

CLEANING SERVICES RESPONSES TO TENDER QUESTIONS

	ENQUIRIES	RESPONSES
1.	Please indicate what are the current cleaning shifts and hours worked and the number of staff per shift.	<ul style="list-style-type: none"> • Mon – Friday • 8 Hours per day • Number of staff : Currently 18 personnel but we are only operating at certain portions of the Admin Block Only
2.	Please indicate it the shift per area within the refinery.	<ul style="list-style-type: none"> • 8 Hours per day (working days) • 45 Cleaners • Allocation of cleaners per area is done during the contracting stage
3.	Please indicate the current industrial equipment referred to and utilised within the refinery and if this is supplied by the contractor or owned by the refinery. This would be ride on sweepers or scrubbers and any specialised vacuum systems..	<ul style="list-style-type: none"> • Buffing Machines • Vacuum Machines • Carpet & Upholstery Cleaning Machines (including blower) • Industrial Cleaning Machines <ul style="list-style-type: none"> ➢ Wet Pick-Up Machine ➢ High Pressure Cleaner ➢ Window Cleaners
4.	The RFQ mentions the use of Cherry pickers are these supplied by the contractor or owned by the refinery and are they used daily or only when needed.	<ul style="list-style-type: none"> • Cherry Picker to be Supplied by the contractor • Quarterly Cleaning of windows in High Areas (2 Storey Building)
5.	The vehicle required for the contract, please confirm if this vehicle must have reflector strips, reverse light, and indicator and if any other specific vehicle requirements are needed	<ul style="list-style-type: none"> • 7 Seater or more • Reverse Buzzer • Diesel Consumption Only
6.	Please indicate the Hygiene equipment quantities, and the type of dispensers and servicing intervals	<ul style="list-style-type: none"> • This is not part of the scope
7.	Page 17 of 17 Do I delete what I no longer require, therefore what is not deleted is a final statement?	The query is unclear
8.	SBD 4...bullet 2.1 to 2.3 Do u want the answer circled or deleted?	Either of the two is appropriate.
9.	Kindly confirm the work cycle for the 15 additional cleaner I.e. whether it's yearly or half yearly and for how many days?	<ul style="list-style-type: none"> • Shutdown is in July - 31 days • 2 shifts: Day Shift (12 hrs) & Night shift (12 hrs)

10.	What size cherry picker do u require?	<ul style="list-style-type: none"> The building is a 2 Story Building (We require a Cherry Picker sufficient to reach the 2nd Floor)
11.	How high from the ground are the windows that require cleaning?	<ul style="list-style-type: none"> The building is a 2 Story Building (We require a Cherry Picker sufficient to reach the 2nd Floor)
12.	Page 4/16 High pressure cleaning – Do we provide the high pressure cleaner, as there is no mention of a high pressure cleaner on page 8/16 -5.2.2 Equipment rental	<ul style="list-style-type: none"> Yes , contractor provides the High Pressure Cleaner Industrial Cleaning Machines elaborated in item 3 above and on the scope of work : <ul style="list-style-type: none"> ➤ Wet Pick-Up Machine ➤ High Pressure Cleaner ➤ Window Cleaners
13.	Page 9/16 Equipment Rental – 2 Cherry pickers – Are these on site permanently or only used as when required to do high level cleaning	<ul style="list-style-type: none"> Only supply & use when required (Quarterly)
14.	Page 14/15 – Clearly indicate the rental equipment for installation and ensure compatibility with consumables (paper, handtowels, toilet paper, liquid soap, seat sanitizer etc) – There is only mention of Toilet paper on the consumables.	<ul style="list-style-type: none"> There is no rental equipment that needs to be installed The items listed on this question are not part of the items required on the tender Cleaning Contractor only supplies with consumables listed on the tender
15.	Pricing schedule 45 cleaners on site weekdays – please provide working hours 5 x public holidays and weekend – It was mentioned in the briefing that the cleaners don't work on public holidays and Sundays. If we do have to provide these cleaners please can you specify working hours TABLE 2 – 15 Adhoc cleaners per shutdown bi annually. Please confirm when shutdown is and working hours , as it was mentioned that these cleaners will work nightshift	<ul style="list-style-type: none"> Working Hours : 8hrs (Weekdays) Saturdays : (8Hrs) No work on Sundays We cannot specify holidays , however it shall be based on the annual calendar for that specific year, if a certain Saturday is selected and it's a holiday then they will work .So when costing , kindly keep in mind that some days might be holidays and factor the cost accordingly Shutdown is in July - 31 days 2 shifts : Day Shift (12 hrs) & Night shift (12 hrs)
16.	How may days a month will the public holiday & weekend cleaners work?	<ul style="list-style-type: none"> 2 weekends per quarter (Saturdays Only)
17.	How many days a month will the relievers work as it is provided for on the pricing schedule?	<ul style="list-style-type: none"> Relievers are more like standby people that will relieve when there are people on leave . We are not in a position to know when people would take leave .

		<ul style="list-style-type: none"> • The aim of having relievers is to ensure that there is no gap with the resource allocations • Tenders are requested to accommodate 5 relievers on their pricing
18.	How many days will the 15 additional cleaners work during plant shutdown?	<ul style="list-style-type: none"> • Shutdown is in July - 31 days • 2 shifts : Day Shift (12 hrs) & Night shift (12 hrs)
19.	Please confirm frequency for deep cleaning of showers? It is weekly on one part of the document and quarterly on another part.	<ul style="list-style-type: none"> • Weekly
20.	Do we supply and install hygiene equipment? If so which ones. Kindly provide the quantities as well.	<ul style="list-style-type: none"> • There is no supply of hygiene equipment, this tender is for cleaning services
21.	Are sanitary waste removal services part of this contract? If so, what is the frequency for servicing and how many should be supplied?	<ul style="list-style-type: none"> • No , Service not required. It is not part of cleaning services tender
22.	Is the buffing of floors twice a week or twice a month?	<ul style="list-style-type: none"> • Twice A Week
23.	Should the carpet & upholstery cleaning machines be onsite permanently or only during the quarterly servicing?	<ul style="list-style-type: none"> • Only supply when required (Quarterly)
24.	Is high level window cleaning part of the contract? If so what is the frequency of the service?	<ul style="list-style-type: none"> • Yes, • Quarterly Cleaning of windows in High Areas (2 Storey Building).
25.	Should the gear press trolleys, buckets, scoop and broom be replaced every quarter as per table 5.2.3.	<ul style="list-style-type: none"> • Yes, contractor is to ensure that there is replenishment on a quarterly basis . But if it breaks and anything happens during the period , it would be to be replaced .
26.	Can current client reference letters be submitted?	<ul style="list-style-type: none"> • Yes
27.	Number of staff to be hired and working hours per day (day shift and night shift)	<ul style="list-style-type: none"> • If you are referring to the 15 additional staff for shutdown , the working hours are as follows : <ul style="list-style-type: none"> ➤ Shutdown is in July - 31 days ➤ 2 shifts : Day Shift (12 hrs) & Night shift (12 hrs)
28.	No of supervisors required (day and night shift)	<ul style="list-style-type: none"> • During the shutdown we require 2 supervisors (one per shift) . They are part of the additional 15 .
29.	Disposal of SHE bins? Is this service required - the frequency to dispose of, and how many SHE required	<ul style="list-style-type: none"> • No , Service not required. It is not part of cleaning services tender

30.	<p>Number of dispensers required:</p> <ul style="list-style-type: none"> • Paper towel dispenser • Toilet paper holder • Liquid soap dispenser • Seat sanitizer dispenser • Urinal dispenser • Wall bin dispenser 	<ul style="list-style-type: none"> • None of these items are required . The tender is for cleaning services only
31.	<p>Cherry Picker Requirements: Kindly confirm the required specifications, size, and any additional requirements for the cherry picker relevant to this tender.</p>	<ul style="list-style-type: none"> • Quarterly Cleaning of windows in High Areas (2 Storey Building). We require a Cherry Picker sufficient to reach the 2nd Floor
32.	<p>National Key Points Registration: Please provide guidance on the process and requirements for registering with National Key Points, as it may be applicable to this project.</p>	<p>Kindly refer to the National Key Point Act, 1980 (Act No. 102 of 1980), it should provide the necessary explanation of what is a National Key Point as a priority security classification .</p> <p>We are not aware of any National Key Point Registration , however the tender document requires service providers that have experience of servicing National Key Points or related infrastructure.</p>
33.	<p>I am reaching out to kindly request the specifications or size details of the cherry picker required for the tender mentioned above.</p>	<ul style="list-style-type: none"> • The building is a 2 Story Building (We require a Cherry Picker sufficient to reach the 2nd Floor
34.	<p>During the briefing session, it was mentioned that an addendum would be sent out, but we have not received it to date.</p>	<ul style="list-style-type: none"> • Communication will be circulated should approval be granted to issue an addendum
35.	<p>Industrial cleaning machine please specify the type of equipment which is referred to?</p>	<p>Industrial Cleaning Machines</p> <ul style="list-style-type: none"> ➤ Wet Pick-Up Machine ➤ High Pressure Cleaner ➤ Window Cleaners
36.	<p>Vacuum cleaners We would like to know the size and specification</p>	<ul style="list-style-type: none"> • There are various types of vacuum cleaners, if we specify we then limit the contractor to only clean our offices with the type of machine we might have in mind . It should be a vacuum cleaner sufficient enough o clean offices spaces , taking the size of the Refinery into consideration.
37.	<p>Cherry picker Please specify the length and the type of this equipment.</p>	<ul style="list-style-type: none"> • Quarterly Cleaning of windows in High Areas (2 Storey Building). We require a Cherry Picker sufficient to reach the 2nd Floor
38.	<p>Total number of upholstered chairs and furniture</p>	<ul style="list-style-type: none"> • Unable to specify as the number changes as and when furniture is

		procured . We can estimate a total of 60 chairs, cushions and couches
39.	Total square meters for carpeted area:	<ul style="list-style-type: none"> Each Floor has 18 Offices and all are carpeted (First & Second Floor only)
40.	Should the Cherry Peaker be onsite permanently or only during the monthly Service?	<ul style="list-style-type: none"> Supply only when required
41.	Additional clarification regarding one of the items mentioned: What do you mean by x5 industrial cleaning machines?	<ul style="list-style-type: none"> The number illustrates the number of machines you would need to be able to cover the entire site
42.	Specifications for the cherry picker	<ul style="list-style-type: none"> The building is a 2 Story Building (We require a Cherry Picker sufficient to reach the 2nd Floor)
43.	Addendum to the cost template to indicate the changes of the post for weekends	<ul style="list-style-type: none"> Amended <ul style="list-style-type: none"> ➤ 2 weekends per quarter ➤ Saturdays only
44.	Hygiene equipment spec in order to provide the consumables	<ul style="list-style-type: none"> Consumables required have been listed on the specification .
45.	COIDA exclusions due to system being down	<ul style="list-style-type: none"> At the briefing session it was agreed that tenders should attach the communication received from DOL regarding the renewal of the COIDA Certificates .
46.	Cleaning shifts and number of staff per shift. If possible can they indicate it per area within the refinery.	<ul style="list-style-type: none"> 8 Hours per day (working days) 45 Cleaners Allocation of cleaners per area is done during the contracting stage
47.	Any large equipment, scrubbers etc.	<ul style="list-style-type: none"> No
48.	Reference to industrial cleaning machines, please confirm what equipment this is	Industrial Cleaning Machines <ul style="list-style-type: none"> Wet Pick-Up Machine High Pressure Cleaner Window Cleaners
49.	PPE Specification	<ul style="list-style-type: none"> Normal Cleaning Uniform PVC & Eye Protection Gloves (when using chemicals as per SDS) Safety Shoes