



Request for Proposals for the Provision of Cleaning and Hygiene Services for a Period of Six (6) Months at Airports Company South Africa King Shaka International Airport IA7443/2024/RFP

Dear Bidder,

Please receive questions and answers that were raised during the non-compulsory briefing session.

Please can we have the square meters of the building/floor.

The approximate square meterage of the facility appears in the tender document.

Minimum number of employees?

Number of employees required on site are stated on the BOQ

Bidders are to be aware that it is a 24 hour a day operation. Therefore numbers reflected indicate numbers required on site every day of the week. This will mean that there will be a pool of cleaners for rotation purposes.

As an example: The 06:00am to 18:00pm shift requires 38 cleaners on site 7 days a week. This means the contractor will need to rotate in different cleaners through the week to ensure cleaners work the appropriate number of hours per month.

About the medicals , do we submit them with the tender or you submit once you have been appointed ?

Medicals will only be required by the appointed contractor.

Bidders must make allowance in their pricing for medicals. This is normally done in the provision for OHS costs.

How much toilet paper used?

ACSA will direct the quantity of consumables purchased on a monthly basis.

All chemicals and consumables will be procured through the 3rd party procurement provision in the BOQ.

Rope access and Facade cleaning - How often do you require that work carried out?

This work will be done on a continuous basis throughout the 6-month contract period as directed by ACSA

Are the high level cleaning to be done on daily basis or weekly or monthly basis?

The work will be done on a continuous basis as directed by ACSA.

Is the bidder to provide the Hygiene Equipment or is it existing equipment belonging to the airport?

- Female Sanitary (SHE) Bins- Serviced Twice Weekly – Bins are ACSA owned and in use. The contractor will be required to service, clean, sanitize and provide the consumable for SHE bins. All waste will need to be suitably disposed of as hazardous waste and certificates of safe disposal must be provided for each and every disposal. All in line with applicable regulation and legislation.
- Air Fresheners service - Replenish refills to existing units - Serviced Twice Monthly – Air freshener units are ACSA owned and in use. The contractor will be required to replenish this includes the aerosol as well as the batteries as they deplete.
- Seat Sanitizer Dispenser including consumable in the form sachet – The contractor will provide both the Dispenser and the consumable required.
- Nappy Bins Serviced Twice Weekly - Bins are ACSA owned and in use. The contractor will be required to service, clean, sanitize and provide the consumable for the nappy bins. All waste will need to be suitably disposed of as hazardous waste and certificates of safe disposal must be provided for each and every disposal. All in line with applicable regulation and legislation. Note: General cleaners deployed to ablutions will need to be trained to attend to nappy bins in between the twice weekly services to ensure Nappy bins are always kept clean.

Reference letters can this be substitute with purchase orders?

No. Bidders must adhere to the requirements as stated in the functionality criteria.

With regards to the consumables, do you have quantity required, eg, no of bales of toilet paper, qty of 5lt hand soap, ? sizes of the refuse bags required,

Quantities of consumables required to be purchased each month will be directed by ACSA. All chemicals and consumables needed will be purchased through 3rd party procurement provisioned in the BOQ.

Is the Cherry picker to be supplied by bidder or does the airport have their own?

- ACSA will hire access equipment such as cherry pickers, scaffolding etc through the contract via 3rd party procurement, or
- Should ACSA owned access equipment be available, then ACSA will issue such equipment for use on the service

Note: It is required that contractor has a trained cherry picker operator.

May I please ask the payment terms

1. *Within the department we work on 30 days from invoice. Typically a claim is submitted at the end of the first month and paid at the end of the 2nd month. Please also note that payment terms will be finalised with the winning bidder.*