



TENDER REFERENCE: RFP15-2019

Tender Name PROVISION OF CLEANING SERVICES AT SARS OFFICES, NATIONWIDE.

Questions	Answer
In a number of buildings, it is indicated that parking must be cleaned? <ul style="list-style-type: none"> • What does it mean? Is it dirt pick up, sweeping etc? • Is this scrubbing? 	Refer to “Annexure B - CRE PROPERTY PORTFOLIO BUILDING CLEANING REGION SCHEDULE v1”. Parking cleaning refers to sweeping.
Must the price for cleaning warehouses be included – even where it says 3 times per month?	Bidders are required to quote for all sites in the cluster including warehouses were applicable.
Where cleaning is required for basements, the size of basements is not indicated or number of parking bays?	Refer to “Annexure B - CRE PROPERTY PORTFOLIO BUILDING CLEANING REGION SCHEDULE v1”. Where cleaning is required for the basements, the information is provided.
No indication on the size and type of scrubbing machines required for basements?	No scrubbing machines required for basements, this service would be on an adhoc service.
Where service is requires on request should we indicate price per item?	This is part of Ad-hoc pricing and Bidders must refer to pricing template under “Labour” tab for quoting
Deep cleaning of capers, - is this going to be treated as ad hoc?	There is a standard deep cleaning service included as part of the contract as well as adhoc deep cleaning for incidental spillages.
The scope calls for replacing of batteries every 6 months. Who supplies the batteries?	The SARS Hygiene Service provider
Where services are required 24 hours, of the indicated hours how many of those should be allocated to night, day or weekends?	8 hours shifts – 24 x 7
LEHAE La SARS calls for ride on sweeper; must the machine be permanently based on site? The cost for this is very high.	No, only when used.
When pricing must we factor in the annual CPI escalation rate for the duration of the contract (Pricing must it be fixed). Or the escalation will be done on the anniversary of the contract?	The price template has a provision for the bidders to propose percentage annual escalation, which will be, reviewed annually post award with the winning bidders. The awarded bidders will be afforded the opportunity to escalate their pricing as follows: <ul style="list-style-type: none"> - On anniversary of the contract, prices will be escalated for any other costs excluding Labour. - Labour rates will be escalated on an annual basis at the time when the Department of Labour issues a notice as per Sectorial Determination: Contract Cleaning Sector.
<u>Financials</u> Performance Guarantee - What if an EME is bidding and get financial guarantee from the bank? 3-year experience for EME and a letter from the accountant confirming what?	Performance guarantee from the bank is also allowed as it forms part of any additional information that will assist in financial evaluation of the bidder. However, it must be accompanied by the annual financial statements as requested per the RFP document. The preparer of the financial statements may submit a letter, which will assist in providing information of who has prepared the annual financial statements, in the absence of a review and audit.



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<p><u>Technical Evaluation</u> Contract value of 10 million a year, very difficult for EME to obtain that amount of business on a yearly basis. Why is the 10 million rand as a value of the contract applicable to EME's? Chances of EME scoring more points are very minimal to none as the document has separated the point system under the technical evaluation Gate 2 table 3.</p>	<p>Request for Proposal – p 18 of 31 stipulates – The bidder should provide a list of current and past cleaning contracts indicating the contract value, duration,and year awarded. Service Providers should have managed at least one cleaning contract or contracts running concurrently to the value of R 10 mil in the past 5 years” This means that over the past 5 years the value of the cleaning contracts performed should accumulate to at least R 10 mil to score 20 points. Any value less will be scored on a sliding scale as indicated in the document</p>
<p><u>Sub Contract</u> Why are the large entities only supposed to sub contract not more that 25% of the current value of work? Normally with government departments, they require 30% of subcontracting.</p>	<p>As per Preferential Procurement Regulations of 2017, large entities are required to subcontract a minimum of 30% of the value of a tender. This will, however, only transpire where subcontracting is made a specific tendering condition with a view to advance certain designated groups, which is not the case as regards the tender at hand. This is in line with SARS Transformation Targets.</p>
<p><u>Cluster Divisions</u> Why is Newcastle and Port Shepstone excluded from the KZN region? They are part of KZN and geographically it's only viable to keep them within the province.</p>	<p>SARS Clusters not necessarily concur with the provinces of SA. It is based on the SARS Business and Operating model. The clustering done to equalize size of the cluster not becoming too big or too small.</p>
<p><u>Carpet Cleaning</u> Should we exclude the carpet cleaning and quote on it separately? Is it compulsory for the cleaning ladies to wear headgear as some people have issues from a religion and cultural perspective especially because they are not serving food?</p>	<ul style="list-style-type: none"> • As per the frequency indicated on specification document. • Compliance in terms of Health and Safety legislation is required. Hence this should be interpreted within the Act
<p>If there is an addendum regarding this document no: RFP 15/2019?</p>	<p>Yes</p>
<p>Could you please confirm if I am interpreting one of the qualifying criteria correctly: That to get maximum points on Bidder's experience the company should have had an annual turnover of R10m and that not as a total turnover for the past 5 years?</p>	<p>No, R 10 mil worth of contracts over the past 5 years.</p>
<p>The tender as well as the non-compulsory briefing session communicated that the Supplier must be as a minimum 51% Black Women Owned and that large entities that do not meet this minimum criteria will not be considered; We are not Black Woman Owned, however we are a Level 2 BBBEE Contributor; please advise if our submission will still be considered or will we be disqualified on the bases of not being Black Woman Owned? Re: Attached Main RFP, Page 14 of 31, point 5.</p>	<p>Only Bidders who meet the BEE Criteria of EME and QSE with more than 51% Black Women Ownership can respond.</p>
<p>At the tender briefing today (13/08/19) it was advised that only an EME or QSE which is at least 51% Black Women owned can participate in the RFP15-2019: Provision of Cleaning Services at SARS Offices, nationwide and no Large Enterprise companies will be allowed to submit even if they are a current service provider?</p>	<p>Only Bidders who meet the BEE Criteria of EME and QSE with more than 51% Black Women Ownership can respond. This is in line with SARS Transformation Targets.</p>



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When will the number of parking bays be provided?	Refer to "Annexure B - CRE PROPERTY PORTFOLIO BUILDING CLEANING REGION SCHEDULE v1". Information is provided.
Can a bidder use invoice amount used instead of the contract value in the reference letter?	Yes.
High-rise window cleaning is it included in the ad hoc services?	No, please refer to Table 4 of specifications.
Will the financial be based on the SARS contract?	No, the financial analysis will be based on the three(3) most recent financial periods to assess whether the bidder will be able to deliver the relevant services as SARS will not be making any advance payments.
Financial analysis requirements, are they not creating barriers of entry for EME and QSE?	The financial analysis is a process used to assess financial risk as per the National Treasury Regulations requirement.
Can SARS be considerate or lenient when coming to audited financial statements since not all EME might not qualify to be audited?	SARS is aware that it may not be a requirement for other bidders' financial statements to be audited, however a bidder can submit reviewed annual financial statements. The financial statements need to enable SARS to assess the bidder's financial stability.
Can a subsidiary or a sister company be used as a financial guarantor? Can a letter from a funder be submitted to support a bidder?	Bidder should submit annual financial statements in the bidding company's name. However, if it submits annual financial statements of holding company or subsidiary within the same group for the evaluation purpose, the holding company or sister company must furnish a Performance Guarantee that is signed by duly authorised representative
Must a bidder only combine the BEE certificate or a sworn affidavit when submitting as joint venture?	<p>The B-BBEE certificate or sworn affidavit should be submitted in the name of the bidding entity.</p> <p>In the event that the proposal is in the form of an incorporated joint venture, the incorporated joint venture must submit their B-BBEE status level verification certificate or sworn affidavit.</p> <p>In the event that the proposal is in the form of an unincorporated joint venture arrangement, the unincorporated joint venture must submit a consolidated B-BBEE certificate or sworn affidavit as if they were a group structure, and that such consolidated B-BBEE certificate or sworn affidavit is prepared for every separate proposal.</p> <p><u>Financial requirements</u></p> <p>Incorporated joint ventures submit the consolidated annual financial statements. Unincorporated joint ventures must submit the separate annual financial statements and joint venture legal agreement detailing the percentage ownership of each entity. Refer 13 of 31 in the Main RFP- Summary, Guidelines, Conditions and Instructions.</p>



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Is SARS also looking for large enterprise with 51% black women owned?	Only Bidders who meet the BEE Criteria of EME and QSE with more than 51% Black Women Ownership can respond. This is in line with SARS Transformation Targets.
Under additional labour: does it include chemicals and equipment <ul style="list-style-type: none"> For ad hoc services: additional labour vs square meter rate? 	<p>Bidders are referred to note 13 to 16 under-price template and tab "Labour" for different pricing under table 1.1 & table 1.2</p> <p>The rate per square meter under 1.2 under tab"labour"should include equipment & consumables excluding labour. Labour cost is catered for in table 1.1</p>
Are the required prices fixed for 3 years, what about CPI?	<p>The price template has a provision for the bidders to propose percentage annual escalation, which will be, reviewed annually post award with the winning bidders.</p> <p>The awarded bidders will be afforded the opportunity to escalate their pricing as follows:</p> <ul style="list-style-type: none"> On anniversary of the contract prices will be escalated for any other costs excluding Labour. Labour rates will be escalated on an annual basis at the time when the Department of Labour issues a notice as per Sectorial Determination: Contract Cleaning Sector.
What is regional service council?	The spreadsheet will be amended to delete the line referring to "regional service council "
Ad hoc: there is a price for normal week day, is it a day hours or night hours?	<p>This is the service for after hours during normal week. (Monday to Friday)</p> <p>Refer to the revised template "Annexure C - SARS RFP15-2019 Pricing Response Template v1" both the day and night rate will be applicable</p>
Should a bidder comply to different area rate as per sectoral determination?	Yes
Should the bidder use the current gazetted labour rate or anticipated rate?	Bidders required to propose pricing in line with the currently gazetted labour rate
Why SARS used indicative numbers?	Bidders are to refer to the notes on pricing template and BRS document; this is for comparative & evaluation purpose.
How is the bidders going to be compared based on the fact that they required to provide proposed number of staff and SARS provided indicative numbers?	Refer to SARS response to the question above, all bidders will be evaluated fairly as per the proposed numbers in the pricing template.
Compliance: how does SARS deal with a situation where a compliant document (UIF, Provident fund) expired and a bidder provided proof of application timeously?	<p>The following is a mandatory requirement :</p> <p>"Valid Proof of registration for the Contract Cleaning National Provident Fund (as is required by the Basic Conditions of Employment Act, 1997 Act No 75 of 1997)", SARS expects the awarded bidder to be compliant to all regulations for the duration of the contract.</p>
If you tender for more than one cluster, does a bidder have to duplicate the mandatory & financial responses?	No



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Submission format?	Original File 1 & 2 , copy of file 1 & 2 and disk/memory card
Other areas are not within the province (e.g. 16 Bisset Street, Port Shepstone, 4240)?	SARS Clusters not necessarily concur with the provinces of SA. It is based on the SARS Business and Operating model. The clustering done to equalize size of the cluster not becoming too big or too small
The Carpet scrubbing, deep cleaning, strip and seal are they part of monthly services or daily services?	There is a standard carpet scrubbing ,deep cleaning, strip and seal service included as part of the contract as well as adhoc carpet scrubbing ,deep cleaning, strip and seal for incidental spillages.
Scoring criteria: contract value is against the purpose of BBBEE?	No. The contract value is for contracts executed for the period of 5 years and has been revised to “in the past 5 years” not per annum and it is not linked to the company’s turnover. Refer to “SARS RFP15-2019 Main RFP Document- Summary, Guidelines, Conditions and Instructions v1”.