

INVITATION FOR BIDS

PROVISION OF CLEANING SERVICES FOR THE KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENTS AT ITS ULUNDI REGIONAL OFFICES, KING DINUZULU HIGHWAY LA COMPLEX BUILDING ULUNDI FOR A PERIOD OF 36 MONTHS.

BID NUMBER	ZNB135/2025/26HSE
CLOSING DATE	07 OCTOBER 2025
CLOSING TIME	11:00
BID BOX NO.	04 (SITUATED AT THE 12TH FLOOR, DEPARTMENT OF HUMAN SETTLEMENTS, EAGLE BUILDING, 353 – 363 DR PIXELY KASEME STREET, DURBAN, 4001)
COMPULSORY BRIEFING SESSION DATE	18 SEPTEMBER 2025
TIME	11:00AM
VENUE	DEPARTMENT OF HUMAN SETTLEMENTS, ULUNDI REGIONAL OFFICES, KING DINUZULU HIGHWAY, LA COMPLEX BUILDING ULUNDI
BID DOCUMENTS	Bid documents can be downloaded from www.kzndhs.gov.za/ www.etenders.gov.za (NO BID DOCUMENTS WILL BE ISSUED BY THE DEPARTMENT)
TECHNICAL ENQUIRIES	MS. SILUNGILE MKHIZE / THANDEKA MLABA-031 336 5225 / 031 336 5390- silungile.mkhize@kzndhs.gov.za / thandeka.mlaba2@kzndhs.gov.za
BID ENQUIRIES	MRS R. GAFOOR 031 336 5142 / MR. S. MKHIZE 031 336 5241 / MR. S. BIYASE 031 336 5165/ MR. V. MKHWANAZI 031 336 5420

The KZN Department of Human Settlements hereby invites bids from suitably qualified and experienced service providers to **provision of cleaning services for the KwaZulu-Natal Department of Human Settlements at its Ulundi Regional Offices, King Dinuzulu Highway LA Complex building Ulundi for a period of 36 months**

EVALUATION CRITERIA THE BID WILL BE EVALUATED IN THREE STAGES AS FOLLOWS:

1. STAGE 1 – ADMINISTRATIVE COMPLIANCE

2. STAGE 2- ELIBILITY CRITERIA

A COMPREHENSIVE COMPANY PROFILE / PROPOSAL MUST BE ATTACHED DETAILING ALL INFORMATION REQUIRED AS PER EVALUATION CRITERIA. THE PROFILE / PROPOSAL MUST HAVE TRACEABLE REFERENCES WITH A PROVEN TRACK RECORD. DOCUMENTARY PROOF OF COMPLETED PROJECTS MUST BE ATTACHED. A MINIMUM OF 60% IS REQUIRED IN ORDER TO QUALIFY.

Key aspect of Eligibility	Basis for points allocation	Score	Max Points
Methodology	<ul style="list-style-type: none"> Provide a detailed plan that covers the proposed scope of work including task descriptions and how such tasks will be performed on a daily basis. (8) <ul style="list-style-type: none"> Floor maintenance (2) Equipment and consumable (2) Provision of labour (2) Frequency (2) Provide a suitable timeframe and turnaround time with regards to solving problems which may arise during the execution of contract and provide a contingency plan. (14) <ul style="list-style-type: none"> Turnaround time and steps to be followed (7) Contingency plan with timelines (7) Provide proof e.g. uniform pictures with company logo and other related protective clothing in line with the Occupational Health and Safety Act. (8) <ul style="list-style-type: none"> Safety boots (2) Uniform with company logo (2) Winter uniform (Jersey, jackets) (2) PPE (gloves) (2) 	Good	20–30
	Provides adequate details with regard to methodology and the above relevant areas of compliance	Fair	10–19
	Does not provide adequate information regarding above	Poor	0 - 9
Relevant Experience	Provide maximum of 6 references for a value accumulative to R500 000.00 in a letterhead of the entity where similar work has been undertaken in the last 5 years. (Letters must indicate brief description, value of the project, contract period, be signed by authorized personnel and have contact details of the client). Each letter -5 points 5-6 reference letters Service provider has extensive cleaning related experience	Good	21-30
	Service provider has moderate cleaning related experience. 3-4 reference letters	Fair	11-20

	Service provider has limited cleaning-related experience. 1-2- Reference Letters	Poor	1-10
	No reference letters = 0 points		0
	NB: The Department reserved the right to verify the authenticity of the references.		
Resources and Equipment	Organisational Capacity (Human resources and working tools) Provide details of your company structure / organogram which includes key personnel Director, Site Manager, Accounts Clerk/Administrator, cleaning Supervisor, Cleaning staff. (5) Key Personnel CV with duties and proof of training <ul style="list-style-type: none"> • 1 Cleaning Supervisor (3) • 3 Cleaners (6) • Outline training and Skills Development Plan for all employees <ul style="list-style-type: none"> ○ Occupational Health and Safety (7) ○ First Aid (7) ○ Hazardous training (6) ○ Housekeeping (6) 	Good	30-40
	Service provider has limited Resources and equipment to execute the required service	Fair	20-29
	Service provider does not have the required resources and equipment to execute the required service	Poor	0 –19
	NB: Prior to the appointment, the Department reserved a right to verify the resources and equipment		
	TOTAL		100

3. STAGE 3-80/20 SPECIFIC GOALS

Note to tenderers: The tenderer must indicate how they claim points for each specific goal.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Enterprise is at least 51% Black Owned -Provide a certified copy of Director(s) or Member(s) ID and Central Suppliers Database report.	5	
Enterprise is a minimum 51% owned by Female. -Provide a certified copy of Director(s) or Member(s) ID and Central Suppliers Database report.	5	
Enterprise is a minimum 51% owned by disabled person(s). -Provide a Medical Practitioner confirming the disability and a Central Suppliers Database report.	5	
Enterprise is a minimum 51% owned by Youth. -Provide a certified copy of Director(s) or Member(s) ID and Central Suppliers Database report.	5	