



EASTERN CAPE
L I Q U O R B O A R D

**TERMS OF REFERENCE FOR
PROVISION OF CLEANING AND TEA MAKING SERVICES**

Reference no. ECLB 0012/2025-26

Date of issue: 15 August 2025

(NXUBA OFFICE)

1. Purpose

To invite suitably qualified service providers to submit quotations for the provision of cleaning and tea making services at the Eastern Cape Liquor Board Office at NXUBA formerly known as Cradock for five days a week over a period of 24 months with an option to renew for one year.

2. Background

2.1 Eastern Cape Liquor Board (ECLB) is a statutory entity established in terms of Eastern Cape Liquor Act 10 of 2003. Its mandate is the registration of retail sales and micro-manufacturing of liquor, to encourage and support the liquor industry as well as to manage and reduce the socio-economic and other costs of excessive alcohol consumption.

2.2 The ECLB Nxuba Office as situated at 24 JA Calata Street requires cleaning and tea making services for its staff and visitors as from 01 November 2025.

3. Deliverables

No	RFQ Reference No	Description	Closing date
1	ECLB	Provisioning of cleaning and tea making services	Closing date is 29 August 2025 Quotations may be submitted @ ECLB Head Office) or Hand Delivery @ ECLB Office, 24 JA Calata Nxuba or emailed to hlengiwe.vakele@eclb.co.za and vuyiswa.cekiso@eclb.co.za and vivani.manyati@eclb.co.za

3.1 The Cleaning Services Specifications are as follows:

- 3.1.1 Cleaning of offices (boardroom x1, offices x3, filing room x1, reception area, kitchen, passages and ablution facilities x 3) by vacuum cleaning or sweeping, washing of floors where applicable, and removal of wastepaper daily).
- 3.1.2 Furniture in the offices, boardrooms and reception area to be dusted and polished on a daily basis.
- 3.1.3 Cleaning and disinfecting of ablution facilities and kitchen daily.
- 3.1.4 Cleaning of plumbing fixtures by ensuring that they are always free of mold/ fungi and water stains.
- 3.1.5 Dusting of windowsills and doorframes on a daily basis.
- 3.1.6 Cleaning of windows and blinds by safely washing and drying them of any dirt and stains monthly and as when necessary.
- 3.1.7 Spring cleaning of the entire premises quarterly.

3.2 Cleaning Standards:

- 3.2.1 Cleaning services must be rendered from 07:00 to 12:30, Monday to Friday every week of the contract period.
- 3.2.2 Cleaning services are not required on public holidays and during offices official shut down periods.
- 3.2.3 Supply and delivery of cleaning equipment, utensils, materials and detergents to the Admin Officer at Nxuba office monthly on or before the seventh day of each month.
- 3.2.4 The service provider will equip/train the cleaner/tea maker in the use of cleaning utensils, safety equipment and personal protective equipment (PPE).
- 3.2.5 The service provider will be responsible for the provision and maintenance of the cleaning equipment and protective equipment.
- 3.2.6 The service provider will ensure that defective cleaning equipment will either be replaced or repaired within 24 hours from the time that such defective equipment is reported by the cleaners.
- 3.2.7 Service provider will ensure that the cleaner take care to use appropriate chemicals for the relevant surfaces.
- 3.2.8 Service provider and the cleaner will ensure that plug points are

not in contact with liquids when all cleaning services are rendered.

3.2.9 Service provider will ensure that proper signage is provided to caution people of hazards.

3.2.10 Service provider will cooperate with other service providers such as security, maintenance, etc.

3.3 Replenishment of Supplies:

3.3.1 All dispensers of supplies will be clean and filled with proper supplies (towels, soap, etc.) all the time.

3.3.2 Service provider will supply detergents that are environmentally friendly.

3.3.3 Service provider will supply all equipment, material, consumables and detergents that are required to render the daily cleaning services according to but not limited to the list below:

Equipment

Item description	Number of items
Heavy duty mop	1
Heavy duty bucket	1
Vacuum cleaner	1
Feather duster	1
Broom	1
Dustpan	1
Wet floor Caution Sign	1
Step ladder (short)	1

Materials

Item description	Frequency of supply
Plastic Bins liners	Monthly
Refuse bags	Monthly
Dish cloths	Quarterly
Dish towels	Quarterly
Toilet brush set	Annually

Heavy duty gloves	Quarterly
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Detergents

Item description	Number of items
Disinfectants e.g. bleach	5 litres per month
Dish washing liquids	2,5 litres per month
All-purpose toilet and urinal cleaners	3 x 750 ml per month
Duo blocks for Urinals	4 packets per month
Floor polish /tile cleaner	5 litres per month
Furniture polishes	4 x 275 ml per month
Ammonium all-purpose cleaners	2,5 litres per month
Air freshener sprays	4 x 180 ml per month

3.4 The Tea making services specifications are as follows:

- 3.4.1 The service provider will ensure that their employee provides tea making services to the ECLB staff and visitors as and when required.
- 3.4.2 Service provider will equip its employee to be able to provide appropriate tea making services and be able to assist with the provision of refreshments to ECLB staff and visitors as and when required to do so.
- 3.4.3 Service provider will ensure that their employee keeps the ECLB dishes, cutlery, tea/coffee sets, kettles and other kitchen electric appliances safe, neat and clean all the time.
- 3.4.4 Service provider will be responsible for the repairs or replacement of dishes or appliances damaged or broken by their employee.

3.5 Personnel requirements

- 3.5.1 One employee will be employed by the contracted service provider and preference must be given to local people.
- 3.5.2 The Service Provider shall pay the cleaner at least the minimum monthly basic wage in terms of the Government Gazette notice no. 4331 of 2 February 2024 or amended from time to time by the relevant minister.
- 3.5.3 The Service Provider must also be registered with the Unemployment Insurance Fund and Worker's Compensation Fund or obtain confirmation to register as an employer if appointed the contract.
- 3.5.4 Annual escalation of salary for the duration of the contract must be covered in the total contract price.
- 3.5.5 Payment of any other benefits like bonus or over time will be the responsibility of the contracted service provider.
- 3.5.6 Payment of all statutory obligations like the UIF will be the responsibility of the contracted service provider on a monthly basis, proof of registration must be submitted to ECLB.
- 3.5.7 Leave entitlement must be in line with the Department of Labour prescripts and leave arrangements must be between the service provider and the employee.
- 3.5.8 Any injuries on duty of the employee shall be the responsibility of the service provider.
- 3.5.9 ECLB shall not tolerate any unfair labour practices that happen within its premises and/or outside its building or close to its premises. Labour disputes are the sole responsibility of the service provider.
- 3.5.10 The service provider will be held responsible for any damage or theft by its employees or due to their neglect whether in the normal execution of their duties or otherwise.
- 3.5.11 Service provider will ensure that there is another replacement worker every time when their worker is not available for work and the service provider will be responsible for payment of the relief employee.
- 3.5.12 Suitable Personnel Protective Equipment (PPE) and uniform (two sets of uniform per annum) for the cleaner will be provided by the contracted service provider.

3.5.13 In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the cleaning and tea making services, the service provider undertakes to rectify/repair the damage immediately after notification by the Supply Chain and/or Admin Officer of the Nxuba office. If the service provider fails to act after notification, ECLB will rectify the damages and costs will be recovered from the service provider.

3.5.14 ECLB shall provide water, electricity, toilet paper and tea making groceries.

3.5.15 The cost of the cleaning consumables, chemicals, detergents and disinfectants shall be for the service provider.

3.6 Reporting

3.6.1 The service provider shall submit a written quarterly report of the monitoring and evaluation of its services rendered to the Senior Supply Chain Officer at Head Office or any other delegated official.

3.6.2 The cleaner/tea maker will administratively report to the ECLB Admin Officer at the Nxuba office, who will co-supervise their operations with the service provider's representative (to be indicated on the proposal/quotation).

3.6.3 Cleaner/tea maker will pre-arrange leave with the Service provider that will avail another replacement worker and the Admin Officer or SCM Officer must also be notified in advance.

3.6.4 Cleaner/ tea maker must report to the service provider at least by 07:30 of the same day when they are not capable of reporting for work in order for the service provider to urgently notify ECLB and send a replacement worker immediately to perform the necessary services.

3.6.5 The cleaners/ tea makers will report for duty at the ECLB Offices in Nxuba at 07:00 to 12:30 on all weekdays except on public holidays (unless specific pre- arrangements have been done).

3.7 Insurances

Without limiting the obligations of the responding service providers in terms of this Agreement, the contracted service provider shall effect and maintain the following insurances, covering:

3.7.1 Public liability insurances, in the name of the service provider, covering the service provider and ICASA against liability for the death of / or injury to any person, or loss of / or damage to any property, arising out of / or during this

agreement.

3.7.2 The service provider shall insure all its own possessions and equipment kept on the premises, in its own name.

3.7.3 All insurance must remain in force for the duration of this agreement, including UIF and accidents for the cleaning staff.

4. PREFERENCE POINTS SYSTEM: 80/20

Price Points: 80

Price must be in South African currency and must be inclusive of VAT. Bidders are further requested to indicate their price in all elements listed in their pricing schedule **(no hidden costs/ unknown costs will be accepted)**. Price will be evaluated based on 80 points and applicable formula of calculating points

5. Evaluation Criteria

STAGE 1 – FUNCTIONALITY

Functionality will be assessed against the criteria and weightings specified below:

#	Functionality Assessment	Maximum Points
1	Experience Number of cleaning and tea making services awarded to the service provider. 1 – 3 projects = 10Points 3- 5 projects = 20 Points More than 5 projects = 30 Points NB: Bidders are required to submit letters of reference from previous contracts to substantiate the number of cleaning and tea making services projects awarded to claim points, with contactable references.	30
2	Cleaners and availability of relief staff cleaner x1 and no relief staff = 10 cleaner x1 and relief staff = 20 2 or more cleaners and relief staff = 30	30
3	Cleaning plan and equipment Provide a cleaning plan and list of cleaning equipment owned by the service provider Failure to provide the cleaning plan and list of cleaning equipment will result in 0 points awarded.	30
4	Training and Development (at bidders' own cost) Bidder to provide a training plan and schedule for the cleaners covering the duration of 3 years = 10 points	10

	Failure to provide the training plan and schedule will result in 0 points awarded.	
	TOTAL	100

NB: Service providers must provide sufficient proof/documents to justify awarding of the points above and such proof should include details of contactable references to evaluation criteria above.

Bidders who obtain 60 points and above out of 100 for functionality (Stage 1) will qualify for evaluation in terms of price and Specific goals in stage 2. All points scored by qualifying bidders in stage 1 will not be taken into consideration in stage.

The evaluation criteria will use 80/20 Principles, where the points are formed by Price and the Specific Goals, Price is 80 points, and the Specific goals is 20 points. NB: SBD 6.1 must be used in order to claim points. Additional information i.e., Medical Certificate, CSD information based on ownership of the enterprise and other related information of ownership submitted will be an added advantage. However, additional relevant information may be requested for further verification in the evaluation process.

In addition to the requirements as stated, all quotations will be evaluated on the basis of the below-mentioned Preference Points System that will best suit the corporate operational requirements of the ECLB.

2 STAGE TWO: Preferential points system

Criteria	Point System
Price	80
Specific Goals	20
Total	100

7.3 STAGE THREE: Specific Goals Category.

A copy of CSD report, Shareholders, Directors, Trustees, Partnerships i.e Joint Venture or Consortiums MUST submit relevant information regarding company ownership. Documents required include Identity documents, Share Certificates and Proof of Address (i.e Utility Bill or Lease) as proof of Specific Goals.

Specific Goals are broken down as follows:

Specific Goal Category	Allocation of Points 20
Black Ownership: Enterprise Owned by Black Persons <i>i.e., Africans, Coloured, Indians, and Others as defined by the Constitution of South Africa</i> <ul style="list-style-type: none"> ▪ 51% or more Black owned enterprises ▪ 50% - 10% Black ownership ▪ Less than 10% Black ownership 	8 4 0
Women Ownership <ul style="list-style-type: none"> ▪ 51% or more Women Ownership ▪ 50%- 10% Women Ownership ▪ Less than 10% Women Ownership 	3 1.5 0
Youth ownership <ul style="list-style-type: none"> ▪ 51% or more Youth ownership ▪ 50%- 10% Youth ownership ▪ Less than 10% Youth ownership 	3 1.5 0
Locality Enterprise located in the Eastern Cape Province or Enterprise located in the area where goods are required	4
SMME/ EME SMME constitutes turnover less than 50 million per annum. EME an enterprise that has an enterprise that has a turnover of no more than 10 million per Annum.	2
Total	20

6. Other terms and conditions of the quotation

- 6.1 Eastern Cape Liquor Board reserves the right not to make any appointment from the submitted quotation.
- 6.2 ECLB does not bind itself to accept the quotation with the lowest price.
- 6.3 Eastern Cape Liquor Board reserves the right to cancel this request for quotation and pursue an alternative course of action at any time without incurring any liability towards any prospective service provider.
- 6.4 Submission of quotations does not give rise to any contractual obligations on the part of ECLB.

- 6.5 Service providers must be registered with the National Treasury Central Supplier Database (CSD). Service providers are requested to provide the ECLB with their tax status pin from SARS.
- 6.6 No services shall be rendered, or goods delivered before an official ECLB Purchase Order form has been received.
- 6.7 Quotations may be submitted by email or hand delivered @ 24 JA Calata Street Nxuba or ECLB Head Office in East London. Faxed quotations will not be accepted.
- 6.8 Quotations received after the specified time and date will not be considered and accepted.
- 6.9 Quotations submitted shall become the property of ECLB and shall not be returned.
- 6.10 Quotations will be valid for a period of 90 days from the Request for Quotations (RFQ) stated closing date.
- 6.11 Service providers are welcome to visit the site for inspection before the RFQ closing date and time in consultation with the Admin Officer.
- 6.12 The ECLB may request written clarification or further information regarding any aspect of the quotation submitted. Service providers must supply such requested information in writing within the stipulated timeframe after the request has been made, or their quotation may be disqualified.
- 6.13 Service providers shall not qualify their quotations with their own conditions. If a service provider does not specifically withdraw its own conditions of quotation when called upon to do so, the quotation response will be declared invalid.
- 6.14 Completion of the returnable forms below is mandatory and failure to do so will render the quotation invalid. These forms must be completed in full on the original and must be signed.**
- i) SBD 3.1: Pricing schedule
 - ii) SBD 4: Declaration of interest
 - iii) SBD 6.1: Preference Points Claim form (6.1 only)
- 6.15 A valid original Tax Clearance Certificate, issued by the South African Revenue Services must be submitted, failure to submit this will result in the bid not being considered.
- 6.16 The successful Service Provider will be subject to security clearance process as prescribed by National Treasury. This process includes verification of supplier and its

shareholders/ directors/ member's status on the list of defaulters and restricted suppliers. Therefore, a proof of a valid Treasury Centralized registration database document is compulsory.

6.17 POPIA Act Disclaimer

By providing a quote or bid and/or related documentation to the Eastern Cape Liquor Board, the bidder/quoter consents to the processing of its Personal Information, as defined in the Protection of Personal Information Act 4 of 2013 and any other applicable data protection legislation, for the purposes of the procurement purpose, including but not limited to the evaluation, adjudication and appointment of a successful bidder/quoter. The submitted information may also be utilized for any audit and/or legislative reporting purposes.

- Where applicable, the bidder/quoter warrants that it has obtained the necessary consent to process any personal information of its employees and/or any third parties whose personal information is provided for the bid /quotation. In addition, the bidder/quoter consents that Eastern Cape Liquor Board to:-
 - verify any personal information with the National Treasury CSD website, including verification of references.
 - Verify any other regulatory/ industry or any accredited/certification bodies.
- At any stage should the bidder/quoter wish to withdraw its consent as detailed hereabove, it must do so in writing and address such notification to the Senior Manager of Corporate Services. The personal information collected for the purpose of this quotation will be retained for the time period after the finalization of the procurement process in accordance with the Eastern Cape Liquor Board Records Retention Policy.

7. Submission of quotations

Completed quotations should be placed in sealed envelopes, marked "**RFQ: PROVISION OF CLEANING AND TEA MAKING SERVICES - NXUBA**", addressed to the Chief Executive Officer and should be submitted to the Eastern Cape Liquor Board situated at 24 JA Calata Street, Nxuba or Shop 10 Beacon Bay Crossing East London, or emailed to hlengiwe.vakele@eclb.co.za and

vuyiswa.cekiso@eclb.co.za and yivani.manyati@eclb.co.za before the RFQ Closing date and time.

Closing date: 29 August 2025

CONTACT PERSON:

Mrs H. Vakele -Hlengiwe.Vakele@eclb.co.za or Miss V. Cekiso -
Vuyiswa.Cekiso@eclb.co.za

Eastern Cape Liquor Board

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Beacon Bay, East London

Tel: 043 7000 900

Mr Y. Manyati – Yivani.Manyati@eclb.co.za

Eastern Cape Liquor Board

24 JA Calata Street, Nxuba

048 8813047

ANNEXURE A: SBD 3:1

SUMMARY OF THE PRICING SCHEDULE – FIRM PRICES

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

Name of bidder:
Description:

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

Price must be in South African currency and must be inclusive of VAT.

A detailed Pricing Structure for 3-year period must be attached to explicitly demonstrate how a bidder has arrived at the total bid price. Prices must include all applicable taxes and escalations costs "No hidden/ unknown costs will be acceptable. Annual escalation of salary for the duration of the contract must be covered in the total quotation price.

Bidders must complete these tables in order to be considered								
CLEANING COSTS PER MONTH								
Description	Number of staff	Monthly rate for per staff member	Total price of labour (monthly)	Overhead costs (admin, transport costs etc)	Total price per month (excl VAT)	Total price per month (incl VAT)	Total price per year (excl VAT)	Total price per year (incl VAT)
TOTAL								

DESCRIPTION: CLEANING & MAKING Services	PRICE
YEAR 1	
YEAR 2	

YEAR 3	
SUB- TOTAL	
VAT	
GRAND- TOTAL	

I, the undersigned (name).....

Certify that the information furnished above is correct and there are no hidden costs

Signature

Date

.....

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Position

Name of bidder

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