



international relations & cooperation

Department:
International Relations and Cooperation
REPUBLIC OF SOUTH AFRICA

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Reference : **DIRCO 07/2025/26**
Enquiries : Mr HM Rakhoale; Ms E Mazibuko; Ms MB Mphahlele
Telephone : 012 351 0077/ 1395/ 0225

Sir/Madam

1. Bid No: **DIRCO 07/2025/2026**
2. **INVITATION FOR SERVICE PROVIDERS TO SUBMIT PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE (3) YEARS.**
3. Closing date: **30 January 2026; 11 O'clock am**
4. A compulsory briefing session will be held face to face on the following dates:

BRIEFNG DATE	SPL	CONTACT FOR ACCESS
13 January 2026 10:00am	OR Tambo International Airport SPL	Ms Tshivhase 0837787132
14 January 2026 10:00am	Cape Town International Airport SPL	Mr Oosthuizen 0636900414
15 January 2026 10:00am	King Shaka International Airport SPL	Ms Ngcobo 0324361315/6453/6454

NB: Compulsory briefing session will be conducted face to face at all above mentioned SPL. Bidders must ensure that they sign the attendance register on the day when attending the briefing. After the session there will be a walkabout at the premises.

5. The attached documents consist of this cover page and the following pages. Terms of Reference, SBD1, SBD3.1.A, SBD3.1.B; SBD3.1.C; SBD4, SBD6.1 and General Conditions of Contract.
6. All documents accompanying this bid invitation must be completed in detail where applicable and returned with your bid.
7. Please make sure that your bid reaches this office before the closing date.
8. When submitting your bid, the following information **must** appear on the sealed envelope:

- Name and address of bidder
- DIRCO Number
- Closing date

The envelope can be placed in the bid box at DIRCO New Head office Building, 460 Soutpansberg road Rietondale Pretoria.

NB: All bids for all SPLs must be lodged physically at the above-mentioned address

Non-compliance with any of **the above** conditions will result in **your bid being disqualified.**

Yours faithfully

CHIEF DIRECTOR

DATE: 08/12/2025

Ngobye ya Tirisano le Tshomišano ya Dinaga tša Boditšhabatšhaba • Lefapha la Dikamano le Tshebedisano Dinaheng tsa Matjhaba • Lefapha la Dikamano tsa Boditšhabatšhaba le Tirisano • UMnyango Wezobudlelwano Nokubambisana Bamazwe Namazwe • Litiko Letebudlelwane Bemave kanye Nekusebentšana • ISebe lezobudlelwane neNtsebenziswano yamZwe ngamaZwe • UmNyango weTjhebiswano nokuSebenzisana kweenTjhabatjhaba • Muhasho wa Vhushaka ha Dzitshakatshaka na Tshumisano • Ndzawulo ya Vuxaka bya Matiko ya Misava na Ntirhisano • Departement van Internasionale Betrekkings en Samewerking

DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION

INVITATION FOR SERVICE PROVIDERS TO SUBMIT PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE (3) YEARS.



TERMS OF REFERENCE

Closing date: 30 January 2026 at 11h00

Compulsory Briefing Session:

13 January 2026: OR Tambo International Airport SPL at 10h00

14 January 2026: Cape Town International Airport SPL at 10h00

15 January 2026: King Shaka International Airport SPL at 10h00

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE (3) YEARS.

1. PURPOSE

The Department of International Relations and Cooperation ("*DIRCO*" / "*the Department*") intends to appoint a service provider to render cleaning services at DIRCO's State Protocol Lounges ("*SPL*" or "*the Lounges*") at O.R. Tambo International Airport ("*ORTIA*"), Gauteng Province, Cape Town International Airport ("*CTIA*"), Western Cape Province and at King Shaka International Airport ("*KSIA*"), Kwa-Zulu Natal Province for a period of 3 (three) years

2. BACKGROUND

DIRCO has 3 (three) SPLs in the Republic's 3 (three) International Airports to facilitate the movement of Government Dignitaries for their arrival and departure in and out of the country. The current cleaning contract will expire on 20 December 2025 as a result, thereof, the Department wishes to commence the tender process for the appointment of a new service provider.

3. PROJECT DESCRIPTION

3.1 The terms of reference have been divided into three categories.

3.1.1 The service provider will be expected to provide proposal for each category that they will be bidding for as per above mentioned categories.

3.1.2 Bids will be received and evaluated per region/category.

3.1.3 Bidders are required to submit responsive bids by completing applicable SBD 3 for each category as listed below:

- CATEGORY A: OR Tambo International Airport- SBD 3.1.A(ORTIA)
- CATEGORY B: Cape Town International Airport- SBD 3.1.B (Cape town)
- CATEGORY C: King Shaka International Airport- SBD 3.1.C (King Shaka)

4. SCOPE OF WORK

The appointed service provider(s) will be required to provide cleaning services in terms of the accompanying specifications at the three SPLs, namely, ORTIA, CTIA and KSIA on a daily basis for 16 (sixteen) hours a day (weekends and Public Holidays included), 7 (seven) days a week and 365 (three hundred and sixty five) days per annum or 366 (three hundred and sixty six) days per annum (in the event of a leap year) for a period of 3 (three) years from the day and date on which provision of the required services commence.

Daily operational hours at all three SPLs are from 06h00 to 22h00. The appointed service provider's cleaning staff may be requested to assume duty before 06h00 or work later than 22h00 depending on the flight schedules of the day. The Lounges operate on a shift system between 06h00 to 14h00 and 14h00 to 22h00.

The appointed service provider(s) will be responsible through ACSA for the issuance of cleaners permits to access the lounge, this responsibility includes applying for the permits paying for the issuance of the permits in the case of loss/damage payment for the loss of permits.

The appointed service provider(s) will be expected to provide cleaning materials that are approved by the accredited quality assurance institutions and be in possession of a Health Certificate that conforms

to health standards. Such products should include amongst others the general standards which includes that cleaning products must meet minimum performance standards (ability to clean, disinfect, or sanitize effectively). Products must not cause damage to surface if used as instructed. Clear labelling and instructions are required. Health and Safety the products should not pose undue health risks when used correctly. Toxicity levels must fall within safe limits. Correct warning signs, hazard symbols, and precautions must be displayed. Environmental Considerations must comply with regulations on biodegradability and environmental safety.

Specific cleaning product categories such as disinfectants and sanitizers must meet germ-kill efficacy standards (usually tested against bacteria, fungi, and some viruses). Detergents and soaps should show acceptable foam, pH balance, and cleaning efficiency. Floors and surface cleaners must not leave toxic residues and should be safe on intended materials. Abrasives and specialty cleaners must meet performance tests without excessive abrasiveness or corrosion risk. The labelling and information must include product name and purpose, directions for use, safety instructions (first aid, storage, disposal) ingredients (where applicable), manufacturer details and approval by accredited quality assurance institutions.

The Protocol lounge officials will provide inspection upon delivery of the materials to be used for cleaning and confirm the standard as mentioned above of the cleaning material. The checklist of the cleaning material expected will be signed by both the Protocol Lounge Official and the Supervisor of the appointed cleaning company.

The service provider(s) to provide the following uniform for the cleaners:

- Black polyester straight leg housekeeping work pants with multi-stitched back elastic waistbands in a 100% polyester fabric and two front pockets. The pants should be hemmed to 30.5-inch inseam.
- Black housekeeping tunic with front and back princess seams for shape, contrasting collar & cuff, Button placket, two deep hip pockets and 100% polyester fabric.
- Gentleman: collared shirt with black polyester straight leg housekeeping work pants

The overall design should ensure a proper fit for different body types, potentially with adjustable features like belts and be suitable for specific cleaning environment whether formal or casual.

The SPL management will monitor and conduct inspection to verify that cleaners are wearing appropriate uniform. The service provider will be expected to demonstrate the cleaners' uniform prior to commencement of the contract.

The service provider(s) is expected to hold quarterly meetings per region with the SPL management or as when necessary to discuss challenges faced or expected service delivery from the service provider.

4.1 STATE PROTOCOL LOUNGES AND DIPLOMATIC PERMIT OFFICE AT OR TAMBO INTERNATIONAL AIRPORT

Average number of Government Dignitaries serviced in the lounge per day is sixty (60).

The appointed service provider will be expected to provide four (4) staff members per shift, one of whom shall be a supervisor to oversee cleaning activities on a particular shift. The cleaners should have received training offered by the service provider.

The training should include amongst others introduction to cleaning industry.

- understanding roles and responsibilities of a cleaner,
- professional behaviour,
- ethics, and confidentiality in an office environment.
- Cleaning techniques and methods for various office surfaces and equipment i.e. desks, computers, telephones, carpets, windows, kitchens, bathrooms, tiles, cladding, walls, wallpaper etc.
- Correct use of cleaning equipment (mops, vacuum cleaners, polishers, etc.)
- Correct use and storage of cleaning chemicals health, safety and hygiene.
- Occupational health and Safety (OHS) awareness.
- Safe handling of chemicals (reading labels, dilution, PPE use).
- Infection control and waste disposal.
- Customer service and communication. Professional interaction with office staff and visitors. Reporting problems (damaged furniture, faulty equipment, hazards).
- Environmental awareness water and energy-saving cleaning methods.
- Environmentally friendly cleaning practices.
- Practical assessment and demonstrations of cleaning tasks. Workplace readiness (time management, teamwork, problem-solving).

4.1.1 LOCATION:

Physical address: State Protocol Lounge
Mezzanine Floor
O.R. Tambo International Airport,
Gauteng Province

LOUNGE SIZE: SPECIFIED AREAS

Lounge Areas	Sq. metres
Reception	220
Lounges	719
Catering facilities	150
Offices	350
Boardrooms	100
Total lounge area (incl. passages and bathrooms)	

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4.2. STATE PROTOCOL LOUNGE AT CAPE TOWN INTERNATIONAL AIRPORT

Average number of Government Dignitaries serviced in the lounge per day is Forty (40).

The appointed service provider will be expected to provide three (3) staff members per shift, one of whom shall be a supervisor to oversee cleaning activities on a particular shift. The cleaners should have received training offered by the service provider.

The training should include amongst others introduction to cleaning industry.

- understanding roles and responsibilities of a cleaner,
- professional behaviour,
- ethics, and confidentiality in an office environment.
- Cleaning techniques and methods for various office surfaces and equipment i.e. desks, computers, telephones, carpets, windows, kitchens, bathrooms, tiles, cladding, walls, wallpaper etc.
- Correct use of cleaning equipment (mops, vacuum cleaners, polishers, etc.)
- Correct use and storage of cleaning chemicals health, safety and hygiene.
- Occupational health and Safety (OHS) awareness.
- Safe handling of chemicals (reading labels, dilution, PPE use).
- Infection control and waste disposal.
- Customer service and communication. Professional interaction with office staff and visitors. Reporting problems (damaged furniture, faulty equipment, hazards).
- Environmental awareness water and energy-saving cleaning methods.
- Environmentally friendly cleaning practices.
- Practical assessment and demonstrations of cleaning tasks. Workplace readiness (time management, teamwork, problem-solving).

4.2.1 LOCATION:

Physical address: State Protocol Lounge
Cape Town International Airport,
Airbus Road,
Western Cape Province

LOUNGE SIZE: SPECIFIED AREAS

Lounge Areas	Sq. metres
Reception	60
Lounges	259
Catering Facilities	17
Offices	109
Total lounge area (incl. passages and bathrooms)	445

4.3 STATE PROTOCOL LOUNGE AT KING SHAKA INTERNATIONAL AIRPORT

Average number of Government Dignitaries serviced in the lounge per day is Thirty (30).

The appointed service provider will be expected to provide three (3) staff members per shift, one of whom shall be a supervisor to oversee cleaning activities on a particular shift. The cleaners should have received training offered by the service provider.

The training should include amongst others introduction to cleaning industry.

- understanding roles and responsibilities of a cleaner,
- professional behaviour,
- ethics, and confidentiality in an office environment.
- Cleaning techniques and methods for various office surfaces and equipment i.e. desks, computers, telephones, carpets, windows, kitchens, bathrooms, tiles, cladding, walls, wallpaper etc.
- Correct use of cleaning equipment (mops, vacuum cleaners, polishers, etc.)
- Correct use and storage of cleaning chemicals health, safety and hygiene.
- Occupational health and Safety (OHS) awareness.
- Safe handling of chemicals (reading labels, dilution, PPE use).
- Infection control and waste disposal.
- Customer service and communication. Professional interaction with office staff and visitors. Reporting problems (damaged furniture, faulty equipment, hazards).
- Environmental awareness water and energy-saving cleaning methods.
- Environmentally friendly cleaning practices.
- Practical assessment and demonstrations of cleaning tasks. Workplace readiness (time management, teamwork, problem-solving).

LOCATION

Physical address: State Protocol Lounge
King Shaka International Airport,
Thugela Road, La Mercy
Kwa-Zulu Natal Province

LOUNGE SIZE: SPECIFIED AREAS

Lounge Areas	Sq. metres
Reception	80
Lounges	354
Catering Facilities	38
Offices	158
Total lounge area (incl. passages and bathrooms)	630

5. CLEANING SPECIFICATIONS:

ITEM	REQUIREMENTS	FREQUENCY
CARPETS	<ul style="list-style-type: none"> • Carpets must be vacuumed. • Cleaning of stains with a carpet cleaner that can eliminate heavy soil and unsightly spills, neutralises odours, gentle on colours and fibres and it must contain less than 5% Anionic Surfactants and Non-Ionic Surfactants. • Shampooing (sponge down) of carpets • Professional deep cleaning of carpets, loose rugs, and upholstered furniture will be required. The service provider must have experience with specialty rugs, including Persian and hand-woven carpets, and offer spot cleaning between scheduled deep cleaning. • Loose rugs to be straightened. • Furniture must be removed for vacuuming and cleaning. 	<p>Daily</p> <p>Weekly and when required</p> <p>When required</p> <p>Every six months or as required</p> <p>Daily</p> <p>Daily</p>
SCATTER CUSHIONS	<ul style="list-style-type: none"> • Scatter Cushions and covers to be washed (laundry) Removable Covers: Normal wash using cold water and a gentle cycle. Non-Removable Covers: Spot cleaning is recommended using a soft cloth, mild detergent, and warm water Leather covers: The service provider should be able to treat and clean leather materials Additionally, the service provider should follow and always check the care label for specific instructions 	<p>Every three months or when necessary</p>
WALLS/GLASS DOORS / WINDOWS	<ul style="list-style-type: none"> • Painted walls: To clean painted walls with sugar soap or similar products that are accredited with quality assurance institutions, which contains low foaming wetting agents, 	<p>Daily and as and when required</p>

	<p>effectively degreases, Safe, non-flammable formulation, non-corrosive, Ammonia Free and contains no abrasive substances.</p> <ul style="list-style-type: none"> • Wallpaper: The service provider must be able to determine the types of wallpapers installed and how to clean and care for them, they should have experience in cleaning different types of wallpapers and the relevant products to be used. Washable wall papers should be cleaned with warm water dye-free dish soap and a Non-Abrasive sponge; other wall papers may require dry dusting and vacuuming. • Fibre glass panels and screens: Dusting: Use a microfiber cloth to remove dust and light debris. Spot Cleaning: Wipe down fingerprints and smudges with a glass cleaner and a soft cloth. • Natural stone cladding: a soft-bristle brush or a low-pressure hose should be used to remove dirt and debris. Avoid using acidic cleaners, as they can damage the stone. • Wooden partitioning's: use wood cleaner or dust cloth. Avoid using harsh chemicals such as ammonia-based cleaners, or abrasive substances that might strip the protective coating or discolour the wood. Use a soft, lint-free cloth or sponge to wipe. Use non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood. • Glass doors: To be cleaned with streak-free product that effectively eliminates dirt, grime, and water spots. • Windows: To be cleaned with streak-free products that effectively eliminates dirt, grime, and water 	<p>Daily or as and when required</p> <p>Daily or as and when required</p> <p>As and when required</p> <p>As and when required</p> <p>Daily/ As and when required</p> <p>As and when required</p>
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	<p>spots. The service provider should be able to use power cleaner Scrubber and have professional experience in using and providing window cleaning machines. Be able to use and supply thermite scrubber and steamer.</p> <ul style="list-style-type: none"> Stainless steel door handles must be cleaned with micro-fibre cloth and kept spotless. 	As and when required
MIRRORS / PAINTINGS / PICTURES / PLAQUES	<ul style="list-style-type: none"> Mirrors: must be cleaned with products that contain plant-based surfactants and natural solvents, which is easy to apply and contain an anti-fogging agent. Painting, Pictures and Portraits: Must be gently dusted with a dry, soft cloth or a soft brush to remove loose dust. Plaques: No usage of chemical or abrasive cleaners as they may react with the anodized surface. Regular wiping down with a damp cloth and drying with a soft dry cloth will help prevent build-up of dust and grease and so prolong the life and quality of the anodized aluminium surface. Must be dusted regularly and kept clean, and free of marks. 	<p>Daily and as and when required</p> <p>Daily</p> <p>As and when required</p>
EQUIPMENT	<p>All equipment must be dusted, wiped, and kept free of marks.</p> <ul style="list-style-type: none"> Monitors must be wiped clean with a damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating Computers and printers cleaned and wiped with damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating Desk Telephones must be cleaned with a disinfectant wipe 	<p>Daily</p> <p>Daily</p> <p>Daily</p>

	or a cloth sprayed with a 70% isopropyl alcohol solution.	
WOODEN SURFACES	<ul style="list-style-type: none"> All wooden surfaces and furniture must be dusted, polished with a non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood and kept free of marks with termite scrubber and steamer (<i>Approved Termite Chemical</i>) 	Daily
TILED FLOORS	<ul style="list-style-type: none"> A hygienic and neutral cleaner for frequent tile cleaning. It should contain antibacterial additives and be easy and safe to use on any tile and hard surface including sealed surfaces. It should be streak free biodegradable with no harmful chemicals. 	Once a day or when the service is required
BLINDS AND CURTAINS	<ul style="list-style-type: none"> Blinds should be dusted daily with a microfiber cloth or a vacuum cleaner with a brush attachment for removing dust from slats. Provide curtain dry cleaning/washing (the service provider should have an experience of washing and handling heavy duty and all types of curtain materials and be able to dry clean). 	Weekly or when required Every 6 months or when needed
HEAD OF STATE/PRIVATE LOUNGES; MINISTERS LOUNGES	<p>Regular check to ensure that:</p> <ul style="list-style-type: none"> All pillows are fluffed. Furniture that was moved by delegates must be moved back to their original position as soon as the delegation has left. All crockery must be removed from tables immediately after usage. 	Throughout the day.
OFFICES; BOARDROOM; STOREROOM COMMUNAL AND	<ul style="list-style-type: none"> Bins must be emptied and washed. Boardrooms to be kept clean. Meeting materials to be removed. 	Twice per day or Immediately after every meeting held

RECEPTION AREAS; RECEIVING ROOMS; COMMUNAL AREA; AIRSIDE AND LANDSIDE LOBBIES	<ul style="list-style-type: none"> Litter to be removed from boardrooms 	
BATHROOMS AND TOILETS	<ul style="list-style-type: none"> ORTIA- cleaning of 10 toilets, 4 urinals, 11 basins and 5 showers. CTIA- cleaning of 7 toilets, 7 basins and 4 showers KSIA- cleaning of 13 toilets, 1 eastern toilet, 2 urinals, 9 basins and 5 showers All bathroom's toilets, showers urinals and basins in all the 3 lounges must be kept clean and sanitised with products that are suitable to use on any surface, in compliance with quality assurance institutions. Tested formulation, proven to kill bacteria, Ideal for deodorising while disinfecting, controls moulds and odours and its noncorrosive, the product should also contain active ingredients such as Surfactants, 3% Sodium Hypochlorite, Bactericidal, Fungicidal, Sporicidal and Viricidal. Toilets and urinals to be checked continuously for stains, smells and scrubbed. 	Three times a day or when required

	<ul style="list-style-type: none"> • Marble surfaces, mirrors and taps must be spotless and shiny (no soap and water stains) to be cleaned with micro fibre cloth and a disinfectant that contains antibacterial, non-toxic formulation and Odour eliminator. • Floors, hand basins, cisterns, toilet seats (both on top and underneath) must be washed and disinfected with an antibacterial, non-toxic formulation and Odour eliminator product. Contain a natural germicidal properties, deodorizes and cleans all in one process, it should be free rinsing, user-friendly and not irritating to the skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is deleterious to the environment • Doors and door handles must be cleaned and disinfected. 	<p>Throughout the day</p> <p>Throughout the day</p> <p>Throughout the day</p>
KITCHENS (Staff and VIP in all 3 lounges)	<ul style="list-style-type: none"> • Regular disposal of trash to prevent odours and to also minimize the risk of germ buildup. • Wiping down all kitchen counters and surfaces with a disinfectant cleaner to maintain hygiene. Countertops, cupboard handles, and drawer fronts should be wiped down with antibacterial spray and microfibre cloths at least once daily. • Sanitize Sinks and Faucets ensuring hygiene by using a disinfectant spray. 	<p>Daily</p> <p>Throughout the day.</p> <p>When required.</p>

	<ul style="list-style-type: none"> • Clean Appliances such as microwaves and other equipment with a disinfectant cleaner. • Shelves and drawers should be wiped down using a mild detergent or antibacterial spray. • Clean kitchen floors by sweeping or vacuuming to remove loose dirt and debris, and mopping using a disinfectant solution. • Provide new dish towels in all the 3 lounges that are soft, have a luxurious feel and enhances the kitchen experience, the towels should be designed for streak-free drying of glassware and tableware. • Loom-woven fabric for durability and for resisting pilling and also perfect for everyday use. • Washing and packing of dishes • Daily supply of a degreasing dishwashing liquid detergent with bioenzymes for clean and fresh-smelling dishes. • Cupboards / storerooms to be unpacked and cleaned regularly with a disinfectant solution. • Fridges to be cleaned inside and outside. • Defrost ice in the refrigerator. 	<p>Throughout the day</p> <p>Weekly</p> <p>Throughout the day</p> <p>Set of 3 for each kitchen every 2 months or as and when required</p> <p>Set of 3 for each kitchen every 2 months or as and when required</p> <p>Daily</p> <p>Daily</p> <p>Regularly</p> <p>Daily</p> <p>When required</p>
GARBAGE BIN	<ul style="list-style-type: none"> • Provide three (3 per lounge) 120Lt garbage bins (General, Paper, Recycle). For all Three (3) lounges. • Provide additional 1 Corporate kitchen black plastic bin with wheels (70lt) per lounges. (For all three lounges) 	<p>Six (3 + 1 per lounge) at start of the contract and replace as and when required.</p>
GARBAGE REMOVAL	<ul style="list-style-type: none"> • All refuse bins and surrounding areas where the bins are kept 	<p>Twice a day</p>

	<p>must be cleaned and scrubbed with soapy water or a disinfectant that kills germs and eliminate odours.</p> <ul style="list-style-type: none"> Removal of refuse from the offices to a dedicated dumping site provided by Landlord (ACSA) 	Twice a day
Disinfecting of Lounges as per Covid-19 requirements	<ul style="list-style-type: none"> To provide disinfecting services to sterilize the lounge with alcohol and hydrogen peroxide base sanitisers. Disinfecting by wiping and cleaning of all surfaces i.e. reception counters, desks, computers, keyboards, telephones, copier and fax machines, chairs etc. 	<p>When required.</p> <p>Daily twice a day</p>
Fumigation	<ul style="list-style-type: none"> Provide fumigation service to target pests such as, cockroaches, rodents' termites etc. according to the occupational health and Safety Act. The products should be environmentally safe and typically include pyrethroid-based insecticides for general pest control. 	Every three (3) months
Airport Company South Africa (ACSA) Access Permits	<ul style="list-style-type: none"> To obtain the required ACSA access permits to cleaning staff deployed at the lounges as per ACSA requirement and bear the cost of issuing of permits. 	As per requirement

5. PROVISION OF SUPPLIES OF SANITARY ITEMS

5.1 The following sanitary items will have to be supplied by the appointed bidder.

5.1.1 All items supplied will remain the property of the DIRCO and may not be removed from the Lounges upon the termination of the contract for whatever reason.

- Samples of products/items must be provided to State Protocol Lounge Management for approval before display or use in the Lounges.
- All depleted products/items must be replenished immediately.
- Towels must be washed when necessary and individually wrapped when returned.
- No deviations from specifications are allowed.

5.1.2 The products/items listed below form the overall total needed across the three lounges.

Product / Item	Description	Number Required
Toilet Paper	Provision of Twin ply luxury soft, 500 sheets per roll Firmly rolled White in colour All sheets should be firm and of high quality	Minimum of 54 rolls per day and be replenished as and when needed,
Wall mounted seat wipe holders	Supply and maintenance of wall mounted seat wipe holders. <ul style="list-style-type: none"> • Must contain 99% Bacteria Kill Formula: Effectively wipes away bacteria build-up, providing a clean and safe surface for every use. • Must contain quick drying formulation to ensure surfaces are clean and dry within seconds, enhancing user convenience and hygiene. • Must have one-shot foaming System: to deliver the perfect amount of sanitiser with each use, promoting efficiency and reducing waste. • Unique Sealed Sachet: to prevent contamination of contents, ensuring increased hygiene and safety. • Have lockable Unit: Designed to prevent theft, ensuring the sanitiser is always available when needed. • The service provider to supply foam seat sanitiser. 	30 at the start of contract and to be repaired/replaced when damaged and replenish when depleted
Hand paper towel cabinet and paper rolls	Supply and maintenance of Paper Towel Cabinet multifoil. Must have robust dispenser to prevent vandalism, lockable to prevent pilferage, one-sheet dispensing and supply 2 ply folded hand towels.	To be replenished when depleted
Facial tissue box cover and tissues	The holder must be able to fit standard tissue boxes, be 100% waterproof, highly durable, and rust-proof.	(2 boxes to be placed per toilet at the start of each shift and be replenished when depleted.

	3 Ply Luxury White Facial Tissues 160 pk, suitable for everyday facial tissue needs, be gentle on the skin, and suitable for all skin types	
Wall mounted Aerosol Dispensers	<p>Supply and maintenance of wall mounted aerosol dispensers.</p> <ul style="list-style-type: none"> Stainless Steel materials specifically designed to eliminate the unavoidable odours caused by normal washroom use, delivers metered sprays of concentrated fragrance, mist must consist of super fine odour neutralising fragrance molecules, have odour eliminator, consistent level of long-lasting designer freshness that are high impact and long lasting, must consist of an antibacterial aerosol, effective against bacteria, Fungi, mould, yeast and viruses. Batteries and refills fully serviced by the service provider. 	30 at the start of the cleaning service contract; and to be replaced immediately upon breakage. (in each toilet)
Soap dispensers and soap	<p>Silver Foam Dispenser</p> <ul style="list-style-type: none"> Total of 25 soap dispensers to be filled with an anti-bacterial, hypoallergenic soap. The unit must have a closed cartridge system to ensure no cross contamination when decanting, hidden locking system to prevent pilferage, have a large view window for at-a-glance maintenance, unit should be neatly installed against the wall no leaking or dripping. 	25 soap dispensers should always be full of soap. The appointed service provider must provide enough litres of soap for this purpose. The soap dispensers' capacity to be determined by the appointed service provider.
She-bins	<ul style="list-style-type: none"> Supply and manage the disposal of she-bins and waste as follows: 10 at ORTIA, 9 at CTIA and 13 at KSIA. The bins capacity should be 20lt, have touch free pedal model allows for hands free operation, have a 	Start of the contract

	<p>large, central opening for easy disposal, fully lined and sealed for increased hygiene, fully serviced with waste disposed in an environmentally friendly manner.</p> <ul style="list-style-type: none"> • Manage the disposal of she-bins and waste. 	Daily
Hand lotion	<p>Wall-mounted hand lotion, with a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic. The lotion should have a rich texture that provides deep, no-greasy hydration using nourishing ingredients.</p> <p>All products must be hypoallergenic soap.</p>	<p>500 ml hand lotion</p> <p>10 X ORTIA 9 X CTIA 10 X KSIA.</p>
Towels	<p>Premium white towels made from 100% cotton</p> <p>Sizes: Face Cloth 30(W) x 30(L) cm Guest Towel 30(W) x 50(L) cm Hand Towel 50(W) x 90(L) cm Bath Towel 70(W) x 140(L) cm</p> <p>The towels must be washed and individually wrapped when returned.</p>	12 x 2 sets per bathroom and replace as and when necessary
Hospitality packs	<ul style="list-style-type: none"> • Packets of toiletries including, toothbrush, soap, toothpaste. Shampoo, conditioner shaving razors and cream. Cotton wool, earbuds (grooming products) • The pack should consist of the following: 1 x 20ml Shampoo 1 x 20 ml Body Wash 1 x 20ml body lotion 1 x 15g Guest Soap 1 x Shower Cap (boxed) 1 x Individually wrapped disposable dental kit (toothbrush and toothpaste) 1 x Vanity kit (3 x Cotton wool, 3 x earbuds and 1 Nail Emri board) 1 x Individually wrapped shaving Kit (Shaving Cream & Razor) 	5 packs per lounge at the start of the contract and supply as and when required

	All products must be hypoallergenic soap.	
Bathroom mats	White in colour. Toilet pot and shower cubicle Made from 100% pure BCI cotton. Size:70 x 120cm.	2 sets for 16 bathrooms. Regularly changed and cleaned (100% cotton)
Refuse Bins	240 litre Plastic Refuse Bins with wheels	3 at the start of the contract, to be increased whenever necessary and to be replaced when damaged
Air Purifier	<ul style="list-style-type: none"> • 550ml remote controlled essential oil aroma diffuser and air humidifier (replace batteries by the cleaning contractor). • 10ml essential oil pure Aroma fragrance oil air humidifiers 	20 ORTIA 05 KSIA 05 CTIA 10 x10ml ORTIA monthly 6 x10ml KSIA monthly 6 x 10ml CTIA monthly
Toilet Brushes	Supply and maintain toilet brushes The brush holder should be stainless steel material to be wall-Mounted with double sided tape or similar , have a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic, the container should hold cleaning chemicals, ensuring improved hygiene and odour elimination, concealed for convenience, the brush should be stored in a container with a lid, keeping it out of sight and maintaining a tidy appearance. Aesthetic and practical be simple, compact, and visually pleasing, in the bathrooms. Have durable and High-quality bristles to ensure the brush performs effectively in promoting better cleanliness.	30 toilets at the start of the contract and to be replaced yearly or when necessary
Sanitizers and dispensers	Provide adequate sanitizer at the entrance of each lounge, Be able to sanitise hands without water, soap, and towels Proven 99.9% kill of pathogenic microorganisms on the skin, reducing cross-contamination and helping prevent the spread of diseases. Dries quickly and leaves a	When necessary When necessary To be sprayed daily in the lounge

	soft, non-sticky feel. Natural moisturising ingredients help retain the skin's moisture All products must be hypoallergenic soap.	
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6 VALIDITY OF PERIOD OF QUOTATION.

Validity period from date of closure: 120 days

7 COMPULSORY BRIEFING SESSION

- a. CATEGORY A (OR Tambo International Airport):** A compulsory briefing session will be held on will be held as follows:

Date: 13 January 2026
Time: 10:00
Physical address: State Protocol Lounge
Mezzanine Floor
O.R. Tambo International Airport,
Gauteng Province

- b. CATEGORY B (Cape Town International Airport):** A compulsory briefing session will be held on will be held as follows:

Date: 14 January 2026
Time: 10:00
Physical address: State Protocol Lounge
Cape Town International Airport,
Airbus Road,
Western Cape Province

- c. CATEGORY C (King Shaka International Airport):** A compulsory briefing session will be held on will be held as Follows:

Date: 15 January 2026
Time: 10:00
Physical address: State Protocol Lounge
King Shaka International Airport,
Thugela Road, La Mercy
Kwa-Zulu Natal Province

8 EVALUATION METHODOLOGY

- All the bids received will be evaluated in the following 4 phases: Administrative, Functionality criteria, Site Inspection and, Price and preference points.

- Bidders are required to submit responsive bids by completing all the prices and mandatory response fields on the provided pricing schedule for the individual items. Refer to Pricing Schedule –
 - SBD 3.1A
 - SBD 3.1B
 - SBD 3.1C
- Non-compliance with this condition may invalidate the bid for the item(s) concerned.

8.1 Phase 1: Administrative compliance

- During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal may be disqualified for non-submission of any of the documents.

- **Minimum Requirements**

- **Table 1: Documents that must be submitted for Pre-qualification**

Document that must be submitted	Non-submission will result in disqualification	
Registration on Central Supplier Database (CSD)	YES	<p>The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal.</p> <p>Visit https://secure.csd.gov.za/ to obtain your vendor number.</p> <p>Applicable to all Categories:</p> <ul style="list-style-type: none"> • SBD 3.1.A(ORTIA) • SBD 3.1.B (CTIA) • SBD 3.1.C (KSIA)
<p>Completed and signed Standard Quotation Documents SBD 1</p> <p>In case of Joint Venture arrangement, all Service Providers/members must also submit all the mandatory documents</p>	YES	<p>In the event the Service Provider fails to submit the completed documents at the time of submitting the proposal, a Service Provider will be requested to submit the documents within 3 days from the date of request, failure to submit the documents will disqualify the Service Provider</p> <p>Total amount of SBD 1 must be in line with the applicable SBD 3.1 as costed by the bidder.</p>

<p>Completed and signed Standard Quotation Documents SBD 4.</p> <p>In case of Joint Venture arrangement, all Service Providers/members must also submit all the mandatory documents</p>	YES	<p>In the event the Service Provider fails to submit the completed documents at the time of submitting the proposal, a Service Provider will be requested to submit the documents within 3 days from the date of request, failure to submit the documents will disqualify the Service Provider</p> <p>Applicable to all Categories:</p> <ul style="list-style-type: none"> • SBD 3.1.A(ORTIA) • SBD 3.1.B (CTIA) • SBD 3.1.C (KSIA)
Completed and signed SBD 6.1	NO	<p>Completed and signed SBD 6.1 PPR specific goal points will be allocated to bidders on submission of the following documentation or evidence:</p> <p>A duly completed and signed Preference Point Claim Form: SBD 6.1; and in case of a Joint Venture a joint BBBEE certificate that indicate the identified specific goals must be submitted.</p> <ul style="list-style-type: none"> • Failure to submit the signed documents will not be a disqualifying factor but will result in forfeiting points on specific goals. <p>Applicable to all Categories:</p> <ul style="list-style-type: none"> • SBD 6.1.A(ORTIA) • SBD 6.1.B (CTIA) • SBD 6.1.C (KSIA)
<p>CATEGORY A: OR Tambo International Airport</p> <p>It is expected that bidder/s complete the attached SBDs which will itemize all costs on services related to the event as indicated in the specifications (VAT inclusive). SBD 3.1.A(ORTIA)</p>	<p>YES</p> <p>And/ Or</p>	<p>All bidders must complete, initial, and sign all the SBD 3.1 A forms.</p> <p>By completing all SBD 3.1 A forms bidders confirm that they have quoted as per all the above requirements.</p> <p>Failure to submit will lead to disqualification</p>
<p>CATEGORY B: Cape Town International Airport</p> <p>It is expected that bidder/s complete the attached SBDs which will itemize all costs on services related to the event as indicated in the specifications (VAT inclusive).</p>	<p>YES</p> <p>And/ Or</p>	<p>bidders must complete, initial, and sign all the SBD 3.1 B forms.</p> <p>By completing all SBD 3.1 B forms bidders confirm that they have quoted as per all the above requirements.</p> <p>Failure to submit will lead to disqualification</p>

SBD 3.1.B (Cape town)		
CATEGORY C: King Shaka International Airport It is expected that bidder/s complete the attached SBDs which will itemize all costs on services related to the event as indicated in the specifications (VAT inclusive).	YES And/ Or	bidders must complete, initial, and sign all the SBD 3.1 C forms. By completing all SBD 3.1 C forms bidders confirm that they have quoted as per all the above requirements. Failure to submit will lead to disqualification
SBD 3.1.C (King Shaka) Tax compliance Status on CSD	YES	In the event where the Service Provider submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence. In the event the Service Provider is not tax compliant at the time of submission of the proposal, the Service Provider will be notified in writing of their non-compliance status and will be given 7 working days to submit a proof from SARS of their tax compliance status <ul style="list-style-type: none"> • The Service Provider will be disqualified should they fail to provide written proof of their tax compliance status after 7 days of notification Applicable to all Categories: <ul style="list-style-type: none"> • SBD 3.1.A(ORTIA) • SBD 3.1.B (CTIA) • SBD 3.1.C (KSIA)
Proof of Membership to the National Contract Cleaners Association (NCCA)	YES	Bidders must submit a membership certificate of membership <ul style="list-style-type: none"> • A Service Provider will be requested to submit the documents within 3 days from the date of request, failure to submit the documents will disqualify the Service Provider Applicable to all Categories: <ul style="list-style-type: none"> • SBD 3.1.A(ORTIA) • SBD 3.1.B (CTIA)

		<ul style="list-style-type: none"> SBD 3.1.C (KSIA)
Registered in terms of Section 28 of the Unemployment Insurance Act of 1966	YES	<p>Bidders must submit a proof of registration according to section 28 of the unemployment insurance Act of 1966.</p> <ul style="list-style-type: none"> Failure to submit will result in disqualification. <p>Applicable to all Categories:</p> <ul style="list-style-type: none"> SBD 3.1.A(ORTIA) SBD 3.1.B (CTIA) SBD 3.1.C (KSIA)
Public liability insurance of at least R2 million in terms of Section 80 of the Compensation of Occupational Injuries and Diseases Act of 1993	YES	<p>Bidders must submit a proof of liability insurance in terms of section 80 of the Compensation of Occupational Injuries and Diseases Act of 1993</p> <ul style="list-style-type: none"> Failure to submit will result in disqualification.
Attendance of a compulsory briefing session.	YES	<p>Failure to attend will result in disqualification.</p> <ul style="list-style-type: none"> Bidders must sign the attendance register.
In case of Joint Venture arrangement, a signed Joint Venture agreement must be attached.	YES	<p>In case of a Joint Venture arrangement, a signed Joint Venture agreement must be attached with all SBD forms and joint venture BBBEE certificate that indicate the identified- specific goals on SBD 6.1.</p> <p>Applicable to all Categories:</p> <ul style="list-style-type: none"> SBD 3.1.A(ORTIA) SBD 3.1.B (CTIA) SBD 3.1.C (KSIA)
Proof of presence in Gauteng AND OR Durban AND OR and Cape town	YES	<p>Proof should be submitted in a form of physical address and operational capacity in the applicable province in line with SBD 3.1 Completed.</p> <p>Bidders must provide valid and verifiable proof of physical presence and operational capacity in Gauteng AND OR KwaZulu-Natal (Durban) AND OR Western Cape (Cape Town). This may include Lease agreements, utility bills, or municipal letters not older than 3 months.</p>

		<p>2. Proof of ownership or rental of warehousing or office space.</p> <p>Failure to provide such proof for each of the three provinces will result in disqualification from the bidding process.</p>
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NB: Any Service Provider that fails to comply with any of the above minimum requirements will be regarded as submitting a non-responsive quote.

8.2 Phase 2: Functionality Criteria -

All service providers who scored less than 60% on Part 1 of the functionality (Paper Evaluation) will not be considered for a site inspection (Part 2).

For the purposes of comparison and to ensure a meaningful evaluation, bidders are requested to provide a detailed proposal in substantiation of compliance to the evaluation criteria listed below:

8.2.1 CATEGORY A: OR Tambo International Airport

Part 1: Paper Evaluation		
Capacity to deliver: the following aspects will be inspected to establish whether a prospective cleaning service provider has the capacity to deliver the required level of service		
Criteria		Weight
Experience (This includes the experience of both the company and staff members)		
project plan	<u>Project Plan detailing the management of the project</u>	20
	<ol style="list-style-type: none"> Key personnel to service the contract <ul style="list-style-type: none"> Shift Management Staff establishment Staff uniform Replenishment of Consumables <ul style="list-style-type: none"> Delivery intervals of consumables Quality of the products Quantities of products supplied Should have a formalised replacement and disposal schedule Maintenance of Equipment <ul style="list-style-type: none"> Service intervals Quality assurance Implementation of Work <ul style="list-style-type: none"> Cleaning procedures and schedules Handling of cleaning materials Monitoring and inspections intervals of areas cleaned Demonstrate separation of cleaning services at the lounge. Contingency Plans <ul style="list-style-type: none"> Breakages Reporting of incidents Customer relations Handling of cleaning hazards 	

	Evaluation Matrix <table><tr><td>Project plan not attached</td><td>= 0 Point</td></tr><tr><td>Project plan with one (1) factor</td><td>= 1 Points</td></tr><tr><td>Project plan with two (2) factors</td><td>= 2 Points</td></tr><tr><td>Project plan with three (3) factors</td><td>= 3 Points</td></tr><tr><td>Project plan with four (4) factors</td><td>= 4 Points</td></tr><tr><td>Project plan with five (5) or more factors</td><td>= 5 Points</td></tr></table>	Project plan not attached	= 0 Point	Project plan with one (1) factor	= 1 Points	Project plan with two (2) factors	= 2 Points	Project plan with three (3) factors	= 3 Points	Project plan with four (4) factors	= 4 Points	Project plan with five (5) or more factors	= 5 Points	
Project plan not attached	= 0 Point													
Project plan with one (1) factor	= 1 Points													
Project plan with two (2) factors	= 2 Points													
Project plan with three (3) factors	= 3 Points													
Project plan with four (4) factors	= 4 Points													
Project plan with five (5) or more factors	= 5 Points													
References	<p>Service provider to provide at least five (5) client references for previous similar projects that were undertaken with a minimum of one (1) year contract. Proof to be submitted in the form of reference letters /testimonials.</p> <p>The testimonial / reference letter must include the following to be deemed valid.</p> <ul style="list-style-type: none">• Company letterhead• Company name• A brief description of the service that you provided and the level of satisfaction• Contact name• Address• Contact number• Duration of contact <p>Evaluation Matrix</p> <table><tr><td>No reference / testimonials</td><td>= 0 point</td></tr><tr><td>1 / 2 reference / testimonials</td><td>= 1 points</td></tr><tr><td>3 / 4 references / testimonials</td><td>= 2 points</td></tr><tr><td>5 references / testimonials</td><td>= 3 points</td></tr><tr><td>6 references / testimonials</td><td>= 4 points</td></tr><tr><td>7+ references /testimonials</td><td>= 5 points</td></tr></table>	No reference / testimonials	= 0 point	1 / 2 reference / testimonials	= 1 points	3 / 4 references / testimonials	= 2 points	5 references / testimonials	= 3 points	6 references / testimonials	= 4 points	7+ references /testimonials	= 5 points	20
No reference / testimonials	= 0 point													
1 / 2 reference / testimonials	= 1 points													
3 / 4 references / testimonials	= 2 points													
5 references / testimonials	= 3 points													
6 references / testimonials	= 4 points													
7+ references /testimonials	= 5 points													
Experience of the company	<p>Proof of at least minimum 5 years (bidders) experience in the cleaning services. Proof must be submitted in the form of company profile.</p> <p>Bidders are requested to provide a company profile</p> <p>Evaluation Matrix</p> <table><tr><td>3 years or less</td><td>= 1 points</td></tr><tr><td>4 years</td><td>= 2 points</td></tr><tr><td>5 years</td><td>= 3 points</td></tr><tr><td>6 years</td><td>= 4 points</td></tr><tr><td>7 years and more</td><td>= 5 points</td></tr></table> <p>✓</p>	3 years or less	= 1 points	4 years	= 2 points	5 years	= 3 points	6 years	= 4 points	7 years and more	= 5 points	10		
3 years or less	= 1 points													
4 years	= 2 points													
5 years	= 3 points													
6 years	= 4 points													
7 years and more	= 5 points													
Project Manager	<p>Proof of at least 5 years' experience of the Project Manager in the cleaning industry in a form of CV</p> <p>Evaluation Matrix</p> <table><tr><td>3 years or less</td><td>= 1 points</td></tr><tr><td>4 years</td><td>= 2 points</td></tr><tr><td>5 years</td><td>= 3 points</td></tr><tr><td>6 years</td><td>= 4 points</td></tr><tr><td>7 years and more</td><td>= 5 points</td></tr></table>	3 years or less	= 1 points	4 years	= 2 points	5 years	= 3 points	6 years	= 4 points	7 years and more	= 5 points	5		
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4 years	= 2 points													
5 years	= 3 points													
6 years	= 4 points													
7 years and more	= 5 points													

supervisors	Proof of at least minimum of five (5) years' experience of the 2 supervisors in the cleaning industry in a form of CVs.		5
	2 supervisors with less than Three (3) years of experience each.	0 points	
	2 supervisors with three (3) of experience each.	1 point	
	2 supervisors with four (4) years of experience each.	2 points	
	2 supervisors with five (5) years of experience each.	3 points	
	2 supervisors with six (6) years of experience each.	4 points	
	2 supervisors with Seven (7) or more years of experience each.	5 points	
	<u>Total points</u>		60
	All service providers who scored less than 60% on Phase 2 of the functionality (Paper Evaluation) will not be considered for a site inspection (Phase 3).		
	PHASE 3: SITE INSPECTION		
Uniform	Uniform (suitable to the clientele of the client and name tags) Matrix: NO = 0 point YES= 5 points		10
Cleaning consumables	Cleaning Consumables stored in accordance with safety requirements, good quality and variety demonstrated and approved by accredited Quality assurance institutions. Matrix: NO = 0 points YES= 5 points		10
Staff complement	Staff complement with Project Manager, Supervisors, Cleaners. Day: three (3) Cleaners plus one (1) Supervisor. Night: three (3) Cleaners plus one (1) Supervisor. Matrix: NO = 0 point YES= 5 points		5

Cleaning machinery and equipment	Cleaning Machinery and Equipment in good working condition. Matrix: NO = 0 point YES= 5 points	5
Staff Roster	Staff roster (current from one of the existing contracts) Matrix: NO = 0 point YES= 5 point	5
Office Premises	Office premises / Office Facilities Matrix: NO = 0 point YES= 5 points	5
	Total points	40
	All service providers who scored less than 60% on Phase 3 (site inspection) will not be considered for Price and preference points	
	GRAND TOTAL	100

8.2.2 CATEGORY B: Cape Town International Airport

Phase 2: Paper Evaluation		
Capacity to deliver: the following aspects will be inspected to establish whether a prospective cleaning service provider has the capacity to deliver the required level of service		
Criteria		Weight
Experience (This includes the experience of both the company and staff members)		
project plan	<u>Project Plan detailing the management of the project</u> 1 Key personnel to service the contract <ul style="list-style-type: none"> • Shift Management • Staff establishment • Staff uniform 2 Replenishment of Consumables <ul style="list-style-type: none"> • Delivery intervals of consumables • Quality of the products • Quantities of products supplied • Should have a formalised replacement and disposal schedule 3 Maintenance of Equipment <ul style="list-style-type: none"> • Service intervals • Quality assurance 4 Implementation of Work <ul style="list-style-type: none"> • Cleaning procedures and schedules • Handling of cleaning materials 	20

	<ul style="list-style-type: none">Monitoring and inspections intervals of areas cleanedDemonstrate separation of cleaning services at the lounge. <p>5 Contingency Plans</p> <ul style="list-style-type: none">BreakagesReporting of incidentsCustomer relationsHandling of cleaning hazards <p>Evaluation Matrix</p> <table><tr><td>Project plan not attached</td><td>= 0 Point</td></tr><tr><td>Project plan with one (1) factor</td><td>= 1 Points</td></tr><tr><td>Project plan with two (2) factors</td><td>= 2 Points</td></tr><tr><td>Project plan with three (3) factors</td><td>= 3 Points</td></tr><tr><td>Project plan with four (4) factors</td><td>= 4 Points</td></tr><tr><td>Project plan with five (5) or more factors</td><td>= 5 Points</td></tr></table>	Project plan not attached	= 0 Point	Project plan with one (1) factor	= 1 Points	Project plan with two (2) factors	= 2 Points	Project plan with three (3) factors	= 3 Points	Project plan with four (4) factors	= 4 Points	Project plan with five (5) or more factors	= 5 Points	
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Project plan with three (3) factors	= 3 Points													
Project plan with four (4) factors	= 4 Points													
Project plan with five (5) or more factors	= 5 Points													
References	<p>Service provider to provide at least five (5) client references for previous similar projects that were undertaken with a minimum of one (1) year contract. Proof to be submitted in the form of reference letters /testimonials</p> <p>The Testimonial / reference letter must include the following to be deemed valid.</p> <ul style="list-style-type: none">Company letterheadCompany nameA brief description of the service that you provided and the level of satisfactionContact nameAddressContact numberDuration of contact <p>Evaluation Matrix</p> <table><tr><td>No reference / testimonials</td><td>= 0 point</td></tr><tr><td>1 / 2 reference / testimonials</td><td>= 1 points</td></tr><tr><td>3 / 4 references / testimonials</td><td>= 2 points</td></tr><tr><td>5 references / testimonials</td><td>= 3 points</td></tr><tr><td>6 references / testimonials</td><td>= 4 points</td></tr><tr><td>7+ references /testimonials</td><td>= 5 points</td></tr></table>	No reference / testimonials	= 0 point	1 / 2 reference / testimonials	= 1 points	3 / 4 references / testimonials	= 2 points	5 references / testimonials	= 3 points	6 references / testimonials	= 4 points	7+ references /testimonials	= 5 points	20
No reference / testimonials	= 0 point													
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6 references / testimonials	= 4 points													
7+ references /testimonials	= 5 points													
Experience of the company	<p>Proof of at least minimum 5 years (bidders) experience in the cleaning services. Proof must be submitted in the form of company profile.</p> <p>Bidders are requested to provide a company profile</p> <p>Evaluation Matrix</p> <table><tr><td>3 years or less</td><td>= 1 points</td></tr><tr><td>4 years</td><td>= 2 points</td></tr><tr><td>5 years</td><td>= 3 points</td></tr><tr><td>6 years</td><td>= 4 points</td></tr><tr><td>7 years and more</td><td>= 5 points</td></tr></table>	3 years or less	= 1 points	4 years	= 2 points	5 years	= 3 points	6 years	= 4 points	7 years and more	= 5 points	10		
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5 years	= 3 points													
6 years	= 4 points													
7 years and more	= 5 points													

Project Manager	Proof of at least 5 years' experience of the Project Manager in the cleaning industry in a form of CV		5
	Evaluation Matrix		
	3 years or less	= 1 points	
	4 years	= 2 points	
	5 years	= 3 points	
	6 years	= 4 points	
	7 years and more	= 5 points	
supervisors	Proof of at least minimum of five (5) years' experience of the 2 supervisors in the cleaning industry in a form of CVs.		5
	2 supervisors less than Three (3) years of experience each.	0 points	
	2 supervisors with three (3) of experience each.	1 point	
	2 supervisors with four (4) years of experience each.	2 points	
	2 supervisors with five (5) years of experience each.	3 points	
	2 supervisors with six (6) years of experience each.	4 points	
	2 supervisors with Seven (7) or more years of experience each.	5 points	
Total points			60
All service providers who scored less than 60% on Phase 2 of the functionality (Paper Evaluation) will not be considered for a site inspection (Phase 3).			
PHASE 3: SITE INSPECTION			
Uniform	Uniform (suitable to the clientele of the client and name tags)		10
	Matrix: NO = 0 point YES= 5 points		
Cleaning consumables	Cleaning Consumables stored in accordance with safety requirements, good quality and variety demonstrated and approved by accredited Quality assurance institutions. Matrix: NO = 0 points YES= 5 points		10

Staff complement	Staff complement with Project Manager, Supervisors, Cleaners. Day: three (3) Cleaners plus one (1) Supervisor. Night: three (3) Cleaners plus one (1) Supervisor. Matrix: NO = 0 point YES= 5 points	5
Cleaning machinery and equipment	Cleaning Machinery and Equipment in good working condition. Matrix: NO = 0 point YES= 5 points	5
Staff Roster	Staff roster (current from one of the existing contracts) Matrix: NO = 0 point YES= 5 point	5
Office Premises	Office premises / Office Facilities Matrix: NO = 0 point YES= 5 points	5
	Total points	40
	All service providers who scored less than 60% on Phase 3 (site inspection) will not be considered for Price and preference points	
	GRAND TOTAL	100

A supplier that scores less than sixty (60 points) in respect of the “Functionality Criteria during Phase 3 will be viewed as submitted a non-responsive bid and therefore disqualified.

8.2.3 CATEGORY C: King Shaka International Airport

Phase 2: Paper Evaluation		
Capacity to deliver: the following aspects will be inspected to establish whether a prospective cleaning service provider has the capacity to deliver the required level of service		
Criteria		Weight
Experience (This includes the experience of both the company and staff members)		
project plan	<u>Project Plan detailing the management of the project</u> 1 Key personnel to service the contract <ul style="list-style-type: none"> • Shift Management • Staff establishment • Staff uniform 2 Replenishment of Consumables <ul style="list-style-type: none"> • Delivery intervals of consumables • Quality of the products • Quantities of products supplied 	20

	<ul style="list-style-type: none">• Should have a formalised replacement and disposal schedule <p>3 Maintenance of Equipment</p> <ul style="list-style-type: none">• Service intervals• Quality assurance <p>4 Implementation of Work</p> <ul style="list-style-type: none">• Cleaning procedures and schedules• Handling of cleaning materials• Monitoring and inspections intervals of areas cleaned• Demonstrate separation of cleaning services at the lounge. <p>5 Contingency Plans</p> <ul style="list-style-type: none">• Breakages• Reporting of incidents• Customer relations• Handling of cleaning hazards <p>Evaluation Matrix</p> <table><tr><td>Project plan not attached</td><td>= 0 Point</td></tr><tr><td>Project plan with one (1) factor</td><td>= 1 Points</td></tr><tr><td>Project plan with two (2) factors</td><td>= 2 Points</td></tr><tr><td>Project plan with three (3) factors</td><td>= 3 Points</td></tr><tr><td>Project plan with four (4) factors</td><td>= 4 Points</td></tr><tr><td>Project plan with five (5) or more factors</td><td>= 5 Points</td></tr></table>	Project plan not attached	= 0 Point	Project plan with one (1) factor	= 1 Points	Project plan with two (2) factors	= 2 Points	Project plan with three (3) factors	= 3 Points	Project plan with four (4) factors	= 4 Points	Project plan with five (5) or more factors	= 5 Points	
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Project plan with four (4) factors	= 4 Points													
Project plan with five (5) or more factors	= 5 Points													
References	<p>Service provider to provide at least five (5) client references for previous similar projects that were undertaken with a minimum of one (1) year contract. Proof to be submitted in the form of reference letters /testimonials</p> <p>The Testimonial / reference letter must include the following to be deemed valid.</p> <ul style="list-style-type: none">• Company letterhead• Company name• A brief description of the service that you provided and the level of satisfaction• Contact name• Address• Contact number• Duration of contact <p>Evaluation Matrix</p> <table><tr><td>No reference / testimonials</td><td>= 0 point</td></tr><tr><td>1 / 2 reference / testimonials</td><td>= 1 points</td></tr><tr><td>3 / 4 references / testimonials</td><td>= 2 points</td></tr><tr><td>5 references / testimonials</td><td>= 3 points</td></tr><tr><td>6 references / testimonials</td><td>= 4 points</td></tr><tr><td>7+ references /testimonials</td><td>= 5 points</td></tr></table>	No reference / testimonials	= 0 point	1 / 2 reference / testimonials	= 1 points	3 / 4 references / testimonials	= 2 points	5 references / testimonials	= 3 points	6 references / testimonials	= 4 points	7+ references /testimonials	= 5 points	20
No reference / testimonials	= 0 point													
1 / 2 reference / testimonials	= 1 points													
3 / 4 references / testimonials	= 2 points													
5 references / testimonials	= 3 points													
6 references / testimonials	= 4 points													
7+ references /testimonials	= 5 points													

Experience of the company	<p>Proof of at least minimum 5 years (bidders) experience in the cleaning services. Proof must be submitted in the form of company profile.</p> <p>Bidders are requested to provide a company profile</p> <p>Evaluation Matrix</p> <table><tr><td>3 years or less</td><td>= 1 points</td></tr><tr><td>4 years</td><td>= 2 points</td></tr><tr><td>5 years</td><td>= 3 points</td></tr><tr><td>6 years</td><td>= 4 points</td></tr><tr><td>7 years and more</td><td>= 5 points</td></tr></table> <p>✓</p>	3 years or less	= 1 points	4 years	= 2 points	5 years	= 3 points	6 years	= 4 points	7 years and more	= 5 points	10		
3 years or less	= 1 points													
4 years	= 2 points													
5 years	= 3 points													
6 years	= 4 points													
7 years and more	= 5 points													
Project Manager	<p>Proof of at least 5 years' experience of the Project Manager in the cleaning industry in a form of CV</p> <p>Evaluation Matrix</p> <table><tr><td>3 years or less</td><td>= 1 points</td></tr><tr><td>4 years</td><td>= 2 points</td></tr><tr><td>5 years</td><td>= 3 points</td></tr><tr><td>6 years</td><td>= 4 points</td></tr><tr><td>7 years and more</td><td>= 5 points</td></tr></table>	3 years or less	= 1 points	4 years	= 2 points	5 years	= 3 points	6 years	= 4 points	7 years and more	= 5 points	5		
3 years or less	= 1 points													
4 years	= 2 points													
5 years	= 3 points													
6 years	= 4 points													
7 years and more	= 5 points													
supervisors	<p>Proof of at least minimum of five (5) years' experience of the 2 supervisors in the cleaning industry in a form of CVs.</p> <table><tr><td>2 supervisors less than Three (3) years of experience each.</td><td>0 points</td></tr><tr><td>2 supervisors with three (3) of experience each.</td><td>1 point</td></tr><tr><td>2 supervisors with four (4) years of experience each.</td><td>2 points</td></tr><tr><td>2 supervisors with five (5) years of experience each.</td><td>3 points</td></tr><tr><td>2 supervisors with six (6) years of experience each.</td><td>4 points</td></tr><tr><td>2 supervisors with Seven (7) or more years of experience each.</td><td>5 points</td></tr></table>	2 supervisors less than Three (3) years of experience each.	0 points	2 supervisors with three (3) of experience each.	1 point	2 supervisors with four (4) years of experience each.	2 points	2 supervisors with five (5) years of experience each.	3 points	2 supervisors with six (6) years of experience each.	4 points	2 supervisors with Seven (7) or more years of experience each.	5 points	5
2 supervisors less than Three (3) years of experience each.	0 points													
2 supervisors with three (3) of experience each.	1 point													
2 supervisors with four (4) years of experience each.	2 points													
2 supervisors with five (5) years of experience each.	3 points													
2 supervisors with six (6) years of experience each.	4 points													
2 supervisors with Seven (7) or more years of experience each.	5 points													
	Total points	60												
	All service providers who scored less than 60% on Phase 2 of the functionality (Paper Evaluation) will not be considered for a site inspection (Phase 3).													
	Phase 3: SITE INSPECTION													
Uniform	<p>Uniform (suitable to the clientele of the client and name tags)</p> <p>Matrix: NO = 0 point YES= 5 points</p>	10												

Cleaning consumables	Cleaning Consumables stored in accordance with safety requirements, good quality and variety demonstrated and approved by accredited Quality assurance institutions. Matrix: NO = 0 points YES= 5 points	10
Staff complement	Staff complement with Project Manager, Supervisors, Cleaners. Day: three (3) Cleaners plus one (1) Supervisor. Night: three (3) Cleaners plus one (1) Supervisor. Matrix: NO = 0 point YES= 5 points	5
Cleaning machinery and equipment	Cleaning Machinery and Equipment in good working condition. Matrix: NO = 0 point YES= 5 points	5
Staff Roster	Staff roster (current from one of the existing contracts) Matrix: NO = 0 point YES= 5 point	5
Office Premises	Office premises / Office Facilities Matrix: NO = 0 point YES= 5 points	5
	Total points	40
	GRAND TOTAL	100

All service providers who scored less than 60% on Phase 3 (site inspection) will not be considered for Price and preference points

8.3 Phase 4: Price and Preferential points

8.3.1 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 table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

Table 1 (80/20): Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 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.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Percentage (%) Ownership by HDIs	Points (5)	
81-100	5	
61-80	4	
41-60	3	
21-40	2	
1-20	1	
0%	0	
Percentage (%) Ownership by Women	Points (8)	
91-100	8	
81-90	7	
71-80	6	
61-70	5	
51-60	4	
41-50	3	
21-40	2	
1-20	1	
0	0	
Percentage (%) Ownership by Youth	Points (6)	
81-100	6	
71-80	5	
61-70	4	
41-60	3	
31-40	2	
1-30	1	
0	0	
Percentage (%) Ownership by Disability	Points (1)	
1-100	1	
0%	0	

9 GENERAL CONDITIONS OF CONTRACT

Any award made to a bidder(s) under this bid is conditional, amongst others, upon:

- a. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which Department of International Relations and Cooperation is prepared to enter into a contract with the successful Bidder(s).
- b. The bidder submitting the General Conditions of Contract to Department of International Relations and Cooperation together with its bid, duly signed by an authorised representative of the bidder.

10 SPECIAL CONDITIONS OF THIS BID

Department of International Relations and Cooperation reserves the right:

- a. To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000)
- b. To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- c. To accept part of a tender rather than the whole tender.
- d. To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
- e. To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- f. To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
- g. Award to multiple bidders based either on operational needs or risk assessment
- h. DIRCO reserves the right to conclude a Service Level Agreement¹, SBD 7.2, and appointment letter with the appointed bidder to supplement the General Conditions of Contract
- i. Please take note that DIRCO is not obliged to select any of the bidder(s) submitted proposals.

11 THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION REQUIRES SERVICE PROVIDERS TO DECLARE

In the Service Provider's Technical response, Service Providers are required to declare the following:

- a. Confirm that the Service Provider is to:
 - i. Act honestly, fairly, and with due skill, care, and diligence, in the interests of the Department of International Relations and Cooperation
 - ii. Have and effectively employ the resources, procedures, and appropriate technological systems for the proper performance of the services.

¹ Service Level Agreement – Negotiated agreement between DIRCO and Service Provider(s) that will record a common understanding about services, priorities, responsibilities, guarantees, and warranties. Each area of service scope shall have the "level of service" defined.

- iii. Act with circumspection and treat the Department of International Relations and Cooperation fairly in a situation of conflicting interests.
- iv. Comply with all applicable statutory or common law requirements applicable to the conduct of business.
- v. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with Department of International Relations and Cooperation.
- vi. Avoidance of fraudulent and misleading advertising, canvassing and marketing.
- vii. To conduct their business activities with transparency and consistently uphold the interests and needs of the Department of International Relations and Cooperation as a client before any other consideration; and
- viii. To ensure that any information acquired by the Service Provider from the Department of International Relations and Cooperation will not be used or disclosed unless the written consent of the client has been obtained to do so.

12 CONFLICT OF INTEREST, CORRUPTION AND FRAUD

- a. The Department of International Relations and Cooperation reserves its right to disqualify any Service Provider who either itself or any of whose members (save for such members who hold a minority interest in the Service Provider through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the Service Provider other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of the Department of International Relations and Cooperation or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")
 - i. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other Service Provider in respect of the subject matter of this quotation.
 - ii. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor, or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity.
 - iii. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of the Department of International Relations and Cooperation's officers, directors, employees, advisors or other representatives.
 - iv. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors, or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity.
 - v. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity.
 - vi. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity.
 - vii. has in the past engaged in any matter referred to above; or

- viii. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether a prison term was imposed and despite such Service Provider, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

13 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

- a. The Service Provider should note that the terms of its Tender will be incorporated in the proposed contract by reference and that the Department of International Relations and Cooperation relies upon the Service Provider's Tender as a material representation in making an award to a successful Service Provider and in concluding an agreement with the Service Provider.
- b. It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by the Department of International Relations and Cooperation against the Service Provider notwithstanding the conclusion of the Service Level Agreement between the Department of International Relations and Cooperation and the Service Provider for the provision of the Service in question. In the event of a conflict between the Service Provider's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

14 PREPARATION COSTS

The Service Provider will bear all its costs in preparing, submitting, and presenting any response or Tender to this quotation and all other costs incurred by it throughout the quotation process. Furthermore, no statement in this quotation will be construed as placing the Department of International Relations and Cooperation its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the Service Providers in the preparation of their response to this quotation.

15 INDEMNITY

If a Service Provider breaches the conditions of this quotation and, as a result of that breach, the Department of International Relations and Cooperation incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the quotation process and/or enforcement of intellectual property rights or confidentiality obligations), then the Service Provider indemnifies and holds the Department of International Relations and Cooperation harmless from any and all such costs which the Department of International Relations and Cooperation may incur and for any damages or losses the Department of International Relations and Cooperation may suffer.

16 PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

17 LIMITATION OF LIABILITY

A Service Provider participates in this quotation process entirely at its own risk and cost. The Department of International Relations and Cooperation shall not be liable to compensate a Service Provider on any grounds whatsoever for any costs incurred or any damages suffered because of the Service Provider's participation in this Quotation process.

18 TAX COMPLIANCE

No Quotation shall be awarded to a Service Provider who is not tax compliant. The Department of International Relations and Cooperation reserves the right to withdraw an award made, or cancel a contract concluded with a successful Service Provider in the event that it is established that such Service Provider was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the Department Of International Relations And Cooperation, or whose verification against the Central Supplier Database (CSD) proves non-compliant. The Department of International Relations and Cooperation further reserves the right to cancel a contract with a successful Service Provider if such Service Provider does not remain tax compliant for the full term of the contract.

19 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No tender shall be awarded to a Service Provider whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers, the Department of International Relations and Cooperation reserves the right to withdraw an award, or cancel a contract concluded with a Service Provider should it be established, at any time, that a Service Provider has been blacklisted with National Treasury by another government institution.

20 GOVERNING LAW

South African law governs this quotation and the quotation response process. The Service Provider agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this quotation, the quotation itself and all processes associated with the quotation.

21 FEES AND PAYMENT SCHEDULE

- a. Fees must be quoted in South African currency.
- b. All prices quoted must include VAT; and
- c. Service Providers should take note that the Department will pay within thirty (30) days after the receipt of invoice and the service has been rendered.

22 CONTACT PERSONS AND SUBMISSIONS OF BIDS

- **Prospective Service Providers should submit their bonded proposals in a separate, sealed envelope or suitable cover on which the name and address of the bidder(s), the bid number and the closing date must be clearly endorsed outside of the envelope to:**

Per hand

Tender Box OR Tambo Building
The Department of International Relations and Cooperation
OR Tambo Building
460 Soutpansberg Road
Rietondale
Pretoria
0084

Closing date 30 January 2025 at 11:00am.

E-Mailed or faxed submissions shall not be accepted.

- Bids received after the closing date and time, at the address in the bid's documents, will not be accepted for consideration and where practical, be returned unopened to the bidder.

For all enquiries or technical assistance: bidders can direct their inquiries to Supply Chain Management via email to the following officials:

Ms Mphahlele MB
TEL: 012 351 0225
Email: mphahlelemb@dirco.gov.za

Mr Rakhoale HM
Tel: 012 351 0077
Email: rakhoaleh@dirco.gov.za

Ms Mazibuko Emily
Tel: 012 351 1395
Email: mazibukoe@dirco.gov.za

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION					
BID NUMBER:	DIRCO 07-2025/26	CLOSING DATE:	30/01/2026	CLOSING TIME:	11:00am
DESCRIPTION	INVITATION FOR SERVICE PROVIDERS TO SUBMIT PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE (3) YEARS.				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION 460 SOUTPANSBERG ROAD RIETONDALE PRETORIA 0084					
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
		TCS PIN:		OR	CSD No:
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ANSWER PART B:3 BELOW]
SIGNATURE OF BIDDER			DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)					
TOTAL NUMBER OF ITEMS OFFERED				TOTAL BID PRICE (ALL INCLUSIVE)	
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:					
DEPARTMENT	International Relations and Cooperation (DIRCO)				
CONTACT PERSON	SCM				
TELEPHONE NUMBER	012 351 0225 / 1395 / 0077				
	Mphahlemb@dirco.gov.za / mazibukoe@dirco.gov.za / rakhoaleh@dirco.gov.za				
E-MAIL ADDRESS					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR ONLINE
1.3.	BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES).
1.4.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS 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.
2.3	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.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
2.6	WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
3.1.	IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.2.	DOES THE BIDDER HAVE A BRANCH IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.3.	DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.4.	DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
<p>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.</p>	

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

**PRICING SCHEDULE – FIRM PRICES
(PURCHASES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....Bid number: **DIRCO 07-2025/2026**

Closing date **30 January 2026 Time 11:00am**

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
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- Required by: The Department of International Relations and Cooperation (DIRCO)

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE (3) YEARS

CATEGORY C: STATE PROTOCOL LOUNGES AT KING SHAKA INTERNATIONAL AIRPORT

Physical address: State Protocol Lounge
King Shaka International Airport,
Thugela Road, La Mercy
Kwa-Zulu Natal Province

1. Bidders are requested to quote us on the cleaning scope of work as follows:

NO.	ITEM/SERVICE	DESCRIPTION	FREQUENCY	PRICE PER ITEM	PRICE OFFERED IN RANDS
1.	CARPETS	<ul style="list-style-type: none"> Carpets must be vacuumed. Cleaning of stains Shampooing (sponge down) of carpets Professional (deep) cleaning of carpets, loose rugs, and upholstered furniture (couches) 	Daily Or when required Weekly and when required When required Every six months or as required		

		<p>dish soap and a Non-Abrasive sponge; other wall papers may require dry dusting and vacuuming.</p> <ul style="list-style-type: none"> Fibre glass panels and screens: Dusting: Use a microfiber cloth to remove dust and light debris. Spot Cleaning: Wipe down fingerprints and smudges with a glass cleaner and a soft cloth. Natural stone cladding: a soft-bristle brush or a low-pressure hose should be used to remove dirt and debris. Avoid using acidic cleaners, as they can damage the stone. Wooden partitioning's: use wood cleaner or dust cloth. Avoid using harsh chemicals such as ammonia-based cleaners, or abrasive substances that might strip the protective coating or discolour the wood. Use a soft, lint-free cloth or sponge to wipe. Use non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood. Glass doors: To be cleaned with streak-free product that effectively eliminates dirt, grime, and water spots. Windows: To be cleaned with streak-free products that effectively eliminates dirt, grime, and water spots. The service provider should be able to use power cleaner Scrubber and have professional experience in 	<p>Daily or as and when required</p> <p>As and when required</p> <p>As and when required</p> <p>Daily or as and when required</p> <p>As and when required</p>		
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		<p>using and providing window cleaning machines. Be able to use and supply thermite scrubber and steamer.</p> <ul style="list-style-type: none"> Stainless steel door handles must be cleaned with micro-fibre cloth and kept spotless. 	As and when required		
4.	MIRRORS / PAINTINGS / PICTURES / PLAQUES	<ul style="list-style-type: none"> Mirrors: must be cleaned with products that contain plant-based surfactants and natural solvents, which is easy to apply and contain an anti-fogging agent. Painting, Pictures and Portraits: Must be gently dusted with a dry, soft cloth or a soft brush to remove loose dust. Plaques: No usage of chemical or abrasive cleaners as they may react with the anodized surface. Regular wiping down with a damp cloth and drying with a soft dry cloth will help prevent build-up of dust and grease and so prolong the life and quality of the anodized aluminium surface. Must be dusted regularly and kept clean, and free of marks. 	<p>Daily and as and when required</p> <p>Daily</p> <p>As and when required</p>		
5.	EQUIPMENT	<p>All equipment must be dusted, wiped, and kept free of marks.</p> <ul style="list-style-type: none"> Monitors must be wiped clean with a damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating 	Daily		

		<ul style="list-style-type: none"> Computers and printers cleaned and wiped with damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating Desk Telephones must be cleaned with a disinfectant wipe or a cloth sprayed with a 70% isopropyl alcohol solution. 	<p>Daily</p> <p>Daily</p>		
6.	WOODEN SURFACES	<ul style="list-style-type: none"> All wooden surfaces and furniture must be dusted, polished with a non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood and kept free of marks with thermite scrubber and steamer (<i>Approved Thermite Chemical</i>) 	Daily		
7.	TILED FLOORS	<ul style="list-style-type: none"> A hygienic and neutral cleaner for frequent tile cleaning. It should contain antibacterial additives and be easy and safe to use on any tile and hard surface including sealed surfaces. It should be streak free biodegradable with no harmful chemicals. 	Once a day or when the service is required		
8.	BLINDS AND CURTAINS	<ul style="list-style-type: none"> Blinds should be dusted daily with a microfiber cloth or a vacuum cleaner with a brush attachment for removing dust from slats. Provide curtain dry cleaning/washing (the service provider should have an experience of washing and handling heavy duty and all types of 	<p>Weekly or when required</p> <p>Every 6 months or when needed</p>		

		curtain materials and be able to dry clean).			
9.	HEAD OF STATE/PRIVATE LOUNGES; MINISTERS LOUNGES	<p>Regular check to ensure that:</p> <ul style="list-style-type: none"> • All pillows are fluffed. • Furniture that was moved by delegates must be moved back to their original position as soon as the delegation has left. • All crockery must be removed from tables immediately after usage. 	Throughout the day.		
10.	OFFICES; BOARDROOM; STOREROOM COMMUNAL AND RECEPTION AREAS; RECEIVING ROOMS; COMMUNAL AREA; AIRSIDE AND LANDSIDE LOBBIES	<ul style="list-style-type: none"> • Bins must be emptied and washed. • Boardrooms to be kept clean. • Meeting materials to be removed. • Litter to be removed from boardrooms. 	Twice per day or Immediately after every meeting held		
11.	BATHROOMS AND TOILETS	<ul style="list-style-type: none"> • KSIA- cleaning of 13 toilets, 1 eastern toilet, 2 urinals, 9 basins and 5 showers • All bathroom's toilets, showers urinals and basins in all the 3 lounges must be kept clean and sanitised with products that are suitable to use on any surface, in compliance with quality assurance institutions. Tested formulation, proven to kill bacteria, Ideal for deodorising while disinfecting, controls 	<p>Three times a day.</p> <p>Or when required</p>		

		<p>moulds and odours and its noncorrosive, the product should also contain active ingredients such as Surfactants, 3% Sodium Hypochlorite, Bactericidal, Fungicidal, Sporicidal and Viricidal. Toilets and urinals to be checked continuously for stains, smells and scrubbed</p> <ul style="list-style-type: none"> • Marble surfaces, mirrors and taps must be spotless and shiny (no soap and water stains) to be cleaned with micro fibre cloth and a disinfectant that contains antibacterial, non-toxic formulation and Odour eliminator. • Floors, hand basins, cisterns, toilet seats (both on top and underneath) must be washed and disinfected with an antibacterial, non-toxic formulation and Odour eliminator product. Contain a natural germicidal properties, deodorizes and cleans all in one process, it should be free rinsing, user-friendly and not irritating to the skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is deleterious to the environment • Doors and door handles must be 	<p>Throughout the day</p> <p>Throughout the day</p>		
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		<p>free drying of glassware and tableware.</p> <ul style="list-style-type: none"> Loom-woven fabric for durability and for resisting pilling and perfect for everyday use. Washing and packing of dishes Daily supply of a degreasing dishwashing liquid detergent with bioenzymes for clean and fresh-smelling dishes. Cupboards / storerooms to be unpacked and cleaned regularly with a disinfectant solution. Fridges to be cleaned inside and outside. Defrost ice in the refrigerator. 	<p>months or as and when required</p> <p>Set of 3 for each kitchen every 2 months or as and when required</p> <p>Daily</p> <p>Daily</p> <p>Regularly</p> <p>Daily</p> <p>When required</p>		
13.	GARBAGE BIN	<ul style="list-style-type: none"> Provide three (3) 120Lt garbage bin (General, Paper, Recycle). Provide additional 1 Corporate kitchen black plastic bin with wheels (70lt) 	<p>3 (120L) garbage bin + 1 (70L) black plastic bin per lounge) at start of the contract and replace as and when required.</p>		
14.	GARBAGE REMOVAL	<ul style="list-style-type: none"> All refuse bins and surrounding areas where the bins are kept must be cleaned and scrubbed with soapy water or a disinfectant that kills germs and eliminate odours. 	<p>Twice a day</p>		

		<ul style="list-style-type: none"> Removal of refuse from the offices to a dedicated dumping site provided by Landlord (ACSA) 	Twice a day		
15.	DISINFECTING OF LOUNGES AS PER COVID-19 REQUIREMENTS	<ul style="list-style-type: none"> To provide disinfecting services to sterilize the lounge with alcohol and hydrogen peroxide base sanitisers. Disinfecting by wiping and cleaning of all surfaces i.e. reception counters, desks, computers, keyboards, telephones, copier and fax machines, chairs etc. 	When required. Daily twice a day		
17.	FUMIGATION	<ul style="list-style-type: none"> Provide fumigation service to target pests such as, cockroaches, rodents, termites and etc according to the occupational health and Safety Act 	Every three (3) months		
18.	AIRPORT COMPANY SOUTH AFRICA (ACSA) ACCESS PERMITS	<ul style="list-style-type: none"> To obtain the required ACSA access permits to cleaning staff deployed at the lounges as per ACSA requirement and bear the cost of issuing of permits. 	As per requirement		
PROVISION OF SUPPLIES					
	Product / Item	Description	Number Required		PRICE OFFERED IN RANDS
19.	Toilet Paper	Provision of Twin ply luxury soft, 500 sheets per roll Firmly rolled White in colour All sheets should be firm and of high quality	Minimum of 54 rolls per day and be replenished as and when needed,		

20.	Wall mounted seat wipe holders	<p>Supply and maintenance of wall mounted seat wipe holders.</p> <ul style="list-style-type: none"> • Must contain 99% Bacteria Kill Formula: Effectively wipes away bacteria build-up, providing a clean and safe surface for every use. • Must contain quick drying formulation to ensure surfaces are clean and dry within seconds, enhancing user convenience and hygiene. • Must have one-shot foaming System: to deliver the perfect amount of sanitiser with each use, promoting efficiency and reducing waste. • Unique Sealed Sachet: to prevent contamination of contents, ensuring increased hygiene and safety. • Have lockable Unit: Designed to prevent theft, ensuring the sanitiser is always available when needed. • The service provider to supply foam seat sanitiser. 	30 wall mounted seat wipe holders at the start of contract and to be repaired/replaced when damaged and replenish when depleted		
21.	Hand paper towel cabinet and paper rolls	<p>Supply and maintenance of Paper Towel Cabinet multifoil. Must have robust dispenser to prevent vandalism, lockable to prevent pilferage, one-sheet dispensing and supply 2 ply folded hand towels.</p>	To be replenished when depleted		
22.	Facial tissue box cover and tissues	<p>The holder must be able to fit standard tissue boxes, be 100% waterproof, highly durable, and rust-proof.</p> <ul style="list-style-type: none"> • Three (3) Ply Luxury White Facial Tissues 160 pk, suitable for everyday facial tissue needs, be gentle on the skin, and suitable for all skin types 	(2 boxes to be placed per toilet at the start of each shift and be replenished when depleted.		

23.	Wall mounted Aerosol Dispensers	<p>Supply and maintenance of wall mounted aerosol dispensers.</p> <ul style="list-style-type: none"> Stainless Steel materials specifically designed to eliminate the unavoidable odours caused by normal washroom use, delivers metered sprays of concentrated fragrance, mist must consist of super fine odour neutralising fragrance molecules, have odour eliminator, consistent level of long-lasting designer freshness that are high impact and long lasting, must consist of an antibacterial aerosol, effective against bacteria, Fungi, mould, yeast and viruses. Batteries and refills fully serviced by the service provider. 	Thirty (30) wall mounted aerosol dispenser at the start of the cleaning service contract; and to be replaced immediately upon breakage. (in each toilet)		
24.	Soap dispensers and soap	<p>Silver Foam Dispenser</p> <ul style="list-style-type: none"> Total of 25 soap dispensers to be filled with an anti-bacterial, hypoallergenic soap. 	Twenty-five (25) soap dispensers should always be full of soap. The appointed service provider must provide enough litres of soap for this purpose. The soap dispensers' capacity to be determined by the appointed service provider.		
	She-bins	<ul style="list-style-type: none"> Supply and manage the disposal of she-bins and waste as follows: 13 at KSIA. The bins capacity should be 20lt, have touch free pedal model allows for hands free operation, have a large, central opening for easy 	Start of the contract 13 at KSIA		

		<p>disposal, fully lined and sealed for increased hygiene, fully serviced with waste disposed in an environmentally friendly manner.</p> <ul style="list-style-type: none"> • Manage the disposal of she-bins and waste. 			
			Daily		
25.	Hand lotion	<p>Wall-mounted hand lotion, with a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic. The lotion should have a rich texture that provides deep, no-greasy hydration using nourishing ingredients.</p> <ul style="list-style-type: none"> • All products must be hypoallergenic soap. 	<p>500 ml hand lotion</p> <p>10 X KSIA</p>		
26.	Towels	<p>Premium white towels made from 100% cotton</p> <p>Sizes: Face Cloth 30(W) x 30(L) cm Guest Towel 30(W) x 50(L) cm Hand Towel 50(W) x 90(L) cm Bath Towel 70(W) x 140(L) cm</p> <ul style="list-style-type: none"> • The towels must be washed and individually wrapped when returned. 	<p>12 x 2 sets per bathroom and replace as and when necessary</p>		
27.	Hospitality packs	<ul style="list-style-type: none"> • Packets of toiletries including, toothbrush, soap, toothpaste. Shampoo, conditioner shaving razors and cream. Cotton wool, earbuds (grooming products) • The pack should consist of the following: 1 x 20ml Shampoo 1 x 20 ml Body Wash 1 x 20ml body lotion 1 x 15g Guest Soap 1 x Shower Cap (boxed) 1 x Individually wrapped disposable dental kit (toothbrush and toothpaste) 	<p>5 packs per lounge at the start of the contract and supply as and when required</p>		

		<p>1 x Vanity kit (3 x Cotton wool, 3 x earbuds and 1 Nail Emri board)</p> <p>1 x Individually wrapped shaving Kit (Shaving Cream & Razor)</p> <p>All products must be hypoallergenic soap.</p>			
30.	Bathroom mats	<p>White in colour. Toilet pot and shower cubicle Made from 100% pure BCI cotton.</p> <p>Size:70 x 120cm.</p>	<p>2 sets for 16 bathrooms. Regularly changed and cleaned (100% cotton)</p>		
31.	Refuse Bins	<p>240 litre Plastic Refuse Bins with wheels</p>	<p>One (1) at the start of the contract, to be increased whenever necessary and to be replaced when damaged</p>		
32.	Air Purifier	<ul style="list-style-type: none"> • 550ml remote controlled essential oil aroma diffuser and air humidifier (replace batteries by the cleaning contractor). • 10ml essential oil pure Aroma fragrance oil air humidifiers 	<p>05 KSIA</p> <p>06 x10ml KSIA monthly</p>		
33.	Toilet Brushes	<p>Supply and maintain toilet brushes</p> <p>The brush holder should be stainless steel material to be wall-Mounted with double sided tape or similar , have a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic, the container should hold cleaning chemicals, ensuring improved hygiene and odour elimination, concealed for convenience, the brush should be stored in a container with a lid, keeping it out of sight and maintaining a tidy appearance.</p> <p>Aesthetic and practical be simple, compact, and visually</p>	<p>30 toilet brushes at the start of the contract and to be replaced yearly or when necessary</p>		

		pleasing, in the bathrooms. Have durable and High-quality bristles to ensure the brush performs effectively in promoting better cleanliness.			
34.	Sanitizers and dispensers	Provide adequate sanitizer at the entrance of each lounge, Be able to sanitise hands without water, soap, and towels Proven 99.9% kill of pathogenic microorganisms on the skin, reducing cross-contamination and helping prevent the spread of diseases. Dries quickly and leaves a soft, non-sticky feel. Natural moisturising ingredients help retain the skin's moisture All products must be hypoallergenic soap.	When necessary When necessary To be sprayed daily in the lounge		

Total for price per months	
Total price for 36 months	
VAT	
Total Bid Price Offered	

NAME OF THE SERVICE PROVIDER_____

SIGNATURE AND INITIALS_____

POSITION_____

DATE_____

**PRICING SCHEDULE – FIRM PRICES
(PURCHASES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....Bid number: **DIRCO 07-2025/2026**

Closing date **30 January 2026 Time 11:00am**

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
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- Required by: The Department of International Relations and Cooperation (DIRCO)

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE (3) YEARS

CATEGORY A: STATE PROTOCOL LOUNGES AT OR TAMBO INTERNATIONAL AIRPORT

Physical address: State Protocol Lounge
Mezzanine Floor
O.R. Tambo International Airport,
Gauteng Province

1. Bidders are requested to quote us on the cleaning scope of work as follows:

NO.	ITEM/SERVICE	DESCRIPTION	FREQUENCY	PRICE PER ITEM	PRICE OFFERED IN RANDS
1.	CARPETS	<ul style="list-style-type: none"> Carpets must be vacuumed. Cleaning of stains Shampooing (sponge down) of carpets Professional (deep) cleaning of carpets, loose rugs, and upholstered furniture (couches) Loose rugs to be straightened. 	Daily Or when required Weekly and when required When required Every six months or as required Daily		

		<ul style="list-style-type: none"> Furniture must be removed for vacuuming and cleaning. 	Daily		
2.	SCATTER CUSHIONS	<ul style="list-style-type: none"> Scatter Cushions and covers to be washed (laundry) Removable Covers: Normal wash using cold water and a gentle cycle. Non-Removable Covers: Spot cleaning is recommended using a soft cloth, mild detergent, and warm water Leather covers: The service provider should be able to treat and clean leather materials Additionally, the service provider should follow and always check the care label for specific instructions 	Every three months or when necessary		
3.	WALLS/GLASS DOORS / WINDOWS	<ul style="list-style-type: none"> Painted walls: To clean painted walls with sugar soap or similar products that are accredited with quality assurance institutions, which contains low foaming wetting agents, effectively degreases, Safe, non-flammable formulation, non-corrosive, Ammonia Free and contains no abrasive substances. Wallpaper: The service provider must be able to determine the types of wallpapers installed and how to clean and care for them, they should have experience in cleaning different types of wallpapers and the relevant products to be 	<p>Daily or as and when required</p> <p>Daily or as and when required</p>		

		<p>used. Washable wall papers should be cleaned with warm water dye-free dish soap and a Non-Abrasive sponge; other wall papers may require dry dusting and vacuuming.</p> <ul style="list-style-type: none"> • Fibre glass panels and screens: Dusting: Use a microfiber cloth to remove dust and light debris. Spot Cleaning: Wipe down fingerprints and smudges with a glass cleaner and a soft cloth. • Natural stone cladding: a soft-bristle brush or a low-pressure hose should be used to remove dirt and debris. Avoid using acidic cleaners, as they can damage the stone. • Wooden partitioning's: use wood cleaner or dust cloth. Avoid using harsh chemicals such as ammonia-based cleaners, or abrasive substances that might strip the protective coating or discolour the wood. Use a soft, lint-free cloth or sponge to wipe. Use non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood. • Glass doors: To be cleaned with streak-free product that effectively eliminates dirt, grime, and water spots. • Windows: To be cleaned with streak-free products that effectively eliminates dirt, grime, and water spots. The service provider should be able to 	<p>Daily or as and when required</p> <p>As and when required</p> <p>As and when required</p> <p>Daily or as and when required</p>		
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		<p>use power cleaner Scrubber and have professional experience in using and providing window cleaning machines. Be able to use and supply thermite scrubber and steamer.</p> <ul style="list-style-type: none"> Stainless steel door handles must be cleaned with micro-fibre cloth and kept spotless. 	<p>As and when required</p> <p>As and when required</p>		
4.	MIRRORS / PAINTINGS / PICTURES / PLAQUES	<ul style="list-style-type: none"> Mirrors: must be cleaned with products that contain plant-based surfactants and natural solvents, which is easy to apply and contain an anti-fogging agent. Painting, Pictures and Portraits: Must be gently dusted with a dry, soft cloth or a soft brush to remove loose dust. Plaques: No usage of chemical or abrasive cleaners as they may react with the anodized surface. Regular wiping down with a damp cloth and drying with a soft dry cloth will help prevent build-up of dust and grease and so prolong the life and quality of the anodized aluminium surface. Must be dusted regularly and kept clean, and free of marks. 	<p>Daily and as and when required</p> <p>Daily</p> <p>As and when required</p>		

5.	EQUIPMENT	<p>All equipment must be dusted, wiped, and kept free of marks.</p> <ul style="list-style-type: none"> Monitors must be wiped clean with a damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating Computers and printers cleaned and wiped with damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating Desk Telephones must be cleaned with a disinfectant wipe or a cloth sprayed with a 70% isopropyl alcohol solution. 	<p>Daily</p> <p>Daily</p> <p>Daily</p>		
6.	WOODEN SURFACES	<ul style="list-style-type: none"> All wooden surfaces and furniture must be dusted, polished with a non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood and kept free of marks with thermite scrubber and steamer (<i>Approved Thermite Chemical</i>) 	<p>Daily</p>		
7.	TILED FLOORS	<ul style="list-style-type: none"> A hygienic and neutral cleaner for frequent tile cleaning. It should contain antibacterial additives and be easy and safe to use on any tile and hard surface including sealed surfaces. It should be streak free biodegradable with no harmful chemicals. 	<p>Once a day or when the service is required</p>		

8.	BLINDS AND CURTAINS	<ul style="list-style-type: none"> Blinds should be dusted daily with a microfiber cloth or a vacuum cleaner with a brush attachment for removing dust from slats. Provide curtain dry cleaning/washing (the service provider should have an experience of washing and handling heavy duty and all types of curtain materials and be able to dry clean). 	Weekly or when required Every 6 months or when needed		
9.	HEAD OF STATE/PRIVATE LOUNGES; MINISTERS LOUNGES	<p>Regular check to ensure that:</p> <ul style="list-style-type: none"> All pillows are fluffed. Furniture that was moved by delegates must be moved back to their original position as soon as the delegation has left. All crockery must be removed from tables immediately after usage. 	Throughout the day.		
10.	OFFICES; BOARDROOM; STOREROOM COMMUNAL AND RECEPTION AREAS; RECEIVING ROOMS; COMMUNAL AREA; AIRSIDE AND LANDSIDE LOBBIES	<ul style="list-style-type: none"> Bins must be emptied and washed. Boardrooms to be kept clean. Meeting materials to be removed. Litter to be removed from boardrooms. 	Twice per day or Immediately after every meeting held		
11.	BATHROOMS AND TOILETS	<ul style="list-style-type: none"> ORTIA- cleaning of 10 toilets, 4 urinals, 11 basins and 5 showers. All bathroom's toilets, showers urinals and basins in all the 3 lounges must be kept clean and sanitised with products that are suitable to use on any surface, in compliance with quality assurance institutions. Tested 	Three times a day. Or when required		

		<p>formulation, proven to kill bacteria, Ideal for deodorising while disinfecting, controls moulds and odours and its noncorrosive, the product should also contain active ingredients such as Surfactants, 3% Sodium Hypochlorite, Bactericidal, Fungicidal, Sporicidal and Viricidal. Toilets and urinals to be checked continuously for stains, smells and scrubbed</p> <ul style="list-style-type: none"> • Marble surfaces, mirrors and taps must be spotless and shiny (no soap and water stains) to be cleaned with micro fibre cloth and a disinfectant that contains antibacterial, non-toxic formulation and Odour eliminator. • Floors, hand basins, cisterns, toilet seats (both on top and underneath) must be washed and disinfected with an antibacterial, non-toxic formulation and Odour eliminator product. Contain a natural germicidal properties, deodorizes and cleans all in one process, it should be free rinsing, user-friendly and not irritating to the skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is deleterious to the environment 	<p>Throughout the day</p> <p>Throughout the day</p>		
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		<p>and enhances the kitchen experience, the towels should be designed for streak-free drying of glassware and tableware.</p> <ul style="list-style-type: none"> • Loom-woven fabric for durability and for resisting pilling and also perfect for everyday use. • Washing and packing of dishes • Daily supply of a degreasing dishwashing liquid detergent with bioenzymes for clean and fresh-smelling dishes. • Cupboards / storerooms to be unpacked and cleaned regularly with a disinfectant solution. • Fridges to be cleaned inside and outside. • Defrost ice in the refrigerator. 	<p>Set of 3 for each kitchen every 2 months or as and when required</p> <p>Set of 3 for each kitchen every 2 months or as and when required</p> <p>Daily</p> <p>Daily</p> <p>Regularly</p> <p>Daily</p> <p>When required</p>		
13.	GARBAGE BIN	<ul style="list-style-type: none"> • Provide three (3 per lounge) 120Lt garbage bins (General, Paper, Recycle). For all Three (3) lounges. • Provide additional 1 Corporate kitchen black plastic bin with wheels (70lt) per lounges. (For all three lounges) • 	<p>3 (120Ls) garbage bins + 1 (70Ls) black plastic bin per lounge) at start of the contract and replace as and when required.</p>		

14.	GARBAGE REMOVAL	<ul style="list-style-type: none"> All refuse bins and surrounding areas where the bins are kept must be cleaned and scrubbed with soapy water or a disinfectant that kills germs and eliminate odours. Removal of refuse from the offices to a dedicated dumping site provided by Landlord (ACSA) 	Twice a day		
15.	DISINFECTING OF LOUNGES AS PER COVID-19 REQUIREMENTS	<ul style="list-style-type: none"> To provide disinfecting services to sterilize the lounge with alcohol and hydrogen peroxide base sanitisers. Disinfecting by wiping and cleaning of all surfaces i.e. reception counters, desks, computers, keyboards, telephones, copier and fax machines, chairs etc. 	<p>Twice a day</p> <p>When required.</p> <p>Daily twice a day</p>		
17.	FUMIGATION	<ul style="list-style-type: none"> Provide fumigation service to target pests such as, cockroaches, rodents' termites and etc according to the occupational health and Safety Act 	Every three (3) months		
18.	AIRPORT COMPANY SOUTH AFRICA (ACSA) ACCESS PERMITS	<ul style="list-style-type: none"> To obtain the required ACSA access permits to cleaning staff deployed at the lounges as per ACSA requirement and bear the cost of issuing of permits. 	As per requirement		
PROVISION OF SUPPLIES					
	Product / Item	Description	Number Required		PRICE OFFERED IN RANDS

19.	Toilet Paper	Provision of Twin ply luxury soft, 500 sheets per roll Firmly rolled White in colour All sheets should be firm and of high quality	Minimum of 54 rolls per day and be replenished as and when needed,		
20.	Wall mounted seat wipe holders	Supply and maintenance of wall mounted seat wipe holders. <ul style="list-style-type: none"> • Must contain 99% Bacteria Kill Formula: Effectively wipes away bacteria build-up, providing a clean and safe surface for every use. • Must contain quick drying formulation to ensure surfaces are clean and dry within seconds, enhancing user convenience and hygiene. • Must have one-shot foaming System: to deliver the perfect amount of sanitiser with each use, promoting efficiency and reducing waste. • Unique Sealed Sachet: to prevent contamination of contents, ensuring increased hygiene and safety. • Have lockable Unit: Designed to prevent theft, ensuring the sanitiser is always available when needed. • The service provider to supply foam seat sanitiser. 	30 wall mounted seat wipe holders at the start of contract and to be repaired/replaced when damaged and replenish when depleted		
21.	Hand paper towel cabinet and paper rolls	Supply and maintenance of Paper Towel Cabinet multifoil. Must have robust dispenser to prevent vandalism, lockable to prevent pilferage, one-sheet dispensing and supply 2 ply folded hand towels.	To be replenished when depleted		

22.	Facial tissue box cover and tissues	<p>The holder must be able to fit standard tissue boxes, be 100% waterproof, highly durable, and rust-proof.</p> <ul style="list-style-type: none"> 3 Ply Luxury White Facial Tissues 160 pk, suitable for everyday facial tissue needs, be gentle on the skin, and suitable for all skin types 	(2 boxes to be placed per toilet at the start of each shift and be replenished when depleted.		
23.	Wall mounted Aerosol Dispensers	<p>Supply and maintenance of wall mounted aerosol dispensers.</p> <ul style="list-style-type: none"> Stainless Steel materials specifically designed to eliminate the unavoidable odours caused by normal washroom use, delivers metered sprays of concentrated fragrance, mist must consist of super fine odour neutralising fragrance molecules, have odour eliminator, consistent level of long-lasting designer freshness that are high impact and long lasting, must consist of an antibacterial aerosol, effective against bacteria, Fungi, mould, yeast and viruses. Batteries and refills fully serviced by the service provider. 	30 wall mounted aerosol dispensers at the start of the cleaning service contract; and to be replaced immediately upon breakage. (in each toilet)		
24.	Soap dispensers and soap	<p>Silver Foam Dispenser</p> <ul style="list-style-type: none"> Total of 25 soap dispensers to be filled with an anti-bacterial, hypoallergenic soap. 	25 soap dispensers should always be full of soap. The appointed service provider must provide enough litres of soap for this purpose. The soap dispensers' capacity to be determined by the appointed service provider.		

	She-bins	<ul style="list-style-type: none"> Supply and manage the disposal of she-bins and waste as follows: 10 at ORTIA. The bins capacity should be 20lt, have touch free pedal model allows for hands free operation, have a large, central opening for easy disposal, fully lined and sealed for increased hygiene, fully serviced with waste disposed in an environmentally friendly manner. Manage the disposal of she-bins and waste. 	<p>Start of the contract</p> <p>10 at ORTIA</p> <p>Daily</p>		
25.	Hand lotion	<p>Wall-mounted hand lotion, with a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic. The lotion should have a rich texture that provides deep, no-greasy hydration using nourishing ingredients.</p> <ul style="list-style-type: none"> All products must be hypoallergenic soap. 	<p>500 ml hand lotion</p> <p>10 X ORTIA</p>		
26.	Towels	<p>Premium white towels made from 100% cotton</p> <p>Sizes: Face Cloth 30(W) x 30(L) cm Guest Towel 30(W) x 50(L) cm Hand Towel 50(W) x 90(L) cm Bath Towel 70(W) x 140(L) cm</p> <ul style="list-style-type: none"> The towels must be washed and individually wrapped when returned. 	<p>12 x 2 sets per bathroom and replace as and when necessary</p>		
27.	Hospitality packs	<ul style="list-style-type: none"> Packets of toiletries including, toothbrush, soap, toothpaste. Shampoo, conditioner shaving razors and cream. Cotton wool, earbuds (grooming products) The pack should consist of the following: 1 x 20ml Shampoo 	<p>5 packs per lounge at the start of the contract and supply as and when required</p>		

		1 x 20 ml Body Wash 1 x 20ml body lotion 1 x 15g Guest Soap 1 x Shower Cap (boxed) 1 x Individually wrapped disposable dental kit (toothbrush and toothpaste) 1 x Vanity kit (3 x Cotton wool, 3 x earbuds and 1 Nail Emri board) 1 x Individually wrapped shaving Kit (Shaving Cream & Razor) All products must be hypoallergenic soap.			
30.	Bathroom mats	White in colour. Toilet pot and shower cubicle Made from 100% pure BCI cotton. Size:70 x 120cm.	2 sets for 16 bathrooms. Regularly changed and cleaned (100% cotton)		
31.	Refuse Bins	240 litre Plastic Refuse Bins with wheels	One (1) at the start of the contract, to be increased whenever necessary and to be replaced when damaged		
32.	Air Purifier	<ul style="list-style-type: none"> 550ml remote controlled essential oil aroma diffuser and air humidifier (replace batteries by the cleaning contractor). 10ml essential oil pure Aroma fragrance oil air humidifiers 	20 ORTIA 10 x10ml ORTIA monthly		
33.	Toilet Brushes	Supply and maintain toilet brushes The brush holder should be stainless steel material to be wall-Mounted with double sided tape or similar , have a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic, the container should hold cleaning chemicals, ensuring improved hygiene and odour elimination, concealed for	30 toilet brushes at the start of the contract and to be replaced yearly or when necessary		

		<p>convenience, the brush should be stored in a container with a lid, keeping it out of sight and maintaining a tidy appearance.</p> <p>Aesthetic and practical be simple, compact, and visually pleasing, in the bathrooms. Have durable and High-quality bristles to ensure the brush performs effectively in promoting better cleanliness.</p>			
34.	Sanitizers and dispensers	<p>Provide adequate sanitizer at the entrance of each lounge, Be able to sanitise hands without water, soap, and towels Proven 99.9% kill of pathogenic microorganisms on the skin, reducing cross-contamination and helping prevent the spread of diseases. Dries quickly and leaves a soft, non-sticky feel. Natural moisturising ingredients help retain the skin's moisture All products must be hypoallergenic soap.</p>	<p>When necessary</p> <p>When necessary</p> <p>To be sprayed daily in the lounge</p>		

Total for price per month	
Total price for 36 months	
VAT	
Total Bid Price Offered	

NAME OF THE SERVICE PROVIDER_____

SIGNATURE AND INITIALS_____

POSITION_____

DATE_____

**PRICING SCHEDULE – FIRM PRICES
(PURCHASES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....Bid number: **DIRCO 07-2025/2026**
Closing date **30 January 2026 Time 11:00am**

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
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- Required by: The Department of International Relations and Cooperation (DIRCO)

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE (3) YEARS

CATEGORY B: STATE PROTOCOL LOUNGES AT CAPE TOWN INTERNATIONAL AIRPORT

Physical address: State Protocol Lounge
Cape Town International Airport,
Airbus Road,
Western Cape Province

Bidders are requested to quote us on the cleaning scope of work as follows:

NO.	ITEM/SERVICE	DESCRIPTION	FREQUENCY	PRICE PER ITEM	PRICE OFFERED IN RANDS
1.	CARPETS	<ul style="list-style-type: none"> Carpets must be vacuumed. Cleaning of stains Shampooing (sponge down) of carpets Professional (deep) cleaning of carpets, loose rugs, and upholstered furniture (couches) Loose rugs to be straightened. 	Daily Or when required Weekly and when required When required Every six months or as required Daily		

		<ul style="list-style-type: none"> Furniture must be removed for vacuuming and cleaning. 	Daily		
2.	SCATTER CUSHIONS	<ul style="list-style-type: none"> Scatter Cushions and covers to be washed (laundry) Removable Covers: Normal wash using cold water and a gentle cycle. Non-Removable Covers: Spot cleaning is recommended using a soft cloth, mild detergent, and warm water Leather covers: The service provider should be able to treat and clean leather materials Additionally, the service provider should follow and always check the care label for specific instructions 	Every three months or when necessary		
3.	WALLS/GLASS DOORS / WINDOWS	<ul style="list-style-type: none"> Painted walls: To clean painted walls with sugar soap or similar products that are accredited with quality assurance institutions, which contains low foaming wetting agents, effectively degreases, Safe, non-flammable formulation, non-corrosive, Ammonia Free and contains no abrasive substances. Wallpaper: The service provider must be able to determine the types of wallpapers installed and how to clean and care for them, they should have experience in cleaning different types of wallpapers and the relevant products to be used. Washable wall papers should be cleaned with warm water dye-free dish soap and a Non-Abrasive sponge; other 	<p>Daily or as and when required</p> <p>Daily or as and when required</p>		

		<p>wall papers may require dry dusting and vacuuming.</p> <ul style="list-style-type: none"> • Fibre glass panels and screens: Dusting: Use a microfiber cloth to remove dust and light debris. Spot Cleaning: Wipe down fingerprints and smudges with a glass cleaner and a soft cloth. • Natural stone cladding: a soft-bristle brush or a low-pressure hose should be used to remove dirt and debris. Avoid using acidic cleaners, as they can damage the stone. • Wooden partitioning's: use wood cleaner or dust cloth. Avoid using harsh chemicals such as ammonia-based cleaners, or abrasive substances that might strip the protective coating or discolour the wood. Use a soft, lint-free cloth or sponge to wipe. Use non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood. • Glass doors: To be cleaned with streak-free product that effectively eliminates dirt, grime, and water spots. • Windows: To be cleaned with streak-free products that effectively eliminates dirt, grime, and water spots. The service provider should be able to use power cleaner Scrubber and have professional experience in using and providing window cleaning 	<p>Daily or as and when required</p> <p>As and when required</p> <p>As and when required</p> <p>Daily or as and when required</p> <p>As and when required</p>		
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		<p>machines. Be able to use and supply thermite scrubber and steamer.</p> <ul style="list-style-type: none"> Stainless steel door handles must be cleaned with micro-fibre cloth and kept spotless. 	As and when required		
4.	MIRRORS / PAINTINGS / PICTURES / PLAQUES	<ul style="list-style-type: none"> Mirrors: must be cleaned with products that contain plant-based surfactants and natural solvents, which is easy to apply and contain an anti-fogging agent. Painting, Pictures and Portraits: Must be gently dusted with a dry, soft cloth or a soft brush to remove loose dust. Plaques: No usage of chemical or abrasive cleaners as they may react with the anodized surface. Regular wiping down with a damp cloth and drying with a soft dry cloth will help prevent build-up of dust and grease and so prolong the life and quality of the anodized aluminium surface. Must be dusted regularly and kept clean, and free of marks. 	<p>Daily and as and when required</p> <p>Daily</p> <p>As and when required</p>		
5.	EQUIPMENT	<p>All equipment must be dusted, wiped, and kept free of marks.</p> <ul style="list-style-type: none"> Monitors must be wiped clean with a damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating 	Daily		

		<ul style="list-style-type: none"> Computers and printers cleaned and wiped with damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating Desk Telephones must be cleaned with a disinfectant wipe or a cloth sprayed with a 70% isopropyl alcohol solution. 	Daily		
6.	WOODEN SURFACES	<ul style="list-style-type: none"> All wooden surfaces and furniture must be dusted, polished with a non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood and kept free of marks with thermite scrubber and steamer (<i>Approved Thermite Chemical</i>) 	Daily		
7.	TILED FLOORS	<ul style="list-style-type: none"> A hygienic and neutral cleaner for frequent tile cleaning. It should contain antibacterial additives and be easy and safe to use on any tile and hard surface including sealed surfaces. It should be streak free biodegradable with no harmful chemicals. 	Once a day or when the service is required		
8.	BLINDS AND CURTAINS	<ul style="list-style-type: none"> Blinds should be dusted daily with a microfiber cloth or a vacuum cleaner with a brush attachment for removing dust from slats. Provide curtain dry cleaning/washing (the service provider should have an experience of washing and handling heavy duty and all types of 	Weekly or when required Every 6 months or when needed		

		curtain materials and be able to dry clean).			
9.	HEAD OF STATE/PRIVATE LOUNGES; MINISTERS LOUNGES	<p>Regular check to ensure that:</p> <ul style="list-style-type: none"> • All pillows are fluffed. • Furniture that was moved by delegates must be moved back to their original position as soon as the delegation has left. • All crockery must be removed from tables immediately after usage. 	Throughout the day.		
10.	OFFICES; BOARDROOM; STOREROOM COMMUNAL AND RECEPTION AREAS; RECEIVING ROOMS; COMMUNAL AREA; AIRSIDE AND LANDSIDE LOBBIES	<ul style="list-style-type: none"> • Bins must be emptied and washed. • Boardrooms to be kept clean. • Meeting materials to be removed. • Litter to be removed from boardrooms. 	Twice per day or Immediately after every meeting held		
11.	BATHROOMS AND TOILETS	<ul style="list-style-type: none"> • CTIA- cleaning of 7 toilets, 7 basins and 4 showers • All bathroom's toilets, showers urinals and basins in all the 3 lounges must be kept clean and sanitised with products that are suitable to use on any surface, in compliance with quality assurance institutions. Tested formulation, proven to kill bacteria, Ideal for deodorising while disinfecting, controls moulds and odours 	<p>Three times a day.</p> <p>Or when required</p>		

		<p>and its noncorrosive, the product should also contain active ingredients such as Surfactants, 3% Sodium Hypochlorite, Bactericidal, Fungicidal, Sporicidal and Viricidal. Toilets and urinals to be checked continuously for stains, smells and scrubbed</p> <ul style="list-style-type: none"> • Marble surfaces, mirrors and taps must be spotless and shiny (no soap and water stains) to be cleaned with micro fibre cloth and a disinfectant that contains antibacterial, non-toxic formulation and Odour eliminator. • Floors, hand basins, cisterns, toilet seats (both on top and underneath) must be washed and disinfected with an antibacterial, non-toxic formulation and Odour eliminator product. Contain a natural germicidal properties, deodorizes and cleans all in one process, it should be free rinsing, user-friendly and not irritating to the skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is deleterious to the environment • Doors and door handles must be cleaned and disinfected. 	<p>Throughout the day</p> <p>Throughout the day</p>		
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			Throughout the day		
12.	KITCHEN	<ul style="list-style-type: none"> Regular disposal of trash to prevent odours and to also minimize the risk of germ buildup. Wiping down all kitchen counters and surfaces with a disinfectant cleaner to maintain hygiene. Countertops, cupboard handles, and drawer fronts should be wiped down with antibacterial spray and microfibre cloths at least once daily. Sanitize Sinks and Faucets ensuring hygiene by using a disinfectant spray. Clean Appliances such as microwaves and other equipment with a disinfectant cleaner. Shelves and drawers should be wiped down using a mild detergent or antibacterial spray. Clean kitchen floors by sweeping or vacuuming to remove loose dirt and debris, and mopping using a disinfectant solution. Provide new dish towels in all the 3 lounges that are soft, have a luxurious feel and enhances the kitchen experience, the towels should be designed for streak- 	<p>Daily</p> <p>Throughout the day.</p> <p>When required.</p> <p>Throughout the day</p> <p>Weekly</p> <p>Throughout the day</p> <p>Set of 3 for each kitchen every 2</p>		

		<p>free drying of glassware and tableware.</p> <ul style="list-style-type: none"> • Loom-woven fabric for durability and for resisting pilling and perfect for everyday use. • Washing and packing of dishes • Daily supply of a degreasing dishwashing liquid detergent with bioenzymes for clean and fresh-smelling dishes. • Cupboards / storerooms to be unpacked and cleaned regularly with a disinfectant solution. • Fridges to be cleaned inside and outside. • Defrost ice in the refrigerator. 	<p>months or as and when required</p> <p>Set of 3 for each kitchen every 2 months or as and when required</p> <p>Daily</p> <p>Daily</p> <p>Regularly</p> <p>Daily</p> <p>When required</p>		
13.	GARBAGE BIN	<ul style="list-style-type: none"> • Provide three (3) 120Lt garbage bin (General, Paper, Recycle). • Provide additional 1 Corporate kitchen black plastic bin with wheels (70lt) 	<p>3 (120L) garbage bin + 1 (70L) black plastic bin per lounge) at start of the contract and replace as and when required.</p>		
14.	GARBAGE REMOVAL	<ul style="list-style-type: none"> • All refuse bins and surrounding areas where the bins are kept must be cleaned and scrubbed with soapy water or a disinfectant that kills germs and eliminate odours. 	<p>Twice a day</p>		

		<ul style="list-style-type: none"> Removal of refuse from the offices to a dedicated dumping site provided by Landlord (ACSA) 	Twice a day		
15.	DISINFECTING OF LOUNGES AS PER COVID-19 REQUIREMENTS	<ul style="list-style-type: none"> To provide disinfecting services to sterilize the lounge with alcohol and hydrogen peroxide base sanitisers. Disinfecting by wiping and cleaning of all surfaces i.e. reception counters, desks, computers, keyboards, telephones, copier and fax machines, chairs etc. 	<p>When required.</p> <p>Daily twice a day</p>		
17.	FUMIGATION	<ul style="list-style-type: none"> Provide fumigation service to target pests such as, cockroaches, rodents' termites and etc according to the occupational health and Safety Act 	Every three (3) months		
18.	AIRPORT COMPANY SOUTH AFRICA (ACSA) ACCESS PERMITS	<ul style="list-style-type: none"> To obtain the required ACSA access permits to cleaning staff deployed at the lounges as per ACSA requirement and bear the cost of issuing of permits. 	As requirement per		
PROVISION OF SUPPLIES					
	Product / Item	Description	Number Required		PRICE OFFERED IN RANDS
19.	Toilet Paper	Provision of Twin ply luxury soft, 500 sheets per roll Firmly rolled White in colour All sheets should be firm and of high quality	Minimum of 54 rolls per day and be replenished as and when needed,		

20.	Wall mounted seat wipe holders	<p>Supply and maintenance of wall mounted seat wipe holders.</p> <ul style="list-style-type: none"> • Must contain 99% Bacteria Kill Formula: Effectively wipes away bacteria build-up, providing a clean and safe surface for every use. • Must contain quick drying formulation to ensure surfaces are clean and dry within seconds, enhancing user convenience and hygiene. • Must have one-shot foaming System: to deliver the perfect amount of sanitiser with each use, promoting efficiency and reducing waste. • Unique Sealed Sachet: to prevent contamination of contents, ensuring increased hygiene and safety. • Have lockable Unit: Designed to prevent theft, ensuring the sanitiser is always available when needed. • The service provider to supply foam seat sanitiser. 	30 wall mounted seat wipe holders at the start of contract and to be repaired/replaced when damaged and replenish when depleted		
21.	Hand paper towel cabinet and paper rolls	<p>Supply and maintenance of Paper Towel Cabinet multifoil. Must have robust dispenser to prevent vandalism, lockable to prevent pilferage, one-sheet dispensing and supply 2 ply folded hand towels.</p>	To be replenished when depleted		
22.	Facial tissue box cover and tissues	<p>The holder must be able to fit standard tissue boxes, be 100% waterproof, highly durable, and rust-proof.</p> <ul style="list-style-type: none"> • 3 Ply Luxury White Facial Tissues 160 pk, suitable for everyday facial tissue needs, be gentle on the skin, and suitable for all skin types 	(2 boxes to be placed per toilet at the start of each shift and be replenished when depleted.		

23.	Wall mounted Aerosol Dispensers	<p>Supply and maintenance of wall mounted aerosol dispensers.</p> <ul style="list-style-type: none"> Stainless Steel materials specifically designed to eliminate the unavoidable odours caused by normal washroom use, delivers metered sprays of concentrated fragrance, mist must consist of super fine odour neutralising fragrance molecules, have odour eliminator, consistent level of long-lasting designer freshness that are high impact and long lasting, must consist of an antibacterial aerosol, effective against bacteria, Fungi, mould, yeast and viruses. Batteries and refills fully serviced by the service provider. 	30 wall mounted aerosol dispensers at the start of the cleaning service contract; and to be replaced immediately upon breakage. (in each toilet)		
24.	Soap dispensers and soap	<p>Silver Foam Dispenser</p> <ul style="list-style-type: none"> Total of 25 soap dispensers to be filled with an anti-bacterial, hypoallergenic soap. 	25 soap dispensers should always be full of soap. The appointed service provider must provide enough litres of soap for this purpose. The soap dispensers' capacity to be determined by the appointed service provider.		
	She-bins	<ul style="list-style-type: none"> Supply and manage the disposal of she-bins and waste as follows: 09 at CTIA. The bins capacity should be 20lt, have touch free pedal model allows for hands free operation, have a large, central opening for easy 	<p>Start of the contract</p> <p>09 at CTIA</p>		

		<p>disposal, fully lined and sealed for increased hygiene, fully serviced with waste disposed in an environmentally friendly manner.</p> <ul style="list-style-type: none"> • Manage the disposal of she-bins and waste. 			
25.	Hand lotion	<p>Wall-mounted hand lotion, with a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic. The lotion should have a rich texture that provides deep, no-greasy hydration using nourishing ingredients.</p> <ul style="list-style-type: none"> • All products must be hypoallergenic soap. 	<p>Daily 500 ml hand lotion 09 X CTIA</p>		
26.	Towels	<p>Premium white towels made from 100% cotton</p> <p>Sizes: Face Cloth 30(W) x 30(L) cm Guest Towel 30(W) x 50(L) cm Hand Towel 50(W) x 90(L) cm Bath Towel 70(W) x 140(L) cm</p> <ul style="list-style-type: none"> • The towels must be washed and individually wrapped when returned. 	<p>12 x 2 sets per bathroom and replace as and when necessary</p>		
27.	Hospitality packs	<ul style="list-style-type: none"> • Packets of toiletries including, toothbrush, soap, toothpaste. Shampoo, conditioner shaving razors and cream. Cotton wool, earbuds (grooming products) • The pack should consist of the following: 1 x 20ml Shampoo 1 x 20 ml Body Wash 1 x 20ml body lotion 1 x 15g Guest Soap 1 x Shower Cap (boxed) 1 x Individually wrapped disposable dental kit (toothbrush and toothpaste) 	<p>5 packs per lounge at the start of the contract and supply as and when required</p>		

		<p>1 x Vanity kit (3 x Cotton wool, 3 x earbuds and 1 Nail Emri board)</p> <p>1 x Individually wrapped shaving Kit (Shaving Cream & Razor)</p> <p>All products must be hypoallergenic soap.</p>			
30.	Bathroom mats	<p>White in colour. Toilet pot and shower cubicle Made from 100% pure BCI cotton.</p> <p>Size:70 x 120cm.</p>	<p>2 sets for 16 bathrooms.</p> <p>Regularly changed and cleaned (100% cotton)</p>		
31.	Refuse Bins	<p>240 litre Plastic Refuse Bins with wheels</p>	<p>One (1) at the start of the contract, to be increased whenever necessary and to be replaced when damaged</p>		
32.	Air Purifier	<ul style="list-style-type: none"> • 550ml remote controlled essential oil aroma diffuser and air humidifier (replace batteries by the cleaning contractor). • 10ml essential oil pure Aroma fragrance oil air humidifiers 	<p>05 CTIA</p> <p>06 x10ml CTIA monthly</p>		
33.	Toilet Brushes	<p>Supply and maintain toilet brushes</p> <p>The brush holder should be stainless steel material to be wall-Mounted with double sided tape or similar , have a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic, the container should hold cleaning chemicals, ensuring improved hygiene and odour elimination, concealed for convenience, the brush should be stored in a container with a lid, keeping it out of sight and maintaining a tidy appearance.</p> <p>Aesthetic and practical be simple, compact, and visually</p>	<p>30 toilets brushes at the start of the contract and to be replaced yearly or when necessary</p>		

		pleasing, in the bathrooms. Have durable and High-quality bristles to ensure the brush performs effectively in promoting better cleanliness.			
34.	Sanitizers and dispensers	Provide adequate sanitizer at the entrance of each lounge, Be able to sanitise hands without water, soap, and towels Proven 99.9% kill of pathogenic microorganisms on the skin, reducing cross-contamination and helping prevent the spread of diseases. Dries quickly and leaves a soft, non-sticky feel. Natural moisturising ingredients help retain the skin's moisture All products must be hypoallergenic soap.	When necessary When necessary To be sprayed daily in the lounge		

Total for price per months	
Total price for 36 months	
VAT	
Total Bid Price Offered	

NAME OF THE SERVICE PROVIDER_____

SIGNATURE AND INITIALS_____

POSITION_____

DATE_____

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

a) The applicable preference point system for this tender is the **80/20** preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all

- applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$

Where

P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$	or	$P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$

Where

P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. 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 table 1 below as

may be supported by proof/ documentation stated in the conditions of this tender:

- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1 (80/20): Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 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.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Percentage (%) Ownership by HDIs	Points (5)	
81-100	5	
61-80	4	
41-60	3	
21-40	2	
1-20	1	
0%	0	
Percentage (%) Ownership by Women	Points (8)	
91-100	8	
81-90	7	
71-80	6	
61-70	5	
51-60	4	
41-50	3	
21-40	2	
1-20	1	
0	0	
Percentage (%) Ownership by Youth	Points (6)	

81-100	6	
71-80	5	
61-70	4	
41-60	3	
31-40	2	
1-30	1	
0	0	
Percentage (%) Ownership by Disability	Points (1)	
1-100	1	
0%	0	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium
One-person business/sole propriety
Close corporation
Public Company
Personal Liability Company
(Pty) Limited
Non-Profit Company
State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
 - (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

		(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
29. Governing language	29.1	The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
30. Applicable law	30.1	The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
31. Notices	31.1	Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
	31.2	The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
32. Taxes and duties	32.1	A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
	32.2	A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
	32.3	No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
33. National Industrial Participation Programme (NIP)	33.1	The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
34 Prohibition of Restrictive practices	34.1	In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
	34.2	If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.