
PROVISION OF CLEANING, HYGIENE, PEST CONTROL AND BOARDROOM SUPPORT SERVICES TO DEPARTMENT OF MINERAL AND PETROLEUM RESOURCES (DMPR) - PRETORIA (TREVENNA CAMPUS) FOR A PERIOD OF THIRTY-SIX (36) MONTHS

1. BACKGROUND

- 1.1 In accordance with the provisions of Section 8 (1) of the Occupational Health and Safety Act (Act 85 of 1993), every employer must provide and maintain, as far as is reasonably practicable, a safe working environment without risk to the health of their employees.
- 1.2 The Department of Mineral and Petroleum Resources (DMPR) intends to appoint a reliable and competent Service Provider to provide cleaning, hygiene, pest control, and boardroom support services for its Head Office in Pretoria.

2. CONTRACT PERIOD

- 2.1 The contract period for the project is **thirty-six (36)** consecutive calendar months from the date of commencement of the contract, commencing from the date of contract initiation, which shall be effective upon signature by both parties.

3. OBJECTIVE

- 3.1 The objective of this project is to provide, as far as reasonably practicable, a safe working environment without risk to the health of employees and visitors in compliance with the provisions of the Occupational Health and Safety Act (OHSA).

4. SCOPE OF WORK

- 4.1 The appointed Service Provider shall render cleaning services, hygiene services, fumigation/pest control, and food service aid duties shall be performed at **DMPR, Trevenna Campus, 70 Meintjies Street (corner Meintjies and Francis Baard streets), Sunnyside, Pretoria.**
- 4.2 The total office space comprises of **14 213 m²** and entails two (2) building blocks that are carpeted and tiled. The areas to be serviced is inclusive of common areas, reception area, ablution facilities/restrooms, closed and open plan offices, inter leading passages, kitchens, registries and records storage areas, boardrooms/meeting rooms, boardrooms/meeting rooms, storerooms, printing areas, lifts and staircases.
- 4.3 Provision of cleaning services and related duties shall be rendered **during office hours, Monday to Friday between 06h30 and 15h00**, excluding weekends and public holidays. Cleaning services

beyond office hours shall be performed in accordance with a prior authorisation and agreement between the Department and the appointed Service Provider.

4.4 Staffing and Personnel Requirements

The appointed Service Provider shall at all times:

- a) provide and maintain a total of twenty (20) suitably trained and experienced cleaning personnel, comprising **eighteen (18) cleaners and two (2) cleaner-supervisors**. The cleaner supervisors must have proven supervisory skills and relevant experience in managing cleaning operations and personnel.
- b) daily ensure deployment of **two (2) cleaners until 16h00**, to attend to any emergencies or unforeseen incidents that may arise during or after standard cleaning hours.
- c) ensure the immediate deployment of reliever personnel to cover any absenteeism arising from leave, illness, or any other form of absence.

NOTE: The Service Provider will be evaluated based on the submitted list of personnel members for deployment, including their qualifications, relevant experience, roles, and proof of competence in delivering the required services.

5. Service Standards and Deliverables

The Service Provider is expected to ensure that all areas are maintained in a clean, hygienic, and presentable condition at all times and in line with Occupational Health and Safety standards.

5.1 Cleaning Services:

On a **daily basis**, the Service Provider shall be expected to:

- 5.1.1 Dust and wipe clean all accessible surfaces, including furniture, workstations, cupboards, countertops, and windowsills, using approved materials, ensuring that they are free of dust, smudges, and residue.
- 5.1.2 Clean and disinfect high-contact surfaces such as door handles, frames, switches, plug points, window frames, sills, railings, and frequently touched painted areas to remove dirt, stains, finger marks, and contaminants.
- 5.1.3 Empty and disinfect all waste bins and dispose of waste in compliance with applicable environmental and municipal regulations.
- 5.1.4 Clean and disinfect internal surfaces, including floors, walls, and skirtings, using appropriate non-damaging products.
- 5.1.5 Sweep and mop all hard floors using approved detergents to remove stains and dirt, ensuring surfaces are left clean, dry, and slip resistant.
- 5.1.6 Thoroughly clean and disinfect all sanitary fixtures and surrounding ablution surfaces using correct detergents and tools to prevent cross-contamination.
- 5.1.7 Remove and disinfect sanitary and general waste bins in ablution areas daily, replace liners, and ensure bins remain hygienic and odour-free.
- 5.1.8 Conduct spot-checks to promptly remove loose dirt, litter, and spills from all work areas, ensuring continuous cleanliness and presentability.

NOTE: All cleaning must be carried out by trained personnel using SABS-approved, eco-friendly products, in line with public health and safety protocols, and monitored daily by an on-site supervisor.

On a **weekly basis**, the Service Provider shall be expected to:

- 5.1.9 Wash and sanitize office bins, ensuring they are free from odours and bacteria.
- 5.1.10 Wipe clean kitchen appliances and fridges, cupboards, and scrub sinks and tiles, ensuring food safety standards.
- 5.1.11 Dust and wipe clean office furniture, equipment, and surfaces in open-plan and enclosed office areas.
- 5.1.12 Thoroughly sweep and vacuum all carpeted areas to remove embedded dust and allergens using safe cleaning agents.
- 5.1.13 Remove dust from air vents, ceiling corners, light fittings, curtain rails, and above cabinets.
- 5.1.14 Clean interior glass panels, doors, and partitions to remove marks, smudges, or handprints from walls, doors, and partitions.
- 5.1.15 Scrub and descale toilet bowls, urinals, basins, taps, and disinfect walls, partitions, floors, and sanitary bins.

On a **monthly basis**, the Service Provider shall be expected to:

- 5.1.16 Clean or vacuum blinds to prevent dust buildup and maintain a clean look.
- 5.1.17 Vacuum fabric chairs, wipe leather furniture, and disinfect chair handles, backs, and armrests.

On a **quarterly basis**, the Service Provider shall be expected to:

- 5.1.18 Clean all interior glass panels, windows, and frames, including hard-to-reach areas, ensuring they are smears, fingerprints, and streak-free.
- 5.1.19 Polish hard floors (vinyl, wooden, or tiles) with non-damaging solutions to restore shine and protect finishes.
- 5.1.20 Clean air conditioning vents, grilles, and extractor fans using non-damaging tools to maintain air quality.
- 5.1.21 Thoroughly clean refrigerators, microwave ovens, and kitchen cupboards to remove grime.
- 5.1.22 Scrub and descale toilet bowls, urinals, basins, taps, and disinfect walls, partitions, floors, and sanitary bins.
- 5.1.23 Conduct comprehensive carpet washing and cleaning to remove embedded dirt, allergens, and stains.

NOTE: Carpet washing and cleaning must be scheduled over weekends to prevent disruption of normal office operations, unless prior arrangements have been communicated and mutually agreed upon with the Department for it to be conducted during the week.

5.2 Pest Control Services

The Service Provider shall be expected to:

- 5.2.1 Supply, install, and maintain **sixty (60) rodent traps** to be serviced **monthly** for ongoing

and effective rodent control.

- 5.2.2 Conduct **monthly** inspections for pests and apply appropriate insecticidal paste to manage cockroach and insect infestation, and administer pesticides as and when required, depending on the type and severity of infestation reported.
- 5.2.3 Conduct **quarterly** fumigation of the office premises using chemicals that are non-toxic chemicals that have been certified safe for human exposure.
- 5.2.4 Ensure that all pest control services are performed by trained and certified personnel, in possession of registration certificates and/or registered with relevant authorities.
- 5.2.5 Ensure that all chemicals used must be registered and compliant with the relevant governing bodies and must meet Occupational Health and Safety (OHS) standards.

NOTE: Fumigation activities shall be scheduled **over weekends** to minimise disruption to daily office operations, unless prior arrangements have been made and mutually agreed upon with the Department for it to be conducted during the week. The Department reserves the right to inspect, verify, and approve all pest control products to ensure compliance with health regulations and safety requirements.

5.3 Boardroom Support Services

The Service Provider shall be expected to:

- 5.3.1 Prepare hot water twice daily at **07h00** and **11h00** for officials.
- 5.3.2 Prepare the layout and set up boardrooms, providing fresh drinking water, hot water, tea/coffee, etc., before each meeting, workshop, or training. Be available for refilling or any needs during meeting breaks.
- 5.3.3 Clean up and keep the boardrooms neat and tidy after each meeting, workshop, or training.
- 5.3.4 Wash and put away crockery and cutlery, including that of officials. Service Provider personnel must apply care and diligence when handling crockery and cutlery.
- 5.3.5 Clean off accidental spillages immediately or on request.
- 5.3.6 Wipe stains, dirt marks, finger marks on kitchen counters, tables, and kitchen appliances with a damp cloth and grease-removing agent, while ensuring care and diligence.

5.4 Hygiene Services:

NOTICE TO BIDDERS:

Once-off installations: Service provider should install, supply, and maintain twenty (20) toilet seat wipes holders, five (5) toilet roll holders, and ten (10) hand soap holders. All installed items shall remain the property of the Department upon installation.

Additionally, the Service Provider shall be expected to -:

PROVISION	REPLENISHMENT, FREQUENCY & CONDITIONS
5.4.1 Supply and maintain wastepaper for 24 (twenty-four) toilets.	<ul style="list-style-type: none"> ▪ Bins shall be emptied and sanitised once per week, with liners replaced in line with hygiene standards. ▪ All waste shall be collected, transported, and

	disposed of by a duly licensed waste management service provider, in full compliance with applicable regulatory requirements.
5.4.2 Supply and replenish automated air fresheners for 28 (twenty-eight) dispensers.	<ul style="list-style-type: none"> Air freshener cartridges must be replenished monthly or as soon as they are depleted.
5.4.3 Supply and replenish multi-fold hand paper towels for 48 (forty-eight) dispensers.	<ul style="list-style-type: none"> Hand paper towels shall be replenished (3) three times daily and immediately upon depletion, with monitoring of stock levels to ensure availability.
5.4.4 Supply and replenish hand liquid soap dispensers for 24 (twenty-four) dispensers.	<ul style="list-style-type: none"> Soap dispensers shall be inspected and refilled daily. Hand liquid soap must be of an antibacterial formula, suitable while maintaining skin moisture and protection.
5.4.5 Supply, maintain, and replenish liquid gel seat wipes for 48 (forty-eight) dispensers.	<ul style="list-style-type: none"> Stock levels shall be checked daily, and dispensers must be refilled promptly as and when required to ensure continuous availability.
5.4.6 Supply and replenish one-ply, first-grade toilet paper for double toilet paper holders for forty-eight (48) cubicles.	<ul style="list-style-type: none"> Toilet paper must be checked and restocked three (3) times daily or immediately upon depletion, whichever occurs first.
5.4.7 Supply, install, and maintain sanitary bins in all female toilet cubicles, totaling thirty-three (33) units .	<ul style="list-style-type: none"> Sanitary bins must be emptied, cleaned, sanitised, and relined once (1) weekly, or as frequently as required. All sanitary waste must be collected, transported, and disposed of by a licensed service provider in compliance with SABS and applicable health and environmental regulations, and bins must remain hygienic and odour-free at all times.
5.4.8 Supply and maintain urinal mats for sixteen (16) male toilets.	<ul style="list-style-type: none"> Urinal mats must be replaced twice monthly and disposed of in accordance with applicable hygiene best practices and regulations.
NOTE: all hygiene services and replenishments must adhere to Occupational Health and Safety (OHS) Act standards and in compliance to contract performance and must be performed by trained and certified personnel, in possession of registration certificates and/or registered with relevant authorities.	

5.5 Deep Cleaning Services

The Service Provider shall be expected to:

- 5.5.1 Conduct deep cleaning of all sanitary fixtures, inclusive of forty-eight (48) toilet bowls, forty (40) basins, and 1 sixteen (16) urinals **every six (6) months**. The deep cleaning must be performed using hot steam and appropriate, approved chemicals specifically formulated to remove stains and disinfect surfaces.
- 5.5.2 Conduct **every six (6) months**, a deep cleaning of all upholstered furniture, including chairs and couches, using appropriate cleaning methods and approved products to ensure the removal of dirt, stains, allergens, and odours, while preserving the integrity of the materials.
- 5.5.3 Ensure that all deep cleaning activities shall be scheduled over weekends to avoid disruption to normal office operations, unless prior arrangements have been communicated and mutually agreed upon with the Department for it to be conducted during the week.

6. PROJECT DELIVERABLES /OUTPUTS

For the duration of the contract, the appointed **Service Provider** undertakes to:

- 6.1.1 Render cleaning services of acceptable quality in a courteous, professional manner, and to the satisfaction of the Department, while ensuring full compliance with security and Occupational Health and Safety (OHS) policies and procedures.
- 6.1.2 Provide all required cleaning, hygiene, fumigation/pest, and food services, aid machinery, equipment, including responsibility for their maintenance and provision of all required consumables at their own cost.
- 6.1.3 Ensure that clearly readable warning boards or signs are visibly exhibited where needed and where the rendering of services may cause injuries to any person(s).
- 6.1.4 Properly monitor the usage of consumables, ensure that adequate stock levels are maintained to prevent shortages, and that supplies are replenished as and when required to ensure continuous cleanliness and hygiene of the areas.
- 6.1.5 Deploy trained and skilled cleaning personnel **and** manage disputes among and with his/her personnel without impacting departmental operations.
- 6.1.6 Ensure that while on duty, his/her personnel are at all times:
 - a) Stationed and remain visible at their designated cleaning areas.
 - b) conduct themselves in a professional and co-operative manner.
 - c) be under full supervision by the appointed supervisor.
 - d) wear clearly visible name tags depicting the name of the company.
 - e) be dressed in a full, distinctive, branded, and safety-compliant uniform.
 - f) be equipped with all necessary protective clothing, cleaning-related tools, and consumables.

The Department undertakes to:

- 6.1.7 Provide groceries, crockery, and cutlery for use in boardrooms.
- 6.1.8 Reserve the right to request the Service Provider and his/her personnel to undergo a security vetting process.
- 6.1.9 Provide a storage facility for the safekeeping of the Service Provider's machinery and consumables for the duration of the contract.

- 6.1.10 Not be liable for any damages or losses incurred by Service Provider or their personnel during the execution of the services.
- 6.1.11 If necessary, point out and request the withdrawal of a personnel member with undesirable performance or who is/are considered to pose a safety, health, or security risk to employees of the department.

7. EVALUATION CRITERIA

This bid will be evaluated following a four (4) stages approach, namely, **Mandatory Requirements, Functionality, Administrative Compliance, and Point Scoring System.**

7.1 Gate 01 -Mandatory requirements

The following requirements are mandatory. Bidders who fail to comply with or meet the requirements below will be disqualified from further evaluation.

- a) Proof of valid registration for Office Pest Control and Fumigation with the Department of Agriculture, Land Reform and Rural Development (DALRRD).
- b) Proof of valid registration and a valid letter of good standing with the Occupational Injuries Disease (COIDA), issued by the Department of Employment and Labour.
- c) Proof of valid registration and compliance with the Unemployment Insurance Fund (UIF), issued by the Department of Employment and Labour.
- d) Proof of Public Liability insurance.
- e) Proof of valid registration or membership with a recognised and accredited cleaning industry body (e.g NCCA/ BEECA).

7.2 Gate 02 -: Administrative requirements

- (i) Compliance with the Terms of Reference /Specifications.
- (ii) Fully completed, signed, and dated SBD documents listed hereunder:
 - SBD 1
 - SBD 4
 - SBD 6.1
 - Fully completed, signed, and dated Pricing Schedule (attached as **Annexure A**)
- (iii) The following will be regarded as non-compliance.
 - price amendments or other amendments without signature/ initials.
 - Use of correction fluid.
 - Completion of the bid document in colour ink other than black ink.
- (iv) Bidders are required to submit a company profile.

7.3 Stage 03 -: Functional evaluation

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved.

The minimum threshold for this bid is **70%**. Bidders who score less than **70%** will be disqualified. Only bidders who score 70% and more will be considered further.

NO	CRITERIA	SCORING	WEIGHT
1.	Company Profile and Experience (i) The bidder must have extensive and proven operational experience in rendering cleaning services, hygiene services, pest control, and deep cleaning for office spaces exceeding 10 000 m² . <ul style="list-style-type: none"> ▪ The bidder must submit a minimum of five (5) positive reference letters as proven evidence of successfully executed similar projects. ▪ Each reference letter must clearly indicate: (a) nature and scope of services rendered, (b) contract start and end dates, (c) the office space serviced (in m²), demonstrating experience in servicing spaces exceeding 10 000 m² (d) level of satisfaction and performance of the bidder, (e) be signed by an authorised official of the client institution with verifiable contact details. ▪ Reference letters must be accompanied by proof of Purchase Order/ Contract, which will be used to verify the bidder's experience and the number of projects undertaken. 	Demonstrates 6 or more years' experience in cleaning services = 5 points. Demonstrates five (5) years' experience in cleaning services = 4 points Demonstrate four (4) years' experience in cleaning services = 3 points Demonstrate three (3) years' experience in cleaning services = 2 points Demonstrates less than three (3) years' experience in cleaning services = 1 point. No experience = 0 points	25
2.	Technical governance and capability (i) The bidder must provide a detailed and verifiable submission demonstrating technical governance structures and capability to plan, control and provide	Comprehensive, well-structured submission that is fully aligned to the Scope of Work, supported by clear, detailed, and verifiable	30

	<p>cleaning and related services in line with the scope of work.</p> <ul style="list-style-type: none"> ▪ Submission must support evidence of at least five (5) successfully completed or ongoing cleaning services projects. ▪ Bidder's submission must demonstrate: <ul style="list-style-type: none"> a) Execution approach and service schedules (service frequency and replenishment cycles: daily, weekly, monthly, periodic) b) Resource allocation and capacity (personnel, supervision, training, equipment, and delivery capacity) c) Consumables and operational readiness (supply, delivery, topping up, and replenishment of consumables) d) Quality management and compliance (SABS and OHS adherence and approved products) e) Control measures and checklists (standardised cleaning checklists, inspection controls, and verification processes) f) Monitoring and supervision (oversight of service delivery, replenishment, and compliance standards) g) Adequacy and alignment (fit-for-purpose capability to deliver and sustain requirements). 	<p>evidence demonstrating strong capability to deliver = 5 points</p> <p>Adequate submission with sufficient details aligned to the Scope of Work; supported by some verifiable evidence demonstrating capability to deliver = 3 points</p> <p>General submission with limited information, insufficient detail, and lack of supporting evidence, raising concerns about the capability to deliver = 1 point</p> <p>No submission = 0 points</p>	
3.	<p>Project Plan and Methodology</p> <p>(i) Bidder must provide a comprehensive Project Plan that showcases their understanding of the Terms of Reference. The methodology should outline a clear and practical approach for delivering the</p>	<p>The Plan is well-structured and aligns with the scope of work, showcasing a practical and implementable approach and timelines with all 10 elements = 5 points</p>	20

	<p>required services in accordance with the Scope of Work.</p> <ul style="list-style-type: none"> ▪ The plans must include, among others: <ol style="list-style-type: none"> a) The plan must include, among others, a schedule for pest control and deep cleaning, a Material Safety Data Sheet (MSDS) for all chemicals to be used. b) Execution Plan (clearly aligned to the Scope of Work) c) Task schedules (daily to periodic activities) d) Resource allocation (personnel, equipment, supervision) e) Consumables management and replenishment plan f) Pest control and deep cleaning schedules g) Health and Safety measures, including MSDS h) Monitoring and quality control mechanisms i) Risk and contingency measures j) Reporting and communication framework 	<p>The Plan demonstrates adequate alignment with the scope of work. It addresses six (6) to nine (9) required elements, lacks depth, detail and implementable approach = 3 points</p> <p>The Plan demonstrates a limited alignment with the scope of work. It addresses one (1) to five (5) required elements, but lacks structure, clarity, and sufficient detail on practical implementation = 1 point</p> <p>No evidence of the Project Plan/ submitted plan addresses none of the required elements = 0 points</p>	
4.	<p>Regulatory Compliance</p> <p>(i) The bidder must submit a detailed Health and Safety Plan aligned to the Occupational Health and Safety Act (OHSA), demonstrating how health and safety risks will be identified, managed, and monitored within the office working environment.</p> <ul style="list-style-type: none"> ▪ The plan must include, at a minimum: <ol style="list-style-type: none"> a) Risk assessment specific to cleaning, hygiene, pest control, and food service activities. b) Use and management of Personal Protective Equipment (PPE) c) Safe handling, storage, and disposal of cleaning chemicals d) Incident reporting and emergency 	<p>OHS Plan demonstrates full compliance with all six (6) required elements, with clear procedures, risk mitigation measures, and a well-defined implementation and monitoring approach with induction and training = 5 points</p> <p>OHS Plan demonstrates partial compliance with four (4) to five (5) required elements, including some procedures and implementation approach = 3 points</p>	5

	<p>Procedures</p> <p>e) Induction and ongoing training of personnel</p> <p>f) Compliance monitoring and supervision mechanisms.</p>	<p>OHS Plan demonstrates minimal compliance with one (1) to three (3) required elements, with significant gaps and unclear implementation approach = 1 point</p> <p>No OHS plan submitted, or submission addresses zero required elements = 0 points</p>	
5.	<p>Team Leaders Experience</p> <p>(i) The bidder must demonstrate the core team's collective experience in managing (cleaning, hygiene, and pest control) projects.</p> <ul style="list-style-type: none"> The team leaders must have a minimum of five (5) years' proven practical experience in successfully leading teams and managing projects within the cleaning services environment. Submit detailed CVs clearly demonstrating relevant experience, roles performed, duration of employment, and proof of projects undertaken in the cleaning services environment. 	<p>10 years or more = 5 points</p> <p>07 - 09 years = 4 points</p> <p>05 - 06 years = 3 points</p> <p>03 - 04 years = 2 points</p> <p>Less than 02 year = 1 point</p> <p>No CVs attached = 0 point</p> <p><i>(Points will be awarded based on the average experience of all team leaders. Submission of one (1) team leader's CV will result in allocation of 1 scoring point).</i></p>	10
6.	<p>Team Leaders Qualifications</p> <p>(i) The bidder must demonstrate the core team's collective qualifications.</p> <ul style="list-style-type: none"> The team leader/supervisor must have a minimum of NQF level 6 qualification. Submit certified copies of SAQA-recognised qualifications. 	<p>Degree (NQF 7) = 5 points</p> <p>Diploma (NQF 6) = 3 points</p> <p>Matric/Higher Certificate (NQF4/5) = 1 point</p> <p>No attachments = 0 point</p> <p><i>(Points will be awarded based on the average qualifications of all team leaders. Submission of one (1) team leader's SAQA qualification will result in the allocation of 1 scoring point).</i></p>	10
	TOTAL		100

Formula; $\frac{A}{B} \times 100 = C\%$

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

7.4 STAGE 04 -: Point scoring system

Bids will be evaluated on the **80/20 preference point system** in accordance with the Preferential Procurement Regulation of 2022.

(i) Price points = 80

(ii) Preferential points = 20

7.4.1 The bidder that scores the highest points in this phase will be awarded the tender.

7.4.2 Should more than one bidder score the same number of points; the award will be made to the bidder who scores more points on specific goals.

7.4.3 Should there be more than one bidder who scores the same number of points overall and the same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.

7.4.4 Should there be more than one bidder who scores the same number of points in all aspects, the bid will be determined by the drawing of the lot.

7.4.5 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals is tabulated hereunder.

7.4.6 Bidders who do not submit proof (means of verification) of specific goals claimed will not qualify for preference points for specific goals.

Specific Goal	Number of points (80/20 Preference System)	Means of Verification
Enterprise owned by Black people	4	Identity documents and CIPC document
Enterprise owned by Women	4	Identity documents and CIPC document
Enterprise owned by Youth	4	Identity documents and CIPC document
Enterprise owned by disabled persons	4	Medical certification.
Enterprise owned by SMMEs (QSE or EME)	4	B-BBEE certificate issued by a SANAS accredited Agency or DTIC or Sworn affidavit.

NB: "Ownership = 51% of the company share. Designated group/person that is part of the entity directorship but has less than 51% share = points will be calculated on a pro-rata basis in relation to the share/s held by the designated group/persons.

E.g., Number of women directors	= 01
Shares owned by women	= 20%
Specific goal for women	= 4 points
Points claimable for women ownership	= $\frac{20}{100} \times 4 = 0.8 \text{ points}$

8. SPECIAL CONDITIONS OF THE CONTRACT

- 8.1 The General Conditions of Contract must be accepted as these are issued by the National Treasury and are non-negotiable.
- 8.2 The Service Provider shall execute the contract strictly in accordance with the approved scope of work and service requirements.
- 8.3 The Service Provider shall sign a confidentiality agreement regarding the protection of the Departmental information that is not in the public domain.
- 8.4 No state information may be disclosed, communicated, or made available to the public or media by the Service Provider or any of its employees.
- 8.5 The Service Provider and its personnel shall be subjected to security screening by the State Security Agency.
- 8.6 The Department reserves the right to verify the authenticity of the information submitted; any falsified information may result in the disqualification or termination of the contract.
- 8.7 The Service Provider shall submit Unemployment Insurance Fund (UIF) and Compensation Fund reports on a quarterly basis for the duration of the contract.
- 8.8 In the event that the Service Provider is found to have engaged in fraudulent activities or has caused the Department to incur irregular expenditure, the Department reserves the right to terminate the contract with immediate effect, without prejudice to any other rights available in law.
- 8.9 In addition to termination, such conduct may result in the Service Provider being subjected to restricted supplier status, in accordance with applicable legislation and SCM prescripts, which may prevent the Service Provider from doing business with the government for a prescribed period.
- 8.10 The Department reserves the right to amend the quantities prior to finalisation of a Service Level Agreement with the successful bidder.

9. REPORTING REQUIREMENTS

- 9.1 The Service Provider shall report to the identified departmental representative and/or Director: Auxiliary Support.
- 9.2 The Service Provider shall conduct daily inspections to ensure quality and adherence to prescribed standards. Weekly written reports shall be submitted to the identified departmental representative and/or Director: Auxiliary Support.
- 9.3 The Service Provider shall report on a daily basis to the identified departmental representative and/or Director: Auxiliary Support. The Service Provider shall report on a daily basis, any defects or faults,

including but not limited to broken mirrors, blocked toilets/ urinals, broken windows, etc. identified during execution of services.

- 9.4 The identified departmental representative and/or Director: Auxiliary Support will convene quarterly meetings to review service delivery, address challenges, consider improvements and remedial actions, assess compliance with the contract, including tenant complaints, and all matters related to this contract.

10. PROJECT PLAN AND METHODOLOGY

- 10.1.1 The Service Provider shall provide a detailed Project Plan and Methodology, demonstrating its capability and comprehensive approach to delivering the required services in accordance with the Scope of Work.
- 10.1.2 The submission must outline key activities, milestones, timeframes, and resources to be committed to the project to successfully deliver the required services.

11. ROLE AND RESPONSIBILITY

- 11.1 The Department reserves the right, at its sole discretion, to cancel this tender at any stage without incurring any liability.
- 11.2 The DMPR reserves the right to appoint more than one Service Provider for the project.
- 11.3 A Service Level Agreement (SLA) will be concluded with the successful Service Provider, which shall, inter alia, define the roles, responsibilities, obligations of both the Department and Service Provider.
- 11.4 The Service Provider must develop a detailed project schedule/ plan.
- 11.5 The Service Provider will be required to submit a payment schedule providing projections for the period as determined on work performed.
- 11.6 The Service Provider shall disclose all information in its proposal regarding any interests that may result in an actual or perceived conflict of interest.

12. CONFIDENTIALITY OF INFORMATION

- 12.1 The names and details of all the deployed personnel, including any changes, replacements, and additions to the Service Provider team, shall be disclosed to the Department for security screening and prior approval.
- 12.2 All Service Provider personnel who will have access to the Departmental premises, information or assets shall sign a Non-Disclosure Agreement prior to the project commencement and as deemed necessary by the Department.

13. UNDERPERFORMANCE/ NON-COMPLIANCE

- 13.1 The Department may conduct periodic performance reviews with the Service Provider to assess service delivery against the Terms of Reference and Service Level Agreement (SLA), to ensure compliance with contractual obligations.
- 13.2 Should the Department determine that the Service Provider is not performing in accordance with the agreed standards, the Department shall issue written notice of non-compliance, specifying the nature of non-compliance and the required corrective action.
- 13.3 The Service Provider shall implement the required corrective action within the timeframes stipulated by the Department and conduct follow-up assessment as necessary.
- 13.4 Should the Service Provider fail to remedy the non-compliance or breach after three (3) written notices, the Department reserves the right to: (i) terminate the contract or (ii) apply any other remedial measures as deemed appropriate in terms of the contract.

14. PAYMENT TERMS

- 14.1 The Department shall not make any upfront payments to the Service Provider. Payments shall be made monthly, subject to the satisfactory delivery of services in accordance with the agreed Terms of Reference and Contract.
- 14.2 Unless otherwise agreed in writing with the Department, the Service Provider shall submit an original invoice on the last working day of the month during which the services were rendered. Payments shall be made within thirty (30) calendar days from the date of receipt of a correct, complete, and compliant original invoice. Payment shall be made by electronic funds transfer (EFT) directly into the Service Provider's nominated bank account.
- 14.3 Should at any time, the services not be rendered in full and in accordance with the Contract and Terms of Reference (i.e, an incomplete number of cleaners or consumables), the Department shall have the right to adjust payment on a pro-rata basis, or withhold payment where services are not delivered satisfactorily.

15. LIABILITIES AND INDEMNITY

- 15.1 The Service Provider shall be liable for any loss, damage, or theft to the Department's premises, assets, or contents arising from the acts, omissions, or negligence of the Service Provider or its personnel during the execution of the contract.
- 15.2 The Service Provider shall indemnify the Department against any claims, losses, damages, or expenses arising from (i) injury to persons, (ii) loss of or damage to property, caused by the negligent or wrongful acts or omissions of the Service Provider or its personnel.
- 15.3 In the event of damage to carpets, furniture, equipment, or any other property resulting from the rendering of the services, the Service Provider shall repair or replace such items immediately, to the satisfaction of the Department.
- 15.4 Should the Service Provider fail to remedy such damage within a reasonable period after written notification, the Department reserves the right to undertake the necessary repairs and recover the costs from any monies due to the Service Provider.

- 15.5 The Department shall not be liable for any injury, loss, or damage suffered by the Service Provider or its personnel, unless such injury, loss, or damage is caused by the Department's proven gross negligence or wilful misconduct.

16. TAX COMPLIANCE REQUIREMENTS

- 16.1 Bidders must ensure that they are in good standing with SARS and compliant with all applicable tax obligations.
- 16.2 Bidders are required to submit their Tax Compliance Status (TCS) unique personal identification number (PIN) issued by SARS to enable the organ of the state to view the taxpayer's profile and tax status.
- 16.3 Application for tax compliance status (TCS) or PIN may also be made via SARS eFiling. To use this provision, bidders must register with SARS as e-filers through the website www.sars.gov.za.
- 16.4 A bidder may also submit a printed Tax Compliance Status (TCS) together with the bid proposal.
- 16.5 In proposals where consortia / joint ventures / sub-contractors are involved, each party must submit separate proof of TCS / PIN / CSD number.
- 16.6 Where no TCS is available, but the bidder is registered on the Central Supplier Database (CSD), a valid CSD number must be provided for verification of tax compliance status.

17. DOCUMENTATION

- 17.1 No documentation.

18. COST / PRICING REQUIREMENTS

- 18.1 The bidders are required to submit a detailed and firm pricing proposal for the execution of the services as described in the Terms of Reference.
- 18.2 Bidders must provide a ceiling price (all inclusive) based on the duration of the contract, inclusive of all costs, expenses, and applicable taxes. The total cost must be VAT inclusive and quoted in South African Rands (ZAR).
- 18.3 Bidders should provide hourly rates in line with the applicable guidelines prescribed by the Department of Public Service and Administration (DPSA), Auditor- General (AG), or the relevant professional regulatory body.
- 18.4 Bidders must provide (Subsistence & Travel (S&T)) rates in alignment with applicable National Treasury instruction, including:
- (i) Hotel Accommodation, not exceeding R1,770 per night per person, inclusive of breakfast, dinner, and parking.
 - (ii) Air travel shall be restricted to economy class.
 - (iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa (AA).

19. BRIEFING SESSION

- 19.1 All prospective bidders are required to attend a compulsory site briefing session on **30 June 2026 at 11:00** at the **Department of Mineral and Petroleum Resources, Trevena Campus, Block 2C, 70 Meintjies Street, c/o Meintjies and Francis Baard Street, Sunnyside, Pretoria.**
- 19.2 Prospective bidders must ensure that they sign an attendance register during the compulsory site briefing session to confirm attendance.
- 19.3 Failure to attend the compulsory site briefing session and/or sign the attendance register may render the bid non-responsive and may result in disqualification.

20. FORMAT FOR SUBMISSION OF PROPOSALS

- 20.1 Prospective bidders are required to submit **one (1) original** and one **(1 copy** of the technical proposal.
- 20.2 The original and copies must be clearly marked as “Original” and “Copy” respectively.
- 20.3 All proposals must be clearly indexed, with a table of contents, to allow for ease of reference and evaluation.

21. CLOSING DATE AND SUBMISSION

- 21.1 Bid proposals must be submitted on or before **10 July 2026 at 11:00**, at the **Department of Mineral and Petroleum Resources, Trevena Campus, Block 2C, 70 Meintjies Street, c/o Meintjies and Francis Baard Street, Sunnyside, Pretoria.**
- 21.2 Late bid submissions will not be accepted and will be disqualified.

22. ENQUIRIES

- 22.1 All general enquiries regarding the bid documents must be directed to:
Ms Tebogo Katjeni or Lucia Nkhethoa
Tel No: (012) 444 3197 or 012 444 3778
E-mail: Tebogo.Katjeni@dmpr.gov.za or Lucia.Nkhethoa@dmpr.gov.za
- 22.2 Technical enquiries regarding the scope of work must be directed to:
Ms Mpho Makhoana or Ms Naledi Salagae
Tel No: (012) 444 3136 or (012) 444 3230
E-mail: Mpho.Makhoana@dmpr.gov.za or Naledi.Salagae@dmpr.gov.za