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RAF/2026/00038: PROVISION OF CLEANING SERVICES AT THE ROAD ACCIDENT FUND (RAF) FOR ALL OFFICES FOR A PERIOD OF FIVE (5) YEARS.

EMPLOYER:	The Road Accident Fund ("RAF")
RFP NUMBER:	RAF/2026/00038
DESCRIPTION:	Provision of Cleaning Services At The Road Accident Fund (RAF) for all offices for a period of five (5) years.
DATE OF BID PUBLICATION:	19 June 2026
BID VALIDITY PERIOD:	120 days from the Bid Closing Date
BID CLOSING DATE:	Extended from 14 August to 11 September 2026 (See addendum 1 issued on 30 July 2026)
BID CLOSING TIME:	11h00 am
TENDERS MUST BE HAND DELIVERED OR COURIERED TO:	The Road Accident Fund (RAF) 420 Witch Hazel Avenue Eco Glades 2 Office Park, Block F (at reception) Attention: RAF's Representative mentioned below
RAF'S REPRESENTATIVE	Bathabile: e-mail bathabilem@raf.co.za

No.	RFP Page No.	Clarification Query	RAF Response
1.	N/A	What is the required quantities for toilet paper (2ply), hand paper towels, hand soap. This will be based on your occupancy and usage daily.	The required quantities are provided in the Pricing Schedule. Bidders are requested to refer to the Pricing Schedule for the specific region for which they are submitting a bid. As emphasized during the briefing sessions, bidders are not required to calculate or derive any quantities other than those expressly specified in the RFB document. Estimated based on previous contracts. The quantities are estimated for the purpose of evaluation.
2.	N/A	Commencement date for the 5-year contract Please note legislated cleaning industry cleaners pay rates are due March 2027	The commencement/start date will be aligned to expiry of current contracts.
3.	23	On Infrastructure- confirm that the information from point 1-6 is only required upon commencement of the contract	Yes, they will be required upon commencement of the contract.
4.	30	Please could you confirm adhoc rates quotes isnt part of the tender	Adhoc services are part of the tender however, the rates/quotes are not required in the bid price.
5.	61	1. Quantity of items are prescribed	The quantities of the items are not prescribed but estimated. They serve as guidelines and minimum required quantity.

		2. Items are listed as once off costs 3. Please advise on the replacement of the items that needs to be replenished (brooms,mops etc) for the 5 year period	The service providers must ensure that all these items are available during the 5-year period.
6.		Current valid reference letters are available. They state that cleaning has been done for X amount of years or it states the contractual period is X amount of years. The requirement is start and end date. Please could you assist with an alternative option. Clients are not keen at having to redo letters.	Bidders are required to bid according to what is advertised. Bidders must comply with the RAF's requirements.
7.		In KZN the cleaning labour rate is regulated by BCCCI, Must we price on the BCCCI rate or the National minimum wage rate as stipulated by Department of employment & labour?	Bidders must ensure that the quoted rate for labour is compliant to the national minimum wage for cleaners as gazetted by the Minister of Labour, this is applicable throughout the contract period.
8.		We kindly request clarification regarding the pricing schedule. Our company is not VAT registered, and we would like to know whether we should include a VAT amount in our pricing or submit our prices exclusive of VAT.	If you are not registered as a VAT vendor, please indicate this clearly and exclude VAT from your quotation.
9.		Could you kindly clarify how we should indicate the site we are applying for?	The site/office must be clearly indicated on the outside of the

11.		Is there a separate tender document for each site, or do we use the same tender document and submit separate completed copies for each site we wish to apply for?	proposal and marked in the table provided on page 20. Bidders must submit separate bids for each office they are bidding for as specified in the RFB document.
		I would just like to know if the bidding forms can be filled and signed electronically? Or they must all be printed and ink filled?	Electronic completion and signing of the bid forms are acceptable, as this bid does not specifically require original wet-ink signatures. However, bidders must submit one original and one copy of the bid documents in accordance with the submission requirements.
12.		Could you please clarify the Service Intervals for the Sanitary Bins for the following areas as it is not stated in the document and/or the quantity of bins vs the Sanitary Liners/bags does not match: • Head Office Centurion, Eco Park – Block F • Pretoria Regional Office – Prasa House • Johannesburg Regional Office – Parktown	Once a week. The quantities are estimated as stated in the RFB document for the purpose of evaluation.
15.		I'll like to be guided on how to submit for a cleaning tenders.	Bids to be submitted at RAF Head Office, 420 Witch- Hazel Avenue,Eco-Glades 2,Centurion,0046. Bidders must submit separate bids for each office they are bidding for as specified in the RFB document.

			Bidders must clearly indicate the site/office for which the bid is submitted on the outside of the proposal and in the table provided on page 20
17.		With regard to the sanitary waste removal requirement, is it sufficient to submit only a Letter of Intent from the sanitary waste removal service provider, or is the service provider's registration certificate and/or proof of accreditation also required at the time of tender submission? Alternatively, will these documents only be required from the successful bidder upon appointment?	It is a mandatory requirement; bidders are required to submit it with their bid.
18.		If a bidder attends one compulsory site briefing session, may the bidder submit quotations for more than one office? If so, will a single tender submission (e.g. one set of SBD documents) be acceptable, provided that a separate pricing schedule is submitted for each office?	Bidders must submit separate bids for each office they are bidding for.
19.		My question was do we only wash windows and lift windows below 1.7m and inside only? We would like to add a separate line item on the tender pricing schedule for full window cleaning, inside and outside, top to bottom.	The successful service provider will be required to clean windows internally. The RAF has not specified the height of the windows due to varying building specifications for different offices. Bidders may not make changes to the specifications in the RFB documents. Please refer to the RFB document for the intervals in

		We pride ourselves in delivering a high standard of service and limiting the scope below 1.7m does not align with the quality and value we strive to provide. To ensure professional finish and maintain the overall appearance of the facility, we recommend that the full window cleaning be included, covering all windows from top to bottom, both internally and externally once a month. Including this as a separate line item will provide transparency in the pricing while allowing the client flexibility to evaluate this service independently of the standard cleaning scope.	which windows should be cleaned.
20.		I would like to request clarification regarding the tender submission requirements. The tender document states that the submission of one bid for more than one office will lead to disqualification. Could you kindly confirm whether this means that, as a bidder, if I submit bids for two different offices that are not located in the same province, I would still be disqualified?	Bidders must submit separate bids for each office they are bidding for.

21.	37	Please can you advise what bidders can submit as evidence for the below section as these certificates are no longer issued. Please see attached letter too. “The bidder must be registered with Department of labour for Unemployment Insurance Fund. Bidder must submit proof of registration with Unemployment Insurance Fund.”	We request proof of registration, as issued by the Department of labour.
22.		Please kindly advise if bidders need to provide all the pricing schedules in their bid proposal. Given that only one bid may be submitted per office, would it be permissible to exclude the pricing schedules relating to offices for which we are not submitting a bid?	Bidders are only required to complete and submit the pricing schedule(s) applicable to the office(s) for which they are submitting a bid. Since the tender conditions stipulate that only one bid may be submitted per office, it is permissible to exclude the pricing schedules relating to offices for which you are not submitting a bid. However, the pricing schedule for the office included in your bid must be completed in full and submitted as part of your proposal. Failure to provide the applicable pricing schedule may render the bid non-responsive.
23.		1. Kindly advise on how would RAF ensure that the bidders have quoted according to minimum wage rates, would you be looking at the NCCA guide	The RAF uses the national minimum wage for cleaners as gazetted by the Minister of

		on how the statutory cost must be calculated? 2. How will you avoid a situation of appointing a bidder that has under quoted on wage rates without running the risk of under payment to the cleaners. Other organisations are standardising their pricing templates so that all bidders can be compared equally, link here	Labour, this is applicable throughout the contract period.
24.		My colleague attended one of the RAF site visits and noted that the costing schedule reflects the hygiene dispensers as a once-off cost. However, during the tender briefing, the presenting team advised that the dispensers may be provided on a rental basis, as the successful bidder will be required to remove the dispensers upon expiry of the 60-month contract. Based on this, it would not be appropriate to price the dispensers as a once-off purchase. In addition, we noted that there is no provision in the costing schedule for the removal of sanitary waste from the she bins. To ensure that our pricing submission aligns with RAF's requirements, we kindly request clarification on the following:	The items are to be priced as once off. Bidders will be required to remove them at the end of the contract. The frequency of removal of sanitary waste is provided in the RFB document.

		Should the hygiene dispensers be priced as a once-off purchase cost, as reflected in the costing schedule, or should they be included as a monthly rental cost, as discussed during the tender briefing? We would advice on an addendum or alternation of the pricing schedule	
25.		Regarding the above bid, just a thought, why don't we submit 1 Technical Submission and a separate Financial Proposal envelope for each site that we are interested in, whilst we attend the briefing sessions of each site that we intend to bid for This is how I see it 1. One technical submission 2. Different pricing schedule submission as per interest of site For example : 1 Technical Proposal for technical evaluation and 5 Financial Proposal This way it will assist you in receiving for example 20 bids instead of 100 bids which will evaluated repeatedly, actually doing the same thing over and over. Bidders will submit 1 Technical submission, which will be evaluated once, then with	Bidders must submit separate bids for each office they are bidding for.

		different sites for financial evaluation it becomes easy for your team. This will also eliminate the time spent on evaluation. This proposal, at this stage, doesn't affect anything that warrants extension of submission dates, or briefing dates and doesn't affect your policies on submission of these bids	
26.		I hereby request for tender documents of the above mentioned tender no	The documents can be accessed from the RAF Website (www.raf.co.za > Supply Chain> Running tenders.) and etender portal.
27.		Considering that the tender covers multiple RAF offices across the country, please confirm whether bidders are required to attend all briefing sessions and site visits at every RAF office location in order for their bids to be considered responsive. Alternatively, please advise whether attendance at selected sites or a central briefing session will suffice.	Bidders should have attended the briefing session for each office they are intending to bid for. Attendance for one briefing session, as specified in the RFB document, does not constitute attendance for all offices.
28.		I am writing to request further details on the cleaning services tender (RAF/202600038) recently published by the road accident fund. I would like to formally submit a bid for the cleaning services required at the specified location in centurion.could you kindly	Please visit www.raf.co.za and navigate to Supply Chain > Tenders > Running > RAF/2026/00038. Click on the tender number to access the document. All the requirements are contained in the document, so

		provide any additional guidelines or documents needed for the submission process?	please ensure that you read it thoroughly before proceeding.
27.		I need to know there are 7 areas I am going to quote on, Do I need to send 7 separate documents or can I send one How does it work	Yes, if you intend to bid for seven areas, you must have attended the briefing sessions for all those areas and submit seven separate bids, each clearly indicating the specific area you are bidding for.
28.		on your pricing schedule, how do we then charge for the square meters because I only see the list of items to be used and the price for cleaners.	Bidders must quote according to the requirements in the RFB document and align accordingly. Quantities have been provided for each office.
29.		We had attended all the briefings that took place for the cleaning tenders RAF/2026/00038 that you guys currently have advertised but no pictures were allowed as evidence of attendance, I wanted to understand whether we can attach a confirmation of attendance letter or there is a attendance certificate issued?	Bidders are not expected to submitted confirmation of attendance. An attendance register will be issued on the RAF website and etender portal only reflecting company name and names of person in attendance of the compulsory briefing session.
30.		If you could please confirm the working hours and days for Cape Town regional office	8 working hours per day, aligned with the operational requirements of the RAF.
31.		Please kindly clarify do we need to submit an original document or Original and copy of the document/proposal?	Bidders are required to submit an original Bid Document/Proposal and a Copy (To be enclosed in the envelope which contains the Original Bid Document/Proposal

32.		What must we attached in the mandatory document regarding the UIF, since Department does not issue UIF certificate	We request proof of registration, as issued by the Department of labour.
33.		Where do we factor in cost for company overheads / Profit and cost for equipment because the pricing schedule only specify : (i) Labour (ii) Consumables Only	The bidder's proposed price must be inclusive of all costs.
34.		I would like to clarify the quotation requirements for the hygiene consumables. The tender requires hygiene consumables to be quoted in 20-litre units . However, the hygiene consumables available to us are supplied in sachet sizes ranging from 400 ml to 1,100 ml rather than in 20-litre containers. Could you please confirm whether it would be acceptable for us to submit our quotation based on the sachet packaging sizes and please provide the equivalent volume to 20 litres where applicable? For example, for the East London site, should the quantities be quoted as the number of sachets required or converted to an equivalent 20-litre volume?	The bidder must align their quantities to RAF's requirements as specified in the RFB document.
35.		To ensure that our submission complies fully with the bid	As stated in the RFB document, bidders are required to submit a separate proposal for each office they intend to bid for.

		requirements, kindly confirm the following: 1. Should a separate bidding document be submitted for each RAF office, or should one consolidated bidding document be submitted for all the offices selected by the bidder? 2. Does attendance at the first briefing session qualify a bidder to tender for all RAF offices without attending the remaining briefing sessions?	Furthermore, bidders should have attended the briefing session for each office they are bidding on. Attendance for one briefing session, as specified in the RFB document, does not constitute attendance for all offices.
36.		1. How many copies are required for submission. 2. Please share any updates if there are any for pricing schedule and the document changes.	Bidders are required to submit an original Bid Document/Proposal and a Copy (To be enclosed in the envelope which contains the Original Bid Document/Proposal) Bidders are advised to regularly monitor the RAF website and the eTender Portal for the publication of the addendum to be issued.
37.		We just want to know, since our proposal will be couriered. The courier person will be the one to deposit for us or must they give it to the reception personnel?	They must deposit it in the tender box for cleaning services

40.		In your pricing schedule you cover ONCE OFF ITEMS, CLEANING CONSUMABLE (which seem to include Supervisor and cleaners labour costs) AND TOTALS WITH ESCALLATIONS. 1. Are labour costs included with consumables? 2. Where do we incorporate Management fees (e.g overheads and profit)	The bidder's proposed price must be inclusive of all costs
41.		1. Johannesburg Regional offices – The following items (Hand tools) are included in the monthly supply. ➤ scoops and brushes ➤ Mops ➤ Brooms ➤ Toilets brushes ➤ Sprays bottles ➤ Feather dusters ➤ Micro fibre cloth ➤ Dust pan ➤ Squeezer for windows Please confirm if the above-mentioned items are to be	The RAF has noted that certain items were incorrectly reflected as monthly recurring costs when they should have been indicated as once-off costs. An addendum will be issued to correct this discrepancy. Bidders are advised to regularly monitor the RAF website and the eTender Portal for the publication of the addendum to be issued. Bidders are required to quote quantities as specified in the RFB document. The dispensers are a once off cost and the successful service provider will install and remove them at the end of the contract.

		supplied for MONTHLY, QUARTERLY and/or BI-ANNUALLY. According to my little experience they can not be supplied on monthly basis. ➤ PARKTOWN office- on colour coded items like micro cloth and spray bottle, you request 3 per cleaner, whereas the standard cleaning procedure has 4 main colours. Any reason for that? ➤ The dispensers requested will remain the property of the Fund or the request is on rental basis? 2. BLOEMFONTEIN OFFICE – ➤ The following chemical items namely Carpet fresh powder and stain remover are listed as under ONCE-OFF items whereas the contract is for 5 years ? please provide the rational behind that. ➤ You also have HAND TOOLS mentioned-above (Johannesburg) on monthly basis, please clarify that. 3. PORT ELIZABETH – ➤ can you confirm the toilet paper needed. Its 2 ply soft plain	
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		➤ you also listed Safety ladder 5foot under monthly items. 4. CENTURION OFFICE BLOCK A & C ➤ You also have HAND TOOLS under monthly items ➤ Can we have the picture of sanitizer dispenser for doors ? 5. MAFIKENG, PRETORIA REGIONAL OFFICE AND EAST LONDON ➤ Under this office the HAND TOOLS mentioned above are listed the ONCE-OFF list. However, we can not use 1 mops for example for 5 years. Please clarify that.	
44.		I would like to enquire about the the Bid Number of the documents,will it be the same for all documents or each document for each place as it's Bid Number.	The bid number RAF/2026/00038 applies to all offices for the cleaning tender. However, bidders must clearly indicate on each bid document the specific office for which they are submitting a bid.
45.		I would like to know if the Centurion Block A&C and Centurion Block F sites require 1 or 2 documents?	Bidders are expected to submit separate proposals for Eco Glades. Please note that Blocks A and C are multi-tenant buildings, whereas Block F is a single-tenant building.

			As such, the bids must be clearly separated and submitted independently.
46.		Please may I enquire about the required quantities for toilet paper (2ply), hand paper towels, hand soap. This will be based on your occupancy and usage daily	The required quantities are provided in the Pricing Schedule. Bidders are requested to refer to the Pricing Schedule for the specific region for which they are submitting a bid. As emphasized during the briefing sessions, bidders are not required to calculate or derive any quantities other than those expressly specified in the RFB document.
47.		We just need clarity on the pricing schedule, the description on Monthly Items needs Price per year whereas on total is written Total Monthly cost. Do you need a total cost of Monthly on Summary or the Yearly Total for year 1.	The RAF has noted the error and will issue an addendum to rectify it. Bidders are advised to regularly monitor the RAF website and the eTender Portal for the publication of the addendum to be issued.
48.		For once-off equipment, are we expected to submit a quotation once per year, or should we submit a once-off quotation that will remain valid for a period of five years	Once off for five years as specified in the RFB document.