

**BREIFING SESSION-CLEANING SERVICES AT THE
DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R.
TAMBO, CAPE TOWN AND KING SHAKA
INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE
(3) YEARS**

16 APRIL 2026

MEETING HELD VIA MICROSOFT TEAM

QUESTION AND ANSWER SESSION

The Chairperson opened the floor for questions, emphasizing that the document has been carefully prepared to be as clear as possible and encouraging bidders to seek clarification before submitting proposals.

Q1 – Envelope / Submission System.

A question was raised as to whether "sealed separately" meant a two-envelope system or one envelope per category.

- It was confirmed that there is no two-envelope system. Each category requires one envelope containing all relevant supporting documentation for that category. Bidders submitting for multiple categories must submit a separate envelope per category.

Q2 – Compulsory vs. Non-Compulsory.

Confirmation was sought as to whether the briefing was compulsory or non-compulsory.

- It was confirmed that this is a non-compulsory briefing session and that attendance does not affect eligibility to submit a bid.

Q3 – Laundry / Scatter Cushion Pricing.

A query was raised regarding whether laundry items such as scatter cushions and towels could be grouped in pricing and what the frequency of laundering is.

- Bidders were directed to the pricing schedule, which contains an itemised cost breakdown, and to the ToR for frequency details.

Q4 – Shift System.

Clarity was sought on the number of shifts required.

- It was confirmed that a two-shift rotation covers 06:00 to 22:00, (06:00 to 14:00 and 14:00 to 22:00) 365 days per year. Service providers may implement their own shift

arrangements provided that full operational coverage is maintained, and staff may occasionally be required to work beyond normal hours.

Q5 – Waste Disposal.

A question was raised regarding whether waste bins are provided on site and how the disposal process works at OR Tambo.

- It was confirmed that at OR Tambo, the cleaning company transports waste to a central designated area within the precinct from where it is managed.
- Cape Town uses 120-litre bins collected by an airport-contracted company, with the cleaning company managing sanitary bins.
- King Shaka requires the service provider to supply large waste bins and manage full removal. Service providers must include waste disposal costs in their pricing.

Q6 – Sanitary Bins / She-bins

A question was raised about whether she bins would be provided or rented and what happens to them at contract end.

- It was confirmed that the service provider is responsible for supplying and managing she bins. DIRCO is not prescribing a rental model, and the cost must be incorporated into the bid pricing. At contract end, she bins belong to the service provider.

Q7 – She-bins Disposal Frequency

The frequency of she-bins disposal was queried.

- It was clarified that frequency varies by lounge based on traffic. Deployed cleaning staff inspect she- bins daily and initiate disposal on a need's basis, and the service provider must ensure prompt response when disposal is required.

Q8 – Re-advertisement.

It was asked whether this tender is a re-advertisement.

- It was confirmed that yes, the previous tender was cancelled, this is a re-advertisement, and the cancellation notice was published on all relevant platforms. The previous process has been closed.

Q9 – Number of Service Providers to be Appointed.

It was asked whether one or three service providers would be appointed.

- It was clarified that each category is independently evaluated and the department may appoint one, two, or three different service providers, or potentially the same provider for multiple categories, depending on compliance and pricing. There is no restriction.

Q10 – Supervisor CVs – Number Required.

Clarity was sought on whether six supervisors' CVs were required (two per site) or only two CVs in total.

- It was confirmed that two CVs per category are required (one supervisor per shift), and each envelope must include the relevant CVs for that category's lounge.

Q11 – References: Completed vs. Ongoing Contracts.

It was asked whether ongoing projects could be submitted as references and whether the company must have started cleaning five years ago.

- It was confirmed that both completed and ongoing projects are acceptable as references, provided the ongoing contract demonstrates at least one year of service (i.e., awarded no later than April 2025 for a 2026 submission). The five-year experience criterion relates to the company profile, not to the references.

Q12 – References per Category.

A question was raised as to whether a minimum of five references must be submitted per category or in total.

- It was confirmed that five references per envelope (per category) are required. The same reference letters may be included in each category's envelope, as each envelope is evaluated independently.

Q13 – Physical Presence per Province.

It was asked whether the service provider must have a physical presence in each province for which they are bidding.

- It was confirmed that yes, a service provider bidding for OR Tambo must demonstrate a physical presence in Gauteng; for Cape Town, in the Western Cape; and for King Shaka, in KwaZulu-Natal. The evaluation team will conduct physical site inspections in each applicable province.

Q14 – ACSA Permit Process and Costs.

Clarity was sought on how the ACSA permit process works and whether costs are reflected in the Bill of Quantities.

- It was confirmed that the permit is required for all cleaning staff deployed at airport lounges. Service providers must engage ACSA directly to obtain permits, and DIRCO will provide an appointment letter to facilitate the process. The current fee is approximately R710 per person. Costs must be included in SBD 3.1, and DIRCO will reimburse the service provider. Permits are valid for two years.

Q15 – Overtime / After-Hours Work.

It was asked how ad hoc after-hours work would be billed.

- It was confirmed that standard pricing should cover the 06:00–22:00 shift. Any overtime or after-hours arrangements will be negotiated and formalised in the Service Level Agreement (SLA) after appointment.

Q16 – Pricing Schedule Breakdown.

A question was raised regarding whether cleaning services and the provision of supplies should be priced separately or as one total.

- It was confirmed that the pricing schedule contains itemised cost lines, and bidders must complete the itemised breakdown on a separate sheet and reflect the total cost per item (per year: Year 1, Year 2, Year 3) on the pricing schedule template.

Q17 – Reference Letters for Current Ongoing Contracts.

Confirmation was sought as to whether an ongoing contract could be used as a reference.

- It was confirmed that yes, a reference letter for an ongoing contract is valid, provided it indicates the start date and demonstrates at least one year of contract duration.