

The following questions were received by the Financial Sector Conduct Authority (FSCA) on bid FSCA2025/26-T006 and are responded to accordingly:

NO.	QUESTION	RESPONSE
1.	Your attention is drawn to the following: under Mandatory Regulatory Requirements point 26.1.1 The bidder should be registered with the National Contract Cleaners Association (NCCA) on page 14 of 46.: Please note that there are three recognised Cleaning Associations in the country and BEECA Cleaning Association is one of them. I am writing to you in my capacity as Chairperson of BEECA Cleaning Association, a registered Employers' Association in terms of Section 96 (7) (a) of the Labour Relations Act, 1995. As the points mentioned above, this disadvantages BEECA Cleaning Association members, and I strongly suggest therefore that you reconsider this requirement to read "membership of a recognised Cleaning Association" without mentioning an association by name as there are three (3) recognised cleaning associations in the cleaning industry. We therefore request that members of our Association who are bidding for "PROVISION OF CLEANING, HYGIENE AND PEST CONTROL SERVICES" be informed that BEECA Cleaning Association credentials are acceptable	The FSCA will consider all recognized Cleaning Industry Associations. Paragraph 26.1.1 of the Terms of Reference (ToR) has been amended to reflect this.

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2.	Can you kindly assist with information regarding Joint Venture. Can we apply this bid no above and attached Joint Venture agreement between my company and other cleaning company?	Yes, bidders are permitted to form joint ventures, provided that a signed Joint Venture Agreement is submitted with the bid. This agreement should clearly outline ownership, contributions, and decision-making processes among the parties involved.
3.	We are currently working on the above mentioned RFQ. Please clarify us on the following:	
	3.1. Regarding pest control, how many bait boxes should we supply. How many inside and how many outsides.	There are 36 bait stations inside the building (12 is for the basement), and 17 outside the building.
	3.2. Do we also do high access window cleaning, if so when can we do site visits to assess the area so that we are able to quote.	No, the scope of work for this bid does not include high access window cleaning services.
	3.3. What are the working hours for the cleaners.	07h00 to 15h30, Monday to Friday (excluding public holidays and weekends).
	3.4. On page 6 of 46 on point 5 of the pricing schedule 5.2 says a separate sheet should be provided, does that mean this will be two envelope system submission and also since a copy of the Technical Proposal original is needed should we also make a copy of the pricing as well.	No, this is not a two-envelope system tender, Pricing should be submitted according to the Pricing Schedules outlined in paragraph E of the Annexes in the ToR.
	3.5. Does the technical proposal and pricing sheet go together on the soft copy (USB) or they should be on separate USBs.	Both the technical proposal and the pricing schedule may be submitted together.
	3.6. What is the colour of the hygiene Equipment that we should supply is it Stainless Steel (silver) or Satin (grey plastic).	Paragraph 27.2.1.2 of the ToR has been amended to reflect this satin (grey plastic).

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NO.	QUESTION	RESPONSE
	3.7. All the periodic services i.e. deep cleaning of basement, Deep cleaning of carpets, chairs and upholstery, quarterly polishing, and buffing, Monthly Deep cleaning of Urinals, toilets and basins are not included on the Pricing Schedule, where should we price them	Annexes, Pricing Schedule, Table A of the TOR have been amended to include these services. Any other items not mentioned to be included in Table B.
4.	Please clarify us on the following:	
	4.1. On table A of Annexes: Cleaning services below supervisor monthly earnings it is written cleaning consumables and products, does it refer to the cleaning equipment and cleaning consumables (if any) because cleaning consumables are already added to the Hygiene Services. Please clarify if that is only meant for cleaning Equipment.	Annexes, Pricing Schedule, Table A and Table B of the TOR have been amended, consumables on Table A removed, only refer to Table B. Any other items not mentioned to be included in Table B.
	4.2. How many square meters is the basement.	10850 m ²
	4.3. For the deep cleaning of chairs and upholstery and chairs, please provide the number of chairs, number of couches (4 seaters and 3 seaters).	FSCA has a total of 650 chairs to be washed.
	4.4. What is the frequency for she bins servicing.	Paragraph 27.1.17.8 has been added to the ToR to state the frequency of servicing the sanitary bins, which on weekly basis.
	4.5. Usually, the industrial carpet and chair cleaning machine is brought to site when those services are needed, please confirm if you need the machine on site full time or we can only bring biannually when delivering those services.	The machine does not need to be stored on-site; it should be available for the biannual services

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	4.6. If high access window cleaning services are needed, what is the frequency.	The scope of work for this bid does not include high access window cleaning services.
5.	Please advise on Paragraph 26.1.2 - "The bidder must submit a valid and current letter of Good Standing with the Unemployment Insurance Fund (UIF)." The Department of Employment and Labour (UIF division) stopped issuing "letters of good standing" several years ago.	Paragraph 26 of the TOR has been amended to exclude the UIF letter requirement.
6.	Mandatory Requirements:	
	6.1. Our Industry has a variety of regulatory bodies and is not only limited to NCCA	The FSCA will consider all recognized Cleaning Industry Associations. Paragraph 26 of 26.1.1 the Terms of Reference (ToR) has been amended to reflect this.
	6.2. UIF does not issue the Good Standing Letters anymore till further notice and there's a circular to substantiate this, which is what we normally submit along with our previous Compliance Letter which has our registration number on it NB. Other Cleaning Associations include: NCCA, BEECA, CASA, BCCI	Paragraph 26 of the TOR has been amended to exclude the UIF letter requirement.
7.	I would like clarity on Mandatory:	
	7.1. Do you only recognise NCCA cleaning board only or any other cleaning bodies, since our industry has a variety of	The FSCA will consider all recognized Cleaning Industry Associations. Paragraph 26 of 26.1.1 the Terms of Reference (ToR) has been amended to reflect this.

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	regulatory bodies and is not only limited to NCCA, we also have BEECA, CASA & BCCI which also part of cleaning bodies.	
8.	Request for Consideration of Alternative Regulatory Bodies to NCCA in Bid Requirements: I am writing to respectfully request your consideration and possible intervention regarding a concern arising from the regulatory compliance criteria in a current bid. According to the bid document: Clause 25.1 – The purpose of this bid is to appoint a contractor to provide cleaning, hygiene, and pest control services for a period of five (5) years. Clause 26.1 – It is mandatory for all the bidders to be registered with the following Industry Statutory Bodies and Regulatory Compliance: 26.1.1 – The bidder should be registered with the National Contract Cleaners Association (NCCA) Submit a valid NCCA letter of membership or Submit a valid NCCA membership certificate While we fully support the need for regulatory oversight and industry standards, we are concerned that this clause may be unreasonably	The FSCA will consider all recognized Cleaning Industry Associations. Paragraph 26 of 26.1.1 the Terms of Reference (ToR) has been amended to reflect this.

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	restrictive. There are other recognised industry organisations — such as BECCA — that provide comparable regulatory functions and uphold similar compliance standards within the cleaning industry. We would appreciate your legal insight as to whether such a requirement — making NCCA registration mandatory to the exclusion of other bodies — could be considered unfair, exclusionary, or anti-competitive in nature. Could this requirement be open to legal review or possible amendment, allowing for equivalent registrations from other statutory or recognised industry bodies?	
9.	The questions that need clarification after the clarification session:	
	9.1. 27.1.10 Basement cleaning – we require the square meterage of the 3 basements.	10850 m2
	9.2. 27.1.11 Carpets and Chair cleaning – require the amount of chairs/couches to be cleaned.	FSCA has a total of 650 chairs to be washed
	9.3. 27.2.5 Sanitary bin – frequency of service (weekly/biweekly)	Paragraph 27.1.17.8 has been added to the ToR to state the frequency of servicing the sanitary bins, which are on weekly basis
	9.4. 27.4 Pest Control – When can a site visit be arranged.	Site visit Monday 18 August 2025 09h00 until 14h00 and Wednesday 20 August 09h00 until 14h00. contact details: 012 3677847 or tenders@fsca.co.za .

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10.	Please confirm if we are supplying seat Sanitizer refill because only dispensers are mentioned.	Paragraph E, Annexes, Pricing Schedule, Table B of the ToR has been amended to include seat sanitizer foam refills
11.	Are you only allowing NCCA Certificate for this tender or you also allow BEECA.	The FSCA will consider all recognized Cleaning Industry Associations. Paragraph 26 of 26.1.1 the Terms of Reference (ToR) has been amended to reflect this..
12.	Please could you provide clarity on the below?	
	1. <u>Square metres</u> Basements Carpets Tiled areas No. of chairs	• Basements - 10850 m² • Carpet – 4475 m² • Tiled areas – 2200 m² • No. of chairs – 650.
	2. <u>Cleaning Equipment</u> Are we able to attend a site survey to determine the equipment needed per cleaner? If not, could you provide details of equipment and quantities of the items needed?	Site visit Monday 18 August 2025 09h00 until 14h00 and Wednesday 20 August 09h00 until 14h00. contact details: 012 3677847 or tenders@fsca.co.za .
13.	We would appreciate your assistance with the following bid inquiries:	
	<u>Specialized Cleaning</u> 13.1. Could you please provide the square meterage (sqm) for the basement and tiled areas?	• Basements - 10850 m² • Tiled areas – 2200 m²

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	13.2. Can you confirm if the costing for basement cleaning, carpet cleaning, and the strip and seal of tiles (which need to be rendered over a weekend) should be included in the daily cleaners' costing (Table A, page 31)?	Paragraph E, Annexes, Pricing schedule Table A has been amended to include basement cleaning, carpet and chairs cleaning and polishing and buffing tiles, refer to amended TOR.-
	<u>Daily Cleaning</u> 13.3. Could you please confirm the cleaners' working hours, including their working days and specific hours?	07h00 to 15h30, Monday to Friday (excluding public holidays and weekends).
	13.4. Are they required to work on public holidays or weekends?	07h00 to 15h30, Monday to Friday (excluding public holidays and weekends)..
	<u>Hygiene</u> 13.5. Please confirm the service frequency for the sanitary bins	Paragraph 27.1.17.8 has been added to the ToR to state the frequency of servicing the sanitary bins, which are on weekly basis
	13.6. We have requested 52 seat foam dispensers (equipment), but there is no costing for the refills on page 31. Could you please clarify this?	Paragraph E, Annexes, Pricing schedule Table A has been amended to include basement cleaning, carpet and chairs cleaning and polishing and buffing tiles, refer to amended TOR. -
14.	In regard to Bid FSCA2025/26-T006, would you like us to prepare our own cost breakdown in addition to the pricing schedule you have provided?	Yes, bidders are allowed to provide their own cost breakdown in addition to the pricing schedule provided

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15.	kindly advise on the total square meter area that requires termite treatment, the type or types of termites present, and the number of bait stations needed or currently installed.	The scope of work for this bid does not include the requirement for treatment for termites.
16.	We have made an arrangement with the Compensation Fund to pay our contributions, with August 31 being the final month of the agreed payment plan. I would like to confirm whether we are allowed to bid under this arrangement. We will submit proof of payment as well as documentation confirming the arrangement with the Department of Labour. NCCA is not the only cleaning association. Some of us are registered with other organizations like BECCA. Will we be disqualified if we submit a bid using a BECCA certificate	In line with paragraph 26.1.3 bidders must submit a valid and current letter of Good Standing with the Compensation for Occupational injuries and Diseases Act (COIDA) And in line with Paragraph 26.3 bidders who do not meet the mandatory regulatory requirements criteria stipulated in paragraph 26.1 of the bid document will be eliminated from further evaluation. The FSCA will consider all recognized Cleaning Industry Associations. Paragraph 26 of 26.1.1 the Terms of Reference (ToR) has been amended to reflect this
17.	Could you please clarify, your document Clause 26 – Mandatory Returnable, request the service providers to submit the NCCA certificate. Could you please confirm if other Cleaning Association Certificates are welcomed. E,g BEECA	The FSCA will consider all recognized Cleaning Industry Associations. Paragraph 26 of 26.1.1 the Terms of Reference (ToR) has been amended to reflect this