As and when required |
| Cleaning of Office Chairs | Rate per chair | As and when required |
| Rental of Machine (per day) when needed for deep cleaning and water extraction | Rate per day | As and when required |

**Consumables and Cleaning Equipment**

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

**Equipment and Installation (Once off installation)**

|  |  |
| --- | --- |
| **Description / Items** | **Quantity** |
| Sanitary bins (for the duration of the contract, please note that it needs maintenance on a weekly basis) | 2 |
| Sanitary bags dispenser | 2 |
| Wall mounted Air freshener dispensers with timer | 3 |
| Toilet seat wipes holders | 3 |
| Hand soap dispenser | 3 |
| Wall mounted bins | 3 |
| Hand towel holders | 3 |
| Toilet roll holders | 3 |

**Cleaning Equipment for the duration of the contract**

* The cleaning equipment must be SABS approved

|  |  |
| --- | --- |
| **Cleaning Equipment** | **Quantity** |
| Mops | 2 |
| Feather dusters long | 1 |
| Feather dusters short | 1 |
| Office cleaning trollies | 1 |
| Scrappers for bubble-gum | 1 |
| Industrial vacuum cleaners | 1 |
| Squeegee for window cleaning | 1 |
| Hard broom | 1 |
| Soft brooms | 2 |
| Wet Floor Sign | 1 |
| Spray bottles 500ml | 3 |
| Dustpan sets - Small | 1 |
| Dustpan sets - long scoop and brush | 1 |
| Safety ladder – 5 Foot | 1 |
| Electrical extension cord 15 M | 1 |
| Microfiber cloths – (pack of ten) (replace every 2nd month) | 1 |
| Toilet Brushes (replace every 2nd month) | 3 |

**Cleaning Consumables** **used monthly**

|  |  |
| --- | --- |
| **Cleaning Consumables** | **Quantity** |
| General heavy duty purpose cleaner – 10L | 1 |
| Bleach – 10L | 1 |
| Pine Gel – 10L | 1 |
| Toilet Bowl Cleaner – 10L | 1 |
| Window Cleaner – 5L | 1 |
| Furniture Polish- 330ml | 3 |
| Toilet Papers 2 Ply (pack of 48) | 2 Bales |
| Hand Towels (pack of 6) | 2 |
| Toilet Seat Sanitizer 500ml | 3 |
| Plastic Clear Refuse Bag Kitchen (pack of 20) | 2 |
| Plastic Bags – Office Bins – Clear (Pack of 100) | 2 |
| Refill for auto dispenser machine | 4 |
| Sanitary Bin Plastic (red) | 1 |
| Sanitary Bin Powder - 5L | 1 |
| Sanitary Dispenser Bags (mini) (Pack of 100) | 2 |
| Floor Polish - 5L | 1 |
| Hand Soap Refill - 500ml | 6 |

NB Please note that it is the responsibility of the Service provider to replace the cleaning consumables and equipment when they are broken or damaged.

1. EVALUATION CRITERIA
2. The evaluation criteria will be based on the following requirements:

* Phase 1: Mandatory Requirements
* Phase 2: Evaluation for Price and Specific Goals based preference system on the 80/20.

All Bidders who do not meet Mandatory Requirements will be disqualified and will not be considered for further evaluation on Price and Specific Goals based preference system on the 80/20

**Mandatory Requirements**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Description** | **Comply** | **Not comply** |
| **1** | The service provider must submit a **valid** copy of a letter of good standing from the Compensation Commissioner or authorized entity under section 30 (1) of the Compensation for Occupational Injuries and Disease Act, 1993 as amended (COIDA), to comply with the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993 (COIDA).  Service Provider must submit a **valid** copy of the letter of good standing for **Office Cleaning Services** or **Cleaning Services** or **Domestic Cleaning Services** or **Industrial Cleaning Services** or **Window and Industrial Cleaning Services** or **Building Cleaning Services.**  The proof must be submitted by the closing date and time of the RFQ.  The RAF reserves the right to validate and confirm validity. |  |  |
| **Substantiate/Comments** | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Description** | **Comply** | **Not comply** |
|  |  |  |  |
| **2** | The service provider must provide a **minimum** of one (1) Reference Letter showing company experience where Cleaning Services were rendered with the following details:   * The name of the company at which the Cleaning Services were rendered; * Contact Person; * Contact Numbers or Email Address; * The reference letter should indicate that the service provider rendered Cleaning Services.   Please note: The RAF will not accept a list of references and/or references listed on a table other than signed reference letters on a company letterhead **from the client**.  The RAF reserves the right to validate all reference letters submitted.  The reference letter(s) must be in the form of individual letter(s) from the respective clients.  NB: If the reference letters submitted do not include the information on the bullet points above will not be considered.  Service Provider must submit Reference Letter(s) by the closing date and time of the RFQ. |  |  |
| **Substantiate/Comments** | | | |

1. **Price and Specific Goals Evaluations**

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

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

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

**Part A**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NO.** | **ITEM DESCRIPTION** | **Quantity** | **Price Per Month** | **Total Price for 6months** |
| **01** | Cleaning Services for six (6) months as per Part A of the specification. | 6MONTHS |  |  |
| **02** | Cleaning Consumables which include all the Cleaning Equipment and Cleaning Chemicals as per specification | 6MONTHS |  |  |
| **TOTAL** | | |  |  |
| **VAT (IF VAT REGISTERED)** | | |  |  |
| **GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)** | | |  |  |

**Part B**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NO.** | **ITEM DESCRIPTION** | **Quantity** | **Unit price** | **Total Price** |
| **01** | Deep cleaning of the office (deep cleaning will include moving of the furniture around) | 2 x for the duration of contract |  |  |
| **TOTAL** | | |  |  |
| **VAT (IF VAT REGISTERED)** | | |  |  |
| **GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)** | | |  |  |

|  |  |
| --- | --- |
| **TABLE** | **PRICING** |
| Total price for Part A |  |
| Total Price for Part B |  |
| **TOTAL PRICE FOR PART A AND B** |  |

**Part C – ADHOC SERVICES (Price costing per square meter must include consumables)**

Specification for Ad hoc Services Part B of the specification

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Provision of Cleaning Services/Consumables on an Ad hoc basis as and when required (provided against a separate PO) | | | | | |
| **Item No.** | **Ad hoc Services** | **Unit of measure** | **Rate (VAT Exclusive) If not VAT Registered** | **Rate (VAT Inclusive) If VAT Registered** | **Frequency** |
| 1 | Water disasters cleaning (flooding) | Rate per square metre |  |  | As and when required |
| 2 | Office sanitation and decontamination all offices and equipment | Rate per square metre |  |  | As and when required |
| 3 | Strip and seal of tile flooring and balcony | Rate per square metre |  |  | As and when required |
| 4 | Cleaning of office chairs | Rate per chair |  |  | As and when required |
| 5 | Rental of Machine (per day) when needed for deep cleaning and water extraction | Rate per day |  |  | As and when required |

1. STANDARD BIDDING DOCUMENTS

SBD 4 Bidders Disclosure

SBD 6.1 in Terms of PPR 2022