

MINUTES OF THE BRIEFING SESSION: OR TAMBO INTERNATIONAL AIRPORT STATE PROTOCOL LOUNGE

13 JANUARY 2026

PHYSICAL ADDRESS: Physical address: State Protocol Lounge

Mezzanine Floor

OR Tambo International Airport,

Gauteng 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.	Mr Socikwa
1.	ATTENDANCE	Chairperson Mr. N Socikwa Director Supply Chain Management Secretariat Ms Mphahlele, Ms Mazibuko, Mr Rakhoale and Ms Moroke State protocol lounges and facilities Management Mr S Matsebe 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: Mr Nkululeko Socikwa welcomed the potential service providers and officially opened the meeting. He indicated that will have two groups for briefing session 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 is responsible for the management of all required services in the State Protocol lounges, which includes cleaning services at the State Protocol Lounge at OR Tambo 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, the chairperson indicated that bidders are welcomed to submit proposals for one, two or all three categories which includes ORTIA, CTIA and KSIA state protocol lounges provided they attend and sign the attendance register. During the opening remarks, Ms Mazibuko together with the Chairperson Mr Socikwa emphasised that the briefing session on the 13th of January 2026 was mainly for the OR Tambo International Airport SPL and service providers intending on bidding for other SPLs, at other airports must attend briefing session scheduled for 14TH of January 2026 at CTIA and 15TH of January 2026 at KSIA. The chairperson informed the bidders Mr CG Strydom will present the scope of work on Terms of Reference and Ms Mazibuko will proceed with the Evaluation methodology then open a session for questions and answers that will arise from the presentations. The site visit and building walk through will follow the formal engagements. The chairperson, before handing over to Mr Strydom requested Mr Matsebe, the Manager at OR Tambo SPL, to welcome the service providers and gave a brief explanation of what the SPL does daily.
---	--

CPW

	Mr Matsebe welcomed the service providers and gave a brief detail on the daily duties of SPL. He informed the service providers that they receive Dignitaries from abroad and within the country on their SPL on the daily basis. He emphasised that the SPL is high Security sensitive area and requires more professionalism from everyone working at the SPL. <u>Presentation by Mr Strydom – IPM/ End User: Scope of work</u> Mr Strydom gave a detailed background and scope of work to service providers by indicating the roles and responsibilities of the cleaning service provider in the protocol lounges. He indicated that four staff members will be required of whom one will be a supervisor to the team. He further put more emphasis on the daily operating hours of the protocol lounges which is 365 days per annum from 06:00 to 22:00. He further informed the service providers that the SPL operates on two shifts, and it is a requirement for cleaners to be available during the two shifts at the SPL. The shifts are from 06:00 to 14:00 and 14:00 to 22:00. Mr Strydom mentioned the areas that will need to be cleaned and the supplies that need to be provided by service providers. Mr Strydom 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. Moreover, Mr Strydom emphasised that the quality of products should follow 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 Ms Mazibuko to proceed with the evaluation methodology. <u>Presentation by Ms Mazibuko, SCM: Evaluation Methodology</u> Ms Mazibuko informed the service providers that the validity of this tender is 120 days and they must at least allow the department to finalise the tender in 120 days. He further	
--	--	--

informed them should the department not be in a position to finalise the tender in 120 days, the department will communicate formally with the service providers requesting the extension for validity of bids.

Ms Mazibuko informed the service providers that the tender will be evaluated in four phases, namely: Phase 1: Administrative compliance, Phase 2: functionality criteria, Phase 3: site inspection and Phase 4: Price and preference points.

Phase (1) One - Administrative Compliance

Ms Mazibuko informed the service providers that they need to submit all the mandatory documents for their tender to be responsive when submitting their proposals. She 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, she emphasised on the administrative compliance the submission of SBD 3.1 which she said that there are three SBD 3.1 which are applicable for each SPL, however the applicable SBD 3.1 for the ORTIA SPL is SBD 3.1 A. Should service providers intend on bidding for other SPLs they must do so by attending the compulsory briefing session scheduled there

She then informed the service providers that should they fail to comply with any of the above-mentioned requirement on phase one they will be regarded as submitting a non-responsive bid.

Phase Two - Functionality Criteria (Paper Evaluation)

Ms Mazibuko indicated that phase 2 of the evaluation deals with assessing the bidder's capacity and capability to deliver /render the services. She emphasised on the submission of project plan that service providers must follow the factors provided under the project plan criteria when drafting their project plan. She emphasised that service providers must take note of the matrix that the department will utilise when evaluating the bid.

Ms Mazibuko then 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 Mazibuko 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 emphasised to service providers to ensure that they provide the correct address that is linked to their proof of 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. Ms Mazibuko 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> The tender uses an 80/20 system where 80 points are 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: Quantity of hand paper towels</u> How many quantities are required on Hand paper towel cabinets and paper rolls as the Terms of Reference does not stipulate the required quantity? • The department will consult with the end-user on the quantity of hand paper towels and paper rolls, and we will communicate with all service providers and publish the response on tender portal and DIRCO Website.
--	--

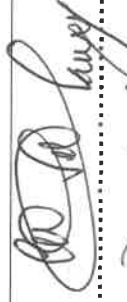
CW

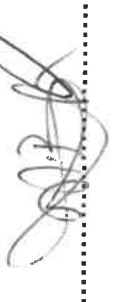
	<u>Question 2: Site Inspection</u> Service provider indicated that the site visit will be held at the administrative offices of the bidders and these office does not have or store the cleaning equipment and material that will be evaluated on-site inspection , furthermore the key personnel are based in their operational 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. <u>Question 3: Fumigation</u> In terms of fumigation, how many bait stations will be required and will it be required outside and inside. Kindly provide the size of the building. • The bait station will be required inside only, and the size of the area has been indicated and mentioned in the terms of reference on 4.1.1. <u>Question 4: NCCA Certificate</u> Is the Department only looking for service providers who are registered with National Cleaners Contract Association or other associations are welcome? Can we put BEECA certificate as some of the cleaning service providers are registered with it? • The department will relook at the requirement and communicate with all service providers on the outcome <u>Question 5: Bill of Quantities</u> The terms of reference indicate terms like 'as and when, when necessary etc" will we have to submit a separate invoice for the things required as and when?	
--	---	--

	- The tender is fixed pricing, and the department will relook into the matter and communicate the resolution to the bidders. <u>Question 6: Deep cleaning of carpets</u> Can the department provide the square metre for carpets: - The department will take the measurements and publish on the tender portal and communicate will all service providers <u>Question 7: UIF</u> Do you need proof of registration or compliance certificate? Labour department no longer issues compliance certificate. Please clarify. - We require the proof of registration on UIF. <u>Question 8:</u> What will happen if my business is realigning and moving to another location? - Service provider must provide the proof of current residence and another proof of where the company is moving to. <u>Question 9: Joint Venture</u> If I am going into a joint venture with a company in Gauteng and I am based in Kwazulu Natal, can I use an association in Durban as they utilising Bargaining Council for Contracted Cleaning Industry (BCCCI) and NCCA? - The department will relook into the issue of association membership requirement and will communicate with all service providers and publish the outcome on tender portal and DIRCO website. <u>Question 10: 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?	
--	--	--

an

	- 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 State Protocol 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>Conclusion of presentation</u> The chairperson concluded the meeting with closing remarks and highlighted other issues that were raised in the first group briefing session, the chairperson indicated that Bidder must continuously check the departmental website and the e-tender portal for further communication on the Bid , all questions raised during the briefing sessions will be shared with service providers who attended the meeting. Mr Socikwa wished good luck to all service providers that will submit their proposals in response to the Bid. Furthermore, urged all bidders to ensure that they sign the attendance register before they leave the meeting venue. <u>OR Tambo International Airport State protocol lounge site visit and building walk about</u> Mr Matsebe took all groups to walk through and requested bidders not take pictures of the bearer walls and outside premises, only the office space for measurement and cleaning purposes Bidders went through the state protocol lounge building and concluded the briefing session	12:00
CLOSURE	Meeting adjourned	

Signature by Chairperson:  Date: 2026/01/19

Signature by Secretariate:  Date: 2026/01/19