

MINUTES OF THE BRIEFING SESSION: KING SHAKA INTERNATIONAL AIRPORT STATE PROTOCOL LOUNGE

15 JANUARY 2026

**PHYSICAL ADDRESS: Physical address: State Protocol Lounge
King Shaka International Airport,
Thugela Road, La Mercy
Kwa Zulu Natal 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.**

No	1. OPENING AND WELCOME	Chairperson opened the meeting and welcomed everyone present.	Ms Mazibuko
1.	ATTENDANCE	Chairperson Ms Emily Mazibuko Deputy Director Supply Chain Management Secretariat Ms MB Mphahlele, Ms M Moroke State protocol lounges and facilities Management Ms Moodley Mr. CG Strydom	Chairperson
2.	APOLOGIES	No apologies	
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: Ms Emily Mazibuko welcomed the potential service providers and officially opened the meeting, there were two groups to be briefed due to space capacity. 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 (DIRCO) is responsible for the management of all required services in the State Protocol Lounges, including cleaning services at the State Protocol Lounge at King Shaka International Airport. Ms Moodley further welcomed the bidders and explained the importance and nature of the lounge, as well as what is expected of service providers. The purpose of the meeting was to afford potential service providers an opportunity to engage with relevant DIRCO stakeholders responsible for the advertised Terms of Reference, and to enable bidders to view, inspect, and familiarise themselves with the facility where the cleaning services will be rendered. The Chairperson informed potential service providers that the bid is an open tender and that all service providers are welcome to submit proposals, provided they attend the compulsory briefing session. Failure to attend and sign the attendance register will result in the submission being deemed non-responsive. Furthermore, the Chairperson indicated that bidders may submit proposals for one, two, or all three categories, namely OR Tambo International Airport (ORTIA), Cape Town International Airport (CPTIA), and King Shaka International Airport (KSIA) State Protocol Lounges, provided they attend the session and sign the attendance register. Following the opening remarks, the Chairperson advised bidders that an attendance register was circulating in the boardroom and that service providers must ensure they sign the register before leaving the venue, failing which their proposals will not be considered. She further indicated that Mr C.G. Strydom would present the scope of work as contained in the Terms of Reference, after which Ms Mphahlele would present the evaluation methodology. The meeting would then be opened for questions and answers arising from the presentations. A site visit and building walkthrough would follow the formal engagements.
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	<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 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, 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 The Chairperson thanked Mr Strydom for the presentation and handed over to MS Mphahlele to Proceed with the evaluation methodology. <u>Presentation by Ms Mphahlele, SCM: Evaluation Methodology</u> Ms Mphahlele introduced the evaluation methodology indicating that the bid will be evaluated in 4 phases and her 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.	
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	<u>Phase (1) One - Administrative Compliance</u> Ms Mphahlele indicated that Phase 1 entails administrative compliance, whereby bidders are required to submit all listed administrative and mandatory bid documents when submitting their proposals. She went through the administrative checklist and emphasised that bidders must take note of the conditions applicable to each document and ensure that all required documents are duly completed and signed. She further indicated that, as part of administrative compliance, bidders are required to submit SBD 3.1(C). She explained that the King Shaka International Airport State Protocol Lounge falls under Category B/C; therefore, bidders must submit SBD 3.1(C) (Durban), as they had attended the compulsory briefing session. She further indicated that bidders are entitled to submit proposals for one or all categories/State Protocol Lounges, provided they have attended the relevant briefing sessions. Ms Mphahlele concluded Phase 1 by indicating that any service provider that fails to comply with the above-mentioned minimum requirements will be regarded as having submitted a non-responsive bid. <u>Phase Two - Functionality Criteria (Paper Evaluation)</u> Ms Mphahlele indicated that phase 2 of the evaluation deals with assessing the bidder's capacity to deliver /render the services, she 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, she further highlighted the weight on each criteria and explained the evaluation matrix that will be used to allocate points. Ms Mphahlele 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> Ms Mphahlele 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, she further pledged to the bidders to ensure that they provide the correct	
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	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, Ms Mphahlele 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> Ms Mphahlele mentioned that 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: Number of cleaners</u> How many cleaners and supervisors are needed for King Shaka International airport? • The appointed service provider will be expected to provide three (3) staff members per shift, one of whom shall be a supervisor to oversee cleaning activities on a particular shift. <u>Question 2: CVs for cleaners</u> How do we respond for tender if I'm bidding for all airports, do I need to provide CVS for cleaners on all airports?	
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	• Yes, the proposals must include CVs for cleaners and supervisors for each airport, and no names should be duplicated <u>Question 3: Quantity of cabinets</u> How many cabinets must be supplied for hand paper towels and facial tissues? Service providers were advised to take note of the quantities of cabinets during the walkthrough; however, any amendments to the quantities will be communicated by the Department. <u>Question 4: Association</u> Most bidders in Kwa Zulu Natal are using a different association than the one mentioned in the TOR. Most bidders are registered with BCCCI (Bargaining Council for Contracted Cleaning Industry). • The Department will review the matter relating to associations and will communicate any amendments on the tender portal and the DIRCO website. <u>Question 5: Site Inspection</u> Can a bidder submit photographic images of equipment and cleaners in uniform during the site inspection? • No, the Department will come to your facilities during the site inspection to view all the items in physical form and not images as listed under site inspection. Time and date will be communicated with service providers prior visiting your facilities. <u>Question 6: Contract</u> If a company has a contract with Toyota and they invoice different clients under Toyota, can they use reference letters from those clients as proof. • The reference must be linked with a contract number, contract type and duration to be deemed valid reference.	
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CLOSURE	Meeting adjourned		

Signature by Chairperson: Date: 19/01/2026

Signature by Secretariate: Date: 19/01/2026