



BID NUMBER	ECIC011P-2023/24
NAME OF BID	OFFICE CLEANING SERVICES FOR A PERIOD OF FIVE YEARS
QUESTIONS AND ANSWERS	

The following questions were received by the Export Credit Insurance Corporation of South Africa (SOC) Limited (ECIC) on the abovementioned bid, and are hereby responded to as follows:

Number	Question	Reference	Response																											
1.	The following questions were received at the briefing session on 26 March 2024:																													
	1.1. What is the square meter of the carpet?		1 819m ²																											
	1.2. How many upholsteries does ECIC have?		<p>Refer to paragraph 6.2 of the revised published terms of reference. The paragraph provides as follows:</p> <p>The description and quantity of upholstery items to be cleaned on a bi-annual basis (as per item 5 in table 1 in paragraph 6.1) are as follows:</p> <p style="text-align: right;">Table 3</p> <table border="1"> <thead> <tr> <th>No</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Office Chairs</td> <td>105</td> </tr> <tr> <td>2.</td> <td>1-seater couch</td> <td>5</td> </tr> <tr> <td>3.</td> <td>2-seater couch</td> <td>8</td> </tr> <tr> <td>4.</td> <td>6-seater high back couch</td> <td>1</td> </tr> <tr> <td>5.</td> <td>Armchairs</td> <td>8</td> </tr> <tr> <td>6.</td> <td>Visitor chairs</td> <td>32</td> </tr> <tr> <td>7.</td> <td>Ottomans</td> <td>12</td> </tr> <tr> <td>8.</td> <td>S-Shape Couch (5-piece)</td> <td>1</td> </tr> </tbody> </table>	No	Description	Quantity	1.	Office Chairs	105	2.	1-seater couch	5	3.	2-seater couch	8	4.	6-seater high back couch	1	5.	Armchairs	8	6.	Visitor chairs	32	7.	Ottomans	12	8.	S-Shape Couch (5-piece)	1
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1.3. The cleaning of windows is it part of the contract and if so, are they cleaning inside and outside?		They only need to clean inside.																												



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	1.4. One of the potential bidders has requested that we send an addendum.		The document has been updated and will be published on our website (www.ecic.co.za) and the National Treasury eTender Portal (www.etender.gov.za).																		
	1.5. On pricing, is it compulsory to use the Excel spreadsheet?		Yes. The document contains information that will be used by ECIC when evaluating bids received for price. In the event that a bidder intends supplementing the spreadsheet with additional information, the bidders must ensure that the bid amounts on the supplemental submission agrees to the one on the spreadsheet.																		
	1.6. What are the services required? Is it cleaning, hygiene, or sanitary?		Office Cleaning services only.																		
	1.7. How many consumables are required from the bidder?		<table border="1"> <thead> <tr> <th>Description</th> <th>Quantity</th> <th>Period</th> </tr> </thead> <tbody> <tr> <td>Toilet Bowl Cleaner</td> <td>6 litres</td> <td>Monthly</td> </tr> <tr> <td>Pine Gel</td> <td>6 litres</td> <td>Monthly</td> </tr> <tr> <td>Bleach</td> <td>6 litres</td> <td>Monthly</td> </tr> <tr> <td>Handy Andy</td> <td>6 litres</td> <td>Monthly</td> </tr> <tr> <td>Dishwashing liquid</td> <td>6 litres</td> <td>Monthly</td> </tr> </tbody> </table> <p>All chemicals used must be SABS approved</p>	Description	Quantity	Period	Toilet Bowl Cleaner	6 litres	Monthly	Pine Gel	6 litres	Monthly	Bleach	6 litres	Monthly	Handy Andy	6 litres	Monthly	Dishwashing liquid	6 litres	Monthly
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	1.8. Do you have any specific products you would like to use?		<table border="1"> <thead> <tr> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Toilet Bowl Cleaner</td> <td>6 litres</td> </tr> <tr> <td>Pine Gel</td> <td>6 litres</td> </tr> <tr> <td>Bleach</td> <td>6 litres</td> </tr> <tr> <td>Handy Andy</td> <td>6 litres</td> </tr> <tr> <td>Dishwashing Liquid</td> <td>6 litres</td> </tr> </tbody> </table> <p>All chemicals used must be SABS approved</p>	Description	Quantity	Toilet Bowl Cleaner	6 litres	Pine Gel	6 litres	Bleach	6 litres	Handy Andy	6 litres	Dishwashing Liquid	6 litres
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	1.9. How many staff members does the company have?		100 staff members that work hybrid namely twice a week												
	1.10. Does the office operate on weekends, holidays, and night shifts?		No, Monday – Friday, from 08h00 - 17h00												
	1.11. Is the bidder required to have insurance based on paragraph 9.1 of the TOR?		Yes, Public liability is required as it protects the company in the event that a member of the public claims for an injury or damage to property												



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2.	<p>Good day</p> <p>I hope this email finds you well, Can you please clarify this for me please, If I submit my documents via email do I still need to submit USA at your office?(Tender Box)</p> <p>18.2.2.1. The tender document, including the supporting or returnable documents should be submitted via email on PDF format.</p> <p>18.2.2.2. If the PDF tender document, including the supporting or returnable documents is less than 20 Megabytes (MB), it should be submitted as one document. If the electronic bid document is more than 20MB, the electronic tender document should be split in order to adhered to the 20MB email capacity.</p> <p>18.2.2.3. Bidders are also encouraged to submit a USB detailing their tender proposals.</p>		<p>No.</p> <p>The requirement for a USB is for when a bidder submits physical printed documents at out offices. In the event that a bidder submits their proposal on email, there is no need to submit a USB.</p>



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3.	<p>Good day Lopang</p> <p>Kindly advise if we are able to come by the ECIC offices one more time to just check the offices to be accurate with the site-take over plan.</p>		<p>Yes, at our reception, request for the Facilities Team. Our offices operates from 08H00 to 17H00 during work days.</p>
4.	<p>Good Day,</p> <p>We just needed clarity on how many cleaners and supervisors are needed for this contract for the period 05 years, Bid Number: ECIC11P-2023/24 For Office cleaning services for a period of five years.</p> <p>Kind Regards</p>		<p>2 cleaners. The bidder should be able to supervise their resources as per the TOR.</p>
5.	<p>Good day</p> <p>I trust this email finds you well.</p> <p>Could you please assist with clarity regarding the provision for bathrooms such as toilet papers and refilling the dispenser</p> <p>Kind regards,</p>		<p>Bidders are not required to buy for ECIC but ECIC will buy for cleaners to replenish.</p>



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	Good Day We kindly request clarity on the following question pertaining to the bid document:		
6.	7. Page 14, <u>18.2.2.2</u> (If our proposal is more than 20MB, will it be acceptable to send our proposal in separate emails?)		Yes, you are welcome to submit several emails. We do request that you name them accordingly for ease of reference. Do ensure that all emails are received by ECIC on or before the closing date and time. Do not wait for the final time, as there may be delays in relay of the messages to ECIC server due to traffic.
	<ul style="list-style-type: none"> Page 14, <u>18.2.2.3</u> and Page 35, Table-Item 11 (If we submit our proposal via email, Should we physical submit the USB/electronic copy containing our proposal, in an envelope to ECIC?) <p>Thank you</p>		No. There is no need. The USB submission is only required in the event where a bidder submit physical printed documents at our offices.
8.	Good day Lopang Kwape I trust you are doing well. I'm enquiring about Annexure-B-Pricing-Response-Template. Byls Bridge page.		The document has been updated and it is now calculating correctly. In your response, ensure that you complete the required areas (highlighted in green, for example, equipment cost, consumable cost, administration cost and for other costs, indicate the title under the blue section and the amount(s) in the green section. Furthermore, do provide the bi-annual deep cleaning yearly cost in the section indicated).



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	<p>Year 1 Calculations: Total Contract Value (Year 0, excl.): The amount reflect the vat inclusive</p> <p>Total Contract Value (60 months Incl, price: Reflect only about 3 years 36months of the 60months cost.</p> <p>Kindly advice on the structure of this Pricing Responsive Template. How to provide the accurate figures.</p> <p>Your Sincerest</p>		<p>Be advised that the document will also be published on our website (www.ecic.co.za) and the National Treasury eTender Portal (www.etender.gov.za).</p>



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9.	<p>Good day</p> <p>I would like to know if we should price upholstery per rate or not. If not may you kindly send me the quantity of couches/chairs.</p> <p>Your assistance will be highly appreciated.</p> <p>Kind regards</p>		<p>Refer to paragraph 6.2 of the revised published terms of reference. The paragraph provides as follows:</p> <p>The description and quantity of upholstery items to be cleaned on a bi-annual basis (as per item 5 in table 1 in paragraph 6.1) are as follows:</p> <p style="text-align: right;">Table 3</p> <table border="1"> <thead> <tr> <th>No</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>9.</td> <td>Office Chairs</td> <td>105</td> </tr> <tr> <td>10.</td> <td>1-seater couch</td> <td>5</td> </tr> <tr> <td>11.</td> <td>2-seater couch</td> <td>8</td> </tr> <tr> <td>12.</td> <td>6-seater high back couch</td> <td>1</td> </tr> <tr> <td>13.</td> <td>Armchairs</td> <td>8</td> </tr> <tr> <td>14.</td> <td>Visitor chairs</td> <td>32</td> </tr> <tr> <td>15.</td> <td>Ottomans</td> <td>12</td> </tr> <tr> <td>16.</td> <td>S-Shape Couch (5-piece)</td> <td>1</td> </tr> </tbody> </table>	No	Description	Quantity	9.	Office Chairs	105	10.	1-seater couch	5	11.	2-seater couch	8	12.	6-seater high back couch	1	13.	Armchairs	8	14.	Visitor chairs	32	15.	Ottomans	12	16.	S-Shape Couch (5-piece)	1
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