



## KWAZULU-NATAL PROVINCE

EDUCATION  
REPUBLIC OF SOUTH AFRICA

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Demand and Acquisition

### QUESTIONS AND ANSWERS

**ZNB0042E/2024/2025 TO ZNB0068E/2024/2025:  
PROVISION OF CLEANING, GARDENING, SANITATION AND HYGIENE SERVICES FOR  
VARIOUS BUILDINGS UNDER THE KWAZULU-NATAL DEPARTMENT OF EDUCATION  
FOR A PERIOD OF THIRTY-SIX (36) MONTHS WITH AN OPTION TO EXTEND FOR  
(TWENTY-FOUR) 24 MONTHS**

No.	QUESTION	ANSWER
1	I have been trying to get the full documents for the ZNB0042E/2024/2025 To ZNB0068E/2024/2025 advert. I am only getting one page even on the website, please advise on the way forward.	Please be advised that there are 2 documents on the website, one is an advert and the other is the bid document. Please open them both to be able to see which one is the bid document.
2	I'd like to attend the briefing of the tender ZNB0042E/2024/2025 TO ZNB0068E/2024/2025 I'd like to know where it will take place and the time to arrive.	Please be advised that there is no briefing for this bid.
3	I am writing to express my interest in position of CLEANING, GARDEN, SANITATION AND HYGIENE SERVICES, that has been advertised on your website department of Education, I am confident that my skills and qualifications make me an ideal candidate for this role. I have been working under your departments as Assistant Teacher also willing to work in any field of work.  I have attached my resume/C, which provides further details about my qualifications and experience. I would welcome the opportunity to discuss how my skills align with your requirements.	Please be advised that the Department is not hiring cleaners but is looking for companies that will provide cleaning services. The successful companies will be the ones hiring cleaners.
4	We really wished to know that we print the whole form from the Department of Education in KZN website? Then us as we from Harry Gwala District live spaces and fill the specified form from Harry Gwala? Or we only print the one from Harry Gwala and fill it? Or print it all then fill the one from Harry Gwala.	Please note that the bid is advertised as one bid document with different districts. The whole bid document has to be printed and returned. You may choose districts that you wish to bid for. Districts that you have not chosen must be indicated with N/A.

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5	<p>I wanted to clarify a point regarding the recent announcement that companies based outside KZN will receive 5 points. Specifically, I would like to understand whether the term "outside" refers to a specific geographical distance (such as kilometers) or if companies based in Pretoria (Gauteng) are also eligible to bid under this allocation.</p> <p>Additionally, if we are bidding for 5 clusters should we submit 5 bid documents since the bid numbers differ?</p> <p>Could you kindly confirm the criteria for companies outside KZN and whether this includes those from Gauteng?</p>	<p>I assume your enquiry is regarding the bid for cleaning.</p> <p>Please be advised that being "Outside KZN" does not refer to any specific distance, kilometres or location. It refers to bidders who are located outside the boundaries of the KZN Province. All other provinces are outside KZN.</p>
6	<p>I would like to get the clarity pertaining to the above-mentioned mentioned tender document. The tender document is for 36 months but in your pricing, you are looking for the total bid price for only 12 months please clarify.</p>	<p>You are correct, the contract will be for 36 months, but we require pricing for the first year only. Pricing for year 2 and year 3 will be negotiated on the anniversary of the contract based on updated rates for cleaners and CPI.</p>
7	<p>Ngicela ukbuza nami ngingafakani ebeni ngiso Lundi.</p>	<p>Please be advised that anyone who wishes to submit a tender may do so, regardless of their location.</p>
8	<p>May you please provide us with a list of garden equipment required for each cluster to avoid under quoting.</p> <p>Please also provide us with the quantities for all sanitation equipment so we can price accordingly.</p>	<p>Please note that there is no list for garden or cleaning equipment required. It is left up to the bidder to decide on what equipment they will utilise in order to offer the best possible service.</p> <p>Please also be advised that sanitation equipment will be bought as and when required. There are no known quantities at this stage hence a unit price per item is required.</p>
9	<p>Sorry I don't understand if have got vat how must be done ngicela Uma ungana vat number uyakwazi yini uku applaya if paperwork up to date.</p>	<p>All interested bidders are welcome to submit a tender, whether they have VAT or not. A bidder who does not have VAT must quote excluding VAT.</p>
10	<p>Please assist clarify the following questions regarding the above-mentioned tender document.</p> <ol style="list-style-type: none"> <li>1. On page 169 Hoosen Haffejee office (49 offices), is there 1 cleaner in this office as per the document?</li> <li>2. Amount for sanitation - what do you mean amount for 1 unit?</li> <li>3. Is there no supervisor for uMgungundlovu and Harry Gwala?</li> <li>4. uMzinyathi - No toilets at Indlovana and Tugela ferry teacher development centres?</li> <li>5. On page 111 - Proof of address- Is it either or? or you need all of the above, Utility bill and Letter from the local authority and bank statement and lease agreement?</li> </ol>	<p>Please be advised that the required number of cleaners and the number of offices / toilets is as mentioned in the bid document. If a supervisor is not included under a certain cluster, then a supervisor is not required for that cluster.</p> <p>For sanitation equipment, a price per item is required, i.e., a price for one unit is required. There are no quantities in the bid document, hence a unit price is required. The items will be ordered as and when required.</p> <p>For proof of address, one of the mentioned documents is required, not all of them.</p>

No.	QUESTION	ANSWER
11	May I know the hours of work for cleaners, supervisors and gardeners (start and finish)	The hours of work for cleaners, gardeners and supervisors is 8 hours a day, 5 days a week. The start and end times may differ from office to office.
12	Please assist me on page 15 of the document under Table 1.2 SALARIES, do we Rate them per Hour or per Day	Salaries required are per month.
13	Are service providers allowed to bid for more than one [1] district?	A service provider is allowed to select 1 cluster, a number of clusters or all clusters. Clusters not selected must be indicated by "N/A".
14	<ol style="list-style-type: none"> <li>1. Kindly confirm if gardeners work Monday to Friday (full time)?</li> <li>2. Also if Table 1.4 should be added on the total price, even though there are no quantities indicated. Table for Sanitary equipment.</li> </ol>	<ol style="list-style-type: none"> <li>1. Gardeners work from Monday to Friday, 8 hours per day.</li> <li>2. Table 1.4. is a total of unit prices for the sanitation equipment and should be added on the total price.</li> </ol>
15	Please help with regards to VAT percentage: 15% or 15.5%	The current applicable VAT rate is still 15%.
16	<ol style="list-style-type: none"> <li>1. I have a question regarding the ZNB0042E/2024/2025 TO NB0068E/2024/2025 on page 14, Table 1.2 Salaries, do we rate Cleaners, Supervisor, Gardeners per Hour or per Day?</li> <li>2. Is it compulsory to attach the reference letter only? Are appointment letters or orders acceptable?</li> </ol>	<p>The required rate for cleaners is per month.</p> <p>Orders and/or appointment letters can be attached but must be accompanied by completion certificates.</p>
17	Please clarify for me regarding the tender in subject line, if I'm not bidding for all clusters, do I put N/A through the ones I'm not bidding for in the pricing tables	You are correct. Clusters that are not selected must be indicated by "N/A" and not left blank.
18	If the certificates like COIDA and BCCCA you submit with the document or after the awarding?	Valid certificates must be submitted with the bid document.
19	Can you please clarify the number of female bathrooms, so that we can work out the number of she bins and wall mounted bins for all bathrooms.	All bathroom accessories or sanitation equipment must be priced per unit and will be ordered as and when required.
20	I wish to confirm the type of sanitary bins is requested and number of bins when will be the pest control be required of all Pmb, Pinetown and Durban based departments	The specification of the sanitary bins is included in the bid documents. The bins will be bought as and when required, hence there are no quantities, and a unit price is required.
21	To all these clusters we can choose more than 1 cluster or we choose 1 on your address. We have a problem with COIDA for now we unable to do returns cause they are offline till 11 April. Is there any chance you can give us while we are still waiting?	All required supporting documents must be submitted with the bid at time of closing. Proof that COIDA is offline from which date to which date can be submitted to enable committees to make an informed decision.
22	1. Working Hours- Are we quoting for an 8 hrs working day (Mon- Fri)?	The working hours are 8 hours per day, Monday to Friday.

No.	QUESTION	ANSWER
	2. Storage Facilities- Does the client provide storage space for equipment?	Storage space for cleaning equipment will be provided.
23	<p>Would you kindly clarify on the period for the following RFQ.</p> <p>PROVISION OF CLEANING, GARDENING, SANITATION AND HYGIENE SERVICES FOR VARIOUS BUILDINGS UNDER THE KWAZULU-NATAL DEPARTMENT OF EDUCATION</p> <p>The heading of the RFQ its written 36 Months with an option to extend to 24 Months, also on the pricing schedule its written 12 Months.</p>	<p>The contract will be for 36 months. The Department reserves the right to extend for a further 24 months.</p> <p>The pricing required is for 12 months as prices are subject to an increase annually.</p>
24	Please can I get clarity about tender ZNB0042E/2024/2025 TO ZNB0068E/2024/2025 their in-section E Clusters that do we sign to all clusters? or we just have to sign where we bid to only?	A bidder must sign for all clusters that they are bidding for. All other clusters must be indicated by "N/A".
25	On the attached photo the cleaning and equipment and uniform is shaded on the monthly rate can put the rate per year or its not to be included on the quotation?	A rate per year is required, hence the other blocks are shaded.
26	<p>I am 1 of the bidders bidding for the Provision of Cleaning tender, (ZNB0042E/2024/2025 TO ZNB0068E/2024/2025). Could you please assist with providing quantities for the tissue paper that needs to be supplied. I have noticed that it is not provided and yet it's a big pricing factor.</p> <p>Also kindly share other Q&amp;A that other supplies might have asked before me. I would like to be informed of such information.</p>	<p>A bidder must estimate the quantities for toilet paper based on the number of toilets. Toilet paper roll holders are filled daily.</p> <p>Questions and answers will be published by tomorrow.</p>
27	Kindly clarify whether hygiene dispensers/sanitation equipment will be rented from bidders or if it will be purchased outright?	The items will be purchased outright, hence a unit price per item is required.
28	<ol style="list-style-type: none"> <li>1. What are the required working days and hours for each site? Is it the same for each site or is it different for each site?</li> <li>2. Please can you confirm your definition of 'supervisor' as there are sites that have supervisors required. Is that supervisor required to be there everyday day or are they to go to the site once a week? Please can we have confirmation as a 1 cleaner site does not necessarily need a supervisor but can have a roaming Operations Manager.</li> </ol>	<p>Working hours are 8 hours a day, Monday to Friday. The start and end times may differ from office to office.</p> <p>A supervisor is a cleaner who other cleaners will report to and will supervise the cleaners and be in charge of the daily operations in the site</p>

No.	QUESTION	ANSWER
29	<p>1. May I kindly check if the total bid price to be placed on page 12 of the above document is x 12 months or 36 months</p> <p>2. Is it okay NOT to include the clusters I am not bidding for with my bid?</p>	<p>The bid price required is for 12 months, and not 36 months.</p> <p>Please return all pages of the bid document. Clusters that you are not bidding for must be indicated with "N/A".</p>
30	<p>Can you kindly assist us with paper consumable quantities (toilet paper and paper consumable)?</p> <p>Kindly forward us with the no of female toilets so that we can quote appropriately for the sanitary bins service?</p>	<p>Bidders must estimate the amount of toilet paper to be supplied per cluster based on the number of toilets and bearing in mind that toilet roll holders must be replenished each morning.</p>
31	<p>Please may I know whether you will accept reference letters that were issued years ago?</p>	<p>Yes, they will be accepted if they meet the requirements stipulated in the bid document.</p>
32	<p>Please can you give me clarity on company stamp, is it compulsory to put company stamp?</p>	<p>Where a company stamp is required, it is compulsory to stamp the bid document.</p> <p>Clause 4 of Section A, Page 7 of the bid document, states that "Original signatures and company stamp must appear on all relevant sections of the document".</p>
33	<p>Kindly clarify whether hygiene dispensers/sanitation equipment will be rented from bidders or if it will be purchased outright?</p>	<p>Hygiene Dispensers / Sanitation equipment will be bought outright as and when required and will not be rented.</p>
34	<p>Invitation to Tender – ZNB0042E/2024/2025 TO ZNB0068E/2024/2025</p> <p>The KwaZulu-Natal Department of Education invites suitable and If it is deliver At PMB or we are delivering it to our near LED?</p>	<p>The documents are to be delivered at NED Building, 228 Pietermaritz Street, Pietermaritzburg as stipulated in the bid document. Documents found in any other bid box will not be accepted.</p>
35	<p>I would first like to ask about the amounts for sanitation equipment and cleaning materials which includes supplying of toilet papers and other cleaning chemicals. How many are we supposed to quote for since there is no specific amount but only the monthly rate.</p> <p>Secondly, I noticed that the total amounts for all costs on each cluster are only for 12 months, should we multiply by 3 since the contract is valid for 36 months.</p>	<p>There are no quantities provided for toilet paper, cleaning material and sanitation equipment. Toilet paper must be estimated based on the number of toilets and taking into consideration that toilet paper holders must be refilled each morning. Cleaning material required monthly must also be estimated based on the number of offices and toilets to be cleaned. A unit price must be provided for sanitation equipment as items will be ordered as and when required.</p> <p>Prices required per cluster are for 12 months only. This is because bid prices are subject to an annual escalation.</p>
36	<p>I would like to inquire with regards to overheads cost whether is there any specific price we should use for overheads cost on the bid price for bid no: ZNB0042E/2024/2025 to ZNB0068E/2024/2025.</p>	<p>There is no specific price for overheads. Overheads include running costs for the business such as office rent, electricity and water, stationery, fuel, profit, etc.</p>

<b>No.</b>	<b>QUESTION</b>	<b>ANSWER</b>
	As stated in the specification document. We are only given the number of toilets. Does this number mean that, these are actual cubicles? By cubicle I mean the toilet room where one enters alone and relieve himself. Or it means a 1 door that is opening to a number of cubicles inside?	The number of toilets refer to the number of cubicles.