



**QUESTION AND ANSWER SHEET
FOR CLEANING SERVICES
TENDER NO : AGSA/06/2019**



NO	Question	Answer
1.	I want to respond to the above RFQ for cleaning services however the space allocated for cleaning Equipment ,Detergents and Monthly cost for other consumables is so limited on the bid document , where do i filter in the remaining items that must be on the bid document as it must form part of the pricing schedule.	You can list all the additional items on a separate document and label it as annexure A.
2.	"Electronic files of your proposal on optic disc must be submitted together with each paper copy" Can you please unpack the above requirement for me.	You must submit one electronic copy of the bid document on a disc or USB and one hardcopy.
3.	Do i have to complete the document electronically or by ink ,print and sign it then submit it to you ,kindly advice.	The bid document can be completed electronically and also where there are dropdowns ,print ,sign in ink and initial each page of the bid documents as indicated in the bid document .
4.	Don't you have a specific size for the step ladders?	The AGSA cannot specify the ladders size. The bidder must assess the areas to be cleaned and provide suitable size ladder.



5.	Do we supply toilet rolls or AGSA will provide them?	The service provider must supply toilet papers.
6	Carpet :Please can you clarify a carpet cleaning?	Carpet cleaning is specified on page7 of the specification document.
7	Would you request this on Ad-hoc quotes?	Should be included in the pricing.
8	Please supply square meterage of carpeting -	The approximate total carpet area in Nelspruit, is 1418.8sqm
9	Please supply specification for carpet and cleaning method	The carpet types are, Equinox and Nexus Cube – both are Belgotex carpets and cleaning method is specified in the specification document
10	Bathrooms: Please specify Glazed surfaces specifications and suppliers for cleaning specification and method	According to the specifications “Glazed and enamel surfaces should be washed with an approved liquid agent; no abrasives or scouring materials may be used”. The important aspect is that the bidder may not use abrasives or scouring materials. The bidder must use the appropriate chemicals to clean the glazed and enamel surfaces. There is no specific brand or type preferred by the AGSA.
11	Brass Items: 11.1 Should these be wiped with damp cloth daily and polished weekly	Yes
11.2	Windows: Would you require the inside and outside to be cleaned on your frequency?	The landlord cleans the exterior of the building. The service provider will only clean the interior.
11.3	Would we need to quote high level window cleaning included?	Step ladder to be used for interior window cleaning. No high level windows.
11.4	Please supply square meterage of high level windows	N/A
11.5	Is there any harness specification –	The AGSA cannot specify the type of harness. The bidder must assess the area to be cleaned and provide its staff with the necessary equipment/tools to do the work.



11.6	What is the height to be cleaned	The bidder will only clean the interior, therefore step ladder should suffice.
12	Please specify pest control measures specified as own cost	The service provider to fumigate the areas for pests such as cockroaches, rats, mice and mosquitos, on a quarterly basis and this will be done as and when a need arises.