
TERMS OF REFERENCE -: PROVISION OF CLEANING SERVICES, HYGIENE SERVICES, FUMIGATION/PEST CONTROL, AND FOOD SERVICES AID FOR A PERIOD OF TWENTY-FOUR (24) MONTHS TO DEPARTMENT OF MINERAL AND PETROLEUM RESOURCES (DMPR): MPUMALANGA REGIONAL OFFICE (WITBANK)

1. OBJECTIVE

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

2. BACKGROUND

- 2.1 In accordance with the provisions of Section 8 (1) of the Occupational Health and Safety Act, (act 85 of 1993), as amended, all National and Provincial government Departments are obliged to provide and maintain a clean, healthy, hygienic, and safe working environment.
- 2.2 The Department of **Mineral and Petroleum Resources (DMPR)** intends to appoint a reliable and competent Service Provider to provide cleaning services, hygiene services, fumigation/pest control, and food service aid for its **Mpumalanga Regional Office (Witbank)**.

3. CONTRACT PERIOD

- 3.1 The contract period for the project is **twenty-four (24)** consecutive calendar months from date of commencement of the contract.

4. SCOPE OF WORK AND LOCATION

- 4.1 The appointed Service Provider shall render cleaning services, hygiene services, fumigation/pest control, and food service aid duties shall be performed at **Save-Ways- Crescent Center, c/o OR Tambo and Mandela Road, Witbank**.
- 4.2 The total office space comprises of **3 552,12m²** and consists of **carpeted areas, interlock rubber flooring and tiled areas**. The area 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 Cleaning services related tasks and duties shall be rendered **during office hours, Monday to Friday between 06h30 to 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 appointed Service Provider.
- 4.4 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.

4.5 Cleaning Services:

The Service Provider shall, at all times, be expected to -:

- 4.5.1 deploy a minimum of three **(3) Cleaning Personnel**. Two (2) cleaners and one (1) cleaner/supervisor (*the supervisor must have adequate supervisory skills and experience*).
- 4.5.2 ensure that one (1) cleaner remains until 16h00 daily, to attend to any emergencies or unforeseen incidents that may arise during or after standard cleaning hours.
- 4.5.3 ensure that additional cleaning personnel are deployed to cover for absenteeism due to any form of leave and to maintain uninterrupted service delivery.

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

- 4.5.4 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.
- 4.5.5 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.
- 4.5.6 Empty and disinfect all waste bins and dispose of waste in compliance with applicable environmental and municipal regulations.
- 4.5.7 Clean and disinfect internal surfaces, including floors, walls, skirtings using appropriate non-damaging products.
- 4.5.8 Conduct spot-cleaning to promptly remove loose dirt, litter, and spills from all work areas, ensuring continuous cleanliness and presentability.
- 4.5.9 Sweep and mop all hard floors using approved detergents to remove stains and dirt, ensuring surfaces are left clean, dry, and slip resistant.
- 4.5.10 Thoroughly clean and disinfect all sanitary fixtures and surrounding ablution surfaces using correct detergents and tools to prevent cross- contamination.
- 4.5.11 Remove and disinfect sanitary and general waste bins in ablution areas daily, replace liners, and ensure bins remain hygienic and odour-free.

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 -:

- 4.5.12 Wash and sanitize office bins, ensuring they are free from odours and bacteria.
- 4.5.13 Wipe clean kitchen appliances and fridges cupboards and scrub sinks and tiles, ensuring food safety standards.
- 4.5.14 Dust and wipe clean office furniture, equipment, and surfaces in open-plan and enclosed office areas.
- 4.5.15 Thoroughly sweep and vacuum all carpeted areas to remove embedded dust and allergens using safe cleaning agents.
- 4.5.16 Remove dust from air vents, ceiling corners, light fittings, curtain rails, and above cabinets.

- 4.5.17 Clean interior glass panels, doors, and partitions to remove marks, smudges, or handprints from walls, doors, and partitions.
- 4.5.18 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 -:

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

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

- 4.5.21 Clean all interior glass panels, windows and frames, including hard-to-reach areas, ensuring they are smears, fingerprints and streak-free.
- 4.5.22 Polish hard floors (vinyl, wooden or tiles) with non-damaging solutions to restore shine and protect finishes.
- 4.5.23 Clean air conditioning vents, grilles, and extractor fans using non-damaging tools to maintain air quality.
- 4.5.24 Thoroughly clean refrigerators, microwave ovens and kitchen cupboards to remove grime.
- 4.5.25 Scrub and descale toilet bowls, urinals, basins, taps, and disinfect walls, partitions, floors, and sanitary bins.

4.6 **Fumigation/Pest Control Services**

The Service Provider shall be expected to -:

- 4.6.1 Supply and install **forty (40) rodent traps** to be serviced and maintained **monthly** for ongoing and effective rodent control.
- 4.6.2 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.
- 4.6.3 Conduct **quarterly** fumigation of the office premises using chemicals that are non-toxic chemicals that have been certified safe for human exposure.
- 4.6.4 Ensure that all pest control services are performed by trained and certified personnel, in possession of registration certificates and/or registered with relevant authorities.
- 4.6.5 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.

4.7 Food Services Aid

The Service Provider shall be expected to -:

- 4.7.1 Prepare hot water twice daily at **07h00** and **11h00** for officials.
- 4.7.2 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 need during meeting breaks.
- 4.7.3 Clean up and keep the boardrooms neat and tidy after each meeting, workshop or training.
- 4.7.4 Wash and put away crockery and cutlery, including that of officials. Service Provider personnel must apply care and diligence when handling crockery and cutlery.
- 4.7.5 Clean off accidental spillages immediately or on request.
- 4.7.6 Wipe stains, dirt marks and finger marks on kitchen counters, tables and kitchen appliances with a damp cloth and grease removing agent, while ensuring care and diligence.

4.8 Hygiene Services:

The Service Provider shall be expected to -:

Supply and installation	Frequency and Conditions for replenishment
4.8.1 Install fifteen (15) liquid gel seat wipes dispensers: nine (9) for female restrooms, five (5) for male restrooms and one (1) for disabled restroom. Service provider to supply seat wipes.	stock levels must be checked daily . dispensers must be refilled as and when needed.
4.8.2 Install five (5) automated air fresheners dispensers. One (1) in each restroom. Service provider to supply air fresheners.	air freshener cartridges must be replaced monthly or as soon as they are depleted.
4.8.3 Install five (5) hand paper towel dispensers. One (1) in each restroom. Service provider to supply hand towels.	hand paper towels must be replenished weekly or as soon as they are depleted with stock levels checked daily.
4.8.4 Install five (5) liquid hand soap dispensers. One (1) in each restroom. Service provider to supply hand liquid soap.	Soap dispensers must be checked and refilled daily . Hand liquid soap should be antibacterial whilst softening and protecting the skin.
4.8.5 Supply five (5) wastepaper bins. One (1) per restroom.	Waste must be removed twice daily and disposed of in compliance with hygiene standards.
4.8.6 Supply ten (10) sanitary bins for female restrooms.	bins must be emptied and sanitized weekly , and liners replaced accordingly. Waste must be disposed of through a licensed

	sanitary disposal service, in line with environmental and health regulations.
4.8.7 Supply first-grade, one-ply toilet paper for fifteen (15) double toilet paper holders: one (1) in disabled restroom, nine (9) in female and five (5) in male restrooms.	toilet paper must be checked and restocked three (3) times daily or as soon as they are depleted.
4.8.8 Supply five (5) urinal mats for male restrooms.	urinal mats must be replaced twice monthly and properly disposed of in accordance with hygiene's best practices.
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.	

4.9 Deep Cleaning Services

The Service Provider shall be expected to -:

4.9.1 Conduct deep cleaning of all sanitary fixtures, inclusive of **fifteen (15)** toilet bowls, **fifteen (15)** basins, and **five (5)** 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.

4.9.2 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.

4.10 Carpet Washing services

The Service Provider shall be expected to -:

4.10.1 Conduct comprehensive deep washing of all carpeted areas within the Department's premises **every six (6) months**. The must eliminate embedded dirt, stains, and allergens, and restore the carpets to a hygienic and presentable condition.

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. DELIVERABLES OR PROJECT OUTPUT AND/OR OUTCOME

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

5.1.1 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.

- 5.1.2 Provide all required cleaning, hygiene, fumigation/pest and food services aid machinery, equipments, including responsibility for their maintenance and provision of all required consumables at their own cost.
- 5.1.3 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).
- 5.1.4 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.
- 5.1.5 Deploy trained and skilled cleaning personnel **and** manage any labour disputes among, and with his/her personnel without impacting departmental operations.
- 5.1.6 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 full distinctive, branded and safety compliant uniform.
 - f) be equipped with all necessary protective clothing, cleaning related tools and consumables.
- 5.1.7 Solely be responsible for his/her personnel compensation and all employment-related benefits to its personnel. Any labour disputes, delays, or interruptions arising from these shall not affect the delivery of services to the Department, nor limit the Department's rights and remedies under the contract.

5.2 **The Department** undertakes to -:

- 5.2.1 Reserve the right to request the Service Provider and his/her personnel to undergo a security vetting process.
- 5.2.2 Provide the storage facilities for the safekeeping of Service Provider's machinery and consumables for the duration of the contract.
- 5.2.3 Provide groceries, crockery and cutlery for use in boardrooms.
- 5.2.4 Not be liable for any damages or losses incurred by Service Provider or their personnel during the execution of the services.
- 5.2.5 If necessary, point out and request the withdrawal of a personnel member with undesirable performance or who is/are considered to pose operational disruptions, safety, health or security risk to employees of the department.

6. **EVALUATION CRITERIA**

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

6.1 **GATE 01 -: MANDATORY REQUIREMENTS**

The following requirements are mandatory. Bidders who do not comply with the mandatory requirements will be disqualified.

- (i) Proof of valid Registration for Office Pest Control and Fumigation with The Department of Agriculture.
- (ii) Proof of valid Registration for Compensation Fund with The Department of Employment and Labour.
- (iii) Proof of valid Registration for Unemployment Insurance Fund (UIF) with The Department of Employment and Labour.
- (iv) The Service Provider should be registered with accredited cleaning services institutions (e.g. NCCA/BEECA).

NOTE: The Department reserves the right to verify validity of registrations.

6.2 GATE 02 -: FUNCTIONALITY

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 that score **70%** and more will be considered further.

Note: The points allocation stated here are for illustration purposes. The weights per criteria should be determined per tender.

No	Evaluation criteria	Points	Weight
	Company Experience ▪ The Service Provider must have a minimum of three (3) years of operational experience in rendering cleaning services, hygiene services, and pest control/fumigation. ▪ The Service Provider must provide testimonial/s and purchase order/s or copy of a signed contract/s to support the testimonial indicating experience period of 3 years, servicing office space of 2000m² as a minimum.	▪ Five (5) years' experience and more = 05 points. ▪ Four (4) years' experience = 04 points. ▪ Three (3) years' experience = 03 points. ▪ Two years' experience = 02 points. ▪ One year or no experience = 1 point.	35
	Experience of Team Leader and Team Members: ▪ The team leader/supervisor must have a minimum of three years	▪ Relevant supervisory experience of five years and above = 05 points. ▪ Relevant supervisory experience of four years = 04 points. ▪ Relevant supervisory experience of minimum of three years = 03 points.	10

No	Evaluation criteria	Points	Weight
	<i>relevant supervisory experience in the office cleaning industry.</i>	▪ <i>Relevant supervisory experience of two years = 02 points.</i> ▪ <i>Relevant supervisory experience of one year = 01 point.</i>	
	Qualifications of Team Leader and Team Members <i>Qualifications: Team supervisor qualifications:</i> ▪ <i>The supervisor must have obtained a minimum of National Diploma (NQF6)</i> ▪ <i>Copies of the certified certificate/qualification must be attached.</i> ▪ <i>Cleaning services supervisory certificate/s will be added as an advantage.</i>	▪ <i>National Diploma (NQF6) and Cleaning Supervisory Certificate = 05 points</i> ▪ <i>National Diploma (NQF 6) = 03 points</i> ▪ <i>Grade twelve (12) and below = 01 point</i>	10
	Project Plan ▪ <i>Detailed daily duties with time frames with an order of preference.</i> ▪ <i>Detailed weekly, monthly, quarterly, and six-monthly duties.</i> ▪ <i>Detailed replenishment frequency for consumables.</i> ▪ <i>The monitoring and assessment of cleaning services.</i> ▪ <i>The contingency plan in cases of emergency.</i>	▪ <i>Detailed project plan with daily, weekly, monthly, quarterly, and six-monthly duties with time frames and order of preference. Detailed contingency plan. Detailed replenishment frequency for consumables. Detailed monitoring and assessment. Proposal/s for regular improvements. = 05 points</i> ▪ <i>Detailed project plan with daily, weekly, monthly, quarterly, and six-monthly duties with time frames and order of preference. Detailed contingency plan. Detailed replenishment frequency for consumables. Detailed monitoring and assessment. = 03 points</i> ▪ <i>Inadequate project plan without one of; daily, weekly, monthly, quarterly, and six-monthly duties with time frames and order of preference. Inadequate contingency plan. Inadequate replenishment frequency for consumables. Inadequate monitoring and assessment. = 02 points</i> ▪ <i>No indication or attachment of project plan = 00 points</i>	20

No	Evaluation criteria	Points	Weight
	Health and Safety Plan - The Service Provider shall provide a Health and Safety plan in line with the Occupational Health and Safety Act (OHSA) compliance in the office working environment. - The Health and Safety plan must indicate the induction procedures.	- Detailed Health and Safety plan in compliance with OHSA for office environment. Health and safety must be aligned to the project. Detailed induction or training procedures = 05 points. - Adequate Health and Safety is compliant with OHSA for office environment. The health and safety plan must be aligned to project. Adequate induction and training procedures. = 03 points. - Inadequate health and safety plan. The health and Safety plan is not aligned to the project. No indication of induction or training procedures. = 01 point.	05
	Infrastructure - Indicate all appropriate cleaning material and quantity to be supplied per month. - Indicate all appropriate consumables and quantity to be supplied per month. - Indicate the fumigation chemical not harmful to humans, and the quantity of rodent traps to be supplied every two months. - Indicate all required dispensers to be supplied. - The Service Provider shall provide the current signed contract of employment and pay slip of a cleaner as an example. - The Service Provider should provide a bathroom and cleaning services checklists. - All the required supplies indicated above must be of South African Bureau of Standard (SABS) and the Department reserve the right to verify the resources.	- Detailed indication for supply of cleaning material per month. Detailed indication for supply of consumables per month. Detailed indication of fumigation chemical not harmful to humans and supply of rodent traps. Detailed indication of all dispensers. The Service Provider must attach the current signed contract of employment and pay slip of a cleaner. The Service Provider must provide bathroom and cleaning services checklists. The Service Provider must indicate that all required supplies are SABS approved. The proposal for regular improvements or indication of extra supplies = 05 points. - Inadequate indication of supply of cleaning material. Inadequate indication of supply for consumables per month. Inadequate indication of fumigation is chemical not harmful to humans and supply of rodent traps. Inadequate indication of all dispensers. No indication of the current signed contract of employment and pay slip of a cleaner. No bathroom or cleaning	20

No	Evaluation criteria	Points	Weight
		<i>services checklists. No indication of SABS approved. = 01 points</i> ▪ <i>No indication or attachment of infrastructure = 00 points</i>	

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

6.3 GATE 03 -: ADMINISTRATIVE COMPLIANCE

- (i) Compliance to the specification / Terms of Reference.
- (ii) completed SBDs (Duly signed and dated) listed hereunder.
 - SBD 1
 - SBD 4
 - SBD 6.1
- (iii) The following will be regarded as noncompliance.
- (iv) Price amendments / other amendments without signature/initials.
- (v) Use of correctional fluid.
- (vi) Completion of the bid document in coloured ink other than black ink.

6.4 GATE 04 – POINT SCORING SYSTEM

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

(i) Price points = 80

(ii) Preferential points = 20

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

6.4.2 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.

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

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

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

6.4.6 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 are part of the entity directorship but have less than 51% share = points will be calculated on a pro-rata basis in relations 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 = $\frac{20}{100} \times 4 = 0.8 \text{ points}$

7. REPORTING REQUIREMENTS

- 7.1 The Service Provider shall report to the relevant Regional Manager.
- 7.2 The Service Provider shall conduct daily inspections on quality and standards and weekly written reports shall be submitted to the Regional Manager.
- 7.3 The Service Provider shall report on a daily basis to the Regional Manager any defects such as broken mirrors, blocked toilets/ urinals, broken windows, etc. that they might come across during the cleaning of the building.
- 7.4 The Regional Manager/Director: Auxiliary Support will convene quarterly meetings regarding performance, specific problems, suggestions, improved methods, and work programs, tenant's complaints and remedial action, and all matters related to this contract.

8. WORK PLAN AND METHODOLOGY

- 8.1 The Service Provider must provide:

- 8.1.1 A project proposal that demonstrates comprehension and competence to deliver on what is required in line with the scope of work under section 4.
- 8.1.2 A preliminary project plan outlining key activities, milestones, timeframes, and resources to be committed to the project.

9. ROLE AND RESPONSIBILITY

- 9.1 Service Level Agreement will be entered into with the successful Service Provider which will include, *inter alia*, obligations of the DMPR and the successful Service Provider.
- 9.2 The DMPR reserves the right to appoint more than one Service Provider for the project.
- 9.3 The successful Service Provider must develop detailed project schedule/ plan.
- 9.4 The successful Service Provider will be required to submit payment schedule providing projections for the period of six (6) months on work performed.
- 9.5 The Service Provider shall disclose all information in its proposal regarding any interests that may result in an actual or perceived conflict of interest.

10. CONFIDENTIALITY OF INFORMATION

- 10.1 The names of all the members of the Service Provider team must be disclosed for prior approval of DMPR. Any changes, replacements and additions should be submitted for prior approval of DMPR.
- 10.2 All members will have to sign a Non-Disclosure Agreement before project commencement and may be required to undergo security screening and tests as the DMPR deems necessary.

11. UNDERPERFORMANCE/ NON-COMPLIANCE

- 11.1 The Department may have progress reviews with the Service Provider, and should the Department be dissatisfied with the service rendered, corrective action will be proposed which shall be undertaken by the Service Provider within the agreed specified period.
- 11.2 Should the Department not be satisfied with the services from the Service Provider; the complaint will be given to the Service Provider in writing. After the third non-compliance, the Department can decide to terminate the contract.

12. PAYMENT

- 12.1 The Department will not make any upfront payments to the Service Provider but will make monthly payments in accordance with the delivery of services agreed upon by both parties.
- 12.2 Unless otherwise agreed with the Department, an original invoice must be submitted on the last working day of the month during which services were rendered. Payments will be made within 30

calendar days from date of receipt of an accurate and complying original invoice and will be directly deposited into the Service Provider's bank account.

- 12.3 The Department reserves the right to adjust payment on a pro-rata basis for any service not fully rendered, not delivered within the specified timeframes, or for any undelivered supplies, as outlined in the agreed Terms of Reference/SLA.

13. LIABILITIES AND INDEMNITY

- 13.1 The Service Provider will be held responsible for any damage or thefts that may be caused to the premises or content by him or his workers or be due to their neglect whether in the normal execution of their duties or otherwise and a claim for indemnification can accordingly be imposed by the Department against the Service Provider.
- 13.2 In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the service, Service Provider undertakes to rectify the damages immediately to the satisfaction of the Department.
- 13.3 If the Service Provider fails to act immediately after notification, the Department will rectify the damage at will and the costs thereof will be recovered from any payments outstanding.
- 13.4 The Department is indemnified from and not liable for any claim/s, injury, loss, omission by or to any of the Service Provider personnel, whether direct, indirect, consequential or otherwise that may have resulted directly or indirectly through any negligent or wrongful act, omission, error of any kind or nature on the Department part, its employees or agent.

14. TAX CLEARANCE CERTIFICATE

- 14.1 Bidders must ensure compliance with their tax obligations.
- 14.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of the state to view the taxpayer's profile and tax status.
- 14.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. To use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za
- 14.4 A bidder may also submit a printed TCS together with the proposal.
- 14.5 In proposals where consortia / joint ventures / sub-contractors are involved, each party must submit separate proof of TCS / pin / CSD number.
- 14.6 Where no TCS is available, but the bidders is registered on the central supplier database (CSD), a CSD number must be provided

15. DOCUMENTATION

- 15.1 No documentation.

16. COST / PRICING

- 16.1 The bidders are requested to provide a quoted proposal regarding the work to be undertaken.

- 16.2 Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).
- 16.3 Bidders should provide hourly rates as prescribed by Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.
- 16.4 Bidders should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:
- (i) Hotel Accommodation – R1550 per night per person, including breakfast, dinner and parking.
 - (ii) Air travel must be restricted to economy class.
 - (iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

17. CONDITIONS OF THE CONTRACT

- 17.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 17.2 The successful Service Provider will sign a confidentiality agreement regarding the protection of DMPR information that is not in the public domain.
- 17.3 No state information may be furnished/ communicated to the public or news media by the security Service Provider or any of their employees.
- 17.4 The successful Service Provider shall ensure that the contract is executed in line with the scope of work.
- 17.5 The successful Service Provider may be subjected to security screening by the State Security Agency.
- 17.6 The DMRE reserves the right to verify the authenticity of the information submitted, any falsified information may result in the disqualification or cancellation of the contract.
- 17.7 The successful Service Provider is required to submit Unemployment Insurance Fund (UIF) and Compensation Fund reports on quarterly basis.

18. FORMAT FOR SUBMISSION OF PROPOSALS

- 18.1 Bidders are requested to **submit two (2) copies** of technical proposals plus the **original**.
- 18.2 Bidders are requested to index their proposals for ease of reference.

19. PRE-BID MEETING / BRIEFING SESSION DETAILS

- 19.1 All prospective bidders will be expected to attend a compulsory site briefing session at **Department of Mineral and Petroleum Resources, Save-Ways Crescent Cater-corner of OR Tambo and Mandela Road, Witbank on 16 September 2025 at 10:00.**

19.2 Bidders must ensure that they sign a register during a compulsory briefing session to confirm attendance. Non-attendance or failure to sign the register will automatically invalidate the acceptance of the bid document(s).

20. CLOSING DATE

20.1 Bid proposals must be submitted on or before **30 September 2025 at 11:00** at Department Mineral and Petroleum Resource (DMPR), at **Trevenna Campus, Building block 2C, 70 Meintjies Street, c/o Meintjies and Francis Baard Street, Sunnyside. Pretoria.**

Late bid submissions will not be accepted and/or will be disqualified.

21. ENQUIRIES

21.1 All general enquiries in relation to the bid documents should be directed to:

Ms Lucia Nkhethoa

Tel No: (012) 444 3778

E-mail: Lucia.Nkhethoa@dmpr.gov.za

21.2 Technical enquiries should be directed to:

Ms Naledi Salagae

Tel No: 012 444 3032

E-mail: Naledi.Salagae@dmpr.gov.za