

TENDER NUMBER: SANBI: G569/2026 THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING AND HYGIENE SERVICES FOR THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE (SANBI) AT KIRSTENBOSCH NATIONAL BOTANICAL GARDEN IN CAPE TOWN FOR A PERIOD OF FIVE (5) YEARS

Questions and Answers:

1. Questions –

- Please confirm total number of Sani Tree Waterless urinals (Quarterly Valve Replacement)
Answer- listed under urinals in the document
- Please confirm Total number of normal water flush urinals
Answer- All waterless
- Please confirm if the Handdryers, Sani Bins, Soap Dispensers, Airfreshners can be White.
Answer- As long as it is durable
- Please confirm toilet Roll holders must be Stainless Steel, or can they be white?
Answer- As long as it is durable
- Are we replacing all the current equipment with new equipment ?
Answer- Was made clear in the site briefing session.

2. Questions –

- Carpets - total square meters:
Answer- covered under Annexure C spaces to be cleaned with dimensions. Where carpets are listed, you will find the square meters.
- Upholstery, type & quantity?
Answer- Upholstery chairs, office type, quantity: you can work on 2 per office and add where boardrooms are outlined, according to your knowledge and expertise how many such chairs would fit in the size of the boardroom listed in Annexure C spaces to be cleaned.
- Height per building for high access window cleaning services
Answer- Everyone was invited to a walk-about yesterday. Unable to provide the amount and height of windows. Those who walked did not measure anything so they have an idea and would probably do gestimates.
- Costing sheet - where to add the rate for the supervisor - weekends
Answer- D2 below cleaners weekends
- **Annexure D** - should the cost for cleaners and supervisors include the Monday - Friday only for each year
Answer- include your weekend staff as outlined in D1 & 2

- Please could you confirm the areas cleaned Monday - Friday and areas cleaned Weekends only
Answer- Annexure C spaces to be cleaned with dimensions where it is stipulated 24/7; 365/12 are for weekend and public holiday cleaning - if it's not stipulated, it's week days only as per the first line heading in this section.
- Where in the costing sheet should the public holidays be allocated?
Answer- Your own calculations and include in costing.

3. Questions –

- On page 66, it asks for the price for year one for 4 staff members. However, at the site meeting we were told it will be 3 staff and 2 supervisors.
Answer- Week days are 4 supervisors and 20 staff. Weekends are 4 staff and 1 supervisor.
- For the supervisors, the document only asks for the price of 1 supervisor instead of 4.
Answer- Please check Annexure G pricing schedule summary.
- Lastly, there is no space provided for the weekend supervisor, so we are unsure where that price should be added..
Answer- Annexure E - D2.
- Could you please advise how we should proceed with these adjustments?
Answer- Hope it is clarified above.

4. Questions –

- On the pricing schedule regarding the supervisor on weekends.
Answer- . Not sure what you are asking? Your question seems to be incomplete.
- The estimated square meters of the windows to be cleaned.
Answer- Not sure if you done the walk about yesterday. It is not possible to give you the estimated square meters on the windows to be cleaned. There are many buildings and some have many windows.
- How many ablutions in all?
Answer- All buildings with toilets are outlined in the document. Where you see a section with showers are the ablutions.

5. Questions –

- On page 66, it asks for the price for year one for 4 staff members. However, at the site meeting we were told it will be 3 staff and 2 supervisors.
Answer- Week days are 4 supervisors and 20 staff. Weekends are 4 staff and 1 supervisor.
- For the supervisors, the document only asks for the price of 1 supervisor instead of 4.
Answer- Please check Annexure G pricing schedule summary.
- Lastly, there is no space provided for the weekend supervisor, so we are unsure where that price should be added?
Answer- Annexure E - D2.

6. Questions –

- 20 x Cleaners and 4 x Supervisors Monday to Friday 08h00-17h00.
Answer- Correct.
- 2 x cleaners and 1 x Supervisors Weekends and public holiday 08h00-18h00 winter and 08h00-19h00 summer which is also for functions.
Answer- 3 cleaners; 1 supervisor. Winter and Summer times are correct.
- Events will be add hoc and requested before the time for quotes or do we need to give you a quote
Answer- concerts are until 19:00 so staff would probably leave at 19:30 - 19:45. You can indicate this amount separately but it must form part of your total cost.
- The Valves for the Urinals is that the same as P mats? If not can you send us a picture of the item
Answer- Not the same. Do not have a picture but the current service provider obtains from Sannitree so you could possibly ask them what they provide to our garden
- Transport is available to staff that work normal shifts but nothing after 18h00 then we have to supply transport
Answer- No transport available at any given time. However, if your staff salaries are sufficient for them to travel with public transport during normal hours, then they must just be provided after hours transport or some other provision be made. SANBI transport is strictly for SANBI staff
- Chairs and upholstery that has to be cleaned please can you confirm how many and how often.
Answer- Frequency is listed in the document where windows are listed. Please refer to the document. Difficult to give a total. Work on normal upholstered office chairs at least 2 per office and work on the board rooms listed, how many can go in the size of the boardroom - gestimate unfortunately I cannot give accurates as these break and not replaced or new ones added and I will not have that.
- Please can you confirm the names of the 3 building that would be high level the building we viewed.
Answer- Visitor Centre (Old Mutual Conference Centre and Events office); Admin Building, KRC and CBC - it is 4 including the building mentioned OMCC where the meeting was held. The Events office is on top of it.
- Carpet cleaning to be cleaned once every quarter
Answer- frequency in document list carpets twice a year.
- My tender document page 49 is blank is that correct? Am I missing a page as I downloaded the document from your website as instructed
Answer- There's no missing information
- Strip and sealing are this for just the vinyl floors
Answer- Document stipulates showers, bathroom floors etc - please check the document, it is stated there and therefore bathroom, showers will not be vinyl floors.

- Deep cleaning of water closets and urinals what is water closets
Answer- you may google and see what is meant by it. Pictures will also come up
- Hygiene equipment am I right that you want the full cost of the equipment amount and then we add the service fee for the 5 years as when the contract comes to a end we take the equipment back.
Answer- Once off charge for fitted equipment.
- The certificate we signed at the briefing can I email this to my head office that is going to compile the document or do you want the original.
Answer- Original must be attached to the pack and the scanned to be with your stick that you are also submitting. I suggest you courier it to your head office.

7. Questions –

- **Supervisors (Section D2):** Kindly confirm whether D2 is intended to cover the supervisor role for the contract
Answer- This supervisor is part of the 4, but one supervisor and not 4 will be required during weekends and public holidays to with with and supervise the 3 staff. So you do not quote 4 and 1 additional, only 4.
- The schedule reflects a quantity of 1 supervisor under D2. Kindly confirm whether:
 - This represents a unit rate for a single supervisor, with bidders expected to account for the full supervisory requirement elsewhere in the pricing; or
 - This represents the total supervisory requirement for the contract**Answer-** Covered in my response above.
- **Ad Hoc Cleaning Services:** The pricing schedule requires a daily rate for ad hoc cleaners, which we understand to be services rendered on an “as and when required” basis.
However, we note that this line item appears to be incorporated into the overall monthly pricing structure. Kindly confirm:
 - Whether ad hoc services are expected to be included as part of the fixed monthly cost, or
 - Whether they will be utilised and compensated separately on an ad hoc basis as and when required. Your costing must be for 20 staff, 4 supervisors and 1 line manager. The ad-hoc refers to the concert duties as explained during the session.**Answer-** This is part of your existing staff working on weekends but stay later to clean up after concerts.
- **Weekend Cleaning Cost Structure (Section D1):** With regard to cleaner weekend rates, the pricing schedule requires inclusion of line items such as:
 - UIF
 - Bonus
 - Skills levy
 - Workmen’s compensation

Given that weekend cleaning services are generally structured as overtime or intermittent work, kindly clarify:

- Whether these statutory and benefit-related costs are expected to be fully applied within the weekend rates, or

- Whether these costs are considered to be already accounted for within the weekday (core staff) pricing, with weekend work being treated as incremental labour.

Answer- accounted for within the weekday (core staff) pricing, with weekend work being treated as incremental labour.

8. Questions –

- If you could please advise how chemicals and equipment are currently transported between locations onsite.

Answer- Consumables are the responsibility of the cleaning & hygiene service provider. We cannot advise you on your own operations and transportation.

9. Questions –

- The fixed equipment is costed once off as in Annexure F

Answer- correct

- Please could you provide me with the following information, which month does year 1 start of the contract, as this will impact the annual increase rate

Answer- The month that the contract starts - it still runs for 12 months. Let's for example says it starts on 1 August then it runs to 31 July - every year there would any case be a concert period if that is what you are considering.

10. Questions –

- I would like to enquire about the dispensers and machines in the price it ask for a once off year fee will your department be buying those equipment from us or will we get it back later the contract has ended

Answer- You charge a fixed fee because it is yours to remove when the contract ends

- Can you also advise on the toilet paper is it 80 bales (april – August) per month and 120 bales Sept – march) per month and if you require the 1 Ply toilet paper or 2 ply.

Answer- The months stipulated are correct. If 1 ply it must be of a very good quality.