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SOUTH AFRICAN SOCIAL SECURITY AGENCY

RESPONSE TO BIDDER QUERIES

Terms of Reference
20 March 2025

SASSA: 28-24-CS-HO

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QUESTIONS AND ANSWERS

The Terms of Reference indicated that SASSA would respond to the enquiries five working days after the briefing session date.

Number	Bidder	Bidder Query	SASSA response
1	Sanitech (Niel Olivier)	What is the presumed date for the contract to start?	The current contract is ending on the 31 st of October 2025.
2	Sanitech (Niel Olivier)	Effectively, the price must be firm. But, understanding that the labour increase is implemented from the 1st of March, if the contract comes into effect on 1 st of November 2025, how do we then calculate the labour rate as of the 1st of March in 2026.	The firm price is as of year 2025. At the time when the Minister promulgates that percentage that will be calculated over and above the firm price.
3	Sanitech (Niel Olivier)	What is the height or the highest height required for the staff to clean?	The height should be, such that while extending you can reach the window. So, for all the floors except the ground floor, which we have indicated a 5m step ladder, it means a reachable height of about 2meters.
4	Sanitech (Niel Olivier)	There is no indication of the actual hygiene range on requirements. Is it white, silver or black? What range are you looking for all bidders to quote on?	White, which is a basic white.
5	Sanitech (Niel Olivier)	The auto flush units for the urinals are being phased out and it will be difficult to get them in the market because people are upgrading their bathrooms. The need for the units is a lot less, so the auto flush units specified in your hygiene section is very hard to come by and the price varies on these units with the remainder of the stock, considerably.	The challenge is that we have had them over the period we have occupied SASSA Head Office, the building has not been upgraded.
6	Sanitech (Niel Olivier)	On nappy bins, currently there is no legislation that states that you must dispose of nappies in the same way as you do of sanitary waste. Is your expectation just to collect the nappies or do you want bidders to include that in the sanitary waste process which is going to have more cost implications.	The bidder may dispose of the nappies however they wish to for SASSA. The reason why it is aligned to hygiene was that because we do it on a weekly basis and we have beneficiaries there on a weekly basis as they clean this thing. Bidders can take it and how they dispose it, bidders would know better about that.

7	Sanitech (Niel Olivier)	<p>Legislation states that climbing above 1.6 meters, is considered specialised cleaning and your requirement is a 5-meter stepladder, do you require bidders to then provide a different training and different medical for these staff members from the health and safety perspective.</p>	<p>This stepladder will be utilized on our ground floor to clean windows. That area is not that high to require specialised cleaning services as implied.</p>
8	Sanitech (Niel Olivier)	<p>On hand sanitizers, you did not specify the size, and they come in different sizes. So, what size must the hand sanitizers be?</p> <p>The bidder recommended that SASSA commits to a specific size, so that all bidders quote on the same.</p> <p>For clarity, irrespective of the size supplied, is it correct to say that you will not tolerate any additional cost for any additional sanitizer refills?</p>	<p>SASSA acknowledges that the size was not specified on the terms of reference. Therefore, bidders must quote on the appropriate size in alignment with the number of staff members on the floor as per floor sizes mentioned on Annexure D. There are about two dispensers per floor.</p> <p>To commit at this stage is impractical because the terms of reference were approved and have been already advertised. Therefore, the units supplied must work throughout the month, no matter the size of the hand sanitizer.</p> <p>None whatsoever. What you have quoted for, we expect that. The only adjustment is for the two escalations; CPI and Sectoral Wage increase.</p>
9	Sanitech (Niel Olivier)	<p>Is one high pressure machine sufficient for the courtyard or do you require additional machines?</p>	<p>One is really sufficient, and this is usually done once in three months.</p>
10	Sanitech (Niel Olivier)	<p>You make mention of 22 staff to have medicals, the first aider will be there, but you do not make mention of a safety rep. Do you have your own safety rep on site or would you like us to upskill one of our own staff members as a safety rep as well?</p> <p>On upskilling more and splitting staff members as safety reps, site</p>	<p>SASSA's understanding of a first aider would have been a person who participated in our OHS meetings as a safety rep and handles the safety file. The safety rep should ideally be on site and participate in our meetings and drills etc.</p> <p>SASSA requires of the bidder to meet basic minimum that satisfies</p>

		manager and supervisor training to have higher qualifications.	the requirements, anything above is highly welcome and will be scored accordingly in line with our evaluation criteria.
11	Sanitech (Niel Olivier)	Under the heading that says. Equipment requirement per staff member. I would presume you do not need 22 buffing machines.	No, SASSA does not need 22 buffing machines, and it is the same with vacuum cleaners.
12	Sanitech (Niel Olivier)	The bidder wanted to confirm that SASSA has on each floor their own first aid box. The first aid box mentioned in the terms of reference to be provided is for the bidder's staff only.	Correct, the first aid box is specifically for the bidder's staff members.
13		There was no reference made to firefighters, so the bidders would presume that SASSA would have its own firefighters per floor and will provide a plan for the floor and what the exiting process for exiting the building looks like.	Correct, SASSA has their own firefighters and the plans for the floors. SASSA insists on bidders' staff to be available during drills and roll calls to ensure nobody is left in the building unknowingly.
14	Sanitech (Niel Olivier)	Will additional points be awarded for proof of external training and not on-site training?	For developmental purposes, yes, additional points will be awarded.
15	Sanitech (Niel Olivier)	On the labour costs breakdown. Where would you like bidders to include the cost for annual medicals, police clearances, severance pay and compassionate leave in line with NCCA requirements?	The terms of reference have a column for any other allowances. That is for something that we might not have considered or are not aware of.
16	Sanitech (Niel Olivier)	Is there any indication if the couches are 1-seater, 2-seater 3-seater or do we just make an average cost?	All SASSA couches are 1-seater, except for the ones in the CEO's office.
17	Sanitech (Niel Olivier)	Is the flooring cleanup including areas where there are carpets or do we leave that on the carpet cleaning side? How do bidders distinguish between normal flooring and carpets? Would you notify bidders at the time what portion is carpets and what portion is normal flooring?	Carpet will be quoted for a carpet and any other flooring which is laminate, or tiles should then be considered under flooring. SASSA would not notify bidders. Bidders will come and measure the square meters and then give a quote.

18	Sanitech (Niel Olivier)	Do you specify in your floor plans what portion is what type of flooring? So, will it be laminate, concrete, ceramic or carpets?	Yes, we have specified the carpeted areas, and other areas will be tiles. Bidders must work on the average price for those type of floors.
19	Sanitech (Niel Olivier)	What is the ETA on getting feedback on these questions and further enquiries?	Bidder's questions must be all in by the 18th. And then by the 20 th of March, SASSA provide written responses and that is in line with our terms of reference.
20	Sanitech (Niel Olivier)	Effectively at time of the inception of the contract, we purchase all equipment and uniforms. The labour cost will be increased in line with the gazetted wage rate increase, but other costs like PPE, consumables, chemicals, what is the bracket on that?	You have two escalations on this contract, there is a labour portion that is promulgated by the Minister, and it is not expected that those escalations will include vat. Other services will be using CPI on contract anniversary. So, on those other costs bidders will use CPI.
21	Munenyiwa Ratshikhakhelwa (NJ Makatu Projects (Pty) Ltd)	The bidder requested documents for the tender.	Please use the below links to download the documents. Home Page - eTenders Portal – National Treasury Invitation to Bid – SASSA
22	Refilwe Phatlhane (Dikapi Cleaning Services)	The bidder requested the scope of work for the above-mentioned tender and the number of cleaners required.	Please go through the Terms of Reference from page 5 for the scope of work. The number of required cleaners is 22 + a supervisor.
23	Kempston (Danielle Buss)	Can you provide the required quantiles for the below: <ul style="list-style-type: none"> • How many toilet paper bales are required? • How many bales of hand towel paper are required? 	There is no indication of toilet roll quantities in the ToRs. However, refer to Annexure D for the number of officials in SASSA Head Office to calculate the necessary quantities. It is expected that there will be toilet rolls at all times in the building. The numbers of the SASSA Head Office staff compliment has also been indicated for your estimations.
24	Kusile Facilities Management (Phophi Mudau)	What are the quantities for the following items, <ul style="list-style-type: none"> • Toilet paper holders • Hand towels dispensers • Seat sanitiser dispenser • Sanitiser drip master for urinals • Sanitiser drip master for female toilets • Sanitary waste bins 	There is no indication of toilet roll quantities in the ToRs. However, the Refer to Annexure D for the number of officials on each floor to calculate the necessary quantities. It is expected that there will be toilet rolls at all times in the building. The numbers of the SASSA Head Office staff compliment has also been indicated for your estimations.

		<ul style="list-style-type: none"> • Hand soap dispenser • Hand towel waste bins • Auto flush units for urinals • Air freshener dispenser • Baby changing facilities 	<p>As for the rest of the listed items – refer to Annexure D – Floor Plan of the Terms of Reference for the buildings floor plan. This annexure will provide the necessary guidance for the calculation of quantities in relation for the floor pan. Details of the cubicles, bathrooms, male and female bathrooms etc have been clearly defined.</p> <p>60 x sanitizer dispensers – Refer to page 11 of the ToRs</p> <p>1 x set of baby changing facilities - refer to page 13 of the ToRs</p>
25	Omega Risk Solutions (Ockie Fourie)	<ul style="list-style-type: none"> • With regards to deep cleaning activities on page 10 of the TOR document – It was discussed that when deep cleaning takes place that all 22 staff members should be present when deep cleaning takes place. However, there are two items namely, ‘carpet cleaning in beneficiary waiting area (monthly) and deep cleaning of couches in beneficiary waiting area (monthly)’ where we are to deep cleans monthly. Are we expected to provide the full compliment of staff during these specific deep cleans as well, considering that the areas to be deep cleaned are not as big as with the quarterly deep cleaning requirements? • Kindly confirm the quantities with regards to the supply of toilet paper and hand towels. 	<p>The deep cleaning exercises are quarterly cleaning exercises refer to the same exercises, the terms have been used inter-changeably.</p> <p>Carpet cleaning and cleaning of couches in the beneficiary waiting area have been mentioned specifically because of the foot traffic in that area, hence the requirement to clean them so frequently.</p> <p>No, for the beneficiary waiting area, its impractical to have the entire staff compliment because its for the entire building.</p> <p>There is no indication of toilet roll quantities in the ToRs. However, refer to Annexure D for the number of officials in SASSA Head Office to calculate the necessary quantities. It is expected that there will be toilet rolls at all times in the building. The numbers of the SASSA Head Office staff compliment have also been indicated for your estimations.</p>
26	Kusile Facilities Management (Phophi Mudau)	<p>Kindly clarify few things for me.</p> <ul style="list-style-type: none"> • Number of cleaners for Monday-Friday. • Please clarify if the kitchen detergents will be provided. • Cleaners for deep cleaning are they working quarterly. • For Pest Control- Please provide number of Bait Station. And is it Internal or External. 	<ul style="list-style-type: none"> • Refer to page 12 of the ToRs, its 22 cleaners + a supervisor. • SASSA procures kitchen detergents separately • Deep cleaning is facilitated quarterly, its preferable for on-site cleaners to facilitate deep cleaning

		<ul style="list-style-type: none"> • When the cleaners are doing deep cleaning are we allowed to bring our own detergents, or they will be provided. • Quantities for Dispensers 	<ul style="list-style-type: none"> • The pest control does not require bait stations. However, the rodent control requires bait stations on the ground floor of SASSA buildings. • Appointed service provider is expected to bring own detergents for deep cleaning exercises and daily cleaning. • 60 Dispensers (Refer to page 11 of the ToRs)
27	Wanani Nemukovhani	<p>Kindly assist with information where can we get the documents to complete regarding tender.</p> <p>We can't access the documents on your website.</p>	<p>Please use the below links to download the documents.</p> <p>Home Page - eTenders Portal – National Treasury</p> <p>Invitation to Bid – SASSA</p>
28	Gilbert Ntobeng (5star cleaning services)	<p>Seeking clarification regarding the equipment required for the deep cleaning exercises, as well as the servicing details for some of the items. Specifically, I would like to know:</p> <p>1. Onsite Availability: Will the following Deep Cleaning Equipment be required to remain onsite at all times, or can they be brought to the site only when needed?</p> <p>2. Quantities and Servicing Frequency: Could you please provide the required quantities for the hygiene equipment listed below, as well as the servicing frequency for the sanitary bins?</p> <p>Equipment List:</p> <ul style="list-style-type: none"> • Toilet Paper Holders and Refills • Sensor & Battery Operated Hand Towels and Refills • Sensor and Battery Operated Seat Sanitizer Dispensers (Foam) and Refills • Sanitizer Drip Master for Urinals • Sanitizer Drip Master for Female Toilets (Annexure D - floor plan) • Sensor & Battery Operated Sanitary Waste Bins and Removal Service (weekly) 	<p>The deep cleaning equipment does not have to permanently remain on site, it can be brought to site only when needed. However, must be in good working condition for the deep cleaning activities in SASSA Head Office.</p> <p>Please refer to Annexure D. Floor Plans, this annexure will provide the necessary guidance for the calculation of quantities in relation for the floor plan. Details of the cubicles, bathrooms, male and female bathrooms etc have been clearly defined. The sanitary bins must be serviced weekly - refer to page 7 of the ToRs</p>

		<ul style="list-style-type: none"> • Sensor & Battery Operated Hand Soap Dispenser (Foam) and Refills • Hand Towel Waste Bins and Removal Service • Auto Flush Units for Urinals (Battery Operated) • Air Freshener Dispensers (Digital & Battery Operated) and Refills • Baby Changing Facilities (Changing table, sanitizing wipes dispenser, and nappy bin) – maintenance, refills, and removal service (female beneficiary bathrooms only) <p>Specific Questions:</p> <ol style="list-style-type: none"> 1. How many units or refills are required for each of the items listed above? 2. For the Sensor & Battery Operated Sanitary Waste Bins, is the weekly removal service sufficient, or is a different frequency required? 3. For the Baby Changing Facilities, how many nappy bins are required, and how often should they be serviced (e.g., number of times per month)? 	<p>There is no indication of quantities in the ToRs. However, the Refer to Annexure D for the number of officials in SASSA Head Office to calculate the necessary quantities. It is expected that there will always be replenishment in the building for the required sanitary consumables. The numbers of the SASSA Head Office staff compliment has also been indicated for your estimations.</p> <p>The nappy bins must be removed weekly.</p> <p>1 x set of baby changing facilities-refer to page 13 of the ToRs</p>
29	Debrah (Kgatisi trading cc)	<p>Kindly assist with the quantity number of the hygiene equipment and consumables needed.</p> <p>And how many SHE BIN need to be serviced?</p>	<p>There is no indication of quantities in the ToRs. However, the Refer to Annexure D for the number of officials in SASSA Head Office to calculate the necessary quantities. It is expected that there will always be replenishment in the building for the required sanitary consumables. The numbers of the SASSA Head Office staff compliment has also been indicated for your estimations.</p> <p>Refer to Annexure D – Floor Plan of the Terms of reference for the buildings floor plan. This annexure will provide the necessary guidance for the calculation of quantities in relation for the floor pan. Details of the cubicles, bathrooms, male and</p>

			female bathrooms etc have been clearly defined.
30	Refilwe Masweu (Conscientious Projects)	You mentioned that if a company has not cleaned 10 000 square meters, it is automatically disqualified. In that regard, I wanted to ask whether small start-up companies are completely excluded from participating, even if they meet all other requirements?	<p>In line with the requirements of the ToRs, under the special conditions, the required experience:</p> <p>The bidder is required to have a minimum of three (3) years' experience of providing cleaning and sanitation services with a minimum capacity of 10 000m2 office space (i.e. office park building/office complex and multiple office buildings).</p> <p>Therefore, any less experience will be disqualified.</p>