	Tender Questions and Answers	Document Identifier 240-7124948	Rev 1
		Effective Date 01 April 2023	
		Review Date April 2026	

To whom it may concern	Date	26/05/2026
	Enquiries	Kim Hughes
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Dear Sir/Madam

Request for Enquiry Number	E2839GXPOU
Description	Provision of Cleaning Services at Ingula Pumped Storage Scheme for period of 5 years
Tender Questions Closing Date	5 working days before Tender closing date

Item	Questions	Answers	Clarity Published Dates
1.	Will the presentation and related documents be emailed/shared after the meeting?	Yes, all presentation material and supporting documentation have been published on the Eskom Tender Bulletin and the National Treasury eTender Portal.	26/05/2026
2.	Can suppliers utilise the same template in the NEC and copy it into Excel?	Yes, suppliers may use the same template and copy it into Excel.	26/05/2026
3.	What documentation is required as proof of experience?	Bidders may submit appointment letters and completed contracts; however, these must be supported with evidence confirming that the work was successfully executed. Appointment letters alone are not sufficient.	26/05/2026

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4.	What are the requirements for reference submissions?	There is no strict limit on the number of references. Bidders must, however, meet the minimum experience requirements. A single reference with multiple purchase orders is acceptable, provided sufficient proof of executed work is submitted.	26/05/2026
5.	Will experience in related services (e.g. hygiene or pest control) be considered?	Yes, provided the experience is relevant and closely aligned to the scope of work for cleaning services.	26/05/2026
6.	What are the vehicle requirements for this contract?	Vehicles must comply with the specifications outlined in the <i>Service Information</i> and be suitable for site conditions, including underground access (e.g. appropriate vehicle types such as 4x4 where required).	26/05/2026
7.	Are drivers included as separate resources?	No, drivers must be included within the overall transport costs and are not treated as separate billable items.	26/05/2026
8.	Are transport services included in the scope of work?	Yes, transport forms part of the scope of work.	26/05/2026
9.	What is included in site establishment, and will office space be provided?	Site establishment requirements are detailed in the scope of work. Office space forms part of these considerations and will be clarified further where required.	26/05/2026
10.	Are current cleaning staff located locally, and is there a requirement to retain them?	A target of approximately 70% retention of the current cleaning workforce is encouraged to ensure continuity of service. Details regarding their location will be clarified separately if required.	26/05/2026
11.	Will Eskom provide estimated quantities for consumables such as chemicals and toilet paper?	Yes, bidders should refer to the revised Bill of Quantities (BOQ), which provides updated details on consumables and estimated quantities.	26/05/2026
12.	How should labour rates and pricing be estimated over the five-year contract period?	Bidders must provide pricing for the full five-year contract period, including reasonable estimates for	26/05/2026

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		annual increases and applicable ministerial wage determinations.	
13.	How should uncertainty in pricing (e.g. future cost increases) be handled?	Bidders must include reasonable assumptions and account for potential cost variations in their pricing submissions.	26/05/2026
14.	How should task order work (including weekends and public holidays) be priced?	Bidders must provide rates only for task order work, as it will be executed on an as-and-when-required basis. No quantities are predefined.	26/05/2026
15.	Can overlapping documentation (e.g. safety and technical documents) be submitted once?	Yes, provided that the documentation is clearly referenced and easily accessible for evaluation purposes.	26/05/2026
16.	What are the qualification requirements for safety personnel?	Minimum requirements apply as specified in the tender documentation; however, higher or equivalent qualifications (e.g. National Diploma in Safety Management) will be accepted.	26/05/2026
17.	When are OHS documents required?	OHS documentation is not required at tender closing unless it is expressly stipulated as a technical evaluation requirement. Where such documentation is not required for technical evaluation, it may be requested during the evaluation process and shall be submitted prior to contract award.	26/05/2026
18.	Are environmental documents required at tender submission stage?	No, environmental documentation will be required during the execution phase of the contract.	26/05/2026
19.	Are bidders required to provide subcontractor management and quality control processes?	Yes, bidders must provide documentation outlining how subcontractors will be managed and how quality will be controlled, in line with Eskom requirements.	26/05/2026
20.	Will assets acquired during the contract remain the property of the contractor?	Yes, any assets acquired by the <i>Contractor</i> during execution of the contract will remain the property of the <i>Contractor</i> upon completion.	26/05/2026

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