

REQUEST FOR PROPOSAL (RFP)

PROVISION OF CLEANING SERVICES

12-Month Contract

1. DETAILS OF THE RFP

Item	Description
RFP Title	Provision of Cleaning Services
Contract Duration	12 Months
Submission Deadline	24 July 2026 at 12:00
Submission Method	Proposals must be emailed to: kutlwano@iisa.co.za
Enquiries	All enquiries must be submitted via email only

2. BACKGROUND INFORMATION

The Insurance Institute of South Africa (IISA) is a registered non-profit company established in 1966 to advance the insurance sector in South Africa and beyond. The Primary responsibility is to promote the advancement of knowledge and skills, the maintenance of the highest level of standards and ethics as well as the professional development within the insurance industry.

3. PURPOSE

The purpose of this Request for Proposal (RFP) is to appoint a competent and reliable cleaning service provider capable of delivering consistent, professional, hygienic, and high-

Directors: Z Saungweme (Ms) (President/Chairperson), C Molepe (Mr)(Immediate past President/Chairperson), T Mahlangu (Ms) (Chief Executive Officer), N Bruwer (Ms), Dr. M Dowelani (Ms), JT Lorathu (Ms), T Mahlangu (Mr), B Naicker (Mr), B O'Connor (Mr), P Olyott (Mr), VC Rozani (Ms)

quality cleaning services at IISA premises for a fixed period of twelve (12) months in a 560 sqm office area.

4. OBJECTIVE / SCOPE OF WORK

The successful bidder will be required to provide cleaning and related support services, including but not limited to:

4.1 General Cleaning Services

- Sweeping, mopping, dusting, and sanitising
- General office cleaning
- Cleaning of meeting rooms and reception areas
- Kitchen cleaning and upkeep
- Waste collection and disposal
- Dishwashing services
- Internal window cleaning
- Spring cleaning once a month (including deep carpet cleaning on a quarterly basis)

4.2 Boardroom and Training Support

- Setup and clearing of meeting rooms.
- Replenishment consumables.
- Tea and coffee support during meetings and training sessions

4.3 Service Schedule

Services shall be rendered:

- Monday to Friday

- During agreed operational hours
- Excluding public holidays unless otherwise agreed in writing

4.4 Exclusions

The following services are excluded unless specifically approved:

- High-level exterior window cleaning
- Specialised industrial cleaning services
- Cleaning of toilet/ ablution facilities

5. SERVICE LEVEL REQUIREMENTS

The appointed service provider will be expected to maintain:

- A consistently clean and hygienic office environment
- Immediate clearing of dishes and waste
- Clean kitchens and communal areas throughout the day
- Professional presentation of meeting and training facilities
- No residual clutter left overnight
- Service provider must maintain a professional dress code

Failure to meet agreed service standards may constitute non-performance and may result in remedial action or contract termination.

6. STAFFING AND LABOUR COMPLIANCE

The successful bidder shall:

- Employ and manage all cleaning personnel

- Ensure compliance with all applicable labour legislation and human rights
- Be responsible for UIF, COIDA, PAYE, and statutory obligations
- Ensure staff are properly trained and legally employed
- Provide relief staff where necessary to ensure uninterrupted service delivery

The service provider must demonstrate labour compliance and operational continuity capabilities.

7. WORKING HOURS AND OPERATIONAL FLEXIBILITY

The service provider must:

- Accommodate reasonable operational flexibility
- Support occasional early morning events or training sessions
- Provide overtime support when required and approved

Where overtime or public holiday work is required, such work shall be billed at agreed statutory rates.

8. EQUIPMENT AND CONSUMABLES

Bidders must clearly indicate:

- Which cleaning materials will be required
- The list of equipment required
- Any specialised equipment requirements

The successful bidder shall ensure proper care and safekeeping of all equipment used on-site.

9. HEALTH, SAFETY, AND POPIA COMPLIANCE

The appointed service provider shall:

- Comply with the Occupational Health and Safety Act (OHSA)
- Ensure safe handling of cleaning chemicals and materials
- Comply with the Protection of Personal Information Act (POPIA)
- Maintain confidentiality regarding all client information
- Immediately report any incidents, hazards, or breaches

10. PROPOSAL REQUIREMENTS

Bidders must submit proposals containing the following:

10.1 Company Profile

- Company background
- Years of experience
- Summary of services provided
- Location of the bidder

10.2 Methodology and Service Approach

- Cleaning methodology
- Staffing model
- Quality assurance approach
- Escalation procedures

- Health and safety controls

10.3 Experience and References

Provide at least three (3) references including:

- Client name
- Contact person
- Telephone number
- Services rendered
- Contract duration

10.4 Staffing Plan

- Number of staff proposed
- Shift arrangements
- Relief staffing procedures
- Staff supervision structure

10.5 Pricing Schedule

Provide:

- Monthly service fee
- Overtime rates
- Public holiday rates
- Any additional disbursements
- VAT status (if applicable)

10.6 Completed declaration of interest form

11. MANDATORY REQUIREMENTS

Failure to provide the following mandatory documentation may result in automatic disqualification:

- Company registration documents
- Valid SARS Tax Clearance Certificate
- Valid BBBEE Certificate/ Affidavit
- COIDA Letter of Good Standing
- UIF Registration
- Health and Safety Policy
- Proof of banking details
- Organisational structure
- Pricing proposal
- References

12. BBBEE

Preference may be given to BBBEE Level 3 or higher contributors.

13. CONTRACT DURATION

The contract period shall be for twelve (12) months from the commencement date, subject to satisfactory performance and compliance with the agreed service levels.

14. PERFORMANCE MANAGEMENT

Performance will be assessed based on:

- Service quality
- Reliability
- Responsiveness
- Compliance with contractual obligations
- Staff professionalism

Formal performance reviews may be conducted quarterly.

15. EVALUATION CRITERIA

Component	Weighting
Experience & Expertise	20%
Understanding of Requirements	30%
Methodology & Service Approach	25%
Capacity & Staffing	10%
Cost Effectiveness	10%
BBBEE Status	5%

16. TERMS AND CONDITIONS

16.1 IISA reserves the right to:

- Accept or reject any proposal
- Request additional information
- Conduct interviews with shortlisted bidders
- Cancel the RFP at any stage

16.2 All costs incurred in preparing the proposal shall be for the bidder's account.

16.3 The successful bidder must disclose any conflict of interest.

16.4 The appointed service provider will be required to enter into a formal Service Level Agreement with IISA.

17. CLOSING DATE AND SUBMISSION

Proposals must be submitted electronically on or before:

Date: 24 July 2026

Time: 12:00

Email: kutlwano@iisa.co.za

Late submissions may not be considered.

18. CONTACT DETAILS

All correspondence or questions relating to this RFP may be directed via email to:

John-Ross Headbush

The Insurance Institute of South Africa (IISA)

Email: john-ross@iisa.co.za