

MINUTES OF THE BRIEFING SESSION: CAPE TOWN INTERNATIONAL AIRPORT STATE PROTOCOL LOUNGE

14 JANUARY 2026

**PHYSICAL ADDRESS: Physical address: State Protocol Lounge
Cape Town International Airport,
Airbus Road,
Western Cape Province**

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE
PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD
OF THREE (3) YEARS.**

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No	1. OPENING AND WELCOME	Chairperson opened the meeting and welcomed everyone present.	Mr Socikwa
1.	ATTENDANCE	Chairperson Mr. N Socikwa Director Supply Chain Management Secretariat Mr HM Rakhoale, Ms M Moroke State protocol lounges and facilities Management Mr L Heslop Mr. CG Strydom	Chairperson
2.	APOLOGIES	Mr K Oosthuizen – CTIA protocol lounges	
3.	ADOPTION OF AGENDA	Agenda was adopted by all members	ALL
Matters for discussion			

4	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE (3) YEARS. The Chairperson: Mr Nkululeko Socikwa welcomed the potential service providers and officially opened the meeting The Chairperson introduced the DIRCO team and provided a brief background on the purpose of the briefing session, indicating that the Department of International Relations and Cooperation is responsible for the management of all required services in the State Protocol lounges, which includes cleaning services at the State Protocol Lounge at Cape Town International Airport. The purpose of the meeting is to give potential service providers an opportunity to engage with relevant DIRCO stakeholders responsible for the advertised Terms of Reference and to allow potential bidders an opportunity to view, inspect, and familiarise themselves with the building where they wish to render the cleaning services. The chairperson informed the potential service providers that the Bid is an open tender and all service providers are welcomed to submit their proposals provided they attend the compulsory briefing session, failure to attend and sign the attendance register will result in submitting a non-responsive bid, furthermore to that , the chairperson indicated that bidders are welcomed to submit proposals for one , two or all three categories which includes ORTIA,CPTIA and KSIA state protocol lounges provided they attend and signed the attendance register. After the opening remarks, the chairperson informed the bidders that the is an attendance register circulating in the boardroom and service provider must ensure that they sign the register before they leave the building or their proposals will not be considered, he further indicated that Mr CG Strydom will present the scope of work of the Terms of Reference and Mr Rakhoale will proceed with the Evaluation methodology then open the meeting for Questions and answers that will arise from the presentations. The site visit and building walk through will follow the formal engagements. <u>Presentation by Mr Strydom – IPM/ End User: Scope of work</u> Mr Strydom went through the scope of work by indicating the roles and responsibilities of the cleaning service provider in the protocol lounges. He further put more emphasis on the daily operating hours of the protocol lounges which is 365/366 per annum from 06:00 to 22:00. The appointed service provider may be required to assume duties before 06:00 or work later than 22:00 depending on the flight schedule of the day, the lounge operates
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	on a shift system between 06:00 to 14:00 and 14:00 to 22:00, therefore the service provider must also align their working schedule to the operating hours of the protocol lounge. Mr Strydom proceeded to present the cleaning specification indicating that the protocol lounge has various materials that need to be handled differently depending on the material finishings, he further emphasised on the frequency of cleaning on each material and indicated that different material such as mirrors, paintings, windows and doors will need different cleaning methods and various cleaning materials to ensure that they maintain the same quality.. The presentation from Mr Strydom concluded with the provision of supplies section of the Scope of work where he emphasised on the quality of supplies that must be provided by the Bidders, he indicated that the quality should be in compliance with the recognised accredited quality assurance institutions, he gave an example of the quality of hand sanitisers that should be in-compliance with applicable health standards and must not be reactive to the skin. The chairperson thanked Mr Strydom for the presentation and handed over to Mr Rakhoale to Proceed with the evaluation methodology. <u>Presentation by Mr Rakhoale, SCM: Evaluation Methodology</u> Mr Rakhoale introduced the evaluation methodology indicating that the bid will be evaluated in 4 phases and his presentation will follow the same sequence: Phase 1: Administrative compliance, Phase 2: functionality criteria, Phase 3: site inspection and Phase 4: Price and preference points. <u>Phase (1) One - Administrative Compliance</u> Mr Rakhoale indicated that phase 1 is the administrative compliance whereby bidders must submit the listed administrative and mandatory bid documents/requirement when submitting their proposals, he went through the administrative list and emphasised that bidders must take note of the conditions indicated on each administrative document and ensure that service provider sign the required documents. Furthermore, on the	
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	administrative compliance was the submission of SBD3.1 B, he indicated that Cape Town International Airport state protocol lounge is category B therefore bidder must submit SBD 3.1.B(Cape town) because they have attended the compulsory briefing session. He further indicated that Bidders have the right to submit proposals for all or one category/ state protocol lounge provided they attend the briefing sessions. Mr Rakhoale concluded the phase 1 by indicating that any service provider that fails to comply with any of the above-mentioned minimum requirements will be regarded as submitting a non-responsive bid. <u>Phase Two - Functionality Criteria (Paper Evaluation)</u> Mr Rakhoale indicated that phase 2 of the evaluation deals with assessing the bidder's capacity to deliver /render the services, he went through the section and highlighted the importance of submitting an all inclusive proposal that will have all the headings as indicated in the criteria, he further highlighted the weight on each criteria and explained the evaluation matrix that will be used to allocate points. Mr Rakhoale concluded phase 2 by indicating that service providers who scored less than 60% on phase 2 of the functionality criteria will not be considered for site inspection and will be deemed as submitting a non-responsive bid. <u>Phase Three - Site Inspection</u> Mr Rakhoale presented the third phase of the evaluation criteria based on site inspection highlighting the matrix to allocate points and the total weight for each criteria on the site inspection, he further pledged to the bidders to ensure that they provide the correct address in their proposals and they must ensure that all requirements that have been indicated in the site inspection criteria are available at the recommended site/address on the required site inspection date. Furthermore, Mr Rakhoale concluded phase 3 by indicating that service providers who score less than 60%/ on site inspection will not proceed to phase 4 <u>Phase Four - Price and Preference Points</u>
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	The tender uses an 80/20 system with 80 points for price and 20 points for preference based on DIRCO's prescribed goals: HDI ownership, women ownership, youth ownership, and disability ownership. Points are claimed through SBD 6.1 forms and verified through CSD. In conclusion to his presentation, Bidders were urged to submit an all-inclusive proposal with clear headings to ensure that the evaluation team can properly assess and allocate points effectively and efficiently. The chairperson thanked both presenters and opened the floor for question and answers. <u>Question & Answer Session</u> <u>Question 1: company profile</u> If the company profile does not indicate the number of years as required in the functionality criteria, can the evaluation team consider the number of years indicated in the company registration/ CK of the service provider? • It is importance for all bidder to indicate the years of experience in their company profile because the functionality criteria has indicated that proof must be submitted in a form of company profile , the evaluation team will confirm the number of years of experience indicated in the company profile with the CK number/company registration to ensure alignment of company registration with the experience. <u>Question 2: ACSA access permits</u> Who will be responsible to arrange for ACSA access permits for personnel of the service provider and who must bear the costs? • The team referred the bidder to page 15 of the Terms of reference which indicate that service provider must obtain the required ACSA access permits to cleaning staff deployed at the lounges as per ACSA requirement and bear the cost of issuing of permits. • The lounge will assist where possible to arrange a meeting with ACSA and issue appointment letters to the service provider to assist them in obtaining the access permits. <u>Question 3: Submission of Bid Documents</u> Can the bidders submit one pack in response to all three lounges?	
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- Service provider may submit one proposal with clear indication to which category they are responding to, however SBD3.1 should be in a separate envelope clearly indicating the Category, if the Bidder is submitted for all categories, the submission pack should be 1 + 3 SBD forms.

Question 4: Site Visit

Service provider indicated that the site visit will be held at the administrative offices of the bidders and these office does not have or store the cleaning equipment and material that will be evaluated on site inspection , furthermore the key personnel are based in their operation sites and work stations, not at the offices, can the department consider site visit at one of the operating site that is not owned by the bidders.

- The purpose of the site visit is to ensure that the bidder has official presence in the required region/category which includes office building, personnel, cleaning material etc. service providers are urged to ensure that they consolidate their resources to their administrative offices for the site visit.
- The Department will give the bidders enough time to prepare for the site visit by providing the site visit date and time prior to the site visit.

Question 5: Experience

The term of reference seems to favour experience companies over experience of personnel, can we also include startup companies

- The Term of reference is an all-inclusive TOR in terms of experience because experience is not an automatic disqualification factor however bidder may not obtain maximum points depending on the number of years with company/personnel experience. The methodology on the evaluation of experience is application to both the company and key personnel.
- Bidders are urged to ensure that they employ experienced cleaning staff because the state protocol lounge is responsible to facilitate high level Government dignitaries which includes presidents and ministers, these facilities should be always kept effectively clean.

Conclusion of presentation

The chairperson concluded the meeting with closing remarks and highlighted other issues that were raised in the previous briefing session that was held in OR tambo international Airport, furthermore , the chairperson indicated that Bidder must continuous check the departmental website and the e-tender portal for further communication on the Bid , all

CLOSURE		questions raised during the briefing sessions will be shared with service providers who attended the meeting. He wished good luck to all services provided that will submit their proposals in response to the Bid. Furthermore, urged all bidder to ensure that they sign the attendance register before they leave the meeting venue. <u>Cape Town International Airport State protocol lounge site visit and building walk about</u> Mr Lyle Heslop and official based at the CTIA lounge indicated that he would have two groups per walk through and requested bidders not take picture of the bearer walls and outside premisses, only the office space for measurement and cleaning purposes Bidder went through the state protocol lounge building and concluded the briefing session	Meeting adjourned	12:00
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Signature by Chairperson:  Date: 2026/01/19

Signature by Secretariate:  Date: 19/01/2026