THE NATIONAL CREDIT REGULATOR

OCTOBER 2026

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING, HYGIENE, DISINFECTION, PEST CONTROL AND GARDEN SERVICES

RFP: NCR1053.10.2026

COMPULSORY BRIEFING:

DATE: MONDAY 09 NOVEMBER 2026

TIME: 10:00 AM

VENUE: 127-15TH ROAD, RANDJESPARK MIDRAND (NCR OFFICES)

DUE DATE: 27 NOVEMBER 2026 AT 11H00 SHARP CAT

ADDRESS:127-15TH ROAD RANDJESPARK MIDRAND

EMAIL YOUR RFP QUERIES TO: procurement@ncr.org.za

PART A- GENERAL TERMS OF CONDITIONS (SCM)

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

The NCR will determine which bidding organisation ("bid participant"), if any, is appointed in response to this request for submission for the provision of cleaning, hygiene, disinfection, pest control and garden services.

General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001/2022 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (Annexure B and B.1 that can be downloaded from NCR website - https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

2. The Proposal Format

- **Economy of proposal preparation**

  The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant's ability to meet the requirements of the proposal request.

  Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to and provided in a file of annexure.

3. **Validity of proposals**

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

4. **Number of proposals**

Each participant must provide two (2) hard copies **(original & copy) and** one (1) memory stick of their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

5. Submission of proposals

5.1. Proposals must reach the offices of the NCR before 11:00 AM on 27 November 2026 and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

a) RFP No: NCR1053.10.2026

b) TERMS REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER THE PROVISION OF CLEANING, HYGIENE, DISINFECTION, PEST CONTROL AND GARDEN SERVICES.

c) CLOSING DATE: 27 NOVEMBER 2026 AT 11H00 AM,

5.2 Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).

5.3 Please note that this RFP closes punctually at 11h00 on 27 NOVEMBER 2026 No late submissions will be considered under any circumstances.

5.4 All the documentation referred to in Section 7 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

5.5 If responses are not delivered as stipulated in this Section 5.1, such responses will be considered **"late"** and will not be considered for evaluation.

5.6 The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

5.7 Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.

5.8 The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.

5.9 Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.

5.10 After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Evaluation Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

6.Timetable

Date & time	Activity
30/10/2026	Issue RFP document
09/11/2026	Compulsory Briefing and site visit
27/11/2026	Closing date
30/11/2026	Preliminary evaluation
08/12/2026	Evaluations by the Evaluation Committee
15/01/2027	Adjudication Committee meeting
29/01/2027	Award

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

7. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status.Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.	Disqualification from process

Document that must be Submitted	Guideline		Consequence of non-submission
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions	Disqualification from process

8.Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
Total maximum points	20	80

The points system is outlined for the 80/20 to address the preferential procurement as followed:

8.1 SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

8.2 SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
	50 %- 100% owned by persons living with disabilities	3

Persons historically disadvantaged on the basis of disability	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

8.3 SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

8.4 SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are	3
	30% - 49% owned by persons who are	2
	0 – 29% owned by persons who are	1

9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	**YES**	**NO**	**ATTACH EVIDENCE (indicate a page)**
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

Fraud / Anti-Corruption Hotline

Report any incidents of wrongdoingto the KPMG Ethics Line

0800 20 53 17 (Toll Free)

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TERMS OF REFERENCE FOR THE PROVISION OF CLEANING, HYGIENE, DISINFECTION, PEST CONTROL AND GARDEN SERVICES

1. Introduction

The National Credit Act, 2005 (Act No. 34 of 2005), establishes a National Credit Regulator (NCR). NCR promotes a fair and non-discriminatory market place for access of consumer credit provides for the general regulation of consumer credit and improved standards of consumer information, promotes black economic empowerment and ownership within the consumer credit industry, prohibits certain unfair credit and credit-marketing practices, promotes responsible credit granting and use, and for that purpose to prohibit reckless credit granting, provides for debt re-organisation in cases of over-indebtedness, regulates credit information, provides for registration of credit bureau, credit providers and debt counselling services, establishes national norms and standards relating to consumer credit, promotes a consistent enforcement framework relating to consumer credit.

2. Objective

The NCR seeks to appoint a Service Provider to provide cleaning, hygiene, disinfection, pest control and garden at its premises located at 127-15th Road, Randjespark, Midrand.

3. The duration of the contract

The contract for the NCR premises will start on 01 March 2027 and end on 31 August 2028. The contract will be effective upon the signing of the contract by the NCR and the service provider.

4. Special bid conditions

- The appointed Bidder will be subjected to vetting investigations by the State Security Agency (SSA). The appointment of the preferred bidder will depend on a positive clearance from SSA.
- The bidder must attend a compulsory briefing session as well as a site visit.

5. Mandatory Requirements

The Bidder must provide proof of the following:

a. Registered with the Unemployment Insurance Fund
b. Comply with Occupational Health and Safety (Health and Safety File)
c. Basic Conditions of Employment Act (Standard Employment Contract)
d. Provide a valid letter of good standing with the Compensation of Injuries and Diseases Act (COIDA)
e. Be a member of the National Contract Cleaners Association (NCCA) or Cleaning Association of South Africa (CSSA) or any other industry recognised association.

6. NCR Requirements

6.1 Workforce

a) Gardener x 1 (male)
b) Cleaners x 5 (4 females and 1 male) of which one should do supervisory duties.
c) Provision of equipment to be used to execute these services.
d) Provision of consumables.

7. Pre - Requirements

a. The bidder will be expected to have visited and examined our premises prior to submitting a response to the Terms of Reference and to have satisfied themselves as to the efficiency and correctness of their response for the proper provision of any service.
b. **Bidders must attend a compulsory site briefing and site visit.**
c. The site visit will be conducted jointly with other bidders at the end of the compulsory briefing session.

8. NCR's Information

a. The number of occupants in the NCR building – Estimated 177 (109 ladies & 68 gentlemen)
b. Size of the building (1907 square metres)
c. The services required may include, but is not limited to the following:

General cleaning

a) Offices
b) Reception and security area, including the common area
c) Security guard house
d) First aid room
e) Smoking areas
f) Staircases
g) Passages / corridors
h) Boardrooms / meeting rooms
i) All Kitchens
j) Patios
k) All pause areas
l) Blinds
m) Utility rooms
n) Store rooms

o) Windows
p) Glass and metal
q) Water features
r) Parking area
s) Restrooms/ toilets:
    i. Ladies and gentlemen – Internal
    ii. Disability – Internal
    iii. CEO's – Internal
    iv. Security – External

9. Use of Sub-Contractors

The bidder must specify all sub-contractors and sub-suppliers, which will be used during the contract period. The bidder shall provide sub-contractors and sub-suppliers with materials and work as required.

The bidder is responsible for the performance of their sub-suppliers and sub-contractors who will be expected to perform and are managed to the same standards as detailed in the terms of reference.

10. Uniforms

The bidder must provide its employees with suitable work uniform whilst working at our premises. In addition, the bidder is responsible for providing:

a) Staff identity cards showing the holder's name and designation
b) All Personal Protective Equipment (PPE) at least twice a year preferably winter and summer uniform.

Uniforms must be of good quality and suitable for their purpose. The uniform must display a company logo. Uniforms will be kept in a clean and tidy condition and damaged or soiled uniforms shall be replaced at their cost.

11. Supplier's Equipment

The Supplier shall provide their personnel with suitable tools and equipment for the effective performance of this Agreement. Tools and equipment shall be of good quality, in safe condition, suitable for their purpose, regularly calibrated, and checked where appropriate.

12. General Requirements

a) The successful Bidder must attend quarterly meetings and submit quarterly reports.

b) These services shall be performed from Monday to Friday during normal working hours being between **07h00 and 16h00 on an 8-hour shift basis.** This will exclude weekends and public holidays unless where otherwise specified.

c) The personnel shall be uniformed and wear appropriate identification badges. The name of the cleaning personnel shall be given to NCR for verification purposes well in advance of the assignment to perform services under this Contract.

d) The NCR reserves the right to approve cleaning materials, pesticides and chemicals prior to the use thereof.

e) The successful Bidder must ensure that adequate back-up cleaning material, specifically 2 ply toilet paper, hand wash, hand paper towels, toilet sprays etc. are kept on site in case of sudden shortage thereof.

f) Cleaning staff may not clean the offices in the absence of the office occupants.

g) Bi-annual carpet cleaning, buffing of floors, deep cleaning of ablution facilities and fumigation will be done over weekends.

h) A lock up facility will be made available for the safekeeping of the stock and equipment.

i) The Bidder supervisor shall report the daily staffing level to the NCR delegated employee. In the absence of a personnel member a replacement must be arranged.

j) The bidder's supervisor must do a weekly inspection on the quality and standard of cleaning services rendered and submit a monthly report to an NCR delegated employee.

k) The bidder's supervisor must report on daily basis to the Facilities Unit any defects in and to the work area concerned e.g. broken mirrors, blocked toilets/urinals, broken windows etc. during the cleaning of the building.

l) The successful bidder shall not be entitled to store or leave goods or articles on the floors and offices, for example in the entrance hall, corridors, hallways, boardrooms or the steps other than in the lock up facility.

m) The NCR will not be held responsible in any way for the damages, losses, theft of equipment or any valuables of the bidder or injury of his/her employees while on site or in the execution of their duties. The bidder may be held responsible for damages of items caused by them in the departments.

n) The service provider must provide emergency work or service to the NCR, as and when required.

o) The contract will be entered into subject to the signing of the Service Level Agreement by both parties.

13. Conduct of work

a) The bidder shall be fully responsible for all work and services performed by its cleaning personnel and shall for this purpose employ competent and well-trained personnel to perform the services under the Contract.

b) The bidder shall take all reasonable measures to ensure that their personnel conform to the highest standards of moral and ethical conduct. The NCR may, at any time, request in writing the withdrawal or replacement of any personnel of the bidder assigned to perform work or services under this Contract. The bidder shall, at its own cost and expense, withdraw or replace such personnel forthwith. A request by the NCR for withdrawal or replacement of the bidder's personnel shall not be deemed a termination of this Contract.

c) The NCR shall not be liable for any action, omission, negligence or misconduct of the bidder's personnel, agents, servants, or subcontractors nor for any insurance coverage which may be necessary or desirable for the purpose of this Contract, nor for any costs, expenses or claims associated with any illness, injury, death or disability of the bidder's personnel, agents, servants, or subcontractors performing work or services in respect of this Contract.

14. Scope of Services

14.1 Cleaning Services

Area	Description of services	Daily	Weekly	Monthly	Quarterly	Bi-annual
OFFICES, STAIRWAYS & PASSAGES						
	# Mopping of the tiled areas	X				
	# Clean and dust all electrical equipment i.e. computers, fax machines, copiers, printers, scanners, whiteboards etc.	X				
	# Sanitise doorknobs/push plates and telephones	X				
	# Polish wooden doors and panelling	X				
	# Polish wooden desks, furniture, doors and panelling	X				
	# Wash vinyl covered furniture	X				
	# Dust and clean all desks and other horizontal surfaces (low & high level) and cabinets	X				
	# Dust and clean all window seals	X				

	# Clean handrails	X				
	# Emptying and cleaning shredding machine/s as required	X				
	# Spot clean bump rails		X			
	# Clean and disinfect all telephones		X			
	# Vacuum carpeted areas		X			
	# Wash skirting with approved detergents			X		
	# Clean all ceiling fans and standing fans			X		
	# Clean and dust all hanging light fittings			X		
	# Dust and clean diffusers			X		
	# Dust and clean all wall surfaces			X		
	# Clean all blinds where applicable		X			

Area	Description of services	Daily	Weekly	Monthly	Quarterly	Bi-Annual
BOARDROOMS / MEETING ROOMS						
	# Spot clean finger marks from walls, doorknobs and light switches	X				

	# Sanitize doorknobs/push plates, telephones, projectors and whiteboards	X				
	# Vacuum carpets and spot clean as appropriate	X				
	# Vacuum entrance mats and remove if needed to be cleaned	X				
	# Clean vinyl and upholstered furniture as appropriate	X				
	# Polish wooden desks, furniture, doors and panelling	X				
	# Provide labour to arrange tables for meetings **as required**					
	# Clean up after every meeting as required	X				
	# Clean all glassworks incl. Windowpanes, partitions, pictures and door peepholes etc.		X			
	# Wipe all horizontal surfaces e.g. cupboard tops, desktop etc.		X			
	# Sanitise telephone and projectors			X		
	# Clean all light fittings and spot clean ceilings as required			X		
	# Wash skirting's with approved detergents			X		
	# Wipe down all vertical surfaces e.g. cupboards etc. with detergents			X		
	# Clean all air conditioning ceiling/ wall vents or louvers with approved detergents				X	

Area	Description of services	Daily	Weekly	Monthly	Quarterly	Bi-Annual
	RECEPTION					
	# Clean and tidy occasional tables	**X**				
	# Spot clean finger marks from walls, doorknobs and light switches	**X**				
	# Clean vinyl and upholstered furniture as appropriate	**X**				
	# Wash vinyl floors with approved detergent	**X**				
	# Sanitize doorknobs/push plates and telephones	**X**				
	# Vacuum entrance mats and remove if needed to be cleaned	**X**				
	# Clean all glassworks incl. Windowpanes, partitions, pictures and door peepholes etc.		**X**			
	# Wipe all horizontal surfaces e.g. cupboard tops, desktop etc.	**X**				
	# Sanitise telephone	**X**				
	# Dust and clean all blinds	**X**				
	# Wash skirtings with approved detergents # Wipe down all vertical surfaces e.g. cupboards etc. with detergents	**X**				

Area	Description of services	Daily	Weekly	Month-ly	Quarterly	Bi-Annual
	KITCHENS AND PAUSE AREAS					
	# Spot clean finger marks from walls, doorknobs and light switches	X				
	# Clean taps, sink, plugs and plug chains	X				
	# Clean adjacent tiled/ wall areas	X				
	# Clean all kitchen appliances e.g. microwave, hot and cold-water dispensers, dish washer, fridge etc.	X				
	# Clean all horizontal surfaces e.g. cupboard tops	X				
	# Wash floors with detergents	X				
	# Clean up and arrange tables as required	X				
	# Clean all glassworks incl. Windowpanes, partitions, pictures and door peepholes etc			X		
	# Clean all light fittings and spot clean ceilings as required			X		
	# Wash skirting's with approved detergents			X		
	# De-frost fridge as & when required			X		
Area	**Description of services**	**Daily**	**Weekly**	**Monthly**	**Quarterly**	**Bi- Annual**
	REST ROOMS CUBICLES					
	# Clean disinfect toilet bowls	X				
	# Sanitize toilet seats and lids and leave to dry	X				

	# Spot clean all vertical and horizontal surfaces	**X**				
	# Replace empty toilet rolls as required. Ensure that sufficient spare rolls are available	**X**				
	# Flush toilets to check for correct operation and drainage – report any damages/faults	**X**				
	# Check sanitary bins and in full report to the subcontractor	**X**				
	# Sanitize door handles and toilet handles with appropriate sanitizer	**X**				
	# Check air fresheners and deodorants and replace if necessary	**X**				
	# Complete the checklist	**X**				
	# Wash and sanitize all vertical and horizontal surfaces	**X**				

Area	Description of services	Daily	Weekly	Monthly	Quarterly	Bi-Annual
		URINALS				
	# Remove all foreign objects from the trough	**X**				
	# Spot clean all vertical and horizontal surfaces	**X**				
	# Replace deodorant blocks as necessary if system is not replaced by a better solution	**X**				

	# Wash and sanitize stand	X				
	# Check for free flow of liquids in pipe work and report faults	X				
	WASHBASINS AND SINKS					
	# Wash and sanitize all vertical and horizontal surfaces	X				
	GENERAL CLEANING OF TOILETS AND ABLUTION					
	# Spot clean and sanitize vertical and horizontal surfaces	X				
	# Spot clean doorknobs, walls, switches and glass as necessary	X				
	# Clean all floors using suitable detergents	X				
	# Clean all mirrors	X				
	# Clean all glasswork incl. windows and partitions	X				
	# Clean and sanitize all vertical and horizontal surfaces		X			
	# Wash skirting		X			
	# Buff floors					X
	# Clean and sanitize ceiling and wall outlets			X		
Area	**Description of services**	**Daily**	**Weekly**	**Monthly**	**Quarterly**	**Bi-Annual**
	SECURITY GUARD HOUSE					
	# Clean and dust all electrical and other equipment	X				
	# Sanitise door knobs/push plates and telephones	X				

	# Polish wooden doors and panelling	X				
	# Polish wooden desks, furniture, doors and panelling	X				
	# Wash covered furniture					X
	# Dust and clean all desks and other horizontal surfaces (low & high level) and cabinets	X				
	# Dust and clean all window seals	X				
	# Clean adjacent tiled/ wall areas	X				

Area	Description of services	Daily	Weekly	Monthly	Quarterly	Bi-Annual
	GENERAL REQUIREMENTS FOR ALL THE ABOVE AREAS					
	Removal of waste # Empty all waste receptacles and remove waste to the appropriate waste management area	**X**				
	# Empty all ashtrays	**X**				
	# Damp wipe / wash waste receptacle and ashtrays	**X**				
	Windows cleaning – internal & external # Glassworks in the offices, reception area, pause area and passages	**X**				
	# Window cleaning low access				**X**	
	# Window cleaning high access				**X**	
	Floor maintenance **Carpets** #Vacuuming of all carpeted areas		**X**			
	#Steam extraction cleaning of all carpets					**X**
	Soft Floors #Spot suction clean		**X**			
	#Full suction clean		**X**			
	#Spot clean marks as required		**X**			
	Hard Floors #Spot clean as **required**					
	#Sweep/ full mop		**X**			
	#Scrub corners and edges		**X**			
	#Dry buff					**X**

a) Prioritising Daily Duties

i. The cleaning of toilets must receive preference followed by reception, offices, rooms, passages, kitchens, entrance halls and stores.
ii. Toilets should be cleaned and consumables replenished at least three times a day at 07h00, 11h00 and 14h00.
iii. Clean and empty all dustbins – twice daily or as when required.
iv. Clean and disinfect all toilets, basins, taps and mirrors.
v. Dust all furniture, windowsills and equipment.
vi. Sweep, scrub and polish tiled floors.
vii. Clean all windows or glass in all public areas.
viii. Cleaning of Boardrooms and kitchens will take place daily.
ix. Ensure that all pause areas chairs are placed back inside the building at 15h30 daily.

b) <u>Equipment to be provided to execute the above</u>

Description of equipment	Quantities
Vacuum cleaners	Equivalent to the number of the cleaning team members on site. Should be replaced on wear and tear
Mops	
Further dust - long & short	
Cleaning trolleys	
Brooms	
Buckets	
Safety signs	
Toilet brushes and holders	
Window cleaning equipment	
Refusal bags	
Gloves	
Colour coded cloths	
Plastics for shredding machines	

14.2 Hygiene Services

14.2.1 Provision, installation and maintenance of hygiene equipment.

14.2.2 Supply and delivery of hygiene consumables.

a) Maintenance

Area	Description of services	Twice a week	Weekly	Quarterly
Ladies toilets	SHE bins maintenance	X		
All rest rooms	Ablution deep cleaning			X
All Kitchens	Deep Cleaning			X

b) Equipment and consumables required:

i. SHE bins (Touch free)

- Fits all cubicles
- SABS compliant
- Safe
- Prevents cross infection
- Discreet disposal service
- Stylish
- Maximum hygiene maintained
- Sterilized with anti-bacterial agent

ii. Manual auto cut

- Automatic cutting blade
- Controlled usage
- User friendly
- 125m paper refill = 375 sheets
- Cross contamination free
- Touch free

iii. Toilet roll holders

- Lockable
- Durable

- Holds 3
- No wastage
- Vandal resistant
- High capacity
- Ideal for stock control
- 2 ply toilet paper only

iv. **Seat spray**

- Quick drying
- Alternative to seat wipe
- Sanitizers toilet surfaces

v. **Seat spray dispensers**

vi. **Waste disposal bins to be mounted underneath the manual auto cut machine**

vii. **Soap dispensers**

- Top up option
- Pink/white pearl soap
- Economical
- Touch free option

viii. **Foam soap dispensers**

- Ideal for executive bathrooms
- Prevents drying of hands
- Long lasting
- Touch free option

ix. **Digital aroma**

- Various fragrances
- Programmed – 15 minutes' intervals
- Neutralizes odours

x. **2 in 1 air freshener dispensers (auto)**

- Neutralizes bacteria
- Generates ozone
- Odour free spray

xi. Auto flushes

- Fits urinals supply points
- Infrared sensor activated
- Freshens urinal
- Eliminates odours

xii. P-mats

- Freshens urinal
- Eliminates odours
- Long lasting
- Fragranced
- Reduce splash back
- No ozone depleting ingredients

14.3 Deep cleaning of ablution facilities and disinfection of the building will be conducted as and when required. The total extent of the buildings under roof, which requires the disinfection, is 1907 m2.

a) The service must be rendered after-hours, over weekends and public holidays;

b) Uniform disinfection of all surfaces including electronic and metallic surfaces without corroding them

c) Use environmentally friendly with no harmful chemicals.

d) Disinfect all surfaces, doors and all handles, equipment that will be found in offices, office furniture, floors, ceilings, ablution facilities, corridors, reception areas, storerooms, and any other area in the buildings which staff or suppliers may come into contact with.

e) The specific services must be conducted in all areas within the buildings.

f) **Conditions of operations (Compulsory Requirements)**

- Type of disinfectant to be used should comply with the compulsory Specification for Chemical Disinfectants (VC 8054) as set out in the National Regulator for Compulsory Specifications Act (Act 5 of 2008). **(Proof of compliance to be provided.)**
- Proof of competency / training to be provided.
- Duration of the services must be indicated, and the recommended office closure must be advised.
- Only SABS approved disinfectant may be used
- Occupational Health and Safety File
- Provide a Disinfection Certificate detailing all work done
- The bidder to follow / adhere to the Disinfection procedure as guided by the Centre for Disease Control and Prevention on https://www.cdc.gov/hygiene/about/when-and-how-to-

clean-and-disinfect-a-facility.html.

- The team that will be performing the actual disinfecting must at all times wear the required Personal Protective Equipment (PPE) as prescribed by relevant legislation. Non-compliance will lead to immediate termination of the order and service.
- The bidder must ensure that no damages of NCR property such as documents, equipment (electronic or non-electronic) etc. are incurred during this process. The bidder must ensure that the building is left neat and clean.

14.4 Gardening/ Landscaping Services

a) Provision of all gardening equipment and tools
b) Supply and delivery of gardening consumables

ACTIVITY	FREQUENCY	COMMENTS	RESPONSIBLE PARTY
LAWNS			
Mowing	Weekly	a) Prior to mowing all grassed areas are to be cleared of paper, rubbish, large stones, tree branches and other obstacles. b) Pathways, basement grids and gutters are to be swept/ blown clean after the completion of mowing. c) All grassed areas to be mowed in accordance with relevant Job Safety Analysis where required.	Bidder
Mowing & edging	Fortnight	a) Grass & weeds are to be cut to a height considered normal for grassed areas or as directed. b) Lawn edges to buildings, paths, fences or other structures and garden beds are to be trimmed and to the level with the adjacent mowed area.	Bidder
Fertilise	Quarterly	a) Fertilise all landscape per good horticultural practices.	Bidder
***Internal pot plant maintenance	Quarterly	a) Maintenance of pot plants; b) Watering, fertilizing and general arrangement; c) Potting soil to be replaced bi-annually; and d) Planting of new pot plants as and when required.	Bidder
PLANTED AREAS			
Tree Stakes	Weekly	a) Supervised shaping and pruning of all trees and shrubs etc.	Bidder
Rubbish Removal	Weekly	a) Removal of all garden refuse generated in work process.	Bidder

Fertiliser	Quarterly	a) Fertilise all landscape areas four times a year as per good horticultural practices.	Bidder
Mass and thinning	Weekly	a) Weekly thinning and mass.	Bidder
ACTIVITY	**FREQUENCY**	**COMMENTS**	**RESPONSIBLE PARTY**
		TREES	
Tree Work (Other than that in the regular garden maintenance)	Weekly	a) Monitor trees for diseases. b) Tree branches are to be trimmed to provide a vertical clearance from the drive way and car parking surfaces of 4 meters (unless otherwise specified for special requirements). c) Trees and shrubs are to be pruned to a height of 4 meters to avoid interference to fence, pedestrians, cars, cyclists and vehicles. d) Corridor clearance at entry/exit to site / property to be maintained for the safety of pedestrians / vehicle traffic. **e) Dead trees, including dead branches, trunks, shrubs and dead foliage are to be cut out and removed as requested by Maintenance section. Upon removal of shrubs, replacement works are to be put in place with the agreement of Facilities management section.** f) **All mature & juvenile trees (higher than 4 meters) are to be pruned in accordance with relevant Job Safety Analysis' and environmental standards. Trained personnel to carry out advanced tree works.**	Bidder
		WATERING	
Hand water	N/A	a) Only on occasions when irrigation system is faulty.	Bidder and NCR
		SITE INSPECTION	
Inspection	Fortnight	a) Management and inspections of the landscape as required.	Bidder and NCR
		LAWNS	
Weed control	Daily	a) Control of hard surface weeds and sweeping thereof by blower or other weekly or as required.	Bidder and NCR
ACTIVITY	**FREQUENCY**	**COMMENTS**	**RESPONSIBLE PARTY**
		PLANTED AREAS	
Cultivate / Weed Daily	Daily	a) Control of hard surface weeds and sweeping thereof by blower or other weekly or as required.	Bidder and NCR

Pruning - General	Weekly	a) Supervised shaping and pruning of all trees (of branches to the thickness of 60mm within grounds reach), shrubs etc. as required.	Bidder and NCR
Pruning - Winter	Weekly	a) Supervised shaping and pruning of all trees (of branches to the thickness of 60mm within grounds reach), shrubs etc. as required - August of each year	Bidder and NCR
Pests and Diseases	Weekly	a) All pests controlled within normal conditions (this excludes rats and termites).	Bidder
ENTRANCE TO SITE			
Sweeping & cleaning	Daily	a) Area must be kept at highest standard.	NCR
PATHS / CAR PARKING/ PAVING			
Weed control sweeping & cleaning	Weekly	a) All rubbish is to be removed and taken off site. b) Leaves and rubbish that have accumulated against buildings, walls, pathways and drains shall be picked up and removed. c) Weed control is to be established through the use of herbicides in all car park/pathway areas. d) Poison application will adhere to all departments of primary industry standards and be environment friendly. e) At completion of works, all areas are to be cleaned of garden refuse to ensure areas are free of leaf litter, grass, dirt, etc. f) Regular inspections of drains/pits/gutters/etc. are to be performed with each maintenance visit and reported on when work is required, as excess build-up of leaves and twigs can impede water flow. g) When necessary, areas are to be serviced and cleaned as agreed upon by Facilities Department. h) Works required with the use of a ladder will implement safety at all time. i) Area must be kept at highest standard.	Bidder
Deep cleaning	Bi-annual	a) Deep cleaning of paving.	Bidder
WATERING			
Watering of the garden	Weekly	As per schedule	Bidder and NCR
WATER POND			
***Dosing	Weekly	Dosing of pond/ fountain clear	Bidder
*** Deep clean	Monthly	Deep clean of pond	Bidder

****** THE SUCCESSFUL BIDDER WILL BE EXPECTED TO SUPPLY AND DELIVER CONSUMABLES FOR THOSE SERVICES EVEN THOUGH THE NCR IS DOING THEM INHOUSE***

14.4.1 Maintenance services

Daily maintenance, which includes but not limited to the following:

a) Lawn maintenance: watering (tap water), cutting lawn and edges
b) Plants: plant movement, soil turning and pruning
c) Planting of new plants as and when required
d) Removal of weeds in all ground surfaces
e) Cleaning of roof and floor gutters, driveways and building exterior floor surfaces, storm water grills
f) Ensure proper disposal of garden rubbish in allocated skips
g) Trees and other plants destroyed by natural disasters will be removed

14.4.2 Quarterly maintenance which includes:

a) Seasonal preparations for lawn: apply fertilizer & lawn dressing; and
b) Seasonal preparations for plant beds: planting new plants, fertilizer and compost

14.4.3 Equipment and storage

a) Equipment – The bidder will be expected to provide all equipment required for the rendering of the service including those to be used by the NCR. It will be the bidders' responsibility to ensure that all equipment is available, maintained and accounted for on a periodic basis.
b) The Facilities Unit will provide storage facilities, however the bidder has the responsibility to keep the storeroom facilities in a clean and tidy condition at all times. The Facilities Unit will conduct regular inspections of the said facilities and non- compliance will have negative impact on the supplier's performance.

14.4.4 Additional Services

a) Lawn replanting as and when required.
b) Cutting dead and obstructive trees deemed hazardous/ risk in their growth – to be done in consultation with the Facilities Unit.
c) Remove all dead tree trunks.
d) The Bidder will be required to provide a comprehensive Garden Maintenance Plan.

15. Pest Control and Fumigation Services

We require Pest Control and Fumigation Services for our premises on a quarterly basis. Each bidder is required to assess our premises as to what the solution or treatment will be for the following:

- Flies
- Cockroaches
- Mice/Rats/Moles
- Ants
- Spiders
- Mosquito
- or any other crawling insects

Fumigation of the building will be done over weekends and must be executed under full supervision. The pesticides must be odourless, SABS approved and not harmful to humans.

16. Pricing Proposal

a) For labour, there may be different rates depending on the role of an employee, e.g. supervisor will have a different rate to a general cleaner.
b) PPE will also be paid for twice a year.
c) The bidder must indicate if the surface type (ceramic or carpet) affects the costing
d) The bidder must indicate whether window cleaning (high and low access) affects costing
e) Number of personnel and their rates must be clearly specified and all necessary increases
f) Consumables for all commodities must be clearly specified and quoted for separately including packaging sizes
g) Frequency of pest control activities must be specified and the details of equipment's

17. Methodology and Schedule

17.1 The bidder should conduct the following analysis:

a) To perform site inspection in order to understand the building and premises
b) Determine need for the above-mentioned services
c) Make recommendation
d) Prepare proposal

18. Functionality evaluation criteria

With reference to the technical / functionality requirements, the following criteria shall be applicable and the maximum points of each criterion in the table below. Minimum threshold of **80 points** should be obtained to qualify for the second phase. The functionality criteria will be evaluated based on the following:

Values: None submission = Zero 1= poor, 2= did not met requirements, 3= partially met the requirements, 4= meet the requirements, 5= exceed the requirements

DESCRIPTION	WEIGHT
COMPANY EXPERIENCE	
The Bidder must have a minimum of seven (7) years' experience in similar scope of work. **Point Allocation:** The bidder provided proof of more than 7 years' experience = **5** The bidder provided proof of 7 years' experience = **4** The bidder provided proof of 6 years' experience = **3** The bidder has less than 6 years' experience = **2** The bidder does not have experience. = **1**	**30**
REFERENCES	
The bidder must furnish a minimum of three (3) reference letters where the relevant services have been rendered within the last 5 years. The letters must stipulate that the services rendered were done in a satisfactory manner, which must include, but not be limited to: ▪ Types of services rendered relevant to this Bid ▪ Date of service ▪ Duration of the service ▪ If the company delivered the services as required ▪ Signed letter ▪ Must be on a company letterhead	**20**

- Contact details (e.g. Company name, contact person, telephone number and email address.)

Description	Point allocation
4 reference letters and more	**5**
3 reference letters	**4**
2 reference letters	**3**
1 reference letter	**2**
Submitted reference letters that do not meet the criteria	**1**
0 reference letters	**0**

HUMAN RESOURCES

1) Does the Draft Work Plan contain information on the types and numbers of personnel to be deployed?
2) Does the Draft Work Plan provide performance guidelines, and do the guidelines appear to be adequate?
3) Does the Draft Work Plan describe the plan for personnel recruiting and training?
4) Does the Draft Work Plan describe the plan for administration and field supervision of all operations?
5) Does the Draft Work Plan describe a record keeping and reporting system.
   a. Description of Personnel
   b. Performance Guidelines
   c. Administration and Field Supervision Plan
   d. Record Keeping and Reporting System

10

Points allocation:

The bidder addresses **all requirements and provided examples** as indicated in the draft work plan = **5**

The bidder addresses **all** of the requirements in the draft work plan = **4**

The bidder addresses **four** of the requirements in the draft work plan = **3**

The bidder addresses **three** of the requirements in the draft work plan = **2**

The bidder did not submit a draft work plan = **1**

EQUIPMENT AND CONSUMABLES

1) The bidder provided an inventory list in terms of the scope of work. The description and quantities were submitted in terms of: a. General Cleaning b. Hygiene c. Pest Control d. Gardening **Points allocation:** The bidder submitted an inventory list which meets all of the requirements = **5** The bidder submitted an inventory list, which meets three of the requirements. = **4** The bidder submitted an inventory list, which meets two of the requirements. = **3** The bidder submitted an inventory list, which meets one of the requirements = **2** The bidder did not submit an inventory list = **1**	**30**
COMPANY OWNERSHIP	
Bidders must provide proof that the entity is owned and controlled by a youth (18-35 years) or female, or person with a disability. Acceptable proof may include: a. Certified copies of identity documents (CK must reflect this person as owner, director or shareholder) b. Certified medical certificate (for persons with disabilities); **Point Allocation:** The bidder complies with the requirement = **5** The bidder does comply with the requirement = **0**	**10**
TOTAL	**100**

Bid participants are required to score a minimum of 80% on functionality to qualify to be evaluated in the next phase: Site visits. Bid participants that do not score the minimum of 80% on functionality will be disqualified and not be evaluated in the next phase (Price and specific goals).

16. Proof of compliance with the law

(a) Bidders must:

i. Comply with Basic Conditions of Employment Act No. 3 of 1983 (as amended)
ii. Occupational Health and Safety (OHS) requirements
iii. Be a member of the National Contract Cleaners Association (NCCA) Cleaning Association of South Affrica (CSSA) or any other industry recognised association.
iv. Compliance with the Cleaning Industry Bargaining Council
v. Registration with Unemployment Insurance Fund and Workmen's Compensation Fund
vi. Provide a valid letter of good standing with the Compensation of Injuries and Diseases Act (COIDA)
vii. Registration with the National Treasury Central Supplier Database

(b) Bidders must also comply with all applicable wage order / sector determination and/or agreement, in terms of the Labour Relations Act No. 66 of 1995 (as amended) and or the Basic Conditions of Employment Act No.3 of 1983 (as amended). **Proof must be submitted.**

PLEASE NOTE: Government Gazette R302 OF 21 February 1997, cleaning services Trade: Amendment Order is applicable, (Minimum wages). Amended Occupational and Safety Act No. 85 of 1993, COIDA and Environmental Acts ensures that substance is safe and without risks both to health and property (10.3 a, b, c).

17.1 Public Liability Insurances

- The successful bidder will be required to a have a public liability insurance of a minimum of R2 000 000.00.
- NCR would not be held responsible in any way for the damages, losses, theft of equipment or any valuables of the contractor or injury of his/her while on site or in the execution of their duties. The Bidder will be held responsible for damages of items caused by them at NCR offices.

17.2 Additional information to be submitted by the Bidder:

- Brief company profile, as relevant to the above-mentioned terms of reference.
- Experience in the relevant areas/ Clientele.
- A proposal including methodology

- Certification of all team members, highlighting experience relevant to this exercise. Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- The proposal should contain a work plan, showing tasks, timelines etc.
- Certificate of incorporation / legal status.
- Financial proposal.
    - SBD 3.1
    - Detailed pricing on the company's letter head
    - Escalation clearly marked and indicated
    - Yearly increase must be clearly marked and indicated
    - NCR will contract on a grand total all-inclusive of escalations and increases.
- Escalations process on non- performance or disputes of services.
- Certified BBBEE certificate.

17. Terms of the RFP

- All NCR bids and all contracts emanating there from will be subject to General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999) as well as the Preferential Procurement Policy Framework Act 2000 (PPPFA) with its latest 2017 Regulations. The Special Conditions of Contract (SCC) are supplementary to that of General Conditions of Contract. However, where the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.
- This bid and/or contract is subject to all applicable industry related legislation, particularly the legislation stated below. Contravention of any provision of the below mentioned legislation as well as the following legislation may result in disqualification of this bid or termination of Contract in the event that the contravention occurs after the contract award: -

    a. Broad -Based Black Economic Empowerment Act 53 of 2003;

    b. Sector Codes of Good Practice;

    c. Preferential Procurement Policy Framework Act, (No.5 of 2000);

    d. Broad-Based Black Economic Empowerment Amendment Act, (No.46 of 2013);

    e. Broad-Based Black Economic Empowerment Regulations 2016.

- The NCR’s objective is to appoint strictly South African Bidders, companies or entities as well as to promote and advance the employment of South African citizens.

- **The NCR’s objective is to promote transformation in the economy through the procurement of goods and services from companies and businesses owned by women.**

ANNEXURE "A"

127 – 15TH ROAD, RANDJESPARK, MIDRAND PREMISES

PRICING SCHEDULE

DESCRIPTION	MONTHLY RATE	TOTAL EXCL VAT	TOTAL INCL VAT
CLEANING SERVICES, EQUIPMENT AND CONSUMABLES	R	R	R
HYGIENE SERVICES, HYGIENE EQUIPMENT RENTALS AND CONSUMABLES	R	R	R
PEST CONTROL SERVICES AND CONSUMABLES	R	R	R
PERIODIC SERVICES	R	R	R
GARDEN SERVICES AND CONSUMABLES	R	R	R
DISINFECTION OF BOTH BUILDING & DEEP CLEANING OF ABLUTION FACILITIES AS AND WHEN REQUIRED. FOR PRICING, BIDDERS MUST PROVIDE PRICING WHICH IS BASED ON A MONTHLY BASIS.	R	R	R

NB: Bidders must provide a price breakdown per section e.g.

- Hygiene rental
- Hygiene Consumables
- Cleaning chemicals
- Periodic services
- Garden services
- Disinfection and deep cleaning of ablution facilities

❖ Bidder to record their own description on the empty spaces/rows for a particular category

❖ Equipment costs include the cost for supply and maintenance of garden equipment

❖ Cleaning chemicals include the costs for supply and cleaning chemical required

❖ Hygiene services costs includes the supply, installation and maintenance of hygiene equipment

- ❖ Periodic services costs include the cost for pest control and high rise window cleaning priced per month for ease of costing
- ❖ Overhead costs include the uniform, training, management costs profits etc.

PRICE BREAKDOWN PER SECTION

CLEANING SERVICES, EQUIPMENT AND CONSUMABLES

ITEM	QUANTITY	UNIT PRICE	TOTAL PRICE	FREQUENCY
TOTAL MONTHLY PRICE				
VAT15%				
TOTAL PRICE PER MONTH INCLUSIVE OF VAT				
TOTAL PRICE FOR THE PERIOD OF EIGHTEEN (18) MONTHS INCLUSIVE OF VAT				

HYGIENE SERVICES, HYGIENE EQUIPMENT RENTALS AND CONSUMABLES

ITEM	QUANTITY	UNIT PRICE	TOTAL PRICE	FREQUENCY
TOTAL MONTHLY PRICE				
VAT15%				
TOTAL PRICE PER MONTH INCLUSIVE OF VAT				
TOTAL PRICE FOR THE PERIOD OF EIGHTEEN (18) MONTHS INCLUSIVE OF VAT				

PEST CONTROL SERVICES AND CONSUMABLES

ITEM	QUANTITY	UNIT PRICE	TOTAL PRICE	FREQUENCY
TOTAL MONTHLY PRICE				
VAT15%				
TOTAL PRICE PER MONTH INCLUSIVE OF VAT				
TOTAL PRICE FOR THE PERIOD OF EIGHTEEN (18) MONTHS INCLUSIVE OF VAT				

GARDEN SERVICES, LANDSCAPING AND CONSUMABLES

ITEM	QUANTITY	UNIT PRICE	TOTAL PRICE	FREQUENCY
TOTAL MONTHLY PRICE				
VAT15%				
TOTAL PRICE PER MONTH INCLUSIVE OF VAT				
TOTAL PRICE FOR THE PERIOD OF EIGHTEEN (18) MONTHS INCLUSIVE OF VAT				

DISINFECTION & DEEP CLEANING OF ABLUTION FACILITIES AS AND WHEN REQUIRED.

FOR PRICING, BIDDERS MUST PROVIDE PRICING WHICH IS BASED ON A MONTHLY BASIS.

ITEM	QUANTITY	UNIT PRICE	TOTAL PRICE	FREQUENCY
TOTAL MONTHLY PRICE				
VAT15%				
TOTAL PRICE PER MONTH INCLUSIVE OF VAT				
TOTAL PRICE FOR THE PERIOD OF EIGHTEEN (18) MONTHS INCLUSIVE OF VAT				

TOTAL CONTRACT PRICING INCLUSIVE OF VAT OVER A PERIOD OF EIGHTEEN (18) MONTHS.	R

End of the document.