RFP40/2022- Supply, maintenance of sanitary, and health care services for the SARS offices, countrywide for a period of 36 months

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| **Question** | **Answer** |
| **1.1 Proof of Qualification Criteria (Page 13 of 33, Point 2.1.1)**  RFQ document calls for submission of qualifications relevant to hygiene services, we however would like to request for clarification on the type of qualifications needed.  By Key Personnel in this regard is SARS referring to service teams (e.g she bins services, air freshener services) or Management (. i.e., Contract Management, Account Manager)? | SARS refers to the bidder’s service team (e.g. SHE bins service, air freshners, etc) |
| **1.2 Proof of Qualification Criteria (Page 13 -14 of 33, Point 2.1.2)**  RFQ document calls for submission of qualifications relevant to hygiene equipment installation, we however would like to request for clarification on the type of qualifications needed. In cases where training is done internally is this sufficient to score bidders maximum points? | Training to be provided (internally and externally) and must be aligned to applicable regulation |
| **1.3 Product Certification (Page 14 of 33, Point 2.3)**  Regarding the dispensers being SABS certified will it suffice if a bidder submits evidence or certification from an Independent Certification Agency concerning compliance with specification and technical regulations? | Yes, as long as it is SABS approved and provision should be according to industry norms which is SABS approved products |
| **1.4 Draft Service Level Agreement**  Are we allowed to deviate or comment? | Bidders are allowed to comment on the draft SLA |
| **1.5 Sanitary Hygiene Bins and Nappy Bins (Annexure A, Spec 12.1, Page 7 of 29)**  Bi-Weekly Servicing – Will servicing of sanitary bins be done every other second week i.e Fortnightly (every 14 Days)?  Bi-Monthly – Will servicing of sanitary bins be done every other second week i.e Fortnightly (every 14 Days)? | The service of the SHE bins and Nappy bins will be bi-weekly (every 2nd week of the month) depending on the frequency of a specific region, please refer to the price template for specific frequency per region |
| **1.6 Nappy Bins (Annexure A, Spec ,12.1 Page 7 of 29)**  Bi-Weekly Servicing – Will servicing of nappy bins be done every other second week i.e Fortnightly (every 14 Days)?  Bi-Monthly Servicing – Will servicing of nappy bins be done every other second week i.e Fortnightly (every 14 Days)? | The service of the SHE bins and Nappy bins will be bi-weekly (every 2nd week of the month) depending on the frequency of a specific region, please refer to the price template for specific frequency per region |
| **1.7 Auto Sanitiser (Annexure A,Spec 12.2 Page 7 of 29)**  Kindly confirm the refill size of the Auto sanitiser refill. | The size of the auto sanitiser refill to be the same as the dispenser which is 800ml which should be sufficient for the duration of a month |
| **1.8 Manual Seat Sanitiser Dispenser (Annexure A, Spec 12.7 Page 11 of 29)**  Please confirm whether this will be the price of the dispenser only excluding the seat spray refill?  For some regions e. g Region B, Seat Sanitiser Dispenser (Table 1.1) is on the Hygiene Pricing Template however there’s no mention of the compatible consumable on Table 1.2. Kindly advise. | Bidders must not alter the pricing template published by SARS, however bidders are required to provide a unit price for the seat sanitiser refill in a separate Cover letter in their letterhead which must be an annexure to the overall pricing response |
| **1.9 Manual Seat Sanitiser Dispenser (Annexure A, Spec 12.7 Page 11 of 29)**  Please confirm whether this will be the price of the dispenser only excluding the seat spray refill?  For some regions e. g Region B, Seat Sanitiser Dispenser (Table 1.1) is on the Hygiene Pricing Template however there’s no mention of the compatible consumable on Table 1.2. Kindly advise. | Bidders must not alter the pricing template published by SARS, however bidders are required to provide a unit price for the seat sanitiser refill in a separate Cover letter in their letterhead which must be an annexure to the overall pricing response |
| **1.10 Deep Clean (Annexure A, Spec 12.21 Page 18 of 29)**  Bi-Weekly Services – Will the deep cleaning services be done every other second week i.e., Fortnightly (14 Days)?  Bi-Monthly Services – Will the deep cleaning services be done every other second week i.e., Fortnightly (14 Days)? | Based on Annexure A: Specification document as well as the frequency of the deep clean as per price template, the service is to be conducted monthly.  Only in region B where the service is conducted bi-monthly i.e. fortnight |
| **1.11 Access Permits to Airports**  Kindly clarify how will access Permit Payments for servicing at airports work? | SARS will look into this element at contracting stage. Bidders to provide their bid proposals as per published documents for this tender. |
| 1.12 Kindly assist with the clarity on the Tender Number:  RFP 40/2022, There is no Pricing Schedule on the Document | The price template is including in the tender pack under supporting documents folder with a folder named “Price template” |
| 1.13 Can you please clarify the hygiene equipment is it Stainless Steel, White or Satin? | Kindly refer to page 8-18 of Annexure A – Detailed specification for all SARS equipment that is required  Only the anti-theft bracket for the air fresheners dispensers is to be mild steel and the urinal Auto flushers are stainless steel, the other equipment is white coated plastic |