

BID NUMBER: SACU/014/2026/PB

**Cleaning of the SACU Secretariat
HQ Offices (ERF 8351)**

CLOSING DATE: 31 OCTOBER 2025 @ 17H00

POSTAL & PHYSICAL ADDRESS FOR BID SUBMISSION

**Southern African Customs Union (SACU) - Secretariat
Private Bag 13285
Corner Julius K. Nyerere and Sir Seretse Khama Street
Windhoek, Namibia, 9000**

COMMERCIAL ENQUIRIES

**Mr. Hermanus L. Esterhuizen
Procurement Officer
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Email: Leon.Esterhuizen@sacu.int**

TECHNICAL ENQUIRIES

**Mr. James S. Shipena
Facilities and Administration Officer
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Submit one (1) Electronic Bid to: procurement@sacu.int

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1. INTRODUCTION / BACKGROUND

- 1.1 The Southern African Customs Union (SACU) consists of five Member States, namely Botswana, Eswatini, Lesotho, Namibia and South Africa. The SACU Secretariat was established in 2004 to administer and coordinate the activities of SACU institutions. More information is available on SACU's website (<http://www.sacu.int>).

2. PURPOSE AND OBJECTIVES OF THE DELIVERABLES

- 2.1 SACU wishes to appoint a professional, capable and suitably experienced Namibian company to provide office and window cleaning services for a period of two (2) years at its Head Quarters Building located at the corner of Julius Nyerere (former Lazarette) and Sir Seretse Khama Street.

3. SCOPE OF WORKS

- 3.1 The successful bidder will provide interior cleaning services for a floor space of 4,280m² consisting of one basement and four floors. The floor space includes the following:
- (a) 48 x Offices (enclosed)
 - (b) 11 x Toilets, 2 x Executive Showers
 - (c) 7 x Meeting Rooms, 1 x Boardroom
 - (d) 4 x Kitchenettes, 1 x Canteen/Cafeteria
 - (e) 1 x Lounge, 1 x Bar, 1 x Entertainment Area
 - (f) 8 x Stores Rooms
 - (g) 1 x Reception Area
 - (h) 2 x Lifts, Staircases and Fire Escapes
 - (i) 8 x Balconies
 - (j) 1 x Basement Parking
 - (k) 2 x Guardhouses
 - (l) Tiled Passages and Carpeted Offices
- 3.2 The successful bidder will also provide exterior cleaning services, 4 times a year, for the exterior glass façade and louvers.

3.3 The

successful bidder will provide their own cleaning equipment, cleaning supplies, chemicals, safety equipment, waste disposal materials, staff transport and uniforms.

- 3.4 The successful bidder will be required to adhere to the recommendations on the correct usage of the safety harnesses and hooks affixed to the exterior building.
- 3.5 The proposed cleaning equipment, materials and chemicals must be approved by the Secretariat.
- 3.6 Prior to the commencement of the contract, the successful bidder will be expected to provide a list of the cleaning staff that will be allocated to SACU, as well as copies of their identity documents and valid police clearance certificates.
- 3.7 The cleaning staff allocated to SACU by the successful bidder must be attired, at all times, in manner befitting a professional and corporate environment.
- 3.8 The successful bidder must be insured against theft and damage that may be caused by their staff or injury that may result to cleaning staff during the execution of their duties.
- 3.9 The cleaning services must be coordinated in a manner that does not unnecessarily disrupt SACU's daily operations.
- 3.10 The cleaning services will be rendered from Monday to Friday, excluding gazetted Namibian Public Holidays.

4. DELIVERABLES

- 4.1 The successful bidder will be expected to adhere to the following requirements:

Item	Requirements	Cleaning Frequency
Carpets	All carpets must be vacuumed	Once a week
Carpets	All carpets must be deep cleaned	Once every (6) months
Tiled Floors	Must be cleaned and waxed	Twice a Week
Blinds	Must be dusted and wiped	Twice a Week
Basement Parking, Main Driveway and Balconies	Must be swept, cleaned and kept free of litter	Twice a Week

Item	Requirements	Cleaning Frequency
Furniture and Wooden Surfaces	All furniture and wooden surfaces and must be dusted and polished	Twice a Week
Doors, Windows, Balustrade and Glass Office Partitions (interior)	- All glass doors, windows and partitions on the inside of the building must be dusted and kept free from stains and spots - Windowsills, Door Frames and Balustrades should be kept clean	Twice a Week
Glass Façade, Canopy, Walls (exterior)	The outside Glass Façade (or Superstructure), Louvers and Walls must be cleaned and kept free from dirt, stains and spots.	Four Times a Year (As quoted)
Chandelier	The Chandelier must kept free from dust, cobwebs, stains and spots.	Once a Month
Mirrors, Paintings, Pictures, Plaques	Must be dusted and kept free from stains, spots and cobwebs	Twice a Week
Office Equipment, Plugs, Light Switches and Air Conditioners	- Computers, Monitors, TV's, Photocopiers, Projectors, Printers, Telephones, Light Switches must be kept free of dust and wiped clean - The outside of air conditioners must be dusted	Twice a Week
Cafeteria and Kitchenettes	- Surfaces and sinks must be kept clean at all times - Appliances (Fridges, Microwaves, Dishwashers, Stoves, Kettles) must be kept hygienic at all times - Utensils, cutlery, cups and dishes must be kept clean at all times - Dish towels must be kept clean - Cupboards must be kept hygienic at all times - Wall tiles and the floor must be kept clean - Rubbish bins should be emptied daily - The cleaning of the cafeteria and kitchenettes must be completed before 09h00	Twice a Day or as necessary

Item	Requirements	Cleaning Frequency
Showers and Toilets	- Floors, Basin, Taps, Toilets, Cisterns, Urinals, Seats, Surfaces and Door Handles must be kept clean, disinfected and sanitized - All mirrors must be kept clean - Toilet Paper, Hand Wash, Hand Wipes and Soap must be replenished promptly - Bath and Hand Towels must be replaced daily - Bins must be emptied daily	Once a Day or as necessary
Bar, Lounge, and Entertainment Area	- Must be kept clean - Must be cleaned after use - Furniture must be rearranged	Twice a Week or when necessary
Office, Meeting Rooms and Boardroom	- Must be kept clean - Bins must be emptied and cleaned - Meeting rooms must be cleaned after use - Furniture in boardrooms must be arranged in order	Twice a Week or when necessary
Reception Area	The cleaning of the reception area must be completed before 08h00	Daily
Guardhouse	Must be swept, dusted and kept clean	Twice a Week
Storerooms	- Must be swept and cleaned - Cupboards and shelves should be dusted	Once a week or when necessary
Lifts	Lifts must be dusted, swept, wiped and sanitized	Three Times a Week
Staircases including Fire Escapes	Must be swept and kept clean at all times	Three Times a Week

- 4.2 The successful bidder will produce and maintain a detailed checklist and schedule of the cleaning services.
- 4.3 The successful bidder must provide a written contingency plan that ensures that the cleaning services shall not be disrupted by unforeseen circumstances.

5. EXPERTISE REQUIRED

- 5.1 Be registered as a cleaning company;
- 5.2 Possess at least six (6) years' experience in the provision of cleaning services at a reputable company/ institution;
- 5.3 Have a Business Continuity Plan/ Contingency Plan model and;
- 5.4 Have cleaning personnel who are trained and experienced with providing cleaning services.

6. SUBMISSION OF BID PROPOSALS

- 6.1 All bidding proposals must be submitted electronically to: procurement@sacu.int
- 6.2 All bidding proposals must be submitted electronically to: procurement@sacu.int. One (1) copy of the Technical and Financial proposal must be attached to the email submission in PDF format.
- 6.3 The deadline for submission of bids is 16:00, Namibian time, on 31 October 2025.

7. PRIME CONTRACTOR RELATIONSHIP

- 7.1 The SACU Secretariat will enter into a contract with only one successful bidder.
- 7.2 The selected bidder shall be solely responsible for the deliverables as specified in this document.

8. FINANCIAL ARRANGEMENT

- 8.1 Bidders are solely responsible for their own costs in preparing the Bid.
- 8.2 Payments for all services covered by this bid shall be made within 30 (thirty) days subject to receipt of appropriate invoices, the satisfactory completion of work, and adherence to the SACU Secretariat's Financial Policies and Procedures.
- 8.3 SACU shall not be liable for any losses, damages, costs, charges or expenses caused by injuries to the bidder's personnel during the execution of their duties.

9. CONFIDENTIALITY

- 9.1 Bids submitted will not be revealed to any other bidders and will be treated as contractually binding.
- 9.2 The SACU Secretariat reserves the right to seek clarification or verification of any information in the Bids.
- 9.3 All information pertaining to the SACU Secretariat obtained by the bidder as a result of participation in this Request for Bid is confidential and must not be disclosed without written authorisation from the Executive Secretary of SACU.
- 9.4 The SACU Secretariat reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

10. OWNERSHIP OF BIDS

- 10.1 All Bids, including supporting documents, submitted to the SACU Secretariat become the property of the SACU Secretariat.
- 10.2 Ownership of all data belonging to SACU whether under its control or the bidder's control shall continue to vest in SACU. Any data of whatever nature resulting from the provision of the Products and Services shall be the property of SACU and may be used by SACU without restriction. All data or information that may be shared with the successful bidder during the provision of the Products and Services shall upon termination of the contract, be returned to the SACU Secretariat.

11. MODIFICATION OF TERMS

- 11.1 The SACU Secretariat reserves the right to add, modify or omit certain portions of the Bids' scope at any time at its sole discretion. This includes the right to cancel

this

Request for Bid at any time prior to entering into a contract with the successful bidder.

12. BID FORMAT

- 12.1 Bidders are requested to address the issues and requirements in Appendix A to ensure that each Bid receives full consideration.

13. EVALUATION OF BIDS & AWARD CRITERIA

13.1 Eligibility

- (a) The Technical and Financial Proposals should be submitted digitally as an email attachment or a link to a cloud storage or file-sharing service, in PDF format (or as a zip archive containing the PDF file).
- (b) The Technical Proposal should contain a:
 - (i) Title (Cover) Page listing the Bid Number, Bid Description, Bid Closing Date, Bidding Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons;
 - (ii) One page Letter of Introduction that identifies the bidder with a corporate letterhead. This Letter of Introduction (See Appendix A) should also contain:
 - aa. A signature by the person(s) authorised to bind the organisation to statements made in the proposal;
 - bb. Confirmation of the name of the bidder and acceptance by the bidder and any third parties of the conditions of the Request for Bid;
 - cc. Written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid;
 - dd. Full Contact Details of any third-party involved in the proposal; and
 - ee. Description of the role or element of proposal to be fulfilled by any third-party;
 - (iii) Profile of the bidder or consortium;
 - (iv) A certified copy of the Certificate of Registration or Incorporation with the relevant national authorities;

- (v) Certified copy of identity cards/documents or passports showing that the majority owner(s) or shareholders of the organisation or consortium are citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or duly appointed company secretary confirming that the ultimate holding company is majority (51%) owned by SACU citizens;
 - (vi) Certified copy of a current Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof;
 - (vii) Certified copy of a current Good Standing Certificate with Social Security (Namibia), registration with Unemployment Insurance (South Africa), where applicable, or exemption thereof;
 - (viii) Certified copy of the latest audited Annual Financial Statements in the case of private or public companies, or for close corporations the latest Annual Financial Statements. In either case, the reporting date is within 20 months from the Bid Closing Date. The audit report on the Annual Financial Statements should be issued by a current member of the applicable regulatory authority in any SACU Member State and quote the membership number. For close corporations, the latest Annual Financial Statements should be submitted and prepared by a current member of the applicable regulatory authority in any SACU Member State and quote the membership number;
 - (ix) Certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and
 - (x) A certified copy of a legal agreement for partnerships, consortiums, and joint ventures, where applicable; and
 - (xi) A written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid.
- (c) In the case of partnerships, consortiums and joint ventures, all documents required in Section 9.2 above, for each party in the arrangement and legal entities, must be submitted.
- (d) The Technical Proposal should provide a schedule of:
- (i) Three (3) or more clients (contact names, physical addresses and telephone numbers) who may be contacted for references in connection with the proposed assignment; and

For

example:

CLIENT	CONTACT NAME	TELEPHONE	PHYSICAL ADDRESS
ABC Corporation	Mr J. Doe	061-999 9999	20 ABC Street, Windhoek

- (ii) Three (3) or more clients where similar assignments were recently undertaken by the bidder. This schedule must indicate the client, the

CLIENT	SERVICES PROVIDED	YEAR	LOCATION	FINANCIAL VALUE
ABC Corporation	Development of BCP	2011	Windhoek	R49,950

assignment that was undertaken, the year, the client's geographical location and the financial value.

For example:

14. QUALIFYING CRITERIA

- (a) The Technical Proposal will then be assessed and disqualified if any of the eligibility criteria are not complied with, such as:
- (i) The Proposal is not emailed or submitted in PDF format;
 - (ii) Any document requested in Section 9.2 above is omitted from the bid submission;
 - (iii) Any Eligibility Criteria content in the one-page Letter of Introduction is omitted;
 - (iv) Any document under 9.2 above ((iv) to (ix) is not certified within six (6) months of the Bid Closing Date;
 - (v) Less than three (3) references are provided to be contacted;
 - (vi) Less than three (3) clients where similar assignments were recently undertaken by the bidder were provided;
 - (vii) The Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, is not valid at the Bid Closing Date;
 - (viii) The Good Standing Certificate with Social Security (Namibia), registration with Unemployment Insurance (South Africa), where applicable, or exemption thereof, is not valid at the Bid Closing Date;

- (ix) The bidder, or third party if a consortium, is not majority (51%) owned by citizen(s) of a SACU Member State (with proof of shareholding) and registered within a SACU Member State. Proof of majority SACU Citizen ownership may be proven by any of the following methods:
 - aa. A certified copy of each shareholding certificate currently in issue (the total shareholding certificates must aggregate 100% of all issued share capital); and proof of SACU citizenship by providing a certified copy of shareholders national identity card document or valid passport; or
 - bb. A certified copy of the shareholder register issued by the duly appointed Company Secretary or external auditors; and proof of SACU citizenship by providing a certified copy of shareholders national identity card/document or valid passport; or
 - cc. An official letter from the external auditors or company secretary, describing the group structure and confirming that the ultimate holding company is majority (51%) owned by SACU citizens. This is only required where any shareholder is not a natural person;
- (x) The latest audited Annual Financial Statements, or for close corporations the latest Annual Financial Statements has a:
 - aa. reporting date that exceeds 20 months from the Bid Closing Date; or
 - bb. qualified audit opinion (related to the audited Annual Financial Statements);
- (xi) The latest audited Annual Financial Statements, or for close corporations the latest Annual Financial Statements also demonstrates that the organisation may be:
 - aa. a going concern risk (the organisation may not be able to operate in the foreseeable future) through reducing revenue or incurring operating losses; or
 - bb. factually insolvent where the liabilities exceed the assets and it is not able to settle debts; or
 - cc. commercially insolvent and unable to pay debts or liabilities as they arise in the ordinary course of business; or
 - dd. limited with the financial capacity to complete the assignment due to the size of the organisation; or

- (xii) The latest audited Annual Financial Statements or for close corporations the latest Annual Financial Statements was not prepared by a current member of the applicable regulatory authority in any SACU Member State. In this regard, the membership number will validate the status of the practitioner with the applicable regulatory authority in the relevant SACU Member State.

15. AWARD CRITERIA

- (a) After the bidder has met the eligibility and qualifying criteria, the technical evaluation is undertaken and awarded on the basis of the most economically advantageous proposal applying the following award criteria, listed in order of priority:
 - (i) Proof of understanding the scope, approach and methodology to undertake the assignment;
 - (ii) Proof of qualifications, technical knowledge, relevant previous experience and the skills composition of the team who will undertake the assignment;
 - (iii) Project Plan demonstrating how the deliverables and targets will be met; and
 - (iv) Company Profile and Reputation of the bidder.
- (b) The allocation and weighting of the award criteria is pre-determined by the Bid Leader when drafting the Request for Bid.

16. PRIME CONTRACTOR RELATIONSHIP

- 16.1 The SACU Secretariat will enter into a contract with only one successful bidder.
- 16.2 The selected bidder shall be solely responsible for the deliverables as specified in this document.

17. FINANCIAL ARRANGEMENT

- 17.1 Bidders are solely responsible for their own costs in preparing the Bid.
- 17.2 Payments for all services covered by this bid shall be made within 30 (thirty) days subject to receipt of appropriate invoices, the satisfactory completion of work, and adherence to the SACU Secretariat's Financial Policies and Guidelines.
- 17.3 SACU shall not be liable for any losses, damages, costs, charges or expenses caused by injuries to the bidder's personnel during the execution of their duties.

18. CONFIDENTIALITY

18.1 Bids

submitted will not be revealed to any other bidders and will be treated as contractually binding.

18.2 The SACU Secretariat reserves the right to seek clarification or verification of any information in the Bids.

18.3 All information pertaining to the SACU Secretariat obtained by the bidder as a result of participation in this Request for Bid is confidential and must not be disclosed without written authorisation from the Executive Secretary of SACU.

18.4 The SACU Secretariat reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

19. OWNERSHIP OF BIDS

19.1 All Bids, including supporting documents, submitted to the SACU Secretariat become the property of the SACU Secretariat.

19.2 Ownership of all data belonging to SACU whether under its control or the bidder's control shall continue to vest in SACU. Any data of whatever nature resulting from the provision of the Products and Services shall be the property of SACU and may be used by SACU without restriction. All data or information that may be shared with the successful bidder during the provision of the Products and Services shall upon termination of the contract, be returned to the SACU Secretariat.

20. MODIFICATION OF TERMS

20.1 The SACU Secretariat reserves the right to add, modify or omit certain portions of the Bids' scope at any time at its sole discretion. This includes the right to cancel this Request for Bid at any time prior to entering into a contract with the successful bidder.

21. CONTRACT ADMINISTRATION

21.1 The award will be subject to the successful conclusion of a Service Level Agreement (SLA).

21.2 The SACU Secretariat reserves the right to negotiate the terms of the proposal and the value of any financial proposal submitted.

22. DOCUMENTATION CHECKLIST

Have you submitted the following required information?	YES	NO
The Technical and Financial Proposals are emailed as one PDF file.		
Title (Cover) Page listing the Bid Number, Bid Description, Bid Closing Date, Bidding Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons.		
One page Letter of Introduction identifying the bidder with a corporate letterhead. It is signed by the person(s) authorised to bind the organisation to statements made in the proposal. This Letter should also contain a confirmation of acceptance by the bidder and any third parties of the conditions of the Request for Bid; written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid; full contact details of any third-party involved in the proposal and a description of the role or element of proposal to be fulfilled by any third-party.		
Profile of the bidder or consortium.		
Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.		
Certified copy of identity cards/documents or passports showing that the majority owner(s) or shareholders of the organisation or consortium are citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or company secretary confirming that the ultimate holding company is majority (51%) owned by SACU citizens.		
Certified copy of a current Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof.		
Certified copy of a current Good Standing Certificate with Social Security (Namibia), registration with Unemployment Insurance (South Africa), where applicable, or exemption thereof.		
Certified copy of the latest audited Annual Financial Statements in the case of private or public companies, or for close corporations the latest Annual Financial Statements.		
Certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and all documents of each party in the arrangement and legal entities, must be submitted.		

Have you submitted the following required information?	YES	NO
Technical Proposal to complete the assignment with: • Proof of qualifications and experience of the team that will carry out the assignment. • A detailed methodology that will be used to complete the assignment. • Project Plan demonstrating how the deliverables and targets will be met.		
A schedule of three (3) references that are contactable.		
A schedule of three (3) clients where similar assignments were recently undertaken by the bidder.		
The Financial Proposal is quoted in South African Rand (ZAR).		
Written confirmation that the Financial Proposal remains valid for 90 days.		

Additional documents required from Consortiums or Partnerships	YES	NO
Written identification of the Primary Contracting Party.		
Full details and eligibility criteria documents of all legal entities involved in the bid.		
Certified copy of a legally binding partnership or consortium agreement.		
Certified Proof that the majority owner(s) of the company or consortium are citizens of a SACU Member State (copy of ID's or Passports will suffice).		
Description of the role or element fulfilled by each legal entity.		

APPENDIX A: LETTER OF INTRODUCTION TEMPLATE

Private and confidential

TITLE OF THE ASSIGNMENT | BID NUMBER: SACU/014/2026/PB

Name of Bidder (and Partner, if applicable) is pleased to submit this proposal. We believe we are uniquely equipped to assist the Southern African Customs Union (SACU) Secretariat with the provision of xxx.

Provide a brief motivation or summary of the assignment and the Bidder's skills, experience and track record.

Name of Bidder (and Partner, if applicable) hereby:

1. confirms acceptance of the terms and conditions of this Request for Bid.
2. declares that our current or past corporate or other interests do not give rise to a conflict of interest on this assignment.

The contact details, role and any work to be undertaken by any third party involved in the proposal are as follows¹:

1. xxx
2. xxx
3. xxx

I hereby declare that I am authorised to bind the organisation to statements made in this proposal.

Should you wish to discuss any aspect of this proposal or require any clarification, you are most welcome to contact me directly.

Yours sincerely,

22.1 (Name and Position)

¹ Delete this section if not applicable.