

QUESTION AND ANSWERS

RFP NO: HO/001/08/2026(INTERSITE)

TENDER DESCRIPTION: REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).

NB: The following questions asked by the interested bidders:

NO	QUESTION	ANSWER
1	We kindly request clarification regarding the Stage 1A mandatory requirement for bidders to be registered with the National Contract Cleaners Association (NCCA) and Bargaining Council.	Kindly refer to Erratum 002
2	Our company currently holds BEECA membership. Kindly confirm whether valid BEECA membership will be accepted as an equivalent industry association registration for purposes of this tender, or whether registration specifically with the NCCA is mandatory.	Kindly refer to Erratum 002
3	We kindly request clarification regarding the eligibility requirements relating to registration with the National Contract Cleaners Association (NCCA) and the Bargaining Council. The tender documentation indicates that bidders should be registered with the NCCA and Bargaining Council.	Kindly refer to Erratum 002
4	Could you please clarify whether a company that is not individually registered with the NCCA may participate in the tender as part of a Joint Venture (JV) with another company that is duly registered with both bodies?	We refer to your request for clarification regarding NCCA and Bargaining Council registration where a bid is submitted through a Joint Venture (JV). A bidder may participate through a duly constituted JV, subject to compliance with the requirements set out in the bid documentation.
5	Furthermore, if such a JV is permitted, would the registration of the registered JV partner satisfy the stated requirement for the JV as a bidding entity, or are both JV partners required to be individually registered with the NCCA and Bargaining Council? Your clarification on this matter will be highly appreciated to ensure that our submission fully complies with the tender requirements.	The registration of one JV partner does not automatically extend to the other JV partner. In respect of Bargaining Council registration, each entity must comply with the applicable statutory and regulatory requirements relevant to the role it will perform under the contract.
6	Firstly, I noticed that the functionality evaluation includes Organisational Experience. Since we are a newly established company, I wanted to understand how this section is assessed where a company has limited	*Organisational Experience* Where the functionality criteria specifically assess the *experience of the bidding organisation*, points will be awarded based on the evidence of organisational experience submitted in accordance with

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	contract history but intends to appoint experienced supervisors and has the required resources.	the tender requirements. The experience of proposed supervisors or other personnel cannot be substituted for organisational experience unless the tender document expressly provides for this.
7	Secondly, I saw that the tender requires financial statements prepared by a registered accountant. Since our company has a limited financial history, should we submit the latest financial statements available from our accountant, or is there any additional information you would expect from a newly established company?	*Financial Statements* A recently established company should submit the <i>*latest financial statements available for the period in which it has been operating*</i>, prepared by the appropriately registered accounting professional as stipulated in the tender document. The bidder should also provide supporting information confirming the date of establishment where relevant. No financial history should be created or assumed for periods during which the company was not in existence.
8	Thirdly, regarding the supervisors, the tender requires CVs for two supervisors with cleaning and hygiene experience. Do these supervisors need to already be permanent employees of the company at the time of submission, or may they be appointed specifically for this contract?	*Supervisors* The requirement for supervisors will be assessed against the wording of the tender document. Where the tender requires CVs demonstrating the stipulated cleaning and hygiene experience, bidders must submit the required CVs and supporting documentation. Unless the tender specifically states that the supervisors must already be permanent employees at the closing date, bidders should not be disqualified merely on that basis. However, the bidder remains responsible for demonstrating that the proposed resources will be available to perform the contract should the bid be awarded.
9	Lastly, we intend to recruit the required cleaning staff through the Department of Employment and Labour and other recruitment channels if we are awarded the contract. Would that be acceptable, provided all the staffing requirements are met before the contract starts?	*Recruitment of Cleaning Personnel* Recruitment through the Department of Employment and Labour or other lawful recruitment channels would not in itself be prohibited, provided that the successful bidder complies with <i>*all staffing, competency, statutory and commencement requirements stipulated in the tender*</i>. Where the tender requires particular personnel or supporting evidence to be available at the time of bid submission, such requirements must be met at the closing date and cannot be deferred until after award. Please ensure that your submission responds fully to the requirements and evidence specified in the tender document. The Bid Evaluation Committee may only evaluate information and

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		documentation submitted in accordance with the published bid conditions and may not subsequently waive material requirements for an individual bidder. Should this clarification affect the interpretation of the tender requirements generally, the clarification will be communicated to all prospective bidders through the appropriate tender communication channel to ensure fairness, transparency and equal treatment.
10	Clarify us on the pricing schedules, are we really suppose to share Legislative Hourly Rates Colum on all items or is it only required to General Worker Rate and Supervisor Rate?	Yes, it is indeed required that bidders specify the legislative hourly rates for both General Workers and the Supervisor. This step is essential to ensure that all rates comply with the established requirements. Moreover, these rates will not only be a part of the initial evaluation but will also be closely monitored throughout the duration of the project to maintain compliance and control costs effectively.
11	Are we allowed to bid for one service line? e.g Hygiene only	No. The project is combined and can't be separated.
12	5.5.4, under SUPPLY OF EQUIPMENT, Please assist with clarifying the below;	The hygiene equipment in the building does not belong to Prasa. Current Appointed service provider will have to remove their equipment at the end of their contract. Therefore the bidders should quote for the supply the equipment and maintenance of those equipment and they are required to install their own equipment.
13	Supply and installation of new stainless-steel auto janitor Dispenser toilet paper holders – Toilet paper dispenser in both male and female ablutions. This has 2 items and the quantities are 215. May you please clarify how many Auto Janita and how many Toilet paper holder	The quantity for toilet paper holders is 167 as indicated on the first item of the hygiene equipment. 215 is the quantity for auto janitors.