

PROVISION OF CLEANING SERVICES FOR THE NELSON MANDELA AT BHUNGA BUILDING IN MTHATHA, YOUTH AND HERITAGE CENTRE IN QUNU AND INFORMATION CENTRE IN QUNU FOR A PERIOD OF THREE (3) YEARS.



*in the footsteps* ...  
an agency of the  
Department of Sport, Arts and Culture

**NELSON MANDELA MUSEUM**

**CONTRACT No. NMM-2026-01**

**FOR**

**PROVISION OF CLEANING SERVICES FOR THE NELSON MANDELA  
MUSEUM AT BHUNGA BUILDING IN MTHATHA, YOUTH AND HERITAGE  
CENTRE IN QUNU AND INFORMATION CENTRE IN QUNU FOR A PERIOD  
OF THREE (3) YEARS**

**CLOSING DATE: 06 MAY 2026**

**CLOSING TIME: 12:00**

**PROVISION OF CLEANING SERVICES FOR THE NELSON MANDELA AT BHUNGA BUILDING IN MTHATHA, YOUTH AND HERITAGE CENTRE IN QUNU AND INFORMATION CENTRE IN QUNU FOR A PERIOD OF THREE (3) YEARS.**

**PREPARED BY**  
**NELSON MANDELA MUSEUM**  
Corner Owen Street and Nelson Mandela Drive  
MTHATHA  
5099

Please note that the NMM opens at 08:00 and closes at 16:30. Upon the submission of the Bid Documents, Service Providers are requested to sign the register at the security room

**COMPULSORY BRIEFING SESSION: 23 April 2026**

BID DOCUMENTS ARE AVAILABLE ON

- E-Tender portal ([www.etenders.gov.za](http://www.etenders.gov.za))

NB: Completed Bid Documents must be deposited at the following address

ADDRESS	CLOSING TIME	TIME
NELSON MANDELA MUSEUM Corner Owen Street and Nelson Mandela Drive MTHATHA 5099	06 MAY 2026	12:00

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**TERMS OF REFERENCE**

- **BACKGROUND**

The Nelson Mandela Museum (NMM) is a not-for-profit institution established by the government of South Africa as an agency of the National Department of Sports, Arts and Culture. It was established as part of a portfolio of legacy projects that seek to transform the heritage landscape from our apartheid past. At the same time, it is a resource for promoting economic development through tourism in an impoverished region of the country. The museum primarily houses collections of gifts to the nation given by Nelson Mandela to the museum to share his legacy with the nation.

The mandate of the Nelson Mandela Museum is to preserve and promote the legacy of Nelson Mandela, and one of its main strategic goals is to improve the museum's public profile and access. This mandate is executed through the museum's three main facilities, the Bhunga Building in Mthatha, the Youth and Heritage Centre in Qunu, and the Information Centre in Qunu. The Bhunga Building serves as the administrative office of the museum.

- **PURPOSE**

Nelson Mandela Museum invites suitably qualified, professional, experienced and competent service providers to render Cleaning Services for the period of 3 years (36 months).

The purpose of the request for proposals is to solicit proposals from bidders (s) for the provision of cleaning services for the Nelson Mandela Museum. This document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the Nelson Mandela Museum,

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for the provision of cleaning services. The appointed service provider is expected to provide the Nelson Mandela Museum with cleaning services that are consistent and reliable while maintaining a high level of satisfaction.

- **SCOPE OF THE SERVICE REQUIRED**

- The service provider will be expected to render comprehensive cleaning, hygiene and pest control services including scheduled/routine (as per the standard methods indicated below) day-to-day services and reactionary services as and when required. The service provider will also be required to provide special cleaning services on an ad hoc basis.
- The Nelson Mandela Museum will require the above-mentioned services at its three sites, namely Bhunga Building, Youth & Heritage Centre and Information Centre.
- The list below is an itemized account of areas and items found in all buildings consisting of a brief description of the method and frequency of cleaning required in terms of “Standard Cleaning” norms. It is the bidder’s responsibility to ensure that all areas of the facilities are kept clean at all times and to perform a continuous internal audit ensuring adequacy in the frequency of cleaning and methodology.

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**BHUNGA BUILDING**

ITEMS	STANDARD CLEANING METHOD	FREQUENCY
<b>OFFICES</b>		
Blinds	Vertical – remove dust Horizontal – damp wipe	Daily
Carpets	High and low traffic areas – Vacuum	Daily
Wooden Floor	Damp wipe with flat mop Polish	Daily Weekly
Ceilings	Dust and wipe air vents	As and when required
Walls	Wipe and remove dirt/ markings	As and when required
Chairs	Fabric – vacuum Spot clean Shampoo Vinyl and leather Dust	Daily Quarterly Daily Daily

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Desks	Natural/unsealed wood  - dust  - polish	Daily  Twice weekly
	Sealed wood/glass/formica  - dust & damp wipe  - polish	Daily  weekly
Doors	Remove finger marks on glass and push plates	Daily
	Dust or damp wipe.	Daily
Electronic	Dust.	Daily
Equipment	Damp wipe.	Daily
	Empty shredder	Daily
	Water dispenser refill and cleaning	Daily

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<b>OPEN/Common Areas</b>		
Fire Escapes / Stairs	Treads – sweep	Daily
	Handrails – damp wipe	Daily
Floors – High Traffic (Exhibition Areas, Front Entrance, Courtyard, Waiting Area, Security Room & Corridors)	Remove dust with a mop or disposable cloth.	Daily
	Damp mop for soilage	Daily
	Spray clean or burnish using a mechanised system: light scrub & apply maintenance coat.	Weekly
	Strip clean and reseal.	Quarterly
Floors – Low Traffic (New Building Open Spaces, Receiving Rooms, Basement Areas, Main Control Room, Tour Guides Office, Library)	Remove dust with a mop or a disposable cloth sweeper.	As and when required
	Carpet - Vacuum	As and when required
	Damp mop for soilage.	As and when required
	Spray clean or burnish using a mechanised system.	As and when required
	Light scrub and apply maintenance coat.	As and when required
	Strip clean and reseal.	As and when required

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Furniture	Natural/unsealed wood  - dust  - polish	Daily  Twice weekly
Partitions	Spot clean.  Clean glass with glass cleaner.	Daily  Daily
Pictures	Dust frames.  Damp wipe frames.  Clean glass with glass cleaner.	Daily  As & when required  As & when required
Uncovered Pipes	Dust and Damp wipe.	As & when required
Power Skirting and Plugs	Dust and damp wipe.	Daily
Railings	Dust and Damp wipe railings and glass panels	Daily
Rubbish Removals (meeting rooms and workstations)	Empty bins  Change bin liner (bathroom and kitchen).  Damp wipe removes stains and disinfects.	2 x Daily  Daily  Daily
Walls	Glass (normal height) – damp wipe.	As and when required

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	High-rise walls require special skills and equipment.	As and when required
Doors and Windows	Normal height windows	As and when required
	High-rise windows require special skills and equipment.	As and when required
Workstation Screens	Glass - Dust and damp wipe.	Daily
Tables	In the kitchen – wet wipe & disinfect/sanitise	Daily
	Other areas – e.g. “Desks”.	Daily
Parking	Remove litter.	Daily
	Remove dust using a mechanical sweeper or broom.	Daily
	Remove oil spillage with a degreaser	As and when required
Kitchenettes	Floors - damp-mopped, wet-wiped, and dried.	Daily
	Walls and cupboard doors - wet wiped and dried.	Daily
	Washing kitchen utensils	2 x Daily
	Cupboard storage cleaned, wet wiped and disinfected.	Weekly

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	Microwave- cleaned, wet wiped.	Daily
	Fridge- cleaned, wet wiped.	Daily
Lamps	Dusted.	Weekly
	Wipe.	Weekly
Lifts	Thorough cleaning	Daily
<b>BATHROOMS</b>		
Bathrooms	Ensure usability and replenish consumables (toilet paper, hand towels, seat sanitiser, and soap, etc.).	Daily
	Remove spoilage from the bowl and under the flush rim with a hard surface cleaner and brush.	Daily
	Remove mineral deposits.	Daily
	Wet wash with disinfectant the seat and lid, cistern and pipes, etc.	Daily
	Wet wipe doors and walls. Note: It is the bidder's responsibility to ensure that ablutions are in a usable condition at all times.	Daily

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Basins	Wet wipe with a hard surface cleaner.	Daily
	Remove mineral deposits.	Daily
Sensor Hand Towels Dispenser	Already on sites	Serviced as and when required
Plus batteries	Paper Towel Dispenser	As and when required
Q-Cut perforated double-ply hand towels	To be installed in all kitchens for drying hands	Delivered monthly  Replenished by the cleaning services personnel as and when required
Warm Air Dryers	Already available on site	Serviced as and when required
Toilet Rolls Holders (TR 3)	Already available on site	Serviced as and when required. Toilet rolls are replenished by the cleaning services personnel
Seat Hygiene	To wipe the toilet seat	Monthly refill seat hygiene
Urinal Sanitizer	Disinfect and clean the urinals in the male bathrooms	Serviced monthly by the service provider

**PROVISION OF CLEANING SERVICES FOR THE NELSON MANDELA AT BHUNGA BUILDING IN MTHATHA, YOUTH AND HERITAGE CENTRE IN QUNU AND INFORMATION CENTRE IN QUNU FOR A PERIOD OF THREE (3) YEARS.**

No-Touch Sanitary Bins	Already available on site	Weekly - Mondays
Hand Soap Dispenser	Already available on site	To be serviced weekly i.e. replenish the hand soap
Digital Air Freshener	Already available on site	Serviced and replenished by the service provider as and when required
Deep Cleaning	<ul style="list-style-type: none"> <li>- Basins</li> <li>- Toilets</li> <li>- Urinals</li> <li>- Bathroom</li> <li>- Kitchens (kitchen equipment etc.)</li> <li>- All building floors</li> </ul>	Monthly
Pest Control	All areas in all buildings (Tamper proof boxes, rats/mice, cockroaches, paper mites' fleas, ants, etc (Bhunga Building, Qunu Youth & Heritage Centre and Information Centre)	Quarterly

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**YOUTH AND HERITAGE CENTRE- QUNU**

<b>OFFICES</b>		
Blinds	Vertical – remove dust Horizontal – damp wipe	Daily
Carpets	High and low traffic areas – Vacuum	Daily
	Damp wipe with a flat mop	Daily
Wooden Floor	Polish	Weekly
Ceilings	Dust and wipe air vents	As and when required
Walls	Wipe and remove dirt/ markings	As and when required
Chairs	Fabric – vacuum	Daily
	Spot clean	Quarterly
	Shampoo Vinyl and leather	Daily
	Dust	Daily
Desks	Natural/unsealed wood	
	- dust	Daily
	- polish	Twice Weekly

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Doors	Remove finger marks on glass and push plates.	Daily
	Dust or damp wipe.	Daily
Electronic	Dust.	Daily
Equipment	Damp wipe	Daily
	Empty shredder	Daily
	Water dispenser refill and cleaning	Daily
Fire Escapes/ Stairs	Treads – sweep	Daily
	Handrails – damp wipe	Daily
Floors – High Traffic	Remove dust with a mop or disposable cloth.	Daily
	Damp mop for soilage	Daily
	Spray clean or burnish using a mechanised system: light scrub & apply maintenance coat.	Weekly
	Strip clean and reseal.	Quarterly
Change Rooms, Ablutions	Clean floors	Daily
	Showers	Daily

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	Toilets	Daily
	Sinks	Daily
	Cabinets	Daily
Sports Hall	Floor	Daily
	Polish	Daily
Dining Halls	Clean sinks	Daily
	Clean stoves	Daily
	Clean fridges	Daily
	Clean utensils	Daily
	Clean tables and chairs	Daily
	Clean floors	Daily
	Meal trap	Twice Weekly
	TV	Daily
Dormitories (12 rooms, bathrooms, showers & toilets)	Make and change beddings	Daily
	Clean floors	Daily
	Clean showers	Daily
	Toilets	Daily

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	Cupboard	Daily
	TV	Daily
Double rooms X 6 with bathrooms, showers & toilets)	Make and change beddings	Daily
	Clean floors	Daily
	Clean showers	Daily
	Toilets	Daily
	Clean cutlery and replenish coffee supplies	Daily
	Microwave	Daily
	TV	Daily
	Cupboard	Daily
Conference Facilities x 2	Furniture	Daily
	Floors	Daily
	Bins	Daily
Admin Block, Offices X2, Storeroom	Furniture	Daily
	Floors	Daily
	Bins	Daily
	Remove dust on computers	Daily

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Restaurant: Kitchen, Dining Hall & Bathroom	Clean sinks	Daily
	Clean toilets	Daily
	Clean urinal sink	Daily
	Clean stoves	Daily
	Clean fridges	Daily
	Clean utensils	Daily
	Clean tables and chairs	Daily
	Clean floors	Daily
	Meal trap	Twice Weekly
	TV	Daily
Paved Open Space	Remove dirt	Daily
	Remove oil marks	As and when required
Exhibition Halls (1 & 2)	Clean floors	Daily
	Clean windows	Daily

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Laundry	Clean floor	Daily
	Wash & dry linen	Daily
	Iron linen	Daily
	Store linen	Daily
Media Centre	Floor	Daily
	Furniture	Daily
	Power skirting & plugs	Daily
Community Project	Floor	Daily
	Furniture	Daily
	Power skirting & plugs	Daily
Public toilets	Toilets floor	Daily
	Sinks	Daily
	Urinal toilets	Daily
	Bins	Daily
Caretakers House- Ablutions, Kitchen	Make & change beddings	Daily
	Clean floor	Daily
	Clean sinks	Daily

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	Toilets	Daily
	Furniture	Daily
	Stoves	Daily
	Microwave	Daily
	Cupboard	Daily
	TV	Daily
Public toilets	Sinks	Daily
	Toilet sits	Daily
	Floors	Daily
	Bins	Daily
Guardroom	Furniture	Daily
	Floor	Daily
	Microwave	Daily
	Toilets	Daily
	Sinks	Daily
	Cabinets	Daily
Furniture	Natural/unsealed wood	
	- dust	Daily

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	- polish	Twice weekly
Partitions	Spot clean.	Daily
	Clean glass with glass cleaner.	Daily
Pictures	Dust frames.	Daily
	Damp wipe frames.	As and when required
	Clean glass with glass cleaner.	As and when required
Uncovered Pipes	Clean and damp wipe	Daily
Power Skirting and Plugs	Dust and damp wipe.	Daily
Railings	Dust and Damp wipe railings and glass panels	Daily
Rubbish	Empty bins	2 x Daily
Removals (meeting rooms and workstations)	Change bin liner (bathroom and kitchen).	Daily
	Damp wipe removes stains and disinfects.	Daily
Walls	Glass (normal height) – damp wipe.	As and when required
		As and when required

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	High-rise walls require special skills and equipment.	
Doors and Windows	Normal height windows	As and when required
	High-rise windows require special skills and equipment.	As and when required
Workstation Screens	Glass - Dust and damp wipe.	Daily
Tables	In the kitchen – wet wipe & disinfect/sanitise	Daily
	Other areas – e.g. “Desks”.	Daily
Parking	Remove litter.	Daily
	Remove dust using a mechanical sweeper or broom.	Daily
	Remove oil spillage with degreaser	As and when required
Lamps	Dusted.	Weekly
	Wipe.	Weekly
<b>BATHROOMS</b>		

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Bathrooms	Ensure usability and replenish consumables (toilet paper, hand towels; seat sanitizer and soap, etc.).	Daily
	Remove spoilage from bowl and under flush rim with hard surface cleaner and brush.	Daily
	Remove mineral deposits.	Daily
	Wet wash with disinfectant seat and lid, cistern and pipes, etc.	Daily
	Wet wipe doors and walls. Note: It is the bidder's responsibility to ensure that ablutions are in a usable condition at all times.	Daily
Basins	Wet wipe with hard surface cleaner.	Daily
	Remove mineral deposits.	Daily

**Standard Hygiene Methods (Bhunga Building, Youth & Heritage Centre & Information Centre)**

The Service Provider shall supply all hygiene consumables required to render the hygiene services and shall be responsible for the maintenance thereof. The service provider must ensure that defective equipment is either replaced or repaired within 12 hours from the time such equipment is reported by NMM Security, Facilities & Logistics representative.

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<b>BATHROOMS</b>		
Sensor		
Hand Towels	Already on site	Serviced as and when required
Dispenser		
Q-Cut perforated double ply hand towels	To be installed in all kitchen for drying hands	Delivered monthly  Replenished by the cleaning services personnel as and when required
Warm Air Dryers	Already available on site	Serviced as and when required
Toilet Rolls Holders (TR 3)	Already available on site	Serviced as and when required. Toilet rolls replenished by the cleaning services personnel
Seat Hygiene	To wipe the toilet seat	Monthly refill seat hygiene
Urinal Sanitizer	Disinfect and clean the urinals in the male bathrooms	Serviced monthly by the service provider
No-Touch Sanitary Bins	Already available on site	Weekly - Mondays

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Hand Soap Dispenser	Already available on site	To be serviced weekly i.e. replenish the hand soap
Digital Air Freshener	Already available on site	Serviced and replenished by the service provider as and when required
Deep Cleaning	<ul style="list-style-type: none"> <li>- Basins</li> <li>- Toilets</li> <li>- Urinals</li> <li>- Showers</li> <li>- Bathroom</li> <li>- Kitchens (cooking equipment etc.)</li> <li>- All building floors</li> </ul>	Monthly
Pest Control	All areas in all buildings (Tamper proof boxes, rats/mice, cockroaches, paper mites fleas, ants, etc (Bhunga Building, Qunu Youth & Heritage Centre and Information Centre)	Quarterly
<b>INFORMATION CENTRE (QUNU)</b>		
Bathrooms	<p>Ensure usability and replenish consumables (toilet paper, hand towels; seat sanitizer and soap, etc.).</p> <p>Remove spoilage from bowl and under flush rim with hard surface cleaner and brush.</p> <p>Remove mineral deposits.</p>	<p>Daily</p> <p>Daily</p> <p>Daily</p>

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	<p>Wet wash with disinfectant seat and lid, cistern and pipes, etc.</p> <p>Wet wipe doors and walls. Note: It is the bidder's responsibility to ensure that ablutions are in a usable condition at all times.</p>	<p>Daily</p> <p>Daily</p>
Basins	<p>Wet wipe with hard surface cleaner.</p> <p>Remove mineral deposits.</p>	<p>Daily</p> <p>Daily</p>
<p>Sensor</p> <p>Hand Towels</p> <p>Dispenser</p>	<p>Already on site</p>	<p>Serviced as and when required</p>
Plus batteries	<p>Paper Towel Dispenser</p>	<p>As and when required</p>
Q-Cut perforated double ply hand towels	<p>To be installed for drying hands</p>	<p>Delivered monthly</p> <p>Replenished by the cleaning services personnel as and when required</p>

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Warm Air Dryers	Already available on site	Serviced as and when required
Toilet Rolls Holders (TR 3)	Already available on site	Serviced as and when required. Toilet rolls replenished by the cleaning services personnel
Seat Hygiene	To wipe the toilet seat	Monthly refill seat hygiene
Urinal Sanitizer	Disinfect and clean the urinals in the male bathrooms	Serviced monthly by the service provider
No-Touch Sanitary Bins	Already available on site	Weekly - Mondays
Hand Soap Dispenser	Already available on site	To be serviced weekly i.e. replenish the hand soap
Digital Air Freshener	Already available on site	Serviced and replenished by the service provider as and when required
Deep Cleaning	<ul style="list-style-type: none"> <li>- Basins</li> <li>- Toilets</li> <li>- Urinals</li> <li>- Bathroom</li> <li>- All building floors</li> </ul>	Monthly

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Furniture	Natural/unsealed wood	
	<ul style="list-style-type: none"> <li>- dust</li> <li>- polish</li> </ul>	<p>Daily</p> <p>Twice weekly</p>
Floors	Remove dust with mop or disposable cloth.	Daily
	Damp mop for soilage	Daily
	Spray clean or burnish using a mechanized system: light scrub & apply maintenance coat.	Weekly
	Strip clean and reseal.	Quarterly
Bins	Empty bins	2 x Daily
	Change bin liner (bathroom and kitchen).	Daily
	Damp wipe removes stains and disinfect.	Daily
	Removes dust on computers	Daily
Walls	Wipe and remove dirt/ markings	As and when required
Tables and chairs	Clean tables and chairs	Daily
Windows	Clean windows	Daily

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Pest Control	All areas in all buildings (Tamper-proof boxes, rats/mice, cockroaches, paper mites fleas, ants, etc (Bhunga Building, Qunu Youth & Heritage Centre and Information Centre)	Quarterly
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**Staff Compliment Required**

<b>Building</b>	<b>Total Number of Staff Required</b>	<b>Number of Supervisor Required</b>	<b>Days per week</b>
Bhunga Building	9 (minimum, both gender represented)	1	Monday - Sunday
Qunu Youth & Heritage Centre	9 (minimum, both genders represented)	1 (to service both sites)	Monday - Sunday
Information Centre	1 person for the site will be enough		Monday - Sunday

All sites to have relievers incase a worker is sick and or on leave

- Consumables/Equipment

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- All consumables/detergents should be of South African Bureau of Standards (SABS) acceptable quality standard. An acceptable quality standard would be equipment of a brand name that is recognized within the facilities management industry as being durable in composition and reliable in service. Each serviced area needs to be allocated sufficient equipment per site.

The service provider shall be responsible for maintenance of all equipment and ensure that defective equipment is replaced within 12hrs from time which it was reported

**List of Equipment required, but not limited to the following**

- Low noise industrial vacuum cleaners;
- Industrial Mops;
- Janitorial trolleys (single and double);
- Step ladders (short and long);
- High pressure cleaners;
- Industrial scrubbing machine with buffing accessories;
- Microfiber colour coded cleaning clothes;
- Brooms, hand carpet brush, dust pans;
- Electrical extensions; and
- Wet floor caution signs, etc.

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**OHS Compliance**

- The bidder must confirm compliance to Occupational, Health and Safety Act.
- Provide your OHS Plan which includes Policy, Scope of Works /Safe Works

**Statutory Labour Requirements**

- The bidder must comply with relevant statutory labour requirements.
- Provide letters of good standing from the relevant institutions/ departments on Workman's Compensation, UIF and Provident Fund.
- Quarterly the service provider must provide proof of compliance

**Insurance**

- The bidder must, at his own expense, take out sufficient insurance against any claims, costs, loss and/or damage ensuing from his obligation and shall ensure that such insurance remains operative for the duration of this agreement. A copy of such insurance must be handed to NMM as part of compliance evaluation process.

**Staff Uniform and Personal Protective Equipment (PPE)**

**PROVISION OF CLEANING SERVICES FOR THE NELSON MANDELA AT BHUNGA BUILDING IN MTHATHA, YOUTH AND HERITAGE CENTRE IN QUNU AND INFORMATION CENTRE IN QUNU FOR A PERIOD OF THREE (3) YEARS.**

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- The bidder must ensure adequate provision of PPE that is compliant to all regulatory requirements of the cleaning service.
- All personnel should wear an acceptable contractor's uniform i.e. the contractor's personnel outlook should befit that of a corporate environment in terms of aesthetics.
- The bidder should ensure that employees are easily identified by providing name tags depicting the company logo and name for their staff members i.e. company branded name tags.

**Cleaning Equipment, pest control and consumables supply**

- The bidder shall provide all general and specialized equipment required in the provision of this service.
- Consumables must be provided by contractor.
- NMM will provide storage facilities/space in respect of equipment, chemicals and consumables keeping.
- The bidder must use only SABS approved equipment & bio- degradable (eco-friendly) chemicals.

**Damage Compensation**

- The bidder will be responsible for any damages or thefts that may be caused, to NMM premises or contents by him/her or his/her employees due to their neglect, whether in the normal execution of their duties and claim for indemnification can accordingly be imposed by NMM against the service provider.

**Contractor Induction**

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- The bidder will be expected to attend an induction meeting where a formal handover will be conducted and be familiarized with NMM site compliance requisites, policies and procedures prior to commencement of the service contract.
- The bidder must, in the induction meeting, bring all staff to be deployed at the NMM with the following information: Name, Address and ID Number. NB: NMM reserves the right to request removal of any personnel on site deemed not to be compliant with NMM policies and procedures

**Cleaning Staff**

- The bidder shall ensure that the personnel to be deployed at NMM are vetted and have no criminal records. Note: NMM reserves the right to verify such before work commencement.
- The cleaning staff and management on site must be able to communicate, read and write in English.
- No information concerning NMM activities may be furnished to the public or news media by the contractor and his employees
- The cleaning staff are prohibited from reading documents in offices or unnecessary handling thereof.
- All contractor management/ supervisory staff should have access to cellphone 24/7 for ease of communication in cases of emergency.

**4. TERMS AND CONDITIONS**

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- All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. NMM is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- NMM reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- NMM may require responsive bidders to present and discuss their proposals in person
- NMM reserves the right not to make any appointment from the proposals submitted.
- Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of NMM.
- Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.
- NMM reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- Any and all project proposals shall become the property of NMM and shall not be returned.
- The bid offers and proposals should be valid and open for acceptance by NMM for a period of 120 days from the date of submission.
- NMM reserves the right not to award the bid to the bidder that scores the highest points. Disputes that may arise between NMM and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.

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- In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract, an original signed copy of which must be submitted together with all other bid documentation.
- All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.
- The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes, verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- After the successful service provider has received the appointment letter, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.
- No tender shall be awarded to a bidder whose name (or any of its directors or partners or associates and/or attorneys) appears on the Register of Defaulters kept by the Treasury, or who have been placed on the National Treasury's List of Restricted Supplies. The NMM reserves the right to withdraw an award or cancel the Service Level Agreement concluded with the bidder should it be established, at any time, that a bidder has been blacklisted with the National Treasury by any Government Institution
- No tender shall be awarded to a bidder whose tax affairs are not in order. NMM reserves the right to withdraw an award made, or cancel the Service Level Agreement concluded with the successful bidder(s) should it be established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the NMM

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**5. ACCOUNTABILITY**

The service provider will be accountable to and under the direction of the CEO of the NMM in the performance of the assignment duties.

**6. PRICING INSTRUCTION**

- The provision of cleaning services must be rendered as per the requirements of the NMM, and it must be invoiced on completion;
- The bid and the total price for the provision of cleaning services may not be exceeded;
- Amounts due to the Service Provider shall be paid by the NMM within thirty (30) days of receipt of the invoice.
- The NMM reserves the right by giving written notice to the service provider to stop the works' progress at any time. Should the client exercise this right, the NMM will pay the service provider for work done and expenses incurred only up to the time that the notice was given.

## **7. RETURNABLE DOCUMENTS**

Service providers are required to submit all the returnable documents together with their proposal.

***Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFP will result in a respondent's disqualification. Respondents are therefore urged to ensure that all these Documents are returned with their Proposals. Failure to submit the Supporting documents for functionality scoring will result in a scoring of zero.***

### **7.1. Compulsory Returnable Documents**

- Duly signed & completed **SBD 1** Invitation to BID
- SBD 2 Tax Clearance Requirements
- Duly signed & completed **SBD 3.3** Pricing Schedule
- Duly signed & completed **SBD 4** Declaration of Interests form.
- Duly signed & completed SBD **6.1** Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- Duly signed & completed **SBD 7.2** Contract Form (Rendering Services).
- General Conditions of Contract
- Duly signed & completed **SBD 8** Declaration of Bidder's Past Supply Chain Management Practices.

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- Duly signed & completed Duly signed & completed **SBD 9** Certificate of Independent Bid Determination.
- Proof of CSD registration
- Proof of registration with National Contract Cleaners (NCCA) or any other cleaning affiliation
- Proof of wage paid to employees; should not be less than the minimum wage as per the Labour Relations Act
- Valid UIF Letter of good standing
- The Bidder must submit a valid COIDA certificate from the Department of Labour.  
(Compensation of Occupational Injury and Diseases Act)
- Valid proof of Provident Fund enrolment and compliance is attached
- Valid proof that the Owners/Director/s are South African citizens (ID certified) is attached
- Three (3) years of audited financial statements, with the latest being the most recent audited AFS as required by law.
- Certificate/ records of compliance with Occupational Health and Safety Act (OHSA)
- Registration with the South African Pest Control Association (SAPCA)
- Valid proof of public liability insurance is attached (R10m minimum)

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**7.2 Supporting Returnable Documents (for functionality scoring)**

- Project Proposal
- Proof of delivery capacity
- Proof of relevant qualifications
- Proof of company experience

**7.3 Essential Supporting Documents**

- Valid and certified copy of BBBEE certificate or affidavit on or before the closing date and time  
*(failure to submit on or before the closing date will result in an automatic score of zero for preference)*

**8. VALIDITY PERIOD**

- Bid submissions must be valid for a period of 120 days.

**9. COMPULSORY SITE INSPECTION MEETING**

Bidders must attend a compulsory site inspection meeting scheduled as follows:

**Date: 23 APRIL 2026**

**Bhunga Building**

**Time: 9:30AM**

**Venue: Qunu Youth & Heritage Centre**

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**Time: 12:00**

**10. EVALUATION CRITERIA**

- **Phase one:** Compliance with the terms of reference and conditions of the tender. Failure to submit the stipulated compulsory returnable documents of the tender will automatically disqualify your tender at this phase.
- **Phase two:** The bid will be evaluated and adjudicated using the 80/20 system (80 for Price and 20 for specific goals. Functionality will be scored at a maximum of 100 points, whereby the bidder must obtain a **minimum of 70 points** to qualify for the financial evaluation according to the criteria captured in the table below:

<b>CRITERIA FOR FUNCTIONALITY</b>	<b>BREAKDOWN OF POINTS</b>	<b>WEIGHT</b>
<p><b>Company Experience</b> Company experience in client's letterhead and signed relevant to the scope of work = 30 points</p>	<ul style="list-style-type: none"> <li>• A company must have performed four (4) or more contracts to the value of R5 million each in the last eight (8) years.</li> <li>• Completion certificate or Reference letters accompanied by the Appointment Letters or Official Purchase Orders in</li> </ul>	<b>30</b>

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<p>Completion Certificate/Reference Letter must clearly indicate the below:</p> <ul style="list-style-type: none"> <li>• Nature of work</li> <li>• Duration of the contract</li> <li>• Value of work</li> <li>• Year of start and year of completion</li> </ul> <p>Failure to meet the aforementioned conditions will result in a ref letter considered invalid</p>	<p>the client's letter heads signed by the authorized individual.</p>	
	<ul style="list-style-type: none"> <li>• A company must have performed three (3) or more contracts to the value of R5 million each in the last eight (8) years.</li> <li>• Completion certificate or Reference letters accompanied by the Appointment Letters or Official Purchase Orders in the client's letter heads signed by the authorized individual.</li> </ul>	<b>20</b>
	<ul style="list-style-type: none"> <li>• A company must have performed two (2) or more contracts to the value of R5 million each in the last eight (8) years.</li> <li>• Completion certificate or Reference letters accompanied by the Appointment Letters or Official Purchase Orders in the client's letter heads signed by the authorized individual.</li> </ul>	<b>10</b>

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<p>Experience of Supervisors (2) linked to the project = 20 points</p> <p>Service providers to submit CV, qualification for each site (refer to staff complement required on page 28)</p>	<ul style="list-style-type: none"> <li>• Supervisor must have a minimum of Grade 12/Matric qualification (NQF 4), 5 years and above experience as a Supervisor</li> <li>• Attach qualification, CV with experience</li> </ul>	<b>20</b>
	<ul style="list-style-type: none"> <li>• Supervisor must have a minimum of Grade 12/Matric qualification (NQF 4), 4 years and above experience as a Supervisor</li> <li>• Attach qualification, CV with experience</li> </ul>	<b>15</b>
	<ul style="list-style-type: none"> <li>• Supervisor must have a minimum of Grade 12/Matric qualification (NQF 4), 3 years and above experience as a Supervisor</li> <li>• Attach qualification, CV with experience</li> </ul>	<b>10</b>
<p>Project Plan = 25 points</p>	<ul style="list-style-type: none"> <li>• Detailed project plan indicating daily duties with time frames, weekly, monthly, quarterly and six-monthly duties and order of preferences.</li> </ul>	<b>25</b>

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	<ul style="list-style-type: none"> <li>• Average project plan indicating daily duties with time frames, weekly, monthly, quarterly and six-monthly duties and order of preferences.</li> </ul>	<b>15</b>
	<ul style="list-style-type: none"> <li>• Poor project plan indicating daily duties with time frames, weekly, monthly, quarterly and six-monthly duties and order of preferences.</li> </ul>	<b>5</b>
Professional Indemnity Insurance Cover = 10 points	<ul style="list-style-type: none"> <li>• Submitted a copy of the Professional Indemnity Insurance cover for its relevant discipline</li> </ul>	<b>10</b>

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Financial Capacity = 10 points	<p>Bidders will be required to submit complete sets of audited/reviewed financial statements over the past 3 years in the name of the bidding entity. Financial statement analysis will be conducted for the shortlisted bidders. The annual financial statements must contain:</p> <ul style="list-style-type: none"> <li>• 4.1 Signed Auditors / Accounting Officers Opinions (5)</li> <li>• 4.2 Statement of Profit and Loss and Other Comprehensive Income; (favourable net income) (5)</li> <li>• 4.3 Statement of Financial Position (positive net assets balance) (5)</li> <li>• 4.4 Statement of Cash Flows (favourable net Cash Flows); (5)</li> </ul>	<b>10</b>
Bid Proposal = 5 points	Submission of 2 hard copies	<b>5</b>
	Submission of 1 hard copy	<b>0</b>

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**11. SUBMISSION OF TENDERS**

The bid submissions must be returned to the **Nelson Mandela Museum, Bhunga Building, Corner Nelson Mandela Drive & Owen Street, Mthatha.**

- Service providers are requested to furnish the NMM with two copies of their submissions (an original and a copy).
- Submissions are to be deposited in the allocated Tender Box clearly marked with reference and this bid's title.
- NMM will not be responsible for any submissions placed in an incorrect box and submissions left with the security officers or any employee of the NMM, which may lead to the submission not deposited into the tender box by the closing date.
- NO LATE, FAXED OR EMAILED QUOTATIONS SHALL BE ACCEPTED.
- CLOSING DATE FOR THE SUBMISSION OF PROPOSALS IS

**06 May 2026 @ 12:00**

**12. DISCLAIMERS**

The NMM is not committed to any course of action as a result of its issuance of this bid document and/or its receipt of a bid in response to it. Please note that the NMM reserves the right to:

- modify the bid document's service(s) and request Respondents to re-quote on any changes;
- reject any bid submission which does not conform to instructions and specifications which are detailed herein;

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- 
- disqualify bids submitted after the stated submission deadline;
  - not necessarily accept the lowest priced bid;
  - cancel the tender

**13. ENQUIRIES**

All communications and enquiries/requests for clarification relating to this proposal should be directed to the contact person:

FOR BID ADMINISTRATION & SERVICE PROVIDER SPECIFICATIONS
Ms P Mfundisi
Tel: 047 501 9528
Email: phakama@nelsonmandelamuseum.org.za
Supply Chain Officer
Technical Enquiries:
Mr L. Nongcaula
Tel: 047 501 9517
Email: lihle@nelsonmandelamuseum.org.za
SFL Manager

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***All enquiries must be forwarded to the relevant NMM personnel by no later than 24 April @ 16:30.***

Mr. Mandisi Msongelwa CA(SA)  
Acting Chief Executive Officer

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