

## APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE GENERAL CLEANING AND HYGIENE SERVICES FOR A PERIOD OF SIXTY (60) MONTHS

NO	QUESTIONS	ANSWERS
1	The bidder is currently in the process of registering for COIDA with the Department of Employment and Labour. Would a confirmation letter from the Department, indicating that the registration is in progress, be considered sufficient?	A valid letter of good standing for the Compensation for Occupational Injuries and Diseases Act [COIDA], 1993 must be attached. Confirmation for registration in progress will not suffice.
2	Kindly confirm whether the amount indicated on the reference letter should reflect the combined value of all the projects undertaken?	Yes. The amount is made up of combined projects or contracts. The bidders must provide the reference letters for all projects. In instances where the bidder has undertaken one (1) project with a contract value of more than R7 000 001, the maximum points will be awarded.
3	The bidder seeks clarification on whether the requirement for 40 years of experience refers to the combined experience of the proposed team.	Yes. It's the combined experience for all team members.
4	The bidder seeks clarification on whether the OHS certificate is required for all cleaners or only for the supervisor.	Proof of staff training (OHS Training) for the staff (Supervisor and cleaners), preferably SAQA or Services SETA accredited.

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5	The bidder would like to confirm whether a sample will be required from the successful bidder.	Physical samples from the successful bidder will be required. For the purpose of the tender the copies/catalogue of the proposed hardware must be attached.
6	The bidder has indicated that the Department of Labour no longer issues letters or proof of compliance. Kindly confirm whether the provision of a UIF reference number will be deemed sufficient.	The bidders are allowed to provide a copy of proof of registration from the Department of Employment and Labour (DEL) containing the reference number. The provision of the reference number only will not suffice. If proof of registration is lost, the Bidders are encouraged to request any document from DEL confirming their UIF registration and the reference number.
7	The bidders inquired whether registration with the NCCA is a requirement.	Registration with NNCA or BCCI is not compulsory.
8	The bidder inquired about the score a supervisor would receive if they possess relevant experience but do not hold formal qualifications.	The bidder will lose points allocated to this criterion if other requirements are not met. Copies of the National Senior Certificate, National Certificate (Vocational) or any other NQF level 4 equivalent must be attached together with the CVs.
9	The bidders inquired whether they are required to submit CVs for all proposed staff members.	Yes. Evidence should be in a CV indicating where corporate cleaning and hygiene was provided, for staff (supervisor and cleaners).

NO	QUESTIONS	ANSWERS
10	What kind of machinery, chemicals, and equipment are required?	The bidders can choose for themselves the type of machinery, chemicals, and equipment to use. The detailed building specifications have been provided to enable service providers to determine the appropriate cleaning solutions required. All proposed products and equipment must be environmentally friendly and safe for use.
11	Please clarify the frequency of service – e.g. cleaning and sanitising the bins.	Cleaning and sanitising the bins must happen twice a week, but removal of hygiene waste from the site must happen once a week.
12	Please clarify whether the tender requires the submission of certificates or attendance registers as supporting documentation for the compulsory briefing session?	No, the tender does not require any documentation from the bidder to prove attendance of the compulsory briefing session.
14	<p>Kindly advise whether it is required to submit individual OHS-related certificates for each of the nine cleaners and the supervisor, or if it would be acceptable to provide one certificate per designated role, as outlined below:</p> <ul style="list-style-type: none"> <li>• First Aider</li> <li>• Fire Fighter</li> <li>• SHE Representative</li> </ul>	<p>Proof of staff training is required (OHS Training) for all current staff (supervisor and cleaners), preferably SAQA or Services SETA accredited. A proof for each individual is required.</p> <p>Bidders to take note that OHS training is a broad spectrum not only limited to first aiders, fire fighters, SHE Reps, Safety Officers.</p>

NO	QUESTIONS	ANSWERS
	<ul style="list-style-type: none"> <li>Safety Officer</li> </ul>	
15	Would the NCCA registration certificate be acceptable as compliance for Item No. 06 under Phase 2 mandatory requirement?	<p>No.6 under Mandatory requires valid proof of registration/affiliation with the local authority or <b>similar association</b> (e.g. South African Waste Information System (SAWIS); Institute of Waste Management of Southern Africa; etc.); for the disposal of hygiene waste.</p> <p>Proof of registration with the NNCA will also be accepted.</p>
16	OHS Training – Have all 10 cleaning staff members undergone Occupational Health and Safety (OHS) training and been deemed competent, as discussed in the meeting? As proof of this, are you requiring 10 individual training certificates, or would it be acceptable to verify this information through their CVs?	Proof of staff training is required (OHS Training) for all staff (certificates), preferably SAQA or Services SETA accredited.
17	Could you please confirm the total area (in square meters) of the carpets.	<p>The information is available in the tender document on page 32.</p> <p><b><u>37 General van Ryneveld Street:</u></b></p> <p>ground floor = 968m<sup>2</sup></p> <p>1st floor = 930 m<sup>2</sup></p> <p>2<sup>nd</sup> floor = 276 m<sup>2</sup></p> <p><b><u>41 General van Ryneveld Street</u></b></p> <p>ground floor = 1372m<sup>2</sup></p>

NO	QUESTIONS	ANSWERS
		1st floor = 1318 m <sup>2</sup> Approximate size = 4632 m <sup>2</sup>
18	Could you please confirm whether the on-site dispensers should be stainless steel or silver plastic?	Specification and descriptions of the individual dispensers are provided on page 33 of the tender document.
19	<b>SHE-Bins:</b> The frequency is indicated as "8." Could you kindly clarify what this refers to? Specifically, what does the number 8 represent?	She-bins must be serviced twice a week (which equates to 8 times in a month).
20	<b>Supply of Hand Wash Soap:</b> Quantity = 46 units; Frequency = 8. Kindly clarify what the frequency refers to, does it indicate deliveries per month, week, or another interval?	Hand wash soap must be refilled into the dispensers twice a week (which equates to 8 times in a month).
21	<b>Supply and Refill of 1-Ply Whisper Z-Folded Paper Hand Towels</b> <b>Quantity: 20</b> — Kindly clarify whether this refers to 20 individual sheets, packs, or boxes. Additionally, please specify the frequency of supply and refill (e.g., daily, weekly, monthly).	There must be 20x dispensers for the z-folded paper hand towels
22	Supply and refill of 2 ply, 350 sheets, soft toilet paper <b>Quantity = 44</b> , Is this 44 Bales of 48 toilet papers? Please define the frequency of <b>16</b> as well?	We have 44 toilet cubicles in our buildings.

NO	QUESTIONS	ANSWERS
23	<p><b>Supply and Replenishment of Paper Towels for Automatic Dispensers</b></p> <p><b>Quantity: 17 units</b></p> <p>Could you please confirm if this refers specifically to the paper towel consumables themselves? Additionally, kindly clarify the meaning of the "8 Frequency" mentioned.</p>	<p>There must be 17 automatic dispensers on site to be refilled twice a week which equates to 8 times a month.</p>
24	<p>Could you please provide the quantities for the equipment, consumables, and materials listed on pages 31 and 32? Having the accurate quantities will enable bidders to prepare precise pricing.</p>	<p>All quantities for consumables and hardware are specified on the pricing schedule.</p> <p>Materials and equipment are tools of trade we provided the specification for our buildings i.e. carpets, vinyl tiles, ceramic tiles, painted walls, glass partitioning and windows.</p>
25	<p>Could you please clarify where the quotes for Carpet Cleaning/Furniture and Strip &amp; Seal are reflected, as we do not see them included in the pricing schedule?</p>	<p>On the pricing schedule there are different tabs for different items, this one specifically is labelled "Ad-Hoc Services"</p>
26	<p>Could you please confirm if certificates are issued to participants who attended the online briefing session?</p>	<p>No, there are no certificates issued.</p>
27	<p>Could you kindly clarify the preferred method for submitting the soft copy? Should it be emailed separately, or included on a USB stick along with the original hard copy submission?</p>	<p>The soft copy should be saved on a USB and submitted along with the original hard copy submission.</p>
28	<p>Regarding labor, could you kindly provide the daily working hours for the cleaning staff? We understand that their</p>	<p>Umalusi is operating from 7h30 – 16h00 Monday to Friday.</p>

NO	QUESTIONS	ANSWERS
	working days are Monday through Friday, excluding weekends and public holidays.	We prefer the cleaners to start working at least 30 minutes before the above-mentioned official hours.
29	<p>Could you kindly provide the square meter measurements for the following areas:</p> <ul style="list-style-type: none"> <li>• Vinyl flooring</li> <li>• Carpeted areas</li> <li>• Tiled surfaces</li> </ul>	<p>Vinyl = 521m<sup>2</sup></p> <p>Tiles = 645m<sup>2</sup></p> <p>Carpeted areas = 3466m<sup>2</sup></p>

**Clarification for the following consumables**

CONSUMABLES	QTY	Frequency per month	Questions
FORMULA	A	B	
Servicing of sanitary disposal bins/she-bins(ladies cubicles) <b>weekly</b>	30	<b>8</b>	<p>Please advise if they service should be rendered 8 times month = twice a week or only weekly (4 times a month)</p> <p><b>2x a week (which equates to 8 times in a month)</b></p>
Supply and refill of feminine hygiene bags for ladies cubicles	30	4	<p>Please confirm that the refills should be replenished weekly</p> <p><b>Refills to be done weekly or as and when needed</b></p>

NO	QUESTIONS		ANSWERS
	Deep cleaning with environment friendly detergents (including but not limited to) servicing of toilets, urinals, etc. <b>bi monthly</b>	60	4
	Deep cleaning with environment friendly detergents (including but not limited to) servicing of hand was basins, etc. <b>bi monthly</b>	32	4
	Supply and refill of toilet seat sanitiser in a disposal pumpable bag. Must last up to 30 000 press with 3.3ml/shot.	46	8
	Supply and refill of hand cream (service provider to take note that samples must be submitted for approval prior to contract commencement)	17	4
	Supply and refill of hand wash soap 1200ml foam/gel.	31	8

NO	QUESTIONS		ANSWERS
			<b>2x a week (which equates to 8 times in a month)</b>
Supply and refill of environmental friendly air freshener for automated, metered wall mounted dispenser.	36	4	<p>In the Tender docs it states that the air fresheners should be serviced bi-monthly. Please confirm if it should be serviced every second month or should it be serviced 8 times a month (twice a week)</p> <p><b>2x a week (which equates to 8 times in a month) or as and when needed</b></p>
Supply and refill of hand sanitizing gel/liquid/foam with a minimum 70% alcohol base in an automatic, wall mountable, stainless steel dispenser to handle a 1000ml gel	28	8	<p>Please confirm if the unit should be replenished 8 times a month (twice a week)</p> <p><b>2x a week (which equates to 8 times in a month) or as and when needed</b></p>
Supply and refill of 1 ply whisper z - folded paper hand towel Wall mountable, stainless finish	20	8	<p>Please confirm cases / alternatively rolls required per month</p> <p><b>The dispensers should be refilled at least once a week or as and when needed</b></p>
Supply and refill of 2 ply, 350 sheets, soft toilet paper	44	16	<p>Please confirm cases / alternatively rolls required per month</p> <p><b>As above</b></p>

NO	QUESTIONS		ANSWERS
	Supply and refill of sanitizing, hand and surface wet wipes in a minimum 70% alcohol base solution.	28	4
	Servicing and deep cleaning of urinals including scented pee mats	16	4
	Supply and refill of paper towels for the automatic paper towel dispensers.	17	8
			<p>Please confirm if the refills should be replenished 4 times a month (weekly).</p> <p><b>Weekly</b></p> <p>Please confirm if this service should be done weekly</p> <p><b>Weekly</b></p> <p>Please confirm cases / alternatively rolls required per month</p> <p><b>As above</b></p>