Clarifications and Responses

Project Title: Cleaning Services for all GoM Offices
ODG-01-090126

Date: 31st March 2026

The Bidder has the following clarification request regarding the ITT:

ITEM	Clarification	Response
1	How many toilets are in each lot?	Detailed facility-specific information, including the number of toilets per location, is not disaggregated within the ITT. Bidders are advised to rely on the site information provided in Appendix C. Please note that the Procuring Entity may tentatively arrange a site visit. Bidders are advised to periodically check https://tenders.gov.ms/ for updates regarding the date and time.
2	With regards to 5.2. "The Service Provider shall be responsible for the supply, delivery, storage and ongoing availability of all materials, consumables, chemicals, tools and equipment necessary to perform the Services to the required standard and in accordance with the Tender Documents: a) does the above imply that all equipment, chemicals etc, provided by the service provider will be stored off site? b) if it is the case where some of the chemicals and equipment provided by service provider is left at the work site what measure would be in place to ensure there is no misuse/ abuse of such items. c) how many kitchen in each lot? d) Since the service provider is responsible for purchasing garbage bags and emptying bins how many bins are included in each office space.	**a)** Storage of materials The Service Provider is responsible for the supply, delivery and storage of all materials and equipment. Storage arrangements may be on-site where appropriate and agreed, or otherwise managed by the Service Provider. **b)** Misuse/abuse of materials The Service Provider remains fully responsible and accountable for all materials and equipment supplied under the contract, including implementing appropriate controls to prevent misuse, loss, or unsafe handling. **c)** Number of kitchens in each lot The ITT does not provide a consolidated count of kitchens. Bidders should refer to Appendix C. Please note that the Procuring Entity may tentatively arrange a site visit. Bidders are advised to periodically check https://tenders.gov.ms/ for updates regarding the date and time.

		d) Number of bins Bin quantities are not specified in the ITT. Bidders are expected to make reasonable assumptions based on the office sizes and service requirements outlined and reflect this in their pricing
3	how much are the current cleaners being paid per square footage?	This information is not provided as part of the ITT. Bidders are expected to determine their own pricing structures in line with labour laws, statutory obligations, and service delivery requirements.
4	Would it be expected that the current cleaners be retained? if this is the case, would they be considered continuing or starting a fresh contract?	There is no requirement within the ITT for the successful bidder to retain current cleaners. The Service Provider is fully responsible for recruitment, selection, and management of personnel in accordance with applicable laws and the contract requirements.
5	Would the payment of gratuity be the responsibility of the service provider if it is considered continuous employment for the cleaners?	Any obligations relating to gratuity or employee benefits shall be the responsibility of the Service Provider in accordance with applicable labour legislation and employment arrangements established by the Service Provider. The current contractual arrangements govern the provisions applicable to the existing operations.