



sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

QUESTIONS AND ANSWERS: BID NUMBER: SASSA-45-21-CS-NC

TOPIC 1: NUMBER OF CLEANERS AND ALLOCATION PER OFFICE			
Section	Requirement	Question	Responses
Paragraph 4.2	Number of cleaners and allocation	Are bidders allowed to deviate from the number of cleaners stated by SASSA?	No, refer to par. 4.2 of the TOR.
		The number of employees (73) is it inclusive of project managers and supervisors	No, refer to par. 4.2 of the TOR.
		Should the 73 employees required by SASSA be divided according to the different services required i.e. cleaning, car wash, gardening and disinfecting?	It's the bidder's responsibility to ensure that services are rendered in an effective and efficient manner. Without prescribing the modes operandi of the bidder, it would be advisable to allocate more resources for car wash at offices that have more than one vehicle. Reference is also made to section 6.7 of TOR
		It is stated that the total number of cleaners for the region should be 73, however it is not indicated how these cleaners will be allocated per district.	Refer to paragraph 4.2 allocation of cleaners is not indicated in the table below the paragraph. It's the bidders responsibility to allocate accordingly based on the information contained in Annexure 1. You may not deviate from the number of cleaners requested.



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TOPIC 2: SUBCONTRACTING AND RELATED ASPECTS			
Section	Requirement	Question	Responses
Paragraph 6.7 to 6.9.2	Sub-contracting and Joint Ventures	Is sub-contracting compulsory or is it subjected to price?	Subcontracting is not compulsory however in the event that disinfection and pest control cannot be rendered in house/directly by the bidder this may be subcontracted. Refer to 6.9.2 of the TOR. Joint ventures are also supported in line with par.6.9.1
		Is SASSA looking for one service provider for all areas or will it be various service providers?	Yes, refer to Par.6.7
		Subcontracting does not support development because SASSA is asking for experience of the sub-contractor i.e. UIF, COIDA, public liability. Par. 6.2 states that the sub-contractor must have all the requirements and these are mandatory meaning no one will be empowered as these requirements are for an established company.	Response: Due to the nature of the services being rendered it is imperative that the bidder complies with all industry based legislative requirements. This ensures both the safety of the bidder's employees and the employees of SASSA.
		For development purposes, if you are going to subcontract (30 %) and want to appoint more than 1 service provider where in the bid can we mention the addition subcontractor?	Refer to Par.6.9.2 only one subcontractor is allowed.



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			Does SASSA recommend that local SMMEs, is there a development strategy in place for locals?	SMME's are supported in line with government's procurement legislative framework
TOPIC 3: COMPLETENESS OF ANNEXURE 1				
Section	Requirement	Question	Responses	
Annexure 1, page 25	Square meters	There are no dimensions on the regional office on annexure 1.	Dimensions for the Regional office have been included in Annexure 1.	
	Urinals and Kitchens	There are no details in the column for Urinals and Kitchens for Pixely Ka Seme.	This has been corrected on the Annexure	
TOPIC 4 : COMPLETENESS OF ANNEXURE 4				
Section	Requirement	Question	Responses	
Annexure 4, page 35	Number of combis	Number of combi's has not been indicated in annexure	This has been corrected	
		The car wash frequency is not stipulated on the tender document, also check the frequency from annexure 3-7 so that there is a standardised frequency for everyone.	Annexure 4 Page 34 indicates the frequency of the car wash, it states 3 times per month. Frequencies for all other services have been indicated in the respective annexures.	



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TOPIC 5: COMPLETENESS OF ANNEXURE 5			
Section	Requirement	Question	Responses
Annexure 5, page 37	Number of equipment	Annexure 5 toilet papers, dispensaries, SHE bins quantities are not stated.	Bidders should refer to the details contained in Annexure 1 to determine the quantity however Annexure 5 has been amended.
		Does every cleaner really need to have the stated equipment e.g. the buffing machine as this is costly?	No, however the bidder must ensure that there is sufficient equipment to render services in all offices. Refer to annexure 5 and paragraph 4.2
		Estimated amount of toilet paper and paper towels to be utilised a month, estimated refills and frequency of the consumables are not mentioned.	See amended Annexure 5
		If you are going to rent the dispensers from the bidders what is the quantity you intend to rest out.	Responses: See amended Annexure 5, SASSA will not be renting out dispensers it is the responsibility of the bidders to provide these dispensers.
		Specification of the equipment you need: eg. Sanitary bins 19 L Or 25 L , toilet paper	See corrected annexure 5.



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TOPIC 6: COMPLETENESS OF ANNEXURE 9			
Section	Requirement	Question	Responses
Annexure attached spreadsheet	9, Completion of spreadsheet	Should the pricing schedule excel sheet be completed in ink or completed electronically?	<p>It may be done either way. The bidders should ensure the following:</p> <ul style="list-style-type: none"> • The Spreadsheet is properly calculated and adds up to the total price which agrees with the SBD 1. • Bidders should not deviate from the template it should be completed as provided. • 3 year pricing should be included in the summary sheet. • Ensure Compliance with the department of labour's latest sectorial determination. <p>Refer to paragraph 6.6</p>
		Namaqua area, Williston was not included on	This is corrected on Annexure 9.



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		Annexure 9.	
		Where is the satellite office situated?	This has been amended in Annexure 9
TOPIC 7: 3 YEAR PRICING OF CONTRACT			
Section	Requirement	Question	Responses
Paragraph 6.6.3	Annual Increase	<p>Page 28 of the PDF tender document point 6.6.3 states that we must provide SASSA with the envisioned pricing for the three years of the contract. There will be annual increases. However the last sentence states that these will be limited to CPIX which is a number unknown to bidders, meaning this will be based on assumption and SASSA is willing to negotiate the price. Furthermore the speaker posed a question that why should then bidders project and if it will not be fair if CPIX should not be projected at all. Bidders should state their increase when the CPIX is announced by stats SA as well as increases on salaries will only be known when the minister of labour determines those increases. CPI predictions and labour costs. 6.6.3 We are compelled to project the CPI and this will be based on assumption and this will favor the bidder who assumes the lowest CPI rate, this is an element of doubt which is not a fair value.</p>	<p>Response: As stated in par.6.6.3, pricing for the 3years should include projected CPI rates. These are available on the Stats SA/ National Treasury website. This will ensure that all bidders quote on the official projected CPI. It is important to note that annual adjustments maybe negotiated based on prevailing economic conditions at that time which affects the agency's budget. Compliance with sectorial determination will be considered at the time of negotiations</p>



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TOPIC 8: VALIDITY OF CERTIFICATES			
Section	Requirement	Question	Responses
Paragraph 6.3	Submission of mandatory documentation	It was mentioned that certificates must be certified, the commissioner of oaths have a problem certifying electronically generated certificates i.e. UIF, COIDA and there is a link on the certificate which depicts where these can be verified if it is still valid. Will it be fine for SASSA to verify these in that manner?	Electronic certificates will not lead to disqualification.
	Membership to cleaning association	Only one cleaning association was mentioned- NCCA, whereas there are two in South Africa.	Under functionality assessment the second association (BEECA) has been referred to see page 18 TOR.
Paragraph 6.10	Submission of certified test reports	The tender document- Mandatory Requirements, Item 6.10.1. Testing and test reports SANAS provides certificates in three years and it is requesting a test report which means there will be extra costs for a cleaning company. SANAS issues a certificate which is valid for three years, why is SASSA requesting for time bound and not validity?	The TOR's has been reviewed and amended. Refer to par. 6.10. Bidders must submit SABS approved certificate from a verification agency accredited by SANAS for products offered and the manufacturing facility of the product.



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		<p>Is SASSA looking for a test report on chemicals- MSD report or a certificate bearing in mind that chemicals are not being tested on an annual basis? Furthermore what SASSA should be requesting is a validity certificate and maintenance of the validity thereof throughout the contract period. Suggesting that this be considered NOT to be mandatory as this is a technical report and it takes about three weeks.</p>	
TOPIC 8: DISINFECTION			
Section Annexure 3	Requirement Pricing of disinfection	Question The tender document, Disinfection of offices- stated that SASSA will required quarterly and immediately upon request by SASSA if there is an outbreak of the pandemic at any of our offices.	Responses Any decontamination will be charged at the cost indicated in the bid.
TOPIC 9: Car Wash			
Section Annexure 4	Requirement Security and safety of vehicles	Question It is stated that the vehicles should be	Responses If the cars are cleaned within SASSA premises,



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		cleaned in a safe and secure place, should bidders find the facilities next to the SASSA offices?	this is considered a secure facility as SASSA has guarding services so it is expected that the facility outside SASSA should also be safe and secure.
TOPIC 10: FUNCTIONALITY CRITERIA			
Section	Requirement	Question	Responses
Paragraph 8.5	Number of sites per project	Under functionality- Knowledge and capacity. How should I provide proof for the number of sites per contract when the reference letters only states the type of services provided, contract duration and the value thereof?	You may request that your reference letter include number of sites and/or state these in Annexure 10.
TOPIC 11: SITE INSPECTION			
Section	Requirement	Question	Responses
Paragraph 8.3	Proof of address	It might happen that the address stated at the time of submission of the bid may be different from the time Site Inspections are done, will SASSA notify bidders before they go to respective bidders?	The office address in the bid document will be the address that will be used for the site visits. Communicate will be send to the bidders to be visited prior to the inspection stating the date for inspection.
TOPIC 12: SBD 6.1			
Section	Requirement	Question	Responses
SBD 6.1	90/10 vs 80/20	SBD6.1 states that it is a 90/10 evaluation yet the presentation says 80/10, please give clarity.	That was an error, this bid will be evaluated on 80/20 criteria, correct SBD 6.1 will be part of the erratum and available on the e-tender portal



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Section	Requirement	Question	Responses
TOPIC 11: EXTENSION OF CLOSING DATE			
		How does this affect the sub-contracting if the evaluation is on 80/20?	Evaluation criteria of 80/20 bears no reference on sub-contracting as it relates to the evaluation on price and BBBEE. See par.8.4 of TOR.
		Consider postponing if possible the submission date due to the questions that needs to be clarified please id possible.	Revised closing date is 11 February 2022
		Request a formal addendum- so that all bidders have a uniform bid document.	Erratum published on 28 January 2022



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