

NATIONAL HOME BUILDING



Terms of Reference

REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE CLEANING SERVICES TO THE NHBRC HEAD OFFICE FOR A PERIOD OF THREE (03) YEARS.

RFP NO.: NHBRC 07/2026
CLOSING DATE: 28 SEPTEMBER 2026
TIME: 11:00
BID SUBMISSION <https://www.etenders.gov.za/>

BRIEFING SESSION

BIDDERS MUST TAKE NOTE THAT THERE WILL BE A COMPULSORY BRIEFING SESSION

DATE 14 SEPTEMBER 2026	TIME 11:00am	VENUE: NHBRC HEAD OFFICE 27 LEEUWKOP ROAD SUNNINGHILL JOHANNESBURG
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- a) This Request for Proposal (RFP) has been compiled by the NHBRC, and it is made available to the Bidders on the below basis.
- b) Bidders submitting a Bid in response to this RFP are deemed to do so on the basis that they acknowledge and accept the terms and conditions set out below:
- c) The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- d) The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- e) The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- f) If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case may be. No oral amendments by any person will be considered or acknowledged.
- g) The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- h) This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- i) A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted, and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- j) The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- k) Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.
- l) Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.

- m) No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- n) Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the Bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- o) **Briefing Session: There will be a compulsory briefing session.** The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- p) Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- q) The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- r) All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- s) The bid submitted by the Bidder shall be considered irregular if it shows any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make an award in the best interest of the company.
- t) The NHBRC reserves the right to accept or reject the Proposal.
- u) RFPs shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- v) Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
 - a) If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - b) The Bid contains irregularities.
- w) The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- x) All costs associated with the preparation and submission of the Bid are the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- y) This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- z) All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2. ABOUT THE NHBRC

- 2.1. The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 ("the Act"). Section 3 of the Act provides that the objects of the NHBRC are to:
- represent the interests of housing consumers by providing warranty protection against defects in new homes;
 - regulate the home building industry;
 - provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
 - establish and promote ethical and technical standards in the home building industry;
 - improve structural quality in the interests of housing consumers and the home-building industry;
 - promote housing consumer rights and to provide housing consumer information;
 - communicate with and to assist home builders to register in terms of this Act;
 - assist home builders, through training and inspection, to achieve and maintain satisfactory technical standards of home building;
 - regulate insurers contemplated in section 23 (9) (a); and
 - in particular, achieve the stated objectives of this section in the subsidy housing sector.

The Council is furthermore empowered by the Act:

- "to engage in undertakings to promote improved structural quality of homes constructed in the Republic;
 - "to engage in undertakings to improve ethical and technical standards in the home building industry;
 - "to keep a record of competent persons"; and
 - "to generally do all things necessary or expedient to achieve its objectives and the objectives of this Act."
- a) The NHBRC's primary mandate is to manage the risk of structural defects in the home building industry and in so doing, protect the consumer. A prime activity of the NHBRC is to manage its risk exposure in terms of the warranty scheme, in order to ensure that it is not unduly exposed to claims. The current risk management tools being used by the Council include the Registration of Home Builders, enrolment and inspection of homes, the Home Building Manual which incorporates designs and construction rules, and the appointment of competent persons by the Home Builder to perform certain tasks.
- b) The NHBRC's goal is to ensure capital preservation to ensure it remains financially viable to meet claims as they arise and that no recourse to the Minister of Human Settlements for additional funds is necessary at any time in terms of section 17(3)-(5) of the Act.
- c) The annual actuarial report is required in terms of the Housing Consumers Protection Measures Act, to value the actuarial liabilities of the NHBRC's warranty fund.
- d) The investment strategy should be implemented with due regard to the liabilities of the NHBRC, the nature of the funds in general, Solvency Assessment and Management (SAM) and the low-risk tolerance and return requirements of the Council.

3. NHBRC OFFICES

- 3.1. The NHBRC is a medium-sized organization with a staff complement of approximately 620 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

NHBRC OFFICE LOCATIONS		NHBRC OFFICE LOCATIONS	
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Modimolle) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) - Provincial	22	Gauteng (Pretoria) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

4. INTRODUCTION

- 4.1. The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the home building industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organizational scorecard.

VISION

To be the Champion of the Housing Consumers.

MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

MOTTO

Assuring Quality Homes.

STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

5. TERMS OF REFERENCE

5.1. OBJECTIVES

- 5.1.1 The objective of the project is to outsource cleaning services to the cleaning service provider.
- 5.1.2 The successful service provider will be required to enter into a Service Level Agreement (SLA) with NHBRC for a period of three (03) years.

5.2. SCOPE OF SERVICE

- 5.2.1. The successful service provider shall focus on the provision of cleaning services in line with commercial best practice. In particular, without limiting the generality of the foregoing, the appointed service provider will be responsible and shall be required to attend to:
- 5.2.2. .The specifications / frequency schedules / attached appendixes/sections provide an indication of the areas and buildings to be serviced for cleaning purposes as well as a guideline to minimum requirements and may be adjusted to ensure better service delivery and end user's requests. Notwithstanding the foregoing all areas with a higher traffic will be expected to be serviced more frequently in order to meet minimum standards. Minimum standards will be considered to be at least the highest standard set for the cleaning industry.
- 5.2.3. The service provider will provide a scheduled and reactive (for specific functions or incidents) cleaning service to all areas of the NHBRC in accordance with the negotiated access times to specific areas and with the provision of this specification and the service standards, which shall include but not limited to:
 - 5.2.3.1. Routine cleaning services, e.g. All NHBRC floors and offices, auditoriums Guard House, Comms store Room, etc.;
 - 5.2.3.2. Specialists cleaning services, e.g. Server Rooms;
 - 5.2.3.3. Waste removal, including sorting for recyclable materials from point source of waste generation, as well as the removal of separated waste to the central point on site;
 - 5.2.3.4. Use of techniques that utilises minimal amounts of cleaning chemicals, water, electricity and generates less dust;
 - 5.2.3.5. The supervisor should regularly inspect and report on all cleaning standard and health and safety;
 - 5.2.3.6. Window cleaning to accessible and hard to reach height (NHBRC has no roof anchor points the service provider must use its own equipment to reach windows);
 - 5.2.3.7. Control of all hygiene consumables including toilet paper; hand towels etc;
 - 5.2.3.8. Provision and control of all cleaning staff, cleaning materials and cleaning equipment.
- 5.2.4. The service provider must acquaint him/herself as to the exact situation, boundaries and areas, as well as the various building floors.
- 5.2.5. The NHBRC building has five floors and approximate 4657 square meters.
- 5.2.6. The total floor tiles is 460 square meters
- 5.2.7. The total floor carpet is 4090 square meters
- 5.2.8. The total floor laminated floor is 107 square meters
- 5.2.9. It is expected that the service providers must make ample time for a comprehensive walk about to familiarise themselves with NHBRC Head Office.
- 5.2.10. No additions to the tender will be allowed after the tender is submitted for any unforeseen costs by the service provider during the tender stage.

6. PURPOSE OF THE CLEANING SERVICES

- 6.1. The purpose of the cleaning services is to ensure that all offices, auditoriums, store rooms, premises, toilets, kitchens, office furniture, any other office equipment of the NHBRC are cleaned all the times.

7. DURATION OF THE SERVICE LEVEL AGREEMENT (SLA)

- 7.1. The service provider and NHBRC will enter into a three (03) years SLA on an effective date to be determined by the parties.

8. SERVICE PROVIDER'S RESPONSIBILITIES

- 8.1. The service provider will sign a Service Level Agreement (SLA) and conduct the full scope of work for NHBRC Head Office prior to implementation of the routine cleaning service, which include but not limited to:
- 8.1.1. General vacuuming, dusting and wiping of all surfaces;
 - 8.1.2. Collection of general waste (recyclable and non-recyclable) and removal to onsite central place;
 - 8.1.3. Separation of waste generated; and
 - 8.1.4. Cleaning of internal and external windows, glass doors, and floors.
- 8.2. The service provider shall ensure that cleaning services does not interrupt the effective function of the NHBRC Head Office business.
- 8.3. The service provider shall comply with the cleaning standards laid down by NHBRC.
- 8.4. The service provider shall ensure adequate cleaning equipment and detergents /chemical as follows:
- 8.4.1. Vacuum cleaners,
 - 8.4.2. Brooms,
 - 8.4.3. Mops,
 - 8.4.4. Carpet washer (machines)
 - 8.4.5. Trolley buckets,
 - 8.4.6. Protective clothing for cleaning services (hand gloves, masks etc.),
 - 8.4.7. Floor polish,
 - 8.4.8. Furniture polish,
 - 8.4.9. Window cleaners,
 - 8.4.10. Hand washers,
 - 8.4.11. Carpet stain removers,
 - 8.4.12. Feather dusters,

8.4.13. Strict adherence to the Colour Coding Guide in the provision of Cleaning Services in NHBRC Head Office as follows:

- **RED** - most often used in high-sanitary (high risk of spreading infection) applications or in restroom cleaning, such as with toilets and urinals;
- **YELLOW** - for sinks, counters and washroom surfaces; also used for speciality cleaning (such as service counters, mirrors, and metal works);
- **BLUE** - in lower risk areas of a building, such as desktops, ledges, walls & tiles, window cleaning and high and low dusting;
- **GREEN** used in food processing and food serving areas, such as kitchens & canteens, pause areas.

8.4.14. Dishwashers

8.4.15. Toilets detergents , (Detergents used to clean the toilets should be natural products that will not disturb the natural PH of a human. Toilet seat sanitizers to be available (Not surface or hand sanitizers).

8.4.16. Bin liners etc.

8.5. Individual staff are consistently allocated to work on a specific floor in a specific building or within a specific department with minimal changes, save to the extent reasonably required to maintain the service standards.

8.6. The service provider shall ensure safe working practices are followed in public areas, corridors and stairwells.

8.7. Appropriate warning signage is used at all times

8.8. The service provider shall ensure that meeting rooms are cleaned as necessary and all waste promptly removed, efficiently and in any event prior to the commencement of the next meeting.

8.9. The service provider shall liaise frequently with the NHBRC to confirm access times to the meeting rooms and notice of meetings ending.

8.10. The service provider shall provide the routine cleaning service to all areas of NHBRC during the access times, to be agreed upon, provided that the service provider has a due regard to the operation of the NHBRC.

8.11. The NHBRC may advise more detailed access times in writing from time to time.

8.12. All equipment complies with the relevant SABS specifications and code of practice.

8.13. Cleaning procedures and schedules must be in place and up to date.

8.14. Discard procedures are in place and applied in respect of disposable cleaning equipment.

8.15. Cleaning equipment is clearly defined for specific usage.

8.16. Cleaning equipment is clean and correctly stored.

8.17. All cleaning materials as may at any time be necessary for the provision of the cleaning services are supplied and issued to staff.

8.18. Cleaning materials used in a safe and proper manner, in compliance with health and safety Regulations.

8.19. Cleaning materials are selected and used so as not to cause any damage to surfaces.

8.20. Hard floors are free from dust, debris, removable soil and stains

8.21. Soft floors are free from debris, removable soil, stains and odours.

8.22. Furniture, fixtures and fittings are free from dust, removable soil, smears, spots and spillages.

8.23. Paintwork, walls and doors are free from dust, removable stains, grease, smears, spots and Spillages.

8.24. Sanitary ware is free of dust, removable soil and stains on inside and outside surfaces.

8.25. High and low level surfaces are free from dust, cobwebs, removable soil, grease, spots and splashes.

- 8.26. All types of refuse holders are free from, soils, grease, spots and spillages on both inside and outside Surfaces.
- 8.27. Windows (internal and external) glass, panels and partitions are free from dust, grease streaks, smears, Spots, splashes, marks and sticky deposits to their full height.
- 8.28. Venetian/vertical and roller blinds are free from dust, grease, streaks, smears, spots and splashes and debris.
- 8.29. Telephones are free from dust, grease, smears and streaks and are disinfected on a daily basis.
- 8.30. All equipment must be in good working order

9. CLEANING SERVICE REQUIRED AND FREQUENCY

- 9.1. The services will be rendered on a daily, weekly, monthly, quarterly, and bi-annual intervals
- 9.2. The service provider shall adhere to NHBRC cleaning procedures and schedules to ensure that cleaning activities do not disrupt staff operations or interfere with the normal functioning of the workplace
- 9.3. Full breakdown of the expected cleaning services and intervals are as follows:

NB: The Bidder MUST take note that the daily and weekly services must be incorporated into the monthly pricing (Annexure A)

DAILY

- a) Sweep and damp mop tiled floors with appropriate tools and detergents.
- b) Disinfect ablution facilities.
- c) Damp wipe kitchen appliances (e.g. kettle, microwaves, fridges, water boilers, water coolers, urns, etc).
- d) Damp wipe glass doors, door handles.
- e) Damp wipe mirrors, door handles, hand basins, metal fittings, cisterns and urinals in the ablution facilities.
- f) Damp wipe wall tiles in the kitchen area and ablutions facilities.
- g) Damp wipe and disinfect telephone instruments and light switches.
- h) Damp wipe sanitary bag dispensers and bins.
- i) Empty, clean and sanitise all waste bins
- j) Dust all horizontal surfaces, low level ledges and furniture (e.g. desks, chairs, cupboards, counter tops).
- k) Vacuum all heavy traffic areas.
- l) Wash cutlery and dishes.
- m) Replenish consumables in the Kitchen and ablution facilities
- n) Clean toilets, mirrors, and glass doors, wash basins, showers and urinals, disinfect door handles as well as toilet handles and taps.
- o) Prepare the conference rooms/ boardrooms (tea, water, coffee e etc.) for daily meetings and clearing up crockery and cutlery.
- p) Clean offices, reception arrears, conference rooms/boardrooms, and office passages.
- q) Boardrooms and meeting rooms must be cleaned according to time schedule/arrangement.
- r) Empty and clean bins outside building including parking lot.

WEEKLY

- a) Vacuum low-traffic areas (Boardrooms, offices and meeting rooms)
- b) Dust and wipe skirting boards, picture frames, windows, décor and partitions below 2 metres.
- c) Spot clean glass doors and glass partitions.
- d) Clean and polish chrome surfaces.
- e) The walls of the toilets must be cleaned.
- f) Clean and dust window blinds.
- g) Remove spots on carpets as and when required.
- h) Polish desks office furniture.
- i) Wash hand railings with a disinfectant
- j) Mop and wash stair surfaces as and when required
- k) Remove marks on walls, doors, partitions and electric switches and as when required.
- l) Replace and disinfect bin liners as and when required.

MONTHLY

- a) Replace urinal mats.
- b) Vacuum, clean upholsters office and visitors' chairs.
- c) Spring clean kitchen cupboards and fridges.
- d) Clean and wipe all doors.
- e) Clean windows in all public arrears, foyers, passages, toilets etc.
- f) Clean all blinds.

QUARTERLY

- a) Carpet wash deep cleaning, the carpet size is 4090M²
- b) Cleaning of server room to be supervised by IT Representative.
- c) Cleaning of all storerooms with business representative present

BI-ANNUAL

- a) Cleaning of windows inside and outside of the entire building.
- b) b) Deep cleaning of office chairs, sofas and couches.

Note to the Bidders : Bidders Must take note that the separate emergency quotations will be requested by the NHBRC when the need arises – it is important to note that any additional or supplementary services required on an emergency basis that has not been included in the scope of work will be agreed in writing between NHBRC and the appointed service provider. The following services may be required but not limited to the following:

- Deep cleaning of carpets
- Replenish hand paper towels, hand soaps and air fresheners; and
- Other services not covered by Scope of Work as may be required.

10. EXCLUSIONS

- 10.1. The handling and disposal of the sanitary contents will be performed by the hygiene contracted supplier.
- 10.2. The cleaning service shall not include but not limited to the following:
- a) The cleaning of Distribution Board (DB).

11. CLEANING SERVICES STANDARD PRACTICES AND NORMS

- 11.1. The service provider needs to take into account the following cleaning standards and norms which must be applied for the full durations of the contracted period:
- (a) Cleaning detergents must be environmentally friendly.
 - (b) Cleaning product containers must be disposed of, reused and recycled appropriately.
 - (c) All detergents disinfectants must comply with SABS
 - (d) The service provider will be advised by the NHBRC representative which furniture, if any may be polished.
 - (e) Ceramic tile (flooring) is to be stripped from dirt and sealed initially and on request of the NHBRC. Tile surfaces are to be cleaned with approved detergent complying with SABS standards
 - (f) Wipe and strip wooden wall finishes with approved detergent complying with SABS standards. Tile surfaces are to be cleaned with approved detergent complying with SABS standards
 - (g) All cleaning and maintenance of walls and floors shall be carried out in accordance with SABS standards.
 - (h) Sweep concrete floors with a heavy duty broom.
 - (i) Carpets must be vacuumed cleaned with industrial standard equipment.
 - (j) Wipe all surface areas with a clean damp cloth.
 - (k) Ensure that only clear bin bags are used at all times.

11.2. GENERIC NOTES TO SERVICE PROVIDERS:

- a) The provision of the cleaning services at the offices specified shall be implemented and all the applicable “green cleaning” methodologies and cleaning products as dictated by advances in technology.
- b) The service provider must maintain clean, safe, healthy office facilities and eliminate contaminants and hazards that may potentially affect the NHBRC stakeholders.
- c) The service provider shall take note that should there be any changes to the total floor area, floor finishes, or building layout during the contract period, the cleaning service scope, staffing requirements, consumables, equipment allocation, and pricing may be reviewed and adjusted accordingly, subject to mutual agreement between the NHBRC and the service provider.
- d) The service provider shall purchase and utilize environmentally sensitive cleaning products which amongst other includes:
 - 1. **Bathroom products** – products used to clean hard surfaces in a bathroom such as counters, walls, floors, fixtures, basins, tubs or tile.
 - 2. **Carpet cleaners** – products used to eliminate dirt and stains on rugs and carpeting.

3. **General purpose and hard floor surface products** – products used for routine cleaning of hard surfaces, including impervious flooring such as concrete or tile. This category does not include products intended primarily to strip, polish or wax floors and it does not include cleaners intended primarily for cleaning toilet bowls, dishes, laundry, upholstery or wood.
4. **Glass, window and mirror cleaning products** – are products used to clean glass, windows, mirrors or metallic or polished surfaces.
5. **Kitchen cleaning products** – products used to clean hard surfaces in the kitchen

12. CLEANING SERVICES STANDARD PRACTICES AND NORMS

- 12.1. The service provider shall have access of water and electricity, storage room, office and a rest room for the duration of the contract.
- 12.2. The service provider's access to the identified facilities is subject to the following conditions:
 - a) The facilities maintained in a clean and orderly manner, in keeping with good housekeeping principles.
 - b) The premises are not used for any activities other than those relating to the rendering of the service as specified in this document.
 - c) NHBRC retains the rights of inspection.
 - d) The service provider must supply cleaning equipment required.
- 12.3. The service provider shall ensure that all their staff complies with the regulations in terms of use of the facilities.
- 12.4. The NHBRC will provide what it deems as adequate office and storage facilities for the cleaning staff for the duration of the contract.
- 12.5. Upon termination and / or conclusion of the contract the service provider shall remove all its equipment and material from the premises and hand back all keys to NHBRC Head Office Official.

13. CLEANING SERVICES PERSONNEL

- 13.1. The service providers must make the provision of adequate managerial, supervisory and cleaning staff
- 13.2. The service provider must provide for intensive training of all the staff appointed to ensure conformity with NHBRC requirements.
- 13.3. The service provider shall ensure that the absence from operational duty of staff attending a training course does not affect the satisfactory provision of the specified services and shall provide relief staff to cover the affected areas.
- 13.4. Cleaning staff must wear Personal Protective Equipment (PPE) at all times and comply with COVID-19 regulations and or any other health regulations
- 13.5. The service provider must provide standard uniform to all cleaning staff. All uniforms must bear the name and logo of the service provider and it must be worn at all times, without any exception.
- 13.6. The service provider shall ensure that all its personnel employed in rendering the cleaning service are at all times neatly dressed, presentable and hygienic.
- 13.7. The service provider must provide NHBRC with vetted team. It is the responsibility of the service provider to vet all personnel and make sure that they have clear criminal record. (SAPS clearance certificate clearance certificate will be required)

- 13.8. Vetting: Criminal record checks for each cleaning personnel who will be appointed to perform cleaning duties must have a SAPS clearance certificate at the NHBRC Offices
- 13.9. The service provider shall pay its employees to render a service at least the minimum wage as prescribed by the Department of Labour.

STAFF ALLOCATION AND MANAGEMENT OF THE SERVICE PROVIDER SHALL ENSURE: -

- The service provider shall provide a minimum of eight (8) cleaning staff compliment including a Site Supervisor.
- That staff is assigned to all offices and/or other accommodation and such other specific departments within the NHBRC as the NHBRC representative shall advise and agree with service provider and shall ensure continuity in the deployment of such staff is maintained;
- Individual staff are consistently allocated to work in a specific area or with a specific department with minimal changes, save to the extent reasonably required to maintain the service standards.
- The service provider shall not use less than the human resources complement set out in tender submission document.
- The service provider shall provide services of high quality and standard to the satisfaction of the NHBRC.
- The service provider shall ensure fair labour practice by complying with the industrial labour laws.
- The service provider shall provide relief cleaning staff in the following events:
 - In the event of labour unrests;
 - Seasonal workload peaks;
 - Replace staff on training;
 - Leave or sick leave provide that the NHBRC's Facilities Management is given a reasonable notes and details thereof.
- The service will bear all costs related to the provision of relief staff.

14. CONTROL OF MATERIALS, EQUIPMENT AND CONSUMABLES

- 14.1. The service provider shall be responsible for the replenishing, safe storage, distributions and control of all consumables.
- 14.2. The service provider shall be responsible for safe storage of all consumables. Should any of its staff members found to be pilfering the cost shall be recoverable from the service provider.
- 14.3. The service provider's supervisor to maintain records of receipts and issues which should be reconciled and report submitted to the NHBRC on a monthly basis.
- 14.4. The service provider must be responsible for the, safe storage and cost effective usage of materials and equipment.
- 14.5. The service provider must undertake to abide by the NHBRC policies and procedures, and Code of Conduct whilst conducting work on behalf of the NHBRC.

15. ELIMINATION CRITERIA

- 15.1. Proposals that do not meet the stipulated conditions of the NHBRC will be eliminated.
- 15.2. Bidders must meet all phases of the evaluation criteria and complied with the tender requirements set out in the tender document.

16. REPORTING

- 16.1. The report format will be agreed upon between the service provider and NHBRC Facilities Management Unit.
- 16.2. On appointment, the performance measures for the delivery of the (Cleaning and/or Hygiene Services) will be closely monitored by NHBRC.
- 16.3. The Service Provider will submit monthly and quarterly progress reports to the Project Manager, within 4 days after the end of each month and quarter for the duration of the project. Failure to submit the required reports on time will result in penalties.
- 16.4. The Project manager shall do the ongoing performance management of the Service level agreement.
- 16.5. The Service Provider shall provide relief-staff, in the event of labour unrest, seasonal workload peaks or to replace staff on training, leave or sick leave provided that NHBRC representative is given reasonable notice and details of this. The Service Provider will bear all costs related to the provision of relief staff.
- 16.6. Staff medical fitness, NHBRC reserves the right to require that all Service Provider's personnel be certified fit for duty
- 16.7. The service provider will implement an ongoing Medical Surveillance Program consisting of pre-employment (onboarding), periodic (during), and exit (end of contract) medical examinations for all employees handling hazardous biological agents, for example, cleaning ablution facilities.
- 16.8. NHBRC will conduct an induction to the service provider appointed.
- 16.9. The service provider are also to provide intensive training to all the staff appointed to ensure conformity with NHBRC requirements. Records of such training must be submitted to NHBRC offices on an annual basis. The Service Provider shall ensure that the absence from operational duty of staff attending a training course does not affect the satisfactory provision of the specified services and shall provide relief staff to cover the affected areas
- 16.10. Tenderers must be registered with the Unemployment Insurance Fund and the Workmen's Compensation Fund. Tenders 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
- 16.11. It is expected that the bidder shall pay his/her employees at lease the minimum monthly basic wage in terms of the contract cleaning sectoral determination promulgated under section 51 of the Basic Conditions of the Employment Act, No 75 of 1997.
- 16.12. Complaints register, in which complaints in respect of the service have been recorded, will be made available at an agreed point of the building. The supervisor must check the entries in the book(s) daily to ascertain what complaints have been made and to ensure that these receive attention within 24 hours at the most. Complaints must be resolved within 48 hours. All complaints must be registered in writing with the NHBRC Representative.
- 16.13. Should any of its staff members be found to be pilfering (stealing, misuse of NHBRC facilities etc.), the resultant cost shall be recoverable from the Service Provider.
- 16.14. The wage rates must comply with the minimum wages as stipulated by the NCCA or BCCCI.
- 16.15. The service provider should ensure Registration for Compensation for Occupational Injuries and Diseases Act (COIDA).

16.16. The reports must contain the following but not limited to:

- (a) Any problem that need to be brought to the attention of the NHBRC.
- (b) Ways of improving the services.
- (c) Report about the consumables received and stock levels

17. TRACK RECORD

17.1. A complete list of previous clients where the service provider was rendering cleaning services and the references signed off by the accounting officer or his/her delegated is required.

18. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

18.1. General Information

18.2. The NHBRC requires the services of interested and competent organisations or companies that are experienced in cleaning services and the service provider is expected to provide proof of expertise.

18.3. Requisites of the service provider:

18.4. The service provider must draft a table of contents which will indicate where each document is in the proposal.

18.5. The proposal shall consist of two parts, namely the technical bid and the pricing bid

18.6. A detailed proposal

- Understanding of terms of reference.
- Team composition competencies (please attach CVs and indicate roles of individuals).
- Summary of projects executed and completed .
- **Annexure A (Detailed cost breakdown attached in this document)**

18.7. The following documents are required to be submitted by the bidder.

18.8. *The bidder must have completed cleaning services projects. The bidder must submit a summary of the projects in the format presented below: (Input below **MUST correspond with References letters submitted from their clients.**)*

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel

18.9. Expertise and experience of key personnel

Note, in addition please provide the following:

- CV's for each of the cleaning staff members and highlight the experience.
- Certified Identity Documents of each cleaning staff not older than three (03) months
- Structure(organogram) of the service provider
- Curriculum Vitae's of the owner, supervisor.

18.10. A proposed project plan, Methodology and Management of the project of cleaning services

- A detailed project plan with intermediate and final outputs and identified timeframes/ milestones
- Briefly describe the firm's procedures and processes for
 1. cleaning of different areas;
 2. The products to be used;
 3. Equipment to be used;
 4. Specialised cleaning services;
 5. Managing quality of services offered;
 6. Work plan of work to be performed monthly and annually;
 7. System for tracking of complaints and poor performing areas;
 8. Sample of monthly of reports

19. TECHNICAL AND PRICE EVALUATION CRITERIA

19.1. In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

19.2.1 **Stage 1:** Compliance check of Bid Requirements;

19.2.2 **Stage 2:** Functional Evaluation Criteria

19.2.3 **Stage 3:** Price and Preference Points Evaluation

19.2. Stage 1: Compliance check of Bid Requirements

DOCUMENTS TO BE SUBMITTED		
No.	BIDDERS SHALL TAKE NOTE OF THE FOLLOWING MANDATORY REQUIREMENTS AND LEGISLATIVE DOCUMENTS	Yes/No
	THE BELOW ARE MANDATORY REQUIREMENTS, FAILURE TO SUBMIT THE MANDATORY DOCUMENTS LISTED BELOW WILL RESULT IN DISQUALIFICATION	
1	Bidder must submit a proof of valid COIDA which is relevant to cleaning services.(irrelevant and invalid COIDA will be not considered). The COIDA must be obtained from the Department of labour. (Mandatory)	
2	Proof of registration with National Contract Cleaner Association (NCCA) or Bargaining Council for Contract Cleaning Services Industry (BCCCI) or other that is Gazetted. (Mandatory)	
3.	Annexure A – Cost breakdown (including a detailed costing breakdown of all costs and escalations per annum). The Cost breakdown must be duly signed by the bidder/ and or a duly authorized individual by way of resolution (Bidder signature, not initials) , which must be attached to the bid, if there is no signature on the Cost breakdown down the bidder will be disqualified (Mandatory)	

4.	Bidder must submit Valid Proof of UIF Registration issued by relevant authority (Mandatory) The NHBRC will verify the validity of the document submitted.	
5	SBD 4 Declaration of interest, Must be fully completed and signed (Mandatory)	
LEGISLATIVE DOCUMENTS TO BE SUBMITTED NOT FOR DISQUALIFICATION		
6.	SBD1 (Invitation to bid, which should be completed signed)	
7.	SBD 3.1 - Pricing Schedule-Firm Price	
8.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
9	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number	
10,	Latest CIPC Documents	
11.	Valid SARS-issued PIN Code	
12	Signed teaming agreement IF APPLICABLE	
13.	Certified Identification documentation of company directors	

Note: NHBRC will be using the General Conditions of Contract (GCC) as issued by the National Treasury and SLA for the management of the contract

IMPORTANT NOTE TO THE BIDDERS

- Mandatory documents for disqualification as per this RFP must be submitted with the Bidder's response to this RFP. Failure to comply with the "mandatory documents will result in the disqualification of the Bidder.
- Submission of false, fraudulent, or misleading information or documents will result in the disqualification of the Bidder or termination of the successful bidder's contract. In this regard, the NHBRC reserves its rights to take appropriate legal action

Stage 2: Functionality in terms of the set technical evaluation criteria

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process

Bidders are required to submit supporting documentation for all functional requirements as part of their bid submission. The Bid Evaluation Committee (BEC) will assess and score each bid based solely on the submitted documentation and the information provided. Failure to provide adequate supporting documents may result in a lower functionality score. The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

Member score for criteria

Highest points for criteria X Weight per criteria = Total Score per criteria

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

No.	GUIDELINES FOR CATEGORY CRITERIA	DESCRIPTION	WEIGHT
1	Reference letters	The bidder must provide a positive written contactable reference letter indicating the project is completed <u>The reference letters from the clients of a bidder MUST include:</u> 1. The signed letter must confirm the awarded bid with a brief description of each contract, the period of services 2. The letter must further confirm if the project was delivered on time and satisfactorily 3. Contract start and end date 4. The reference letter must be dated from 2019 to date 5. Contact name, address and phone number 6. Contract value for the services. 7. The letter must be signed by a duly authorized person and the representative of the client having knowledge of the bidder's work, <u>Reference Letter Scoring</u> • No reference letters = 0 Points • One positive testimonial reference letter= 1 Point	40

		- Two positive testimonial reference letters = 2 Points - Three positive testimonial letter= 3 Points - Four positive testimonial reference letters = 4 Points - Five and more positive testimonial reference letters = 5 Points NB: Reference letters will be inextricably linked to the experience. Bidders must take note that appointment letters. Purchase order, projects that are still in progress and NHBRC reference letters will be not be considered	
2	Experience of the Key staff (Supervisor) to be assigned to the contract	The Bidder Must provide CV of the proposed Supervisor. (Please attach CV indicating the experience of supervisor in cleaning services) <u>Experience Scoring Allocation</u> - No Experience = 0 Points - Less than One year experience= 1 Point - Less than Two years' experience 2 Points - Three Years' and less than Four years' experience = 3 Points - Four Years' and less than Five years' experience = 4 Points - Five Years and more experience = 5 Points	40
3.	Bidders Experience	The bidder must have experience in rendering cleaning services A company profile must be provided, highlighting relevant projects illustrating the bidders expertise in these areas. The profile must indicate that the company has experience in rendering cleaning services <u>Scoring Bidder Experience</u> - No experience = 0 Points - Less than One year experience = 1 Point - Less than Two years' experience = 2 Points - Three Years' and less than Four years' experience =3 Points - Four Years' and less than Five years' experience=4 Points - Five Years' or more experience= 5 Points	20
SUBTOTAL			100Points
MINIMUM QUALIFYING REQUIREMENT			80 Points

The minimum threshold for functionality is 80 points or greater out of 100 points. Bidders who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and preference points.

Stage 3: PRICE AND PREFERENCE POINTS EVALUATION

Only bids that achieve minimum qualifying score **80 points** or more for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2022 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

80/20 Preference point system (for acquisition of services, works or goods with a Rand value more than R30 000.00) (all applicable taxes included)

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder in accordance with the table below:

A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.

Preference Points	Points Allocated
Women owned companies	12
Youth-owned companies	6
People living with disabilities owned companies	2
TOTAL	20 Points

The following formula must be applied to calculate the number of points for preference points

$$NEP = NOP \times \frac{EP}{100}$$

Where:

NEP = Points awarded for equity ownership Preference Points

NOP= The maximum number of points awarded for Preference Points

EP = The percentage of equity ownership

The points scored for price will be added to the points scored for preference points to obtain the Bidders total points scored out of 100 points.

20. AVAILABILITY OF THE RFP DOCUMENT

- 20.1. Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) and National Treasury eTender Portal (<https://www.etenders.gov.za/>) from **03 September 2026**.
- 20.2. **There will be a compulsory briefing session**
- 20.3. Date, Time and Venue of the compulsory briefing session
- 20.4. The bid information session is compulsory to provide bidders with an opportunity to obtain clarity on certain aspects of the procurement process as set out in this bid document.

DATE	TIME	VENUE
14 September 2026	11:00am	NHBRC HEAD OFFICE 27 LEEUWKOP ROAD SUNNINGHILL JOHANNESBURG

21. SUBMISSION OF PROPOSALS

21.1. ONLINE BID SUBMISSION

- 21.1.1 Bidders must submit their bids online in a PDF format through the e-Tender Publication portal.
- 21.1.2 The online e-Tender publication portal can be accessed at the following link: <https://www.etenders.gov.za/>
- 21.1.3 The guide for online bid submission is attached. <https://youtu.be/B7pNseNJYHM>
- 21.1.4 Bidders are to adhere to all the rules for the online bid submission, as the submission must contain the returnable SCM documentation and relevant supporting documents and must contain a signed pricing schedule.
- 21.1.5 For identification purposes bidders are requested to ensure that proposals contain the company's details and are easily identifiable by company logo or name.
- 21.1.6 Non-compliance with online bid submission WILL invalidate the bidder's response.
- 21.1.7 Bidders must take note of and carefully comply with the submission requirements outlined under Stage 1, Stage 2, Stage 3 and ensure all required documents are submitted accordingly.

22. RFP SUBMISSION CLOSING DATE

- 22.1. RFP Proposal should be marked for Attention: Supply Chain Manager and submitted online via National Treasury eTender Portal (<https://www.etenders.gov.za/>) on or before **28 September 2026 at 11h00**.
- 22.2. **No physical or emailed RFP proposals will be accepted.**
- 22.3. **No late submissions will be accepted**

23. VALIDITY PERIOD OF BIDS

- 23.1. All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above

24. ENQUIRIES SHOULD BE DIRECTED TO BOTH:

- 24.1. The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Person: Mr Bernard Kekana and Mr Pheaha Motsoko

E-mail address: Tenders@nhbrc.org.za

- 24.2. Clarifications and enquiries by bidders should be sent to Tenders@nhbrc.org.za. Responses will be communicated during weekdays, between Monday to Friday from 8:30 am to 16:30 pm.



25. COST BREAKDOWN

ANNEXURE A: Cost BREAKDOWN

The table below **MUST** be established in line with the services as outline in section 9

YEAR	SERVICE DESCRIPTION	PRICE MONTHLY	PRICE QUARTELY	PRICE BI-ANNUALLY	TOTAL COSTS PER YEAR
Year 1	Eight (8) Cleaners, Cleaning services(material, detergents, equipment and consumables etc	R	R	R	R
Total Cost for year 1					R
Year 2	Eight (8) Cleaners, Cleaning services (material, detergents, equipment and consumables etc	R	R	R	R
Total costs for year 2	R				R
Annual escalation					R

Year 3	Eight (8) Cleaners Cleaning services(material, detergents, equipment and consumables etc	R	R	R	R
Total costs for year 3					R
Annual escalation					R
Total costs for 3 years (Excl VAT)					R
Total costs for 3 years (Incl VAT)					R

The bidder MUST take note of the following:

- The cost breakdown must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.
- An incomplete p will result in the bidder being disqualified, no alterations can be made subsequent to submission of the bid.
- PRICE ADJUSTMENTS: Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.
All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).

26. DISCLAIMER

26.1. DUE DILIGENCE

25.1.1 The State reserves the right to:

- 25.1.1.1 Conduct due diligence during the evaluation process to determine the ability of the bidder to honour contractual obligations that might emanate from this tendering process. The due diligence is not only limited to the bidder but to all parties the bidder might have confirmed to do business with for the fulfilment of the contract that might be awarded.
- 25.1.1.2 Conduct due diligence prior to final award or at any time during the contract period, and this may include pre-announced/ non-announced site visits. During the due diligence process, the information submitted by the bidder will be verified, and any misrepresentation thereof may disqualify the bid in whole or in part.
- 25.1.1.3 Conduct any evaluation verifications prior to final award or at any time during the contract term period.

27. NEGOTIATIONS

27.1. NEGOTIATIONS

26.1.1 The State reserves the right to negotiate with the shortlisted bidders prior to or post-award. The terms and conditions for negotiations will be communicated to the shortlisted bidders prior to the invitation to negotiations. This phase is meant to ensure value for money is achieved through the measure of quality that will assess the monetary cost of the goods or services against the quality and or benefits of that goods or services.

28. RIGHT OF AWARD

28.1. RIGHT OF AWARD

27.1.1 The State reserves the following rights –

- 27.1.1.1 Not to make any award in this bid or accept any bids submitted,
- 27.1.1.2 Appoint one service provider
- 27.1.1.3 Request further clarity from any bidder after the closing date,
- 27.1.1.4 Verify information and documentation of the bidder(s),
- 27.1.1.5 To withdraw or amend any of the bid conditions by notice in writing to all bidders prior to closing of the bid and post-award.
- 27.1.1.6 If an incorrect award has been made, to remedy the matter in any lawful manner it may deem fit.

29. APPOINTMENT OF BIDDERS

29.1. APPOINTMENT OF BIDDERS

- 28.1.1 On approval of the recommendation/s and appointment/s, the successful bidder will sign an acceptance letter together with the Service Level Agreement (SLA). All official instructions, delegated authorities, and reporting lines will be strictly governed by the SLA to be signed by the NHBRC and the successful bidder.
- 28.1.2 Once the successful bidder has been appointed/awarded, they cannot do any cession to waive or cede without consultation with the NHBRC.

30. FRONTING

30.1. FRONTING

- 30.1.1 The NHBRC supports the spirit of broad-based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, and equitable.
- 30.1.2 The NHBRC, in ensuring that bidders conduct themselves in an honest manner, will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in this bid document. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade, Industry and Competition, be established during such enquiry/investigation, the onus will be on the bidder to prove that fronting does not exist.
- 30.1.3 Failure to do so by the bidder within a period of fourteen (14) days from the date of notification by NHBRC may invalidate the bid/contract and may also result in the restriction of the bidder to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies the NHBRC may have against the bidder concerned.

31. TERMS AND CONDITIONS

31.1. TERMS AND CONDITIONS

- 31.2. NHBRC reserves the right to change or supplement any information or to issue any addendum to this bid before the closing date and time. The NHBRC and its officers, employees and advisers will not be liable in connection with either the exercise of, or failure to exercise this right.
- 31.3. If NHBRC exercised its right to change or supplement information in terms of the above, it may seek an amended bid document from all bidders.

32. POPIA

- 32.1. The NHBRC is committed to adhering to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end, the NHBRC has published its Information Manual on its website, which regulates how NHBRC processes information.
- 32.2. The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further, the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties in paragraph 3.4.
- 32.3. Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)
- 32.4. Bidders are in turn required to comply with the tender requirements, and when the information of third parties is required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC.

