



REQUEST FOR QUOTATION (RFQ) NUMBER:	PR10116993 (Please use this number as reference when sending quotations and supporting documentation)
DESCRIPTION	The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Cleaning Services for RAF Bloemfontein Office for a period of twelve (12) months
RFQ ISSUED DATE	07 August 2026
RFQ VALIDITY PERIOD	30 days from the closing date.
CLOSING DATE AND TIME	Friday, 14 August 2026@ 11:00
EXPECTED DATE SERVICES IS REQUIRED	05 January 2027
COMPULSORY BRIEFING SESSION/ SITE VISIT/SITE INSPECTION	N/A
DELIVERY ADDRESS OF GOODS/SERVICES	Road Accident Fund (Bloemfontein) 49 Fedsure Building Ground Floor and Floor 5 Charlotte Maxeke Street Bloemfontein
RFQ RESPONSES MUST BE EMAILED TO:	All quotations should be emailed to Rfq-Johannesburg.procurement@raf.co.za Failure to follow these instructions will result in your quote not being considered.
ENQUIRIES REGARDING THIS RFQ SHOULD BE SUBMITTED VIA E-MAIL TO	Enquires can be directed at this e-mail address Ronewar@raf.co.za For further enquiries, you may contact Ronewa Ramagovhodo on 011 223 0057

Important Notes to this RFQ:

- Service providers/suppliers should ensure that RFQ responses are emailed to the correct email address; (Rfq-Johannesburg.procurement@raf.co.za)
- If the quotation is late, it shall not be accepted for consideration.
- The RAF reception is generally accessible 8 hours a day (07h45 to 16h00); 5 days a week (Monday to Friday) for delivery of goods.
- All suppliers are required to complete and sign all Annexures to this document (Standard Bidding Documents and documents for submission under Mandatory Evaluation, where applicable).
- Points claimed for Preferential Procurement Specific Goals will be verified through CSD.
- Suppliers who have a disability must provide a valid medical certificate issued by a registered medical practitioner as proof of disability (RAF reserves the right to verify this information).
- Collusive behaviour by the bidder will result in disqualification. A bidder is not permitted to submit more than one proposals from more than one registered company with a common director / shareholder/s. This is deemed eroding the ethos of competition as prescribed. In addition, bidders may not respond to one invitation with more than one entity, if they do both/all companies will be disqualified.
- RAF will ONLY conduct business with CSD Registered suppliers.
- Should you not be contacted within 14 working days of an issued RFQ, consider your proposal/quotation unsuccessful.

Prohibition of Gifts & Hospitality:

"Except for the specific goods or service procured by the Road Accident Fund, service providers/suppliers are required not to offer any gift, hospitality or other benefit to any RAF official. To avoid doubt, branded marketing material is considered to be a gift. Furthermore, should any RAF official request a gift, hospitality or other benefit, the service providers **must** report the matter to

our toll-free fraud line **at 0800 005919.**" If solicited bribery matters are not reported, service provider will be deemed an accomplice and will be restricted from conducting business with all Organs of State.

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

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Annex A : **TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)**

SERVICE PROVIDER/SUPPLIER:

REGISTRATION NUMBER:

CSD UNIQUE SUPPLIER REGISTRATION NUMBER:

ADDRESS:

CONTACT PERSON:

TEL:

1. RAF's standard conditions of purchase shall apply.
2. RAF will not conduct business with suppliers whose tax matters are not declared to be in order by SARS.
3. Goods or services shall be delivered and accepted against an official and RAF Award Letter or Purchase Order (PO) signed and duly authorised RAF official.
4. The RAF reserves the right to not make payment or accept the goods or services should the goods or services be delivered to the RAF before the RAF Award Letter or PO is issued. (An official authorised RAF PO should have the Supply Chain Management (SCM): Manager signature or such other official duly authorised in terms of the RAF's Delegations of Authority and Approval Framework), Description of the item, Quantity of items purchased, Date of delivery of the item, Total amount of the items purchased inclusive of where applicable VAT and other applicable taxes.
5. This RFQ will be evaluated based on the 80/20 preference point system applicable to bids with a Rand value equal to, or above R2 000.01 and up to a rand value of R1 000 000.00 (all applicable taxes included). The RAF may elect to apply the 80/20 preference point system to price quotations with a rand value less than R2 000.01.

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

I have read and understood the conditions of this RFQ.

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

Signature: _____

Date: _____

Capacity: _____

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

1. BACKGROUND TO THE ROAD ACCIDENT FUND

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

The customer base of the RAF comprises not only the South African public, but all foreigners who may have had accidents within the borders of the country. The RAF head office is in Centurion there will be other Customer Experience Centres in each province in the country.

2. BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Cleaning Services for RAF Bloemfontein Customer Service Centre for a period of twelve(12) months.

3. DETAILED SPECIFICATION**Building Specification**

Address	Floors	Floor Area	Female toilet cubicles	Male toilet cubicles	Urinals	basin
Road Accident Fund (Bloemfontein) Fedsure Building 49 Maitland Street Bloemfontein 8301 Total sqm= 495 (Carpet 364 sqm and 131 Tiles)	Ground Floor	Ground floor = 235 sqm	2	2	1	1 Female 1 Male
	Fifth floor	Fifth floor= 260 sqm Multi-tenant floor	4	3	3	3 Female 2 Male

Staff Complement

Premises	Total Number of Staff	Number of Staff per day	Hours per day	Days per week
Bloemfontein CSS Office	one (1) x Cleaner	1	8	Monday - Friday (07:45 – 15:45)

Bloemfontein Building – Scope of Work

The service provider shall supply the following:

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

Infrastructure

The service provider shall provide lists as follows:

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

The contract will include:

Part A: Day to day Office Cleaning, inclusive of Labour and all associated costs

Part B: Monthly consumables, cleaning & chemicals equipment

Part C: Provision of Cleaning Services/Consumables on an Ad Hoc basis (provided against a separate PO).

The Service Provider shall:

- Quote in accordance with the pricing schedule below
- Include VAT where applicable
- Provide appropriate PPE for staff members
- Ensure staff wear their uniforms and are well presented
- Comply with all relevant legislation (OHS) applicable to their trade (e.g. Wet Floor Signs)
- Ensure staff have adequate equipment and consumables at all times (e.g. Dustpan Sets, Office Cleaning Trolleys, Scoops and Brushes, Industrial Vacuum Cleaners – not more than 85 decibels, Feather Duster (long and short), Squeezer for Window Cleaning, Colour Coded Microfiber Cloth, Hard and Soft Brooms).
- Comply with manufacturers requirements for specific elements,. (This will be confirmed by submission of the MSDS sheet).
- Be responsible for the maintenance of their equipment, and shall ensure that defective equipment will either be replaced or repaired within 24hour from the time that such defective equipment is reported.

N.B: The bidder must ensure:

- Your quoted prices adequately cover all services as specified in the bid documentation.
- All cleaning materials and equipment to be utilised will meet the required quality and safety standards; and
- Salaries for cleaning personnel are market-related and fully compliant with applicable labour legislation and regulations.
- The quoted prices are fixed and inclusive of all related costs and will not give rise to requests for price adjustments, variations, or claims on the basis of insufficient pricing or labour-related costs during the contract period.
- RAF reserves the right to terminate this contract once the current Tender process has been finalized, notice period will be granted to the recommended service provider

3.1. SCOPE OF WORK**Part A: Scope of Work — Day to Day Office Cleaning**

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

Activity	Requirements	Frequency
Ablution facilities or rest rooms	• Deep clean urinals • Clean floor according to type • Damp mops all floors with disinfectant • Empty and clean all waste receptacles from offices and public spaces • Clean and sanitise all toilet bowls, wash basins and urinals • Clean all mirrors • Clean all metal fittings • Spot clean walls, doors and partitions • Replenish and supply consumables (2-ply toilet paper, air-freshener, soap, hand towels, sanitary bags etc) • Clean all she-bins in all ladies toilets	• Daily • 4 x Daily • 4 x Daily • 4 x Daily • 4 x Daily • 4 x Daily • 4 x Daily • 4 x Daily • 4 x Daily • 2 x per week
Blinds	• Dusting all blinds	• Weekly
Building Exterior	• Clear out waste receptacles • Sweep entrance steps and entrance • Clean doormats • Empty and clean ashtrays at smoking areas • Clean handrails and fittings	• Daily • Daily • Daily • Daily • Daily
Catering	Setup of meeting venue with catering request: • Filling of canisters (Coffee, sugar, tea, coffee creamer, milk etc.) provided by RAF • Filing of urn for hot water • Clean urn once a month • Water jugs and foam cups • Coffee/Tea on request – Executive area • Wash cutlery/crockery – Executive area • Cleaning of the venue after meeting	• All must be done on request with a call logged at FM Helpdesk with a catering request form.

Activity	Requirements	Frequency
Dusting	- Dusting of all horizontal surfaces (low levels) - Clean and disinfect all telephones - Dusting of equipment - Dust ornaments below 2m - Wipe and polish glass and silverware - Dusting of all high ledges and fittings - Dusting of all vertical surfaces (walls, cabinets etc) to a height of 2 meter - Dust all window ledges and fittings	- Daily - Daily - Daily - Daily - Daily - Weekly - Weekly Weekly
Floor maintenance (Resilient floors)	- Sweep - Wash - Damp mop - Polishing - Machine buff - Machine Scrub - Strip wooden floors and repolish - Remove bubble gum, sticker, etc on all floors	- Daily - Daily - Daily - Weekly - As and when necessary - As and when necessary - As and when necessary - As and when necessary
Waste Disposal	- Empty and clean all ashtrays at smoking area - Empty and clean all waste receptacles. - Remove all waste to a specified area in dedicated Bins	- Daily 2 x Daily 2 x Daily
Window Cleaning	- Spot cleaning of partition glass - Spot cleaning of interior windows - Wash partition glass - Wash interior windows	- Weekly - Weekly - Quarterly - Quarterly
Kitchens	- Mop and clean floors - Clean and wipe all kitchen cupboards - Interior	4 x Daily - Weekly
Miscellaneous	- Polish desks and office furniture - Wash vinyl covered furniture - Vacuum cloth covered furniture	- Weekly - Weekly - Weekly
Rugs and Carpets	- Vacuum clean thoroughly - Wash loose carpets - Remove stains	- Daily - As and when necessary - As and when necessary
Shopfronts and metal work	- Wash glass surfaces - Spot clean glass surfaces - Clean and polish bright metal fittings - Sweep entrance steps and entrance - Entrance and Reception – mop and wash - Clean doormats - Dust handrails and fittings	- Daily - Daily - Daily - Daily - Daily - Daily - Daily

Activity	Requirements	Frequency
Walls and Paint Work	Spot clean all low surfaces (Glass, walls, doors and light switches)	Daily

Part B: Consumables and Cleaning Equipment

- The service provider shall supply all cleaning consumables and equipment required, to render the daily cleaning services.
- The service provider shall be responsible for the maintenance of the equipment and shall ensure that defective equipment will either be replaced or repaired within 24 hours from the time such defective equipment is reported.
- The equipment and consumables must be SABS approved.
- The consumables will be delivered and checked by an RAF employee once per month and confirmed by the contract owner.
- Installations of Equipment in bathrooms for the durations of contract.

Equipment

Description / Item – Once off	Estimated Quantity
Cleaning staff – Individual	
Office cleaning trollies with bucket	1
Spray Bottles – Labelled according to OHS standard – 4 per cleaner	4
Wet Floor Signs	2
Dustpan sets (1 small and 1 long scoop and brush per person)	1
Cleaning staff – Sharing	
Electrical Extension – 15m	1
Long Hard and long soft broom (1 soft and 1 hard)	2
Industrials Scrubbing machine with buffing accessories	1
Industrial Vacuum cleaner –not more than 85 decibels (low noise)	1
Safety ladder – 5 foot	1
Scrappers for bubble-gum, stickers etc	1
Squeegee for window cleaning – extension handle	1
Bathroom Equipment for Ground floor – with installation	
Hand soap dispensers	3

Paper Towel Dispensers	3
She bins	2
Sanitary Bag Dispenser	3
Toilet roll holders (T3) lockable	4
Toilet seat sanitation holders – Refillable 400ml bags	4
Automatic Room Freshener Dispenser Machine – Refillable	3
Wall mounted Bins	3
Auto janitor dispenser (urinals)	2
Long Toilet Brushes long (replaced every 6 months)	4

Description / Item – Bi-annually	Estimated Quantity
Feather duster - Long	1
Feather duster – Short	1
Janitor mops - spaghetti	2
Micro-fibre mops	2
Scrubbing brush for cleaning carpets	2
Scoop and Brush	1

Description / Item – Monthly	Estimated Quantity Monthly
Color coded microfiber cloth – 5 per cleaner (Pink, red, green, blue and yellow)	1
Plastic Heavy - duty Gloves – 2 packs per cleaner (Yellow and Blue)	2
Vermin Poison Bait stations – to last 30 days	4

Cleaning Consumables

- The cleaning consumables must be SABs approved.

Cleaning Consumables	Estimated Quantity per month
Ammonia stripper	5L
Automatic Room Freshener Dispenser Machine refills – 250ml	3 Each

Bleach	5L
Blue Death – 500g	1 Each
Carpet cleaner (ON REQUEST)	1L
Floor polish	5L
Carpet fresh powder 600g	2
Carpet stain remover 650ml	1
Drain cleaner liquid	2 L
Deep cleaning liquid (on request)	5L
Multi-Surface Cleaner 300ml	2 Each
General heavy duty purpose cleaner	2L
Foaming Handwash refill sachets	5 Each
Paper Towel Dispenser Refill per bale – 1-ply, Non-Perforated	2 Bales (6 in Bale)
Pine gel	5L
Plastic Bags – Kitchen Dustbins – Clear (Pack of 100)	1 Pack
Plastic Bags – Office Bins – Clear (Pack of 100)	10 Packs
P mat – Urinals – 30-day refill	2 Each
Sanitary bins Bags mini – for She Bin (Pack of 100)	5 Packs
She Bin Plastic Bag Red (Pack of 100)	2 Packs
She Bin Powder	2L
Toilet bowl cleaner / disinfectant / stain remover	5L
Toilet paper – 2-ply – 350 sheets per roll	2 Bale (48 in a Bale)
Toilet seat sanitation – 400ml Refill bags	8 Each
High shine Furnisher polish 300ml	2 each
Wall Mounted Bin Liner Bags – Ablutions – Clear (pack of 10)	2 Each
Window cleaner	2L
Foam Hand soap (refills) monthly	5L

Part C – ADHOC SERVICES

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

Ad Hoc Services

Item	Ad hoc Services	Unit of Measure	Duration
1.Specialized Cleaning	1.1 Server room cleaning per sqm	Rate per square metre	Quarterly on request
	1.2 Hub room cleaning per sqm	Rate per square metre	Quarterly on request
2.Deep Cleaning	2.1 Deep cleaning of server rooms per sqm	Rate per square metre	Quarterly on request
	2.2 Deep cleaning of carpets per sqm	Rate per square metre	Quarterly on request
	2.3 Deep cleaning of ablution facilities	Rate per bathroom	Quarterly on request
	2.4 Deep cleaning of kitchens	Rate per kitchen	Quarterly on request
	2.5 Storerooms – move content to dust, sweep, vacuum, and mop.	Rate per square metre	Quarterly on request
3.Upholstery	3.1 Cleaning of Office Chairs	Rate per chair	Quarterly on request
4.Water Disaster	4.1 Water disasters cleaning (Flooding) – wet vacuum and drying of carpets (rate per square meter plus call out fee)	Rate per square metre	On request
5.Pest Control	5.1 Treatment for fleas, dust mites mosquitoes, flies, cockroaches, bedbugs, fleas, fish moths, ants and cockroaches	Rate per square metre	On request

Annex D : **EVALUATION CRITERIA**

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

- ❖ Mandatory Requirements.
- ❖ Evaluation for Price and Specific Goals based preference system on the 80/20.

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

Phase 1. Mandatory Requirements

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

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

2. Price and Specific Goals Evaluations

The evaluation for Price and points claimed for Preferential Procurement Specific Goals, in terms of Preferential Procurement Policy Framework Act, 2022, shall be based on the 80/20 principle as follows:

Evaluation criteria					Points
1.	Price				80
2.	Specific Goals				20
	#	Specific Goal	Proof	Points Allocation	
	1	An HDI refers to a South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, (Act NO. 8 of 1996) or the Constitution of the Republic of South Africa, Act NO.5 of 2005. (Includes a minimum of 51% ownership or more)	CSD Report	10	
	2	Women (minimum 51% ownership or more)	ID copy / CSD report	8	
	3	(Persons living with disabilities (minimum 51% ownership or more)	Valid medical certificate issued by an accredited medical practitioner	2	
Total					100

Annex E :**COST BREAK DOWN**

1. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR). All VAT vendors are required to include VAT on their proposed prices, should they fail to do so the actual quoted price will be deemed an all-inclusive price and will be accepted as such. No VAT amount will be included after the award.
2. Should the service provider who is not VAT-registered charge VAT, the service provider will be automatically disqualified.
3. **Only prices completed in the table below will be accepted for evaluation purposes, failure to provide price on the below table will lead to disqualification.**
4. No price changes will be accepted after the official Award Letter / Purchase Order (PO) is issued.

NO.	ITEM DESCRIPTION	Quantity	Price Per Month	Total price for 12 months
01	Cleaning Services for Twelve (12) months as per Part A of the specification.	12 Months		
02	Cleaning Consumables which include all the Cleaning Equipment and Cleaning Chemicals as per specification noted above Part B	12 Months		
TOTAL				
VAT (IF VAT REGISTERED)				
GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)				

Part C – ADHOC SERVICES

Item	Ad hoc Services	Unit of Measure	Rate (VAT Exclusive) If not VAT Registered	Rate (VAT Inclusive) If VAT Registered	Duration
1.Specialized Cleaning	1.1 Server room cleaning per sqm	Rate per square metre			Quarterly on request
	1.2 Hub room cleaning per sqm	Rate per square metre			Quarterly on request
2.Deep Cleaning	2.1 Deep cleaning of server rooms per sqm	Rate per square metre			Quarterly on request
	2.2 Deep cleaning of carpets per sqm	Rate per square metre			Quarterly on request
	2.3 Deep cleaning of ablution facilities	Rate per bathroom			Quarterly on request

	2.4 Deep cleaning of kitchens	Rate per kitchen			Quarterly on request
	2.5 Storerooms – move content to dust, sweep, vacuum, and mop.	Rate per square metre			Quarterly on request
3.Upholstery	3.1 Cleaning of Office Chairs	Rate per chair			Quarterly on request
4.Water Disaster	4.1 Water disasters cleaning (Flooding) – wet vacuum and drying of carpets (rate per square meter plus call out fee)	Rate per square metre			On request
5.Pest Control	5.1 Treatment for fleas, dust mites mosquitoes, flies, cockroaches, bedbugs, fleas, fish moths, ants and cockroaches	Rate per square metre			On request

Price Compliance Considerations:

- Your quoted prices adequately cover all services as specified in the bid documentation.
- All cleaning materials and equipment to be utilised will meet the required quality and safety standards; and
- Salaries for cleaning personnel are market-related and fully compliant with applicable labour legislation and regulations.
- The quoted prices are fixed and inclusive of all related costs and will not give rise to requests for price adjustments, variations, or claims on the basis of insufficient pricing or labour-related costs during the contract period.

N.B Prior to signing the certification below, the bidder is required to verify that the total cost breakdown fully complies with the above-mentioned price compliance requirements

I, the undersigned (Name and Surname) _____ certify that

I agree to render the services as per the specification and as per the above cost breakdown.

Signature of service provider: _____.

[SBD 4 Bidders Disclosure](#)

[SBD 6.1 in Terms of PPR 2022](#)

[Annexure A: Security Measures](#)