

## BID CLARIFICATION: QUESTIONS AND ANSWERS

**BID NUMBER : GAAL/107/2023/2024**  
**DESCRIPTION : RE-ADVERTISEMENT PROVISION OF CLEANING AND HYGIENIC SERVICES FOR A PERIOD OF THREE YEARS.**

NO.	QUESTIONS	GAAL RESPONSES
1.	<p>May I please have clarity on Exhibit 3 – Pricing schedule.</p> <p>Can we use our own Sales system to produce the quotes as per the Scope?</p>	<p>Bidders are allowed to use their own sales system or quote on their letterhead as per the scope of work /or specification requirements.</p>
2.	<ul style="list-style-type: none"> <li>▪ I would like to know how many hours daily from Monday to Sunday?</li> <li>▪ What is the cost for airside induction training?</li> <li>▪ Must we stick to 22 cleaners or can we deviate our own?</li> <li>▪ Do you currently have night shift?</li> </ul>	<ul style="list-style-type: none"> <li>▪ Please refer to page 11 of 40 paragraph 3.15.</li> <li>▪ Please source quotation with SACAA approved Aviation Training Organization.</li> <li>▪ The bidder must provide a total number of twenty-two (22) personnel including supervisor daily. Included in the twenty-two personnel are to cover all the areas and relievers to adhere with labour laws.</li> <li>▪ No, there is no night shift operation.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Do we also have to include the Public holidays?</li> <li>▪ What equipment must we include?</li>   <li>▪ Please confirm if there is airside cleaning and if so, what are the PPE requirements?</li> <li>▪ What medicals are required?</li> </ul>	<ul style="list-style-type: none"> <li>▪ Yes, the public holidays must be included.</li>   <li>▪ The equipment is not prescribed; however, it will be up to the service provider to meet the cleaning requirements.</li>   <li>▪ There are specific medicals required.</li> </ul>
3.	<ul style="list-style-type: none"> <li>▪ We would like to get clarity on the frequency of deep cleaning of carpeted and tiled areas?</li> <li>▪ How many biohazard Waste bags will be required per month?</li>   <li>▪ What are the cleaning consumables that are required and the estimated quantities on a monthly basis?</li> </ul>	<ul style="list-style-type: none"> <li>▪ Refer to 3.7 table on cleaning requirements.</li>   <li>▪ There are 10 biohazard waste bins that are required to be disposed of twice on a weekly basis.</li>   <li>▪ The list and types of consumables should be the choice of the Bidder, except to those as indicated on the specification requirements. However, all consumables must be SABS approved.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Any Special Cleaning Machines required eg. Hoovers and the minimum quantities that the department requires?</li> <li>▪ How do we quote for the Urinary Dispenser? Are we going to be allowed to submit a separate quote on a regular basis?</li> <li>▪ On page 29, it is elaborated that only firm prices for the duration of the contract will be accepted. However over a period of 36 months there are changes in terms of cost of materials , fuels, CPI Increases and as well as labour review that is applied every year in March, how are we supposed to quote firm prices over such a long period?</li> </ul>	<ul style="list-style-type: none"> <li>▪ The equipment is not prescribed; however, it will be up to the service provider to meet the cleaning requirements.</li> <li>▪ There are no requirements for urinary dispenser. It will be on separate quote as and when required.</li> <li>▪ Bidders must utilize the price indices for escalation purposes, published by Stats SA. Prices will be reviewed only in cases of statutory factors.</li> </ul>
4.	I would like to ask if we are still responding with two (2) separate envelopes for pricing schedule and for actual tender documents?	Please refer to paragraph 11 of the bid document on bid submission.
5.	Can you please send the Pricing Schedule (SBD 3.1) as it was not	The pricing schedule on SBD 3.1 refers to your bid offer in line with the

	included in the tender document, and it is required for Gate 0 : Administrative Requirements	specification requirements, there is no pricing schedule provided.
6.	I would like to confirm the briefing date for the tender that was set out for the 10 of May that is due 31 May -GAAL107/2023/2024	There is no compulsory briefing session for tender no: GAAL/107/2023/2024.
7.	<ul style="list-style-type: none"> <li>▪ How many cleaners working on Saturday and Sunday?</li> <li>▪ Do you have basins and showers on the toilets? If you do have, is how many?</li> </ul>	<ul style="list-style-type: none"> <li>▪ The bidder must provide a total number of twenty-two (22) personnel including supervisor daily. Included in the twenty-two personnel is to cover all the areas and relievers to adhere with labour laws.</li> <li>▪ Please refer to paragraph 2.8.3.</li> </ul>
8.	<p>Please see below and advise if the costs of these will be covered by GAAL or us.</p> <ul style="list-style-type: none"> <li>▪ Six employees will be required to attend Airside Induction training which is offered by South African Civil Aviation (SACAA) recognized training provider.</li> <li>▪ All employees, supervisor and manage and any person</li> </ul>	The cost for training will be covered by the bidder for all required training as stipulated in the specification requirements.

	involved must all attend Security Awareness training offered by SACAA recognized training provider.	
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