

Clarifications: CIA6443/2020/RFP
Provision of Terminal Cleaning Services at Cape Town International Airport
07 August 2020

#	Questions	Answers
1.	Tender closing procedures	<p>The bid close on the 17th August 2020 (11H00am) at: Cape Town International Airport Southern Office Block Ground Floor</p> <p>The tender box will be open from Tuesday (11 August 2020) for submissions. Bidders must sign the register before submitting the bid.</p> <p>At closing time only bidders that have joined the que on or before 11H00am will be accepted. No bids will be accepted after closing time.</p> <p>Bidders to ensure compliance to COVID – 19 Health and Safety requirements by wearing masks at all times, maintain 1,5m social distancing, frequent sanitizing and washing of hands.</p>
2.	How do we get the tender document?	<p>Tender document are available from 08th July 2020 for free download from National Treasury’s eTender Publication Portal - http://www.etenders.gov.za and ACSA Tender Bulletin website - http://www.airports.co.za/business/tender-bulletin/current-and-future-tenders . Kindly print and complete.</p>
3.	Is the above-mentioned tender open for everyone or only companies based in Cape Town?	<p>This tender is open for all companies in South Africa. However, the company that does not have an office in the Cape Town district must commit to open an office in the district within 3 months by submitting an affidavit.</p>

4.	Can we submit the bids electronically or it is only physical?	<p>Bids must be submitted in physical format at the following address: Cape Town International Airport Southern Office Block Ground Floor</p> <p>Electronic documents will not be accepted.</p>
5.	Turnaround times to for clarifications	Clarifications will be responded to all interested bidders on a weekly basis (Every Friday until closing date for clarifications)
6.	If we do not have any experience what chances do we have on getting the tender	Bidders must meet the minimum score each functional evaluation sub criterion as outlined in the tender document. Failure to meet the minimum, the bidder will be disqualified.

7.

1. Pg 117- Please can you provide hourly calculation and confirm hours per month

General Labour by Shift	Hours per month per resource (Measured in Number)	Resource rate/hour	Total Amount per Resource per Month	Number of Resources	Monthly Rate per Resource (Total amount per resource per month)	Total monthly fee
06:00am - 06:00pm per shift	166.71			84	R	R
07:00am - 16:30pm Mon - Fri	184.03			10	R	R
09:00am - 06:00pm per shift	184.03			14	R	R
18:00pm - 06:00am per shift	166.71			96	R	R
18:00pm - 06:00am per shift (Mon-Fri)	166.71			20	R	R
Total					R	R

- Please provide a fee breakdown in terms of human resource cost
- Failure to quote using hourly rates that are compliant with gazetted minimum labour rates may lead to disqualification from further evaluation
- This fee will be inclusive of public holidays, weekends and overtime
- Payment will be subject to proven costs – monthly reconciliation of invoice to staff attendance
- Hourly Calculations
 - Straight Day Shift (8.5* Hour workday)
 - 42.5 Hours per week x 4.33 weeks = 184.2 Hours per Month
 - Shift workers (11* Hour work shift)
 - 11*Hours per shift x 7 Days per week = 77 Hours per week
 - 77 Hours per week x 2.165 weeks = 166.71 Hours per month
 - *Shift hours indicated here exclude break time

1.1. General Labour Costs (please apply the hourly rate from table 1.5.1 -Cleaning Service Labour Rate breakdown)

General Labour by Shift	Hours per month per resource (Measured in Number)	Resource rate/hour	Total Amount per Resource per Month	Number of Resources	Monthly Rate per Resource (Total amount per resource per month)	Total monthly fee
06:00am - 06:00pm per shift	166.71			84	R	R
07:00am - 16:30pm Mon - Fri	184.03			10	R	R
09:00am - 06:00pm per shift	184.03			14	R	R
18:00pm - 06:00am per shift	166.71			116	R	R
Total					R	R

- Please provide a fee breakdown in terms of human resource cost
- Failure to quote using hourly rates that are compliant with gazetted minimum labour rates may lead to disqualification from further evaluation
- This fee will be inclusive of public holidays, weekends and overtime
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• **PLEASE NOTE** *ACSA reserves the right to revise the number of staff requirements in line with changing operational requirements.

8.	<p>Kindly advice on the following...</p> <p>TENDER DATA</p> <p>Clause Number: F.2.13.3 Each tender offer communicated on paper shall be submitted as an ORIGINAL plus One COPY in a separate and sealed envelopes as well as an ELECTRONIC COPY on a memory stick.</p> <p>Clause Number: F.2.13.6 A two-envelope procedure will not followed.</p>	<p>Correct clause - Clause Number: F.2.13.3 Each tender offer communicated on paper shall be submitted as an ORIGINAL plus One COPY in a separate and sealed envelopes as well as an ELECTRONIC COPY on a memory stick.</p> <p>Incorrect clause - Clause Number: F.2.13.6 A two-envelope procedure will not followed.</p> <p>An addendum will be issued to delete Clause Number: F.2.13.6</p>
9.	<p>What is the impact on staff numbers due to scaled down operations due to COVID 19? How will it have an impact at the beginning of the contract?</p>	<p>Due uncertainty of COVID 19, the number of staff on the BOQ section of the tender document are based on pre-COVID staff complement. The impact of the pandemic has resulted in significant reduction of staff numbers. Bidder must note that at inception of the contract, the number of staff members required then will be based on the operational requirement as stated in the contract.</p>
10.	<p>Pg12- It states that CV's of all key personnel, but page 36-40 only have 5 schedules to be complete. There are 1 x Site manager, 2 x shift manager and 16 Supervisors.</p>	<p>We only require CV's of the key personnel as per page 36-40 schedule i.e SITE MANAGER, SHIFT MANAGER, STOREMAN, SUPERVISOR x2. We will not be evaluating all 16 supervisors.</p>

11.	<p>2.1-2.7- Can I confirm that you only need 1x CV of the following key personnel and that we must only complete 5 schedules?</p> <ol style="list-style-type: none"> 1. Site Manager 2. Shift Manager 3. Storeman 4. Supervisor 1 5. Supervisor 2 	<p>Bidders are required to complete the Summarised CVs for all key personnel and submit detailed copies of relevant CVs and certified copies of certificates and qualifications.</p> <p>We only require CV's of the key personnel as per page 36-40 schedule i.e SITE MANAGER, SHIFT MANAGER, STOREMAN, SUPERVISOR x2.</p>
12.	<p>Pg. 77 2.1.35. Confirmation of an office in the Cape Town District:</p> <p>Please can you clarify what proof of address will be acceptable.</p>	<p>Proof of address of office in the airport's municipal area/ Commitment to establish offices in Municipalities in vicinity of the airport – Cape Town district (or affidavit),</p> <p>Utility Bill addressed in the bidding entity's name i.e Electricity Bill, Property / Water Rates, Telephone Bill and Creditors Billing Advice, Lease Agreement or similar.</p>
13.	<p>Our company has an office in Cape Town, but all our billing is centralise to our HO in Gauteng, thus no billing is send to the Cape Town address. We don't have any proof of address except our CSD registration documents and out IT vendor agreement. Will this be suffice or should we rather opt for an affidavit?</p>	<p>Proof of address of office in the airport's municipal area/ Commitment to establish offices in Municipalities in vicinity of the airport – Cape Town district (or affidavit),</p> <p>Utility Bill addressed in the bidding entity's name i.e Electricity Bill, Property / Water Rates, Telephone Bill and Creditors Billing Advice, Lease Agreement or similar.</p>
14.	<p>Is this tender for Gauteng or Cape Town?</p>	<p>Cape Town International Airport</p>

<p>15.</p>	<p>Kindly clarify & advise – The head count (Number of resources) - eg. 06h00 – 18h00 (84 staff)</p> <p>Is the headcount staff on shift 84 per day, or 42 staff on shift per day</p> <p><i>General Cleaning Component</i></p> <p>1.5. General Labour Costs (please apply the hourly rate from table 1.5.1 -Cleaning Service Labour Rate breakdown)</p> <table border="1" data-bbox="365 600 1021 788"> <thead> <tr> <th>General Labour by Shift</th> <th>Hours per month per resource (Measured in Number)</th> <th>Resource rate/hour</th> <th>Total Amount per Resource per Month</th> <th>Number of Resources</th> <th>Monthly Rate per Resource (Total amount per resource per month)</th> <th>Total monthly fee</th> </tr> </thead> <tbody> <tr> <td>06:00am – 06:00pm per shift</td> <td>166.71</td> <td></td> <td></td> <td>84</td> <td>R</td> <td>R</td> </tr> <tr> <td>07:00am – 16:30pm Mon – Fri</td> <td>184.03</td> <td></td> <td></td> <td>10</td> <td>R</td> <td>R</td> </tr> <tr> <td>09:00am – 06:00pm per shift</td> <td>184.03</td> <td></td> <td></td> <td>14</td> <td>R</td> <td>R</td> </tr> <tr> <td>18:00pm – 06:00am per shift</td> <td>166.71</td> <td></td> <td></td> <td>96</td> <td>R</td> <td>R</td> </tr> <tr> <td>18:00pm – 06:00am per shift (Mon-Fri)</td> <td>166.71</td> <td></td> <td></td> <td>20</td> <td>R</td> <td>R</td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td></td> <td></td> <td>R</td> <td>R</td> </tr> </tbody> </table>	General Labour by Shift	Hours per month per resource (Measured in Number)	Resource rate/hour	Total Amount per Resource per Month	Number of Resources	Monthly Rate per Resource (Total amount per resource per month)	Total monthly fee	06:00am – 06:00pm per shift	166.71			84	R	R	07:00am – 16:30pm Mon – Fri	184.03			10	R	R	09:00am – 06:00pm per shift	184.03			14	R	R	18:00pm – 06:00am per shift	166.71			96	R	R	18:00pm – 06:00am per shift (Mon-Fri)	166.71			20	R	R	Total					R	R	<p>The headcount of 84 is the required staff onsite during the time given.</p>
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<p>16.</p>	<p>If terms of the technical criteria, the minimum required score is 60 out of 100. Hypothetically, if we score an overall of 70 out of 100, but we score 0 in one of the categories, would this constitute passing the technical criteria? Or do we need to score the minimum score in each category to pass the technical criteria?</p>	<p>The bidder must score the minimum for each category and sub category to pass the technical criteria.</p>																																																	
<p>17.</p>	<p>For the biometric system, must this be an automated system or may we use manual time sheets for logging hours of work?</p>	<p>An automated system is required.</p>																																																	
<p>18.</p>	<p>The traveller and escalator cleaning machine as well as the high pressured steam cleaner is listed as equipment to be provided on page 135. However, these items do not appear on the equipment price list we are to submit on page 119. Are we to provide these items and if so where should they be costed?</p>	<p>Only the escalator cleaning machine is required and needs to be costed for. Under General cleaning machinery on page 135, omit number 11 (the high pressured steam cleaner) and number 13 (the traveller cleaning machine). On page 119, add a line for escalator cleaning machine (submit specifications of quoted machines).</p>																																																	

19.	What is the envisioned start date for this contract? The wage rates typically change in March every year and I want to ensure our wage allocation is correct by knowing when we start paying wages on this contract.	The anticipated contract start date is 01 December 2020.
20.	Do you require the size, square meter and value of the contract of the services rendered to our previous client all in one letter	<p>Yes. The size, square meter and value of the contract of the services rendered to our previous client all in one letter.</p> <p>Valid client reference letter/s and Bidder's experience schedule. A valid reference letter should have client letterhead, scope of services rendered including size of area serviced, value of contract, contract period, name of contact person and contact details of contact person (phone number and email address).</p>
21.	Based on the current pandemic we're facing, kindly also advise whether an electronic signature by authorised signatory will be in accepted for tender submission.	Yes
22.	I would like to find out if it is possible to send us the Pricing List as per page 111 to 123 in Excel Format if it is available	At this stage of the process, unfortunately it cannot be shared.
23.	<p>Please advise Activity based pricing ito General cleaning machinery differs to Scope of services general cleaning machinery - PG 135 per below.</p> <p>Equipment not on Activity based pricing – Escalator cleaning machine & Travelator cleaning machine.</p> <p>Please confirm that this should not be priced? as page 5 (8. Evaluation) states bidders must only price in accordance with the Activity schedule provided in section C2. C2 General cleaning machinery excludes these machines</p>	<p>Only the escalator cleaning machine is required and needs to be costed for. Under General cleaning machinery on page 135, omit number 11 (the high pressured steam cleaner) and number 13 (the travellator cleaning machine). On page 119, add a line for escalator cleaning machine (submit specifications of quoted machines).</p>

24.	<p>Relating to the Storeman, on page 116 the working hours are from 8:00am to 17:00pm; however on page 131 the working hours are from 6:00am to 18:00pm</p> <p>The pages in question are page 116, page 131</p> <p>Which times do we tender for?</p>	Hours indicated on page 116 (08:00-17:00) are to be tendered for.
25.	<p>Please advise if ACSA, CTIA would allow people to visit the airport in order to grasp the area of the Terminal Building to be cleaned under the this tender document and if so who can they contact at ACSA, CTIA in order to gain access to the Terminal Building?</p>	At this point in time no visits to the airport can be authorized, the terminal is only accessible to passengers with valid boarding passes.
26.	<p>There is no specialised Cleaning scope in the tender. Are we correct in assuming this is Not part of the contract scope, and all cleaning ie. Windows, louver,etc is at accessible height only – under 2 meters</p>	The assumption is correct.

27.	<p>Training: Airside Safety induction & induction training cost has been provided @ R650 pp. Are there any further cost implications for below ACSA inhouse Training in below table? For any cleaning services to be conducted on the Airside, Airside Safety Induction training shall be attended by all resources to be deployed to the Airside and a course fee determined by ACSA shall be paid by the successful bidder. A security permit to access airside shall be issued on production of proof of attendance.</p> <table border="1" data-bbox="338 638 949 842"> <tr> <td data-bbox="338 638 949 708">Airport Safety Awareness</td> </tr> <tr> <td data-bbox="338 708 949 778">Customer care Program & Airport Orientation</td> </tr> <tr> <td data-bbox="338 778 949 842">Aviation Safety Rules for permit holders</td> </tr> </table>	Airport Safety Awareness	Customer care Program & Airport Orientation	Aviation Safety Rules for permit holders	The costs that have been indicated are the only costs to be included for costing.
Airport Safety Awareness					
Customer care Program & Airport Orientation					
Aviation Safety Rules for permit holders					
28.	Contract Participation goal declaration (this in our experience can only be expressed once an SLA has been agreed on with a client)	The contract participation goal declaration is for 30% sub-contracting contracting purposes. Please refer to 2.1.5 (page 23) and complete accordingly.			
29.	During covid 19. What is expected in terms of staff numbers?	During COVID - 19, the expected staff numbers will be based on the operational requirements at that point inline National Lockdown phasing.			
30.	Will parkings be closed for floor cleaning as per cleaning schedules?	Parkings are not part of the scope of works for this tender.			
31.	Should external lift cleaning be excluded?	No, it is part of the scope of works			
32.	Should lift shafts be excluded?	Yes, lift shafts are not part of the scope of works			
33.	Will a sizeable storeroom be given if so what is the size?	The storeroom will be provided however the size is not available at this stage			
34.	Shift pattern prescribed is a 12 hour pattern. Are you open for alternative shift patterns?	Yes, however please complete the document as per the patterns discribed in the tender document. Alternatives can be submitted seperately but will not be evaluated.			
35.	There is a 30% subcontracting as well as a supplier development. Can these be concurrent with one EME?	Yes			

36.	Transformation Proposal (This is a reputation of 2.1.5 and I believe its meant for companies who are not transformed.)	No, it is applicable for 30% subcontracting.
37.	Certified copies of client reference letters (This cannot be certified as its not an original document)	Uncertified verifiyable client reference letters will be accepted.
38.	Skills development levy compliance certificate (We pay this through SARS so can you please advise what proof you require)	The service provider will be required to submit the certificate within 3 months from contract start date.
39.	On page 122, wrt the gloves, is it 300 pairs of gloves or 300 boxes of gloves? Do we just quote on units for the Heavy duty/Industrial gloves?	<ul style="list-style-type: none"> • 300 pairs of gloves • Heavy duty/Industrial gloves quantity is 5 boxes.
40.	Does the headcount include relievers or is that your daily requirement? Please clarify.	It is our daily requirement
41.	WRT the Dry Carpet cleaner, does it have to be a dry powder or can we quote on what we see fit?	Qoute as requested in the tender document.