



26 June 2025

Request for Bids for the Provision of Cleaning & Hygiene Services for a Period not exceeding 36 Months at Airports Company South Africa – King Shaka International Airport, Bid Reference number is KSIA7845/2025/RFP

NO	QUESTION	ANSWER
1	Question on Hand dryers. Are we going to keep hand dryers the same type that the airport has	The hand dryers on site represent the acceptable standard. Bidders are to provide proposals for hand dryers that are equal to or exceed this standard.
2	There is a query on the attached. Point 4.1 say that the day shift cleaners must work a strait 12 hours shift without brakes. Please can you clarify it. It is the same in the RFQ document.	<p>The hours reflect the total “man hours” for the shift.</p> <p>This means the contractor must provide cleaners for the full 12 hour shift.</p> <p>In order for this requirement to be met, the contractor will rotate in relivers to cover the various work areas as cleaners go on breaks.</p> <p>The 12 hours built into the price schedule ensures that we are able to reimburse the contractor for all hours worked.</p> <p>It will be the contractors responsibility to ensure that sufficient relivers are in place to ensure compliance with relevant labour in respect of rest periods.</p>
3	When are you planning to have the start date for this tender? When are you planning to award?	As soon as the tender has been finalised and still within the validity period.
4	Is subcontracting mandatory	No

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Airports Company South Africa SOC Ltd Reg No 1993/004149/30 VAT no 4930138393 Board of Directors: F Zikalala Mvelase (Interim Chairperson), Dr K Badimo, D Hlatshwayo, A Khumalo, G Mancotywa, L Mbotya (Chief Financial Officer), M Mpofu (Chief Executive Officer), Y Pillay, S Sambo, N Siyotula, F Sefara (Company Secretary)

5	Equipment, must it be stainless steel or platinum?	Bidders have discretion in providing ACSA with suitable proposals for consideration as outlined in the specification
6	Does ACSA prescribe to the bidders on the uniform that they must supply, or can the bidder exercise their own option?	ACSA has provided a uniform guide in the specification that bidders must refer to. The successful bidder will be required to provide proposals for ACSA review and approval We have further advised bidders to consider alignment with the current provision of yellow and black garments (Yellow top & Black pants) and incorporate own branding.
7	Is there a requirement from ACSA to retain staff of the current contractor and what percentages. What about management?	Bidder to decide on what staff to retain. Preference is to retain as many as you can
8	Obviously, there's a lot of variables a monthly basis. When does ACSA pay for services rendered?	Payment terms are 30 days from date of invoice.
9	Question on cherry picker. Does ACSA own cherry Picker? Where will cherry picker come from?	Made provision for cherry picker. Item 9.24. 5 day hire. Gave three options for cherry picker hire. <ol style="list-style-type: none"> 1) Weekly rental as provided under item 9,24 2) Cost reimbursement through 3rd party procurement for other height access equipment needs 3) Free for use issue by ACSA when equipment is available
10	When were anchor points last certified?	It was clarified that as part of the scope, the contractor will be required to conduct assessments of current conditions on site and provide quotations to bring all anchor points and related height access installations into full compliance. Such costs if agreed will be reimbursed at cost plus

		<p>mark up through the 3rd party costs provisions.</p> <p>Such assessments are to be carried out by qualified, competent and well experienced persons. The contractor shall be responsible to ensure that the work is carried out by such persons</p>
11	How are employees transported around the precinct especially to remote buildings? Who provides transportation?	<p>This is a contractor responsibility.</p> <p>There is a provision in the price schedule for a site vehicle.</p>
12	I would like to know if you are aware about the problem with obtaining new COIDA certificate	<p>There is no problem in acquiring the COIDA certificate except that the process to acquire has changed. A letter will be given by department of labour , a letter confirming your application and that letter would be accepted for the purposes of tender evaluation. The winning bidder will however be required to have a valid COIDA before they finalise the contract with ACSA</p>
13	How many years must the reference letter be valid for? E.g letters no later than 10 years to submit?	Refer to the document in the Functionality evaluation criteria
14	Must the awarded contractor arrange for transport for employees to site and off the site?	<p>Contractors own discretion should they wish to provide off site transport.</p> <p>ACSA does not reimburse costs for off site transport</p>
15	Must COIDA state the nature of business and is it mandatory?	Yes, it must state the nature of business. COIDA has been listed as the other returnable document.
16	Number of cleaners needed?	Number of cleaners to be deployed per shift is stated on the price schedule
17	Pricing Schedule is not included on the document	Is included
18	Scope of work that is detailed is not there	Is included
19	KSIA Landside is not included on the document	Is included
20	Regarding the completion of the CVs, can this be done at the succession of the bid?	No.CVs are required with your submission. These must be submitted before the closing date and time(or on the tender closing date before the tender closes)
21	I am very much interested in becoming a successful	This is left entirely on the bidder's own

	<p>bidder for this project.</p> <p>As per my query, I am happy to employ existing staff that are working on site currently. It will be beneficial for them as well as will make it a smooth transition for us.</p> <p>However I will need to interview staff from Management to general workers.</p> <p>Can you advise me as to how I can get access to current staff to interview etc ?</p> <p>As per the Bid application, we will need to supply Management staff details with qualifications, so it will be important to interview them asap</p>	<p>discretion as to who and how they reach out to cleaners and inform them that they will have a chance to interview all staff post award. The winning bidder will however be encouraged to take as many of the existing staff members including management.</p>
22	<p>Please advise if an ACSA license is required in order to provide the requested cleaning services for this tender.</p>	<p>Bidder to clarify the question. We as ACSA don't have an internal license requirement however regulated industry requirements will apply as may be applicable.</p>
23	<p>Please advise if escalator cleaning is included in this RFP or is it separated from the cleaning and hygiene services.</p>	<p>The service includes the general cleaning of escalator handrails, balustrades, landings, the surfaces outer sides, the surfaces of the underside.</p> <p>NOTE: STEPS AND INTERNAL COMPONENTS ARE NOT INCLUDED.</p>
24	<p>I just needed to get clarification on the high-level rope access cleaning and if will it be on request or a once-off at the start of the tender?</p>	<p>Rope access cleaning will be done as part of the high access cleaning provision throughout the contract duration. The work will be done by instruction only and will be based on client needs.</p> <p>Provisions have been built into each month to attend to high access work as deemed necessary by the client.</p>
25	<p>Are we going to supply cleaning chemicals and equipment for cleaning?</p>	<p>Yes</p>