

## BID CLARIFICATION: QUESTIONS AND ANSWERS

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

NO.	QUESTIONS	GAAL RESPONSES
1.	<p>On page 17 under '<b>Pricing Structure (or bid offer/pricing) and Schedule</b>' the tender document makes reference to: <b><i>Bid price / pricing structure must be completed / or submitted in full for all services categories.</i></b> However there is no schedule / pricing structure attached to the tender document.</p>	<p>The bid does not have a pricing structure/schedule; however, bidders must provide their own bid offer/price for all service categories.</p>
2.	<p>On page 17 under "<b>Gate 0</b>" we are required to submit SBD6.1, which is under <b>Exhibit 1</b> on page 22. We are then required to submit it again under <b>Exhibit 5</b> on page 22 as well. Is this correct that it needs to be included in both Exhibits</p>	<p>Bidders are only required to submit only one fully completed and signed document (SBD6.1) under Exhibit 1.</p>
3.	<p>Please clarify if hygiene dispensers need to be supplied, or do you have your own. In the briefing, you mentioned you have dispensers but I checked the toilets and there are no dispensers on the walls. Please clarify this</p>	<p>Bidders will not be required to supply hygiene dispensers.</p>

4.	Please specify the frequency of services for the air fresheners and sanitizers clearly. Spec just says “regular basis”	Bidders should refer to paragraph 3.14 which clearly indicate “twice daily” and not regular basis.
5.	Working hours was stated as Mon to Sunday , 06:00 – 18:00. Is this correct	Working hours (inclusive of public holidays) are as follows: Monday – Friday: 6h30 – 18h30 Saturday: 9h00 – 16h00 Sunday: 9h00 – 18h30
6.	Breakdown of staff needed in order to cost the correct cleaning equipment per area.	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.
7.	Could I please fill the document in electronically, I will get it signed in pen.	Document can be filled and signed electronically, only if is filled in a black ink and submitted physically.
8.	I see there is no list of consumables to be used except refills for dispensers & toilet paper, will the choice of cleaning chemicals & volume depend on us as service providers, if not please assist with the types of consumables & volume required monthly. <ul style="list-style-type: none"> <li>▪ Please provide the quantity of the soap refills.</li> </ul>	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.



9.	Do we supply our own bins or are we only going to service the bins that is on site.	The Bidders are not required to supply their own bins but service the bins on site.
10.	Are we liable for replacing hygiene equipment when broken, do we factor this cost in or will it be on quotation.	Only if the negligent is on part of the service provider.
11.	Please refer to our legal finding in PAGE 11 OF 33 - CLAUSE 4.9 – DAMAGE AND COMPENSATION It is suggested that this clause should be deleted as it holds the Service Provider liable for any damage or theft. This goes beyond the liability contained in Clause 4.8 and would not be covered by Public Liability Insurance.	The two clauses are very relevant to the contract. <ul style="list-style-type: none"> <li>▪ Clause 4.8 refers to claims by the third party.</li> <li>▪ Clause 4.9 refers to claims by the entity directed to the service provider. (in a case of negligence by the service provider)</li> </ul>
12.	Please confirm total numbers of She bins to be serviced on side. Also browse your spec and notice that you require service providers to install and refill air fresheners in the toilets rooms, please conform frequency for the Airfreshener whether service is needed 30 days or 60 days.	Total number of She bins available on site is forty-five (45). The Air refresheners will be refilled twice daily as indicated on paragraph 3.14.

