



**CLARIFICATION QUESTIONS AND ANSWERS ON BID WCGHSC0443/2024 FOR THE PROVISION OF
COMPREHENSIVE CLEANING SERVICES TO STIKLAND HOSPITAL LABOUR ONLY, UNDER THE
CONTROL OF WESTERN CAPE GOVERNMENT HEALTH FOR A 3-YEAR PERIOD.**

From: Nico Walters

Subject: RE: WCGHSC0443/2024

QUESTION :1 SPICK & SPAN:

"We kindly request clarification regarding the quantity of cleaners required for the 07:00 – 19:00 shifts? Specifically, please confirm whether five (5) cleaners are required per 11-hour shift, Monday to Sunday, or if ten (10) cleaners are needed per 11-hour shift."

Answer:

WCBD 3.2 states: **10 Cleaners** = 7-day shift, Monday to Sunday 07h00 to 19h00, 12-hour shift with 1 hour lunch.

- **This should be understood as 10 cleaners only.**

QUESTION 2: MASANA

"Regarding the above bid, do you know if there are supervisors? And how many?"

Answer

Special Conditions of Contract,

Paragraph 2.20.10 Site management / Supervision states:

- The Service Provider is responsible for overall management and supervision of the cleaners provided in terms of the agreement.
- Where a cleaner performs a duty under the direct supervision of a **STIKLAND HOSPITAL Official**, the cleaner must be expected to take instructions from the **STIKLAND HOSPITAL Official**.

This should be understood as follows

- The Service provider (SP) provide cleaning staff only.
- The cleaning staff reports and are directly supervised by Stikland Hospital permanent staff.
- The SP does not provide supervisors to supervise the cleaning duties performed by the contract cleaners

The person referred to in Paragraph 2.20.10 therefore acts as a liaison officer between the SP and the SP's cleaning staff working at Stikland Hospital.

Kind regards

Nico Walters

DD: Finance & IM

Stikland Hospital