

1. INVITATION TO BID

The Department of Community Safety seeks services of a suitable, experienced, and capable service provider for the Provision of Cleaning and Hygiene Services over a period of (36) thirty-six months.

Interested bidders must meet the following minimum requirements:

- Must have been involved in the rendering of Cleaning and Hygiene services and must provide a valid reference letter(s) from satisfied previous clients that have been serviced in the past five (5) years. The reference letter must be on the relevant client's letterhead with fixed/ mobile contact numbers, indicative of delivery period(s), and must have been signed by the SCM Manager/ Manager-Contract/ Chief Financial Officer/ Head of Department/ Municipal Manager or persons occupying management position(s) in the private sector.
- The department has designed a template for reference letters sought from Departmental Demand Management Unit which must be submitted with the formal quotes.
- The reference letters must be indicative of the client's name, the bidder's name and delivery period(s). The reference letters must be accompanied by official purchase orders from the relevant government institution with corresponding values.
- Each bidder must have rendered services in the past five(5) years to the cumulative minimum value of R50 000.00 as proof of financial strength. **Reference letters and corresponding purchase orders will confirm the bidder's claim. Letter of acceptance/ award letters will not be considered as proof for service(s) rendered in the past five (5) years.**
- Each bidder must provide quotes for all items that are listed in this bid as selective bidding will not be entertained.

Completed RFQ documents, enclosed in sealed envelopes, must be deposited into the Bid Box at the Department of Community Safety, Bisho on or before **22/10/2025 at 11h00**, clearly marked: **"Provision of cleaning and hygiene services for a period of (36) thirty-six months: SCMU15-25/26-002"**.

BIDDERS SHALL TAKE NOTE OF THE FOLLOWING BID CONDITIONS:

- (a) The Department's Supply Chain Management Policy will apply. The policy can be accessed from the departmental website for ease of reference (www.safetyec.gov.za).
- (b) The Department does not bind itself to accept the lowest bid or any other bid and reserves the right to accept the whole or part of the bid.
- (c) Bids which are late or submitted by facsimile will not be accepted and will render the bid non- responsive. **(e-mailed submission will not be accepted)**
- (d) Bids submitted will remain valid for a period of 90 days.
- (e) The supporting documents must remain intact.

5. MINIMUM REQUIREMENTS

The first stage of evaluation is based on the bid conditions and requirements and any bidder who failed to comply with any of the conditions and minimum requirements stipulated will be disqualified at this stage and not considered further.

- Must have been involved in the rendering of Cleaning and Hygiene services and must provide a valid reference letter(s) from satisfied previous clients that have been served in the past five (5) years. The reference letter must be on the relevant client's letterhead with fixed/ mobile contact numbers, indicative of delivery period(s), and must have been signed by the SCM Manager/ Manager-Contract/ Chief Financial Officer/ Head of Department/ Municipal Manager or persons occupying management position(s) in the private sector.
- The department has designed a template for reference letters sought from Departmental Demand Management Unit which must be submitted with the bid.
- The reference letters must be indicative of the client's name, the bidder's name and delivery period(s).
- The reference letters must be accompanied by official purchase orders from the relevant institution with corresponding values.
- Each bidder must have rendered services in the past five (5) years to the cumulative minimum value of R50 000.00 as proof of financial strength. **Reference letters and corresponding purchase orders will confirm the bidder's claim. Letter of acceptance/ award letters will not be considered as proof for services rendered in the past five (5) years.**
- Each bidder must provide quotes for all items that are listed in this bid as selective bidding will not be entertained.

6. SPECIAL CONDITIONS OF THE CONTRACT

- 6.1 Products and industrial equipment supplied and utilized should be of a high quality, preferably SABS approved cleaning chemicals and products must be used and supplied during the execution of this contract.
- 6.2 The bidder must at least have a minimum of 24 months in the cleaning services industry; failure to comply with this requirement will render the bid non-responsive.
- 6.3 During the execution of the contract, if the quality of the product and equipment supplied and utilised is questionable, the department reserves the right to request the service provider to immediately provide better quality products. If the service provider fails to comply with the request, the department reserves the right to cancel the contract.
- 6.4 Staff must always be dressed in well-maintained corporate clothing, which will be easily identifiable as employees of the contractor.
- 6.5 Original invoices must be submitted on a monthly basis once services have been rendered and not prior, stipulating the bid number and order number on a monthly basis. Payment will be done as prescribed by the PFMA (i.e. within a period of thirty(30) days from the date of receiving a valid supplier tax invoice).
- 6.6 **The prospective bidder will be required to sign an ECBD 7.2 contract form and a service level agreement with the department and MUST be given an official order(s) will be used to process supplier payment(s).**
- 6.7 Price bidding structure: Prospective bidders must provide a detailed cost breakdown in respect of labour for the general cleaning and overheads

7.1.1 EVALUATION CRITERIA ON FUNCTIONALITY

- Bidders score on functionality will not be included in the final points scored but will be used to assess bidder's capability/ ability to execute the project.
- After calculation of the points for functionality, the bidders that obtained the minimum accepted points for each criterion and overall minimum points on functionality will be considered.

FUNCTIONALITY

CRITERIA	REQUIRED EVIDENCE	ALLOCATED POINTS	MINIMUM ACCEPTED POINTS	MAXIMUM POINTS
1. Bidders Experience Bidders must provide reference letters from previously satisfied clients that have been serviced in the past five (5) years which indicates the following: • Minimum of twelve months uninterrupted contracts (Reference letters in the client's letterhead with fixed contact numbers, signed by the authorized persons must be provided)	3 and more valid reference letters with the minimum of 12 months uninterrupted service record per reference letter	25	17.5	25
	2 valid reference letters with the minimum of 12 months uninterrupted service record per reference letter or 1 valid reference letter with a minimum of 24 months	17.5		
	Below 2 valid reference letters with minimum of 12 months of uninterrupted service record/ interrupted service record/ no proof of uninterrupted service record/ reference letter(s) with a total below 24 months	0		
2. Financial Strength Each bidder must have rendered services in the past five (5) years to the cumulative minimum value of R50 000.00 as proof of financial strength. Reference letter(s) and corresponding purchase order(s) will be used to confirm the bidder's claim	Provided proof of services rendered in the past five(5) years to a cumulative value above R50 000.00	25	17.5	25
	Provided proof of services rendered in the past five (5) years to a cumulative value equal to R50 000.00	17.5		
	Provided proof of service rendered in the past five(5) years to a cumulative value below R50 000.00/ goods delivered regardless of the time and the value/ No proof of services	0		