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Polokwane, 0700
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Monument Heights
10 Oliver Road
Kimberly, 8300
Tel: (053) 832 0051/ 2
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NORTH WEST
Sparkling Office Park
78 Retief Cnr Peter
Mokaba Street
Potchefstroom, 2531
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RFQ NO: 19 - 2026/27

REQUEST FOR QUOTATIONS

TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDER TO RENDER CLEANING SERVICES AT THE ETDP SETA KWAZULU-NATAL PROVINCIAL OFFICE

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No 97 of 1998 to advance skills levels in accordance with the National Skills Development Strategy III. The Mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce in order to benefit employers, workers and employees in the Education Training and Development Sector.

The ETDP SETA is looking for cleaning services providers to render cleaning services in its ***Kwazulu-Natal*** provincial office.

2. PURPOSE & OBJECTIVES OF THE PROJECT

The purpose of this Request for Quotation is to appoint a service provider who will provide cleaning services at the ETDP SETA's Provincial Office, namely; Kwazulu-Natal.

3. PROJECT SCOPE AND REQUIREMENTS

3.1. Project Scope

The ETDP SETA is committed in ensuring a conducive and a safe working environment for both its employees as well as its clients by complying with all Occupational Health and Safety (OHS) Regulations.

3.2. Profile of Service Provider

Service providers must have expertise in managing office cleaning services.

3.3. The service provider is expected to clean the following areas:

- Boardrooms
- Kitchens
- Storerooms
- Clean windows from the inside **once** in every two months.

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- Clean toilets and bathrooms three times daily or as and when the need arises
- To vacuum carpets **three times a week** in high traffic areas like passages – whereas offices should be cleaned/vacuumed- **daily during working hours**.
- Empty dust bins **three times** a day and change the plastics (i.e., in the morning, after lunch and before knocking off time).
- Deep clean office carpets **every quarter**.
- Office fumigation **every quarter**
- Wash dishes and other cutlery in the kitchen **twice a day** or/ as and when the need arises.
- Arrange and prepare boardrooms for meetings prior and after meetings.
- Kitchen floors to be cleaned – **daily during working hours**.
- Cupboards to be cleaned and washed inside weekly to avoid infestation.
- Clean microwaves, fridges and other kitchen appliances – **daily during working hours**

3.4. Supply and deliver cleaning materials

3.4.1. Provide cleaning material and equipment not limited to:

ITEM	COMPLY (Y/ N)
1. dishwashing liquid soap	
2. disinfectants	
3. tile cleaning material	
4. floor polish	
5. dish cloths	
6. furniture polish and cloths (as prescribed within the cleaning industry)	
7. 70% alcohol toilet wipes	
8. refuse bags	
9. bin liners	
10. window cleaning material	
11. paper towels	
12. hoover	

NB: Failure to fully complete the above-requested cleaning material, will lead to disqualification.

4. PROFILE OF SERVICE PROVIDER

The service provider must have the relevant knowledge, understanding and experience in the office cleaning environment and compliance with the OHS requirements.

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5. SCOPE OF WORK

5.1. The service provider to provide a dedicated cleaner who will be responsible for the services at the Kwazulu-Natal provincial office.

5.2. Clearly readable warning boards or signs shall be exhibited where the rendering of the service may cause injury to any person(s).

5.3. It is a condition of this bid that any damages caused by the successful service provider during maintenance or replacement of any equipment, the cost of repairs thereof will be recouped from the successful service provider.

5.4. Number of personnel

- The service provider to provide **an off-site supervisor** who shall regularly visit the site to monitor the quality of work by completing cleaning check-sheets daily, weekly, fortnightly, and monthly.
- Cleaning personnel must ensure safe handling of all office equipment, official documents and any other items when cleaning and should maintain high levels of confidentiality.

Provincial office	Office size	Total number of staff per each provincial office	Number of cleaners
KwaZulu-Natal Thynk Desk 1 Neptune Road Berea West/, **Westville, Durban** Thynk Box Building t: 031 304 5930/2	**200m²**	8	1

5.5. Training

- Cleaning staff should be trained on every aspect relating to the handling of all equipment that they use with regard to this contract.
- The service provider will be held responsible for any damages or injuries arising from any misuse or negligent use of such equipment by one of their "on-site" staff members.
- The cleaners will be trained by the ETDP SETA in the correct sorting of waste and procedures in recycling and the impact this has on the environment.
- Cleaning staff to be aware of all the OHS requirements and other health compliance procedures. In addition, the service provider is expected to render refresher training for the cleaning staff on hygiene practices as governed by the cleaning association bodies.

5.6. Uniform

- Attention should be given to the good presentation and appearance of the cleaners.
- The cleaners must be dressed in good quality uniform, with name/identification badges, shoes, gloves etc. supplied by the service provider at their own cost.
- All worn-out uniform and name/identification badges must be replaced with immediate effect at the service provider's cost.
- Identification badges must be worn and be visible at all times while on the premises.
- It's the sole responsibility of the service provider to supply the correct personal protective equipment (PPE) for the cleaners e.g. safety boots, gloves etc

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6. COSTING MODEL (PRICING SCHEDULE): KWAZULU-NATAL PROVINCIAL OFFICE

THIS COSTING MODEL MUST NOT BE MODIFIED AT ALL AND IF RETYPED TO FACTOR NECESSARY COST ADJUSTMENTS FOR SUBSEQUENT YEARS, THEN ALL LINE ITEMS MUST BE INCLUDED IN THE ORDER AS STATED BELOW

ITEM	Monthly	Year 1 (12 Months)	Total amount
Cleaning Services and material			
Quarterly deep cleaning of office carpets			
Quarterly office fumigation			
SUB-TOTAL			
VAT @ 15% *(If applicable)*			
TOTAL COSTS VAT INCL			

NAME OF BIDDER: _____

POSITION/ ROLE: _____

SIGNATURE: _____

NB: Failure to fully complete and sign the above, your pricing will not be considered.

All pricing shall be in South African Rand (ZAR). All project milestones with costing should be listed on the pricing schedule.

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7. DURATION OF THE PROJECT

The successful service provider will be required to enter a formal contract with the ETDP SETA by signing a Service Level Agreement **(SLA).** The contract will become effective on the date of last signature and will be initiated through a commencement meeting between the two parties.

The duration of the contract is for a period of ***twelve (12) months***, effective from **the date of last signatory on the Service Level Agreement (SLA).**

8. METHOD OF SUBMISSION

All Documents for Stage 1 (Administrative requirements), Stage 2 (Mandatory Requirements), and Stage 3 (Pricing & Specific Goals) must be submitted in electronic format via email to **etdpsetarfq@etdpseta.org.za**

There must be three folders covering the following stages:

Folder A: Stage 1: Administrative Requirements
Folder B: Stage 2: Mandatory Requirements
Folder C: Stage 3: Price and Specific Goal

It is the responsibility of the bidder to ensure that all relevant documents are included to ensure efficient evaluation of its proposal. ETDP SETA will not take any responsibility for any missing information in the submissions.

9. EVALUATION CRITERIA

The evaluation criteria for the assessment of the proposals will be based on both qualitative and financial aspects of the proposal. Service Providers will be evaluated on mandatory. The bidders that meet the mandatory requirements will further be evaluated on price and specific goals.

The Bid documents will be evaluated individually on a score sheet, by a representative of the evaluation panel according to the evaluation criteria indicated in the Terms of Reference.

THE ETDP SETA applies the provisions of the Preferential Procurement Policy Framework Act, ACT NO 5 OF 2000 and Preferential Procurement Regulations, 2022. The evaluation will be guided by ETDP SETA procurement policy.

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9.1. STAGE 1: Administrative Compliance [Folder A]

Bidders will be evaluated on the submission of the requested administrative documents. Fully completed and signed forms with witnesses' signature must be submitted and all applicable boxes be ticked.

Description	Comply/Submitted
Completion of all SBD Forms: • **SBD 1 -** Invitation to Bid • **SBD 4 -** Declaration of Interest • **SBD 6.1** – Specific Goals	
Completion in full of the General Conditions of Contract (GCC)	
Submit a *"Unique security personal identification number (PIN) issued by SARS* **" which the SETA will use to verify the bidder's tax matters prior to the award**	

9.2. STAGE 2 – PHASE A_MANDATORY REQUIREMENTS [Folder B]

Mandatory Requirement	Method of Evaluation
1. Proof of a valid **Compensation for Occupational Injuries and Diseases Act (**COIDA) certificate for office cleaning or hygiene services in the name of the bidder.	• To cover occupational injuries and diseases
2. Proof of membership with ***either***: *** National Contract Cleaners Association (NCCA)** * **Black Economic Empowerment Cleaning Association (BEECA) or** *** Cleaning Association of South Africa (CASA)**	• Accreditation to comply with office cleaning standards in South African.
3. The successful service provider shall at its own cost maintain ***public liability insurance*** for accidents, injury or death during the execution of its contract. Proof of such valid insurance must be submitted with together with the bidding documents.	• To cover accidents, injury or death during the execution of its contract.
4. Company Profile	• To see company's experience in the office cleaning environment.

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NB: Failure to fully complete and submit any of the above-requested mandatory documents will lead to disqualification.

9.3. STAGE 3 - PRICING & SPECIFIC GOALS [Folder C]

PRICING SCHEDULE DOCUMENTS

a. Costing Model ***(Price must be final, include VAT and signed)***

b. **SBD 6.1 -** Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 ***- (If claiming preferential points) - this will be used to verify points to be allocated for specific goals***

80/20 preference point system shall be applicable as follows:

✓	Price	**80**
✓	Allocation of specific goals	**20**

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

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10. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. ETDP SETA does not bind itself to appoint a bidder with the highest points.
2. ETDP SETA reserves the right to negotiate the bidder's price.
3. ETDP SETA reserves the right to cancel the bid and not award the bid to any of the bidders.
4. Bids which are late, incomplete, unsigned **will NOT** be accepted.
5. ETDPSETA reserves the right to include a penalty fee should the training programme not be completed as per the service level agreement.
6. Bidders must submit a valid certified B-BBEE Certificate from SANAS Accredited Verification Agency or issued by Companies and Intellectual Property Commission **(CIPC)** or a signed Sworn Affidavit for allocation of points for specific goals.
7. Specific goals shall not be allocated where supportive documents as stated in the bid documents are not provided as stated in the bid document.
8. Bids submitted are to hold good for a period of **90 days**.
9. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only,** from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points. Companies who form part of this joint venture MUST provide an accreditation certificate with relevant authority as stated in Mandatory documents.
10. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, sworn affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that points for specific goals for B-BBEE status level of contribution are not claimed.
11. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
12. All suppliers must be registered on the Central Supplier Database. No bid shall be awarded to any supplier that is not registered on the Central Supplier Database.
13. Companies that are in the process of de-registration in the CIPC will not be considered.
14. The ETDP SETA remains the sole owner and custodian of all content, material, or any other form of development. No information of or on behalf of the ETDP SETA may be shared, during the duration or after the closing period of the project. It remains the responsibility of the appointed service provider to hand over all material to the ETDP SETA. Should a service provider wish to have the ETDP SETA as a referral, permission for this must be sought.

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11. DISCLAIMER

Protection of Personal Information Act 4 of 2013 (POPIA) and Promotion of Access to Information Act 2 of 2000 (PAIA) Disclaimer

1. *By submitting your proposal, you grant the necessary consent as you acknowledge that:*
   - *ETDP SETA treats data it gathers and personal information it collects, holds and/or processes as private.*
2. *Therefore:*
   Your right to privacy and security is very important to us. The ETDP SETA as a responsible party treats personal information of data subjects as private and confidential. To that end, we collect personal information for the purposes set out in this document or otherwise the specific purpose(s) communicated to you.
3. *We may also use your information for a number of different purposes, for example to fulfil our legal and regulatory obligations of the SETA.*
4. *For more detailed information on how and why we may use your information, including the rights in relation to your personal data, and our legal grounds for collection, processing and using it, please view the ETDP SETA Protection of Personal Information Policy and Promotion of Access to Information Manual on our website: www.etdpseta.org.za "ETDP SETA PAIA Manual and POPIA Manual" .*

12. BID DOCUMENTS / PROPOSAL PACKS

Bid documents for participation will be available on national treasury e-portal and our website. Documents **must** be downloaded from the ETDP SETA website: www.etdpseta.org.za , Main Menu > Supply Chain Management > Open Bids as from **12h00** on **18 November 2026**.

All Proposals **must be Sent via email to etdpsetarfq@etdpseta.org.za**

Submissions must be sent **BEFORE** the closing date and time of **11h00** on **02 December 2026.**

No late submission will be accepted!

13. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before 11h00 on 02 December 2026.

14. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:

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Supply Chain Management: Email: Tenderers@etdpseta.org.za

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities will be disqualified.

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