
TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING SERVICES, HYGIENE SERVICES, ABLUTION DEEP CLEANING, PEST CONTROL/FUMIGATION AND FOOD SERVICE AID FOR THE DEPARTMENT OF ELECTRICITY AND ENERGY (DEE) FOR A PERIOD OF TWELVE (12) MONTHS

1. BACKGROUND

- 1.1. The Department of Electricity and Energy (DEE) intends to appoint a proficient service provider with the appropriate experience to render cleaning; hygiene; ablution deep cleaning; pest control/fumigation and food service aid services.
- 1.2. The total office space is **12 783** square meters, in which **9 583** square meters is carpeted area which includes boardrooms, open and closed offices, and **3 200** square meters is tiled area which covers foyers, bathrooms and reception.
- 1.3. DEE Head Office is situated at Matimba House, 192 Visagie Street, corner of Visagie and Paul Kruger Street.

2. CONTRACT PERIOD

- 2.1. The duration of the contract shall be twelve (12) months.

3. OBJECTIVE

- 3.1. The objective of this appointment is to provide a working environment that is safe and without risk to the health of employees as far as practically possible.

4. SCOPE OF WORK

4.1. Cleaning Services

- 4.1.1. The service provider shall be expected to render cleaning service for the office, which is comprised of closed and open plan offices; boardrooms / meeting rooms; kitchens;

bathrooms; storerooms, printing areas; file archives; registry offices; receptions; foyers; lift lobby and staircases.

- 4.1.2. The service provider is expected to perform sweeping; dusting; scrubbing; polishing; wall and furniture wiping and damp mopping on daily basis
- 4.1.3. The service provider is expected to render carpet vacuum; furniture polish; floor buffing; spots buffing interior window washing; cleaning of window blinds; wall wiping; dusting of light fittings; ceiling; air conditioning diffusers / extraction vents on weekly and monthly basis.
- 4.1.4. The service provider is expected to conduct quarterly carpet washing, and it must be arranged for weekend.
- 4.1.5. The service provider is expected to conduct quarterly cleaning of **395** parking bays, and it must be arranged for weekend.
- 4.1.6. The cleaning service shall be rendered from Monday to Friday, from 06h30 to 15h00, excluding weekends and public holidays unless otherwise specified.
- 4.1.7. The successful service provider is required to retain one cleaner until 16h00 every day to be on standby in cases of emergency.
- 4.1.8. The service provider is expected to deploy at least sixteen (16) cleaners and one (1) supervisor.
- 4.1.9. The service provider is required to provide cleaning equipment, cleaning material detergents and consumables.

4.2. **Fumigation / Pest control**

- 4.2.1. The service provider is required to supply and service 80 disposable rodent traps monthly.
- 4.2.2. The service provider is required to conduct quarterly fumigation with the chemical not harmful to humans. The fumigation shall be conducted during weekend.
- 4.2.3. The service provider is required to treat insects / cockroaches with relevant paste or pesticides as and when required.
- 4.2.4. The Department reserves the right to verify chemicals.

4.3. **Food Services Aid**

- 4.3.1. The service provider is required to prepare boardrooms for meetings or workshops by setting up drinking water, hot water; tea; coffee etc. (The Department will supply groceries).
- 4.3.2. The service provider is required to prepare hot water for officials at 07h00, 09h30 and 13h30. (The Department will provide urns, flasks and kettles)
- 4.3.3. The service provider is required to wash cups, saucers and cutlery of the officials twice a day at 10h30 and 14h30.

4.4. Hygiene Services: Supply, Install and maintain of dispensers

- 4.4.1. The service provider is required to supply and install **95** liquid seat wipes dispensers
- 4.4.2. The service provider is required to supply and install **34** automated air fresheners
- 4.4.3. The service provider is required to supply **54** sanitary bins
- 4.4.4. The service provider is required to supply **34** hand soap dispensers.
- 4.4.5. The service provider is required to supply **28** kitchen liquid soap dispensers.
- 4.4.6. The service provider is required to maintain and ensure that dispensers are in good condition and replace broken or out of order dispensers.

4.5. Replenishments of consumables

- 4.5.1. The service provider is required to replenish **95** liquid seat wipes dispensers once a week.
- 4.5.2. The service provider is required to replenish **34** air freshener dispensers twice a month.
- 4.5.3. The service provider is required to service **54** sanitary bins once a week.
- 4.5.4. The service provider is required to replenish **34** hand soap dispensers once a week
- 4.5.5. The service provider is required to replenish **34** multi fold hand paper towels three times a day
- 4.5.6. The service provider is required to replenish **95 T3** toilet paper holders three times a day
- 4.5.7. The service provider is required to empty, clean and disinfect **34** waste bins three time a day

4.5.8. The service provider is required to supply **40** urinal mats once a week

4.5.9. The service provider is required to replenish **28** liquid soap kitchen dispensers once a week

4.6. Deep Cleaning

4.6.1. The service provider is required to conduct quarterly deep cleaning on **95** toilet bowls, **40** urinal bowls and **70** basins.

5. DELIVERABLES

5.1 The service provider shall during the period of the contract ensure that the office is continuously cleaned spotlessly healthy and hygienic to enable a conducive working environment as per scope of work.

5.2 The service provider is required to provide sufficient equipment and dispensers to enable smooth operations of the service.

5.3 The service provider is required to supply sufficient consumables, cleaning material and detergents

5.4 The service provider is required to ensure that enough supplies are kept in storage provided as a back-up in case of sudden shortage thereof.

5.5 The service provider is required to develop and monitor a schedule, checklists for office cleaning and bathrooms.

5.6 The service provider is required to provide protective clothing uniform and name tags for staff members.

5.7 The service provider is required to ensure that additional resources are made available to augment employee absenteeism caused by any form of leave.

5.8 The service provider is required to provide a register of all cleaning material, equipment, and consumables that are SABS approved.

6. REPORTING REQUIREMENTS

6.1 The service provider shall report to the Deputy Director: Facilities Management

6.2 The service provider is required to conduct daily inspection on quality and standard; weekly written reports shall be submitted to Deputy Director: Facilities Management

6.3 The service provider shall report directly to Deputy Director: Facilities Management any defects such as broken mirrors, blocked toilets etc that they might come across during cleaning service

6.4 The successful service provider will be required to convene monthly meetings with the Deputy Director: Facilities Management and submit written reports on specific problems, suggestions, improved methods and work programs, tenant's complaints and remedial action and all matters related to this contract.

7. ROLES AND RESPONSIBILITIES

7.1 The Department will provide support with all reasonable requests from the service provider to enable the service provider to perform its duties in terms of the signed contract.

8. EVALUATION CRITERIA

This bid will be evaluated in five stages, i.e., functionality, mandatory requirements, administrative compliance, point scoring system, and objective criteria.

8.1 Gate 01 - 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%** or more will be considered further.

No.	Evaluation criteria	Points	Weight
	<p>2.2 Experience of team leader</p> <p>2.2.1 The team supervisor must have supervisory experience in cleaning services.</p> <p><i>(Attach comprehensive CV not older than 6 months).</i></p>	<p>5 years and above experience = 5 points</p> <p>4 years' experience = 4 points</p> <p>3 years' experience = 3 points</p> <p>2 years' experience = 2 points</p> <p>1 year experience = 1 point</p>	10
3	<p>Project plan</p> <p>3.1 Project plan detailing the following seven (7) aspects:</p> <p>3.1.1 Project deliverables (daily, weekly monthly and quarterly duties).</p> <p>3.1.2 Logistical plan.</p> <p>3.1.3 Milestones</p> <p>3.1.4 Scope</p> <p>3.1.5 Checklists</p> <p>3.1.6 Resources</p> <p>3.1.7 Contingency plan</p>	<p>7 or more aspects = 5 points</p> <p>6 aspects = 4 points</p> <p>5 aspects = 3 points</p> <p>4 aspects = 2 points</p> <p>3 aspects = 1 point</p>	25
4	<p>Health and Safety Plan</p> <p>4.1 Health and Safety plan detailing the following ten (10) aspects: In accordance with Occupational Health and Safety Act, Act 85 of 1993 (OHSA)</p> <p>4.1.1 Induction/Training</p> <p>4.1.2 Risk Assessment</p> <p>4.1.3 Safe work procedures</p> <p>4.1.4 Chemical management and handling</p> <p>4.1.5 Protective and safety measures</p> <p>4.1.6 Waste management</p> <p>4.1.7 Equipment safety</p>	<p>10 or more aspects = 5 points</p> <p>9 aspects = 4 points</p> <p>8 aspects = 3 points</p> <p>7 aspects = 2 points</p> <p>6 aspects = 1 point</p>	10

No.	Evaluation criteria	Points	Weight
	4.1.8 First Aid arrangements 4.1.9 Monitoring 4.1.10 Incident reporting		
Total			90

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

B

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

8.2 Gate 02 – Mandatory requirements

Bidders must submit proof of the underlisted mandatory requirements. Failure to submit proof shall lead to disqualification.

- 8.2.1. The service provider must submit proof of valid registration in compliance with Compensation for Occupational Injuries and Diseases Act (COIDA), Act 130 of 1993 for Injuries in the workplace and proof of Valid Letter of Good Standing issued by the Compensation fund
- 8.2.2. The service provider must submit proof of valid registration in compliance with Unemployment Insurance Act, Act 63 of 2001, for Unemployment Insurance Fund (UIF).
- 8.2.3. The service provider must submit proof of valid registration in compliance with National Environment Management: Waste Act, Act 59 of 2008, for disposal of sanitary waste.
- 8.2.4. The service provider must submit proof of valid registration in compliance Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act, Act 36 of 1947, (FFFARSRA) for pest control and office fumigation.

8.2.5. Bidders must have a bank rate / grade of at least C. (*Submit verifiable valid letter from the bank*).

8.3 Gate 03 - Administrative compliance

- (i) Compliance to the specification / Terms of Reference.
- (ii) Fully completed SBDs (Duly signed and dated) listed hereunder.
 - SBD 1
 - SBD 4
 - SBD 6.1
- (iii) The following will be regarded as non-compliance.
 - Amendments / other amendments without signature/initials.
 - Use of correctional fluid
 - Completion of the bid document in coloured ink other than black ink
 - Bidders whose bidding entities and / or Directors of the bidding entities, whose names are listed on National Treasury's register of restricted persons / companies are prohibited from participating in this bid.

8.4 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.

- Price points = 80
- Preferential points = 20

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

8.4.2 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.

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

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

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

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

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

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

E.g. Number of women directors = 01
 Shares owned by women = 20%
 Specific goal for women = 4 points
 Points claimable for women ownership = $\frac{20}{10} \times 4 = 0.8 \text{ points}$

8.5 Gate 05 - Objective criteria

The Department shall apply objective criteria in an instance where the following aspects apply to the bidder who scored the highest points:

- 8.5.1 Past performance – A bidder whose past contract with any organ of state was cancelled due to poor performance shall be disqualified.
- 8.5.2 Past breach of contract – A bidder whose past contract with any organ of state was cancelled due to breach of the contract (other than performance) shall be disqualified.
- 8.5.3 Abuse of supply chain process – A bidder whose contract with any organ of state was cancelled for having abused the supply chain process shall be disqualified.
- 8.5.4 Compromised Directorship / Ownership – A bidder whose Director/s and/or Owner/s were found guilty of corruption or fraud in respect of any bid / tender shall be disqualified

9. CONFIDENTIALITY OF INFORMATION

- 9.1. The service provider shall treat information furnished by the other Party or another person for purposes of execution of the project, as confidential. Subject to this clause, the Party furnished with information shall not disclose such information to another person without the prior written consent of the other Party and shall take reasonable steps to ensure that such information is not disclosed to another person.

10. PAYMENTS

- 10.1 The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of services that will be agreed upon by both parties on receipt of an original invoice.

11. TAX CLEARANCE CERTIFICATE

- 11.1. Bidders must ensure compliance with their tax obligations.
- 11.2. Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.

- 11.3. 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.
- 11.4. A bidder may also submit a printed TCS together with the proposal.
- 11.5 In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit separate proof of TCS / pin / CSD number.
- 11.6A Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

12. CONDITIONS OF THE CONTRACT

- 12.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 12.2 The successful service provider will sign a confidentiality agreement regarding the protection of DEE information that is not in the public domain.
- 12.3 The successful service provider is prohibited from unauthorized handling, reading or removal of documents in the departmental records.
- 12.4 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.
- 12.5 The successful service provider must ensure that there is no interruption of services caused by staff shortage due to any form of leave.
- 12.6 The successful service provider must provide proof of registration of with the Department of Employment and Labour for Compensation for Occupational Injuries and Disease Act, (Act 130 of 1993) (COIDA), Unemployment Insurance Fund (UIF) within the first month of appointment.
- 12.7 The successful service provider will be required to submit quarterly statements or reports of validity of COIDA and UIF registrations.
- 12.8 The successful service provider must provide proof of salary that is following the contact cleaning sectorial determination one (1) within the first month of appointment.

12.9 The successful service provider must provide updated bank grading certificate on quarterly basis as stipulated in **8.2.5**

12.10 The successful service provider will be subjected to security screening by the State Security Agency.

13. FORMATS OF SUBMISSION OF PROPOSAL

13.1 Service providers are requested to **submit one (1) original** of technical proposals.

13.2 Service providers are requested to index their proposals for easy reference.

14. PRE-BID MEETING DETAILS/BRIEFING SESSION DETAILS

14.1 A compulsory briefing session will be held on **17 June 2026 at 10h00**, at Department of Electricity and Energy at the following address:

192 Visagie Street Cnr Paul Kruger and Visagie Street, Pretoria 0001.

14.2 Bidders are advised to sign the briefing session attendance register without fail. Failure to sign the briefing session register will disqualify the bidder from participation in this bid.

15. CLOSING DATE

13.1. Proposals must be submitted on or before **25 June 2026, at 11h00**, at the Department of Electricity and Energy, at 192 Matimba House Building, Corner Visagie and Paul Kruger Street, Pretoria in a box marked "Tender Box"

13.2. **No late bids will be accepted.**

14. ENQUIRIES

14.1 All general enquiries relating to this bid should be directed at:

Mr. Samuel Msiza

Tel: 012 406 7910

E-mail: Samuel.msiza@dee.gov.za

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14.2 Technical enquiries can be directed to:

Mr. David Moima

Tel: 012 406 7790

E-mail: David.moima@dee.gov.za

A handwritten signature in black ink, consisting of a large, stylized 'D' followed by a series of loops and a final flourish.

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JSM