



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

**FINANCE
SUPPLY CHAIN MANAGEMENT**

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24 NOVEMBER 2022

NOTICE TO TENDERERS NO. 9
11 pages

NOTICE TO TENDERER

TENDER NO: 120S/2022/23

BOX NO: 167

CLOSING DATE: 2 December 2022

DESCRIPTION: The Provision of Facilities Management Services including among others Cashiers and Cash management, Security, Cleaning, Maintenance Services and Landscaping

This Notice to Tenderers (NT9) is to be recorded on schedule 14: Record of addenda to Tender Documents issued to Tenderers and bound into the tender document.

This Notice to Tenderers advises of the following:

RE: RESPONSES TO CLARIFICATION QUESTIONS SUBMITTED BY POTENTIAL BIDDERS IN RESPECT OF TENDER 120S/2022/23

This Notice is directed to all Tenderers whom attended the Compulsory Briefing Session:

CIVIC CENTRE IZIKO LOLUNTU BURGERSENTRUM
12 HERTZOG BOULEVARD CAPE TOWN 8001 P O BOX 655 CAPE TOWN 8000
www.capetown.gov.za

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Tender No 120S-2022-23 - Notice No.9 - Clarification Questions					
Q-N0	Page	Section	Clause	Clarification Question	Response
1	170	Vol 3	Clause 13.3.7	Vol 3, Pg. 170, Clause 13.3.7: the annexure in this clause (Annexure GS4) is incorrectly referenced. It should refer to Annexure GS5 (from pg. 232)	Noted. This will be amended in the final MOA between the CCT and the successful bidder.
2				Can the CCT share the list of current technical service providers that the FM Provider should take over?	There are currently no technical service providers which the FM Provider is required to take over. The successful tenderer is under no obligation to take over any of the existing technical service providers, it is at the discretion of the successful tenderer.
3	259	Planned Maintenance by Specialist Subcontractors	13.5.17	The tender calls for the FM contractor to enter into a service agreement with Frost International, but Frost International's B-BBEE status on CSD is non-compliant. Please advise if this will result in our bid being deemed non-compliant in its entirety, or if bidders can still include them in our submission without being deemed a non-compliant bid.	The Directorate Urban Mobility has obtained approval from the Director: Supply Chain Management to allow the appointment of Frost International as a nominated supplier in terms of clause 182.3 of the Supply Chain Management Policy.

Q-N0	Page	Section	Clause	Clarification Question	Response
4	259	Specifications specific to MyCiTi Facilities	13.5.17	<p>Reference is made to:</p> <p>"software proprietary" designation to "Frost International".</p> <p>As Frost International is not a BBBEE compliant supplier, will the City of Cape Town (City Manager) provide the successful bidder, approval in writing to accept all bids from "Jack Frost CT (Pty) Ltd" as "Unsolicited" under the Cot Supply Chain Policy, clause 340?</p>	<p>The Directorate Urban Mobility has obtained approval from the Director: Supply Chain Management to allow the appointment of Frost International as a nominated supplier in terms of clause 182.3 of the Supply Chain Management Policy.</p>
5	90 - 127	Volume 2: Returnable Schedules	Sch 1 - Sch 15	<p>Should the returnable schedules be completed by all JV partners or just the Lead Partner?</p>	<p>Only schedules where it is specifically indicated that all JV Partners are to complete the schedule. Schedules requiring skills and experience information should be completed as the JV, using the relevant JV partner's skills and experience.</p>
6	30		Notice of Tender	<p>Should all parties have attended the mandatory meeting when tendering as a JV? If this is the case, please advise whether all JV partners must sign the tender notices that are issued or just the lead partner?</p>	<p>Only the lead partner is required to have attended the briefing session and should sign the tender notices.?</p>

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7		Lift & Escalator Servicing	13.4.9.7.	Please could you confirm on which of the Mitchell's Plain sites lifts are included.	<p>The lifts are not just at the Mitchells Plain site, but as the tender document indicates it is at the <u>following sites listed below</u> :</p> <p>The FM Contractor shall ensure that maintenance contracts are in place with specialist service providers for the servicing of the lifts at the following locations:</p> <p>i. Civic Station Zones 2 and 3 - (Zone 2 - 400kg, Vimec; Zone 3 - Disabled Lift, 300kg, Wesant.)</p> <p>ii. Mitchell's Plain (PTI) - (630kg, Kone)</p> <p>iii. Joe Gqabi - (630kg, Bowie)</p>
8	59-87	Price Schedule	5.2.12.9	<p>Pricing rates – Security Schedules – Item 5.2.12 (pg. 59 – 87):</p> <p>It states “this rate shall apply to both day and night shifts.....” – please could you confirm the rate you require us to insert – will this be a Rate for just one shift i.e. 8 hrs or 10hrs or 12hrs, or is the rate a combined rate i.e. day + night?</p>	<p>The required rate is for a single shift of the relevant duration. It may be a day shift or a night shift and the rate should apply to both.</p> <p>(Please refer the Amended Price Schedule - Notice To Tenderers 8)</p>
9	59-87	Price Schedule	5.2.12.9	<p>Tag Alarm Monitoring and Armed Response (per tag) – Item 5.2.12.9 page 84 – please could you clarify exactly what is required to be priced? And details on these tags to be supplied.</p>	<p>Please refer to question 3 in NTT6 dated 7 November 2022.</p> <p>Bidders are advised not to price this item.</p>

Q-N0	Page	Section	Clause	Clarification Question	Response
10	59-87	Price Schedule	5.2.12.9	<p>Dedicated Armed Mobile Response Unit (ODTP Area 1, 2, 3 & 4) – Items 12.8.2 – 12.8.4 (pg. 82 to 83)</p> <p>a. Confirm the Grade for the armed response security officer for the unit?</p> <p>B. Confirm what spec of vehicle is required for the Mobile Response Unit?</p> <p>C. Confirm the anticipated mileage for the vehicle in each area – namely 1, 2,3 & 4?</p>	<p>Please price Grade B officers.</p> <p>A specific type of vehicle is not required, use the same as the predominant vehicle in your fleet.</p> <p>Please base your tender on 10000km per month. Also refer to the</p>
11	210	Landscaping Specifications - Composting	13.4.7	Pg. 210, Point 1.1.3.2 - Does CTC have an list of approved suppliers ?	The CCT does not have a list of approved suppliers. The successful tenderer will be required to submit the proposed supplier to the CCT for approval.
12	192	Hygiene Services	13.4.7	<p>Pg. 192, Point 13.4.7 The Hygiene Service refers to select services in scope. Do we only quote on:</p> <ol style="list-style-type: none"> 1. Soap Dispensers 2. Toilet roll Dispensers 3. Hand Towel dispensers 4. Sani-bins + servicing 	Please refer to section 5.2.7 of the Price Schedule, page 47a
13	202	Specific Requirements for Provision of Security Officers		Should the bidder submit industry-specific compulsory membership certificates e.g. PSIRA, NCCA etc.?	Please refer to clause 13.4.13.3, page 202 of the tender document.

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14				On our site visit we noticed that there are two card terminal devices (speed points) per kiosk. Please explain why there are two and what must we provide for per kiosk?	Restrictions in legislation prevented the CCT from accepting debit and credit card transactions when the system was implemented. The CCT acquired the ABSA terminals for the loading of myConnect cards but could not use the same to accept payment. The FM Contractor is therefore required to provide POS devices for accepting debit & credit card transactions i.e. the Nedbank terminals at the kiosks are rented through the FM Contractor who does a daily fund transfer into the CCT bank account. This is still required, see items 2.19 to 2.21, page 42a, of the Price Schedule. This may change through the course of the contract.
15				Does MyCiTi supply the thermal printers (and the replacement of the printers) from time to time?	The thermal printers are supplied by the CCT AFC Contractor as is replacements of the printer.
16				Who supplies the consumable for the thermal printers and the card terminals? If this is our responsibility, please give monthly quantity details.	The FM Contractor is responsible for the replenishment of consumables. 20 Boxes Monthly (Comm Rolls) - approximately 10 Boxes Monthly (Absa POS and Nedbank) - approximately

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17		Cash Management		Please confirm whether the debit and credit card transactions through the AVM and CVM machines are clearing into MyCiTi bank account or into the cash management service provider bank account.	'These transactions clear directly into the CCT bank account.
18	14	Cash Management	2.2.1.1.10	Can the subcontractor to the Tenderer provide the necessary experience and resources for the cash management component? (Page 14) 2.2.1.1.10	The title, 2.2.1.1.10, states: Track record and experience of main tendering entity and/or sub-contractor in cash management relating to the receiving, receipting, balancing, safekeeping, depositing and reconciliation of cash Required : the information from the entity that will be providing the service.
19	16			To clarify, we only need to submit one hard copy (the original) and one soft copy on USB (in PDF format)?	2 (Two) copies of the bid submission must be submitted, one hard copy and one electronic copy as stated on page 16
20				What Bus to Station Communication System is in use?	The system in use is a proprietary Frost International System.
21	89	Provisional Sums, Prime Cost Amounts and Contingencies	13.3.19.9	Are 15.1.3 and 15.3.3 not duplicated line items (page 89)?	Technically it is a duplication. It is however there to differentiate between Provisional Sums and Prime Cost. Please note numbering change in updated price schedule.

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22	181	Ambassadorial Services	13.4.1.	Clarify whether Ambassadors need to be PSIRA registered, and if so, which grade required?	Ambassadors do not need to be PSIRA registered unless it is the bidder's intention to apply a dual role, in which case it must be Grade C.
23	288	Annexure MC1-2		How many cleaners are employed by MyCiTi/CoCT to clean smaller stations/stops (example: Adderley/ Table View/ Mitchells Plain/Paarden Island etc.)	None of the smaller stations and stops require full time cleaners. Hours are allocated as set out in Annexure MC1-2
24	188	Ambassadorial Services	13.4.1.	Pg188, 13.4.1 regarding Ambassadorial Services and the use of "Handheld Validators" are any of these currently in use? If so, How Many and under what conditions?	None are presently in use.
25	208	Surveillance Services	13.4.14.	Pg208, 13.4.13.9 Incident Reporting, please explain who is the Risk Officer?	The Risk Officer referred to here is a City Official who will receive the report from the CCT Authorised Representative
26	286	Specification Annexure MC1 – Typical Personnel		Several references to "Postings are constantly reviewed" please indicate if this practise is monthly and are these posting fluctuations changed monthly or how often is constant changes?	Where changes are made, these changes are monitored closely to ensure the changes do not compromise the service. This can be daily/weekly or monthly until the desired service level is achieved. Where the service is running stable and deemed optimal, these fluctuations can be months or years apart.

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27	292	Specification Annexure MC3: Operating hours of kiosks		MC3 only gives cashiers deployment and times/hours of duty. Would we be able to obtain information or times of cash collections?	Cash collection is scheduled by the present contractor and is dependent on various factors like the time of the month, the turnover at a kiosk and the like. No time table is available in this regard.
28	89	Price Schedule - Off-site Surveillance Supervisor	Item 14.4	Page 89, 14.4: Please clarify requirement of "off-site Surveillance supervisor" as part of Waste removal services?	Please ignore this item.
29	201,250,324	Specification Annexure MC4 – Uniforms		Page 297 - 300, Annexure MC4: Please clarify if any and all staff other than security (i.e. cleaning, pest control, landscaping, ambassadors etc.) are required to wear SMO ladies' or SMO men's' apparel?	Please refer to clauses 13.4.13.2.2, page 201; 13.5.5, page 250, 1.27., page 324
30	93	Schedule 3	-	Should this form be completed by the lead partner only or all JV partners?	<p>Please refer to clauses 11.(6) and 11.(7) of the Preferential Procurement Regulations:</p> <p>(6) A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.</p> <p>(7) A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.</p>

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31	90	Schedule 1	2	Can we add additional columns to the table provided or do we have to make a copy of the page to add more JV partners?	Please make a copy of the page to add more JV Partners
32	88 & 89	Price Schedule	5.2.13 & 5.2.14.	We understand 5.2.13. item 13.4 and 5.2.14. item 14.4 as identical, yet they are placed in conflicting sections. Kindly advise if 5.2.14 item 14.4 is not required?	Please ignore 14.4 page 89.
33	198	Professional Services	13.4.11	The tender document does not include Annexure GS10.5. Would you kindly make the form available?	Responded to in Notice to Tenderers 7, Question 10
34	180	Subcontracting	13.3.17	The tender document does not include Annexure GS10.3 & Annexure GS10. 4. Would you kindly make the form available?	Responded to in Notice to Tenderers 7, Question 8
35				During the site visit, the areas to the lifts were unavailable. Please share all the details of the lifts that are in scope.	Refer to Question 7

Yours Sincerely,

.....
On Behalf of: Basil Chinasamy
Director: Supply Chain Management

ACKNOWLEDGEMENT OF RECEIPT FOR AND ON BEHALF OF THE TENDERER: TENDER NO 120S/2022/23

At on this Day of 2022

Signature:

Name of Signatory:
(In ink and capitals)

TENDERER:
(Name of firm in ink and capitals)