

BID NUMBER DHA15-2025: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HYGIENE SERVICES FOR TWELVE (12) DEPARTMENT OF HOME AFFAIRS' (DHA) BUILDINGS FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

Firms may ask for clarification on the tender document or any part thereof, up to close of business 1 week before the deadline for the submission of the bids – The deadline close of business of 26 September 2025.

No.	QUESTIONS	ANSWERS
1.	Could you please clarify how you'd like us to handle the bin costing in our proposal? Specifically: • Should we include the full cost for all 222 bins upfront in the quote? • Or Would you prefer that we price on a per-unit basis and issue invoices based on the quantities required as needed • Additionally, should the quote reflect the installation fee, or will that be addressed separately? We want to ensure our submission aligns with your expectations, so your guidance would be appreciated	Kindly please refer to Annexure B of the tender document for your questions
2.	We are working on the above-mentioned tender. Kindly clarify below questions: 1. Please confirm the sizes, and colour for the following: • Sanitizer dispenser • Hand liquid dispenser • Lockable towel dispenser 2. Is the dispensers Automatic or Manual operated?	Kindly please refer to Annexure B in page 25 of tender document for your questions We did not specify in the tender document whether auto or manual, but we suggest bidders can quote for the affordable one, as materials will be used for comparison purposes only.
3.	1. Do we supply 222 SHE Bins in addition the 22L sizes SHE bins? If yes,what is the total number of additional SHE Bins to be provided.	Please quote us how much you will charge us per bin. The size of the bin is 22L and the department will only order as per request, but currently we have 222 bins.

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	2. Again, there is no column in the pricing schedule for the additional SHE bins to be provided. 3. There is also no column for deep cleaning of ablution facilities (Do we only clean the female toilets or all the ablution facilities?). 4. I would just like to confirm if the total amount of the bid must be the SHE Bins only, no other service must be included. Your assistance will be highly appreciated. Hope I have answered your questions	Additional bin will only be needed as per the request The tender is for the maintenance of SHE Bins only. Please refer page 4 under special conditions for the answer of this question.
4.	Under Stage 4 – Functionality Requirement Evaluation of Tender Number DHA 15, we noticed that Requirement No. 1 and Requirement No. 3 appear to be the same. Could you kindly confirm which one we should respond to, or if both are required?	Criteria 1 and 3 are similar but they require different types of evidence and scoring. Please check them carefully and conform to each requirement.
5.	Could you please confirm the submission requirements for the Technical and Financial Proposals? I need to clarify whether the Technical Proposal requires a separate envelope with a USB/CD, and if the Financial Proposal also needs to be in a separate envelope with its own USB or CD. Could you please confirm if this is how you calculate the price: If number of she bins (A) 5 -and cost per she bin per unit is R25 Cost per she bin (B) 100 will be if a she bin is R25 p/u (R25 *4 weeks) = R100	I need to clarify whether the Technical Proposal requires a separate envelope with a USB/CD, and if the Financial Proposal also needs to be in a separate envelope with its own USB or CD. Bidders are requested to refer to special conditions of contract on page 16 of 35 and to bid submission on page 17 of 35 in the published tender document. Please refer to Annexure B of pricing schedule for calculations

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	Cost for she bins monthly (C) (BXA=C) R100 X 5 = R500 Total Cost for 12 Months (D) (CX12=D) R 500X 12= R6000 Cleaning Materials total not be added on to the grand total, it is only for comparison?	
6.	Please assist with the following information. Do we need to supply the sanitary bins if you do, please specify the colour of the sanitary bins. And the once off purchase of dispensers. Please specify the colour do you want us to quote you on. And if you will need the monthly refill. And please indicate the Quantities that will required.	We currently have 222 bins and additional will be as per the request and the colour will be the same as the current ones.
7.	We would just like to get clarity on the requirements for the Mandatory and Functionality requirements. Do we need to submit reference letters indicating the start and end for both Mandatory and Functionality as we noticed it requires the same items, as both are asking for the start and end date on the reference letter. With regards to the square meters, our hygiene is included in the sqm of cleaning, can we submit those references that indicate the entire contract sqm or do you want specifically for hygiene?	The information required is for the SHE Bins only and please read the Mandatory requirements for compliance.