

## Clarification Questions and Responses

**Project Title: Cleaning Services for Government of Montserrat (GoM) Offices**

**Date: 2<sup>nd</sup> September, 2021**

<b>Clarification Question</b>	<b>Government of Montserrat Response</b>
<p>1. If you are applying for both lots are you required to separate the figures within the tender or submit on figure? I note that there is a form to complete if you are doing one or the other.</p>	<p><b>When submitting your bids each lot should be placed in a separate inner and separate outer envelope.</b></p> <p><b>Each Lot also should be submitted with a separate price.</b></p>
<p>2. How many bathrooms are there at each location? This would help with cleaning time management, supplies assessment, and cost valuation.</p>	<p><b>Approximately 121 bathrooms in total.</b></p>
<p>3. We note the hourly rates but how many hours per day per location or is this at the discretion of the Cleaning Service Provider (CSP) to estimate.</p>	<p><b>The minimum cleaning time at the offices should be two (2) hours.</b></p>
<p>4. The ITT states that "invoices will be paid within ten (10) days from the approval date of the invoice..." Please clarify the invoicing period whether it will be monthly or quarterly at 4 times per year.</p>	<p><b>Invoices are paid on a Quarterly basis.</b></p> <p><b>These should be submitted within the first week of the quarter within the Financial Year (April to March).</b></p>
<p>5. The second paragraph, under the rubric Submission Instructions has the phrase "Architectural Design and Oversight Services for Montserrat VIC." What is meant by this?</p>	<p><b>Please ignore this is an error.</b></p>

<p>6. Section 6.2 rubric refers to “Cleaning Material” while 6.2.1 refers to “cleaning supplies”. Further section 6.2.2 says that \$150,000 will be allocated per lot annually for the “purchase of cleaning materials/items”. For clarity, kindly differentiate with examples between cleaning supplies and cleaning materials. We would like to understand clearly when the ITT refers to cleaning tools/equipment and detergents/toiletry supplies.</p>	<p><b>Cleaning materials/supplies/items/tools all refer to anything required to carry out the Cleaning Services.</b></p>
<p>7. Is it possible to provide a suggested item list for each detergent/toiletry supply so the CSP can effectively assess their cost breakdown?</p>	<p><b>As a Service provide, it is important to know what are the requirements as it relates to cleaning supplies. It is expected that the necessary supplies would be sourced and provided based on official Cleaning guidelines.</b></p> <p><b>Attached is a list received from the Ministry of Health as a guide.</b></p>
<p>8. Would it be the responsibility of the CSP to supply offices/staff with hand sanitizers for their desk and any other similar items? If so, will consideration be made to let this cost fall as additional expenses beyond the scope of hourly rates?</p>	<p><b>Offices would be responsible for the everyday consumables used by staff – eg Paper towel, hand soap, hand sanitizer, toilet paper, etc.</b></p> <p><b>CSP would provide Paper towel used as part of the cleaning service – to clean windows/polish desk, etc.</b></p>
<p>9. Appendix D includes window cleaning. However, it does not specify whether its interior windows and/or exterior windows. While interior window cleaning is doable. Exterior window cleaning poses challenges. For instance, exterior windows in many locations may situate in hard-to-reach areas and on upper floors. Thereby, requiring special cleaning detergent, equipment such as ladders, and necessary PPEs (hard hats, goggles, harness, etc.), and more effort from cleaners and at a possible higher pay scale for the risks and hazards involved in exterior window cleaning. It is therefore</p>	<p><b>Duty of Care section in the Contract refers</b></p> <p><b>It is expected that both interior and exterior windows and screens (where these are attached) should be cleaned.</b></p> <p><b>Some buildings have a patio around the building allowing access to cleaning high windows from the outside.</b></p> <p><b>Others are not accessible.</b></p> <p><b>We are aware of the risk involved especially on high buildings, consideration may have to be given to outsourcing maybe on a six (6) month basis to have these high windows power-washed.</b></p>

<p>important for the ITT to specify whether exterior window cleaning is part of the cleaning duties and if so, consider making provisions for the risks and allow for additional expenses and cost.</p>	<p><b>Montserrat Customs and Revenue Services normally outsource and have the high windows power-washed.</b></p> <p><b>An estimated cost cannot be provided at this time.</b></p>
<p>10. The ITT does not say if the CSP will be allowed to store cleaning materials, supplies, equipment, and tools on site of each location. Moreover, if storage is allowed, how will the CSP secure it.</p>	<p><b>The necessary arrangements can be made for the cleaning supplies for use on a monthly basis to be stored at the office location.</b></p>
<p>11. Section 7.f states that GoM may require call-out services and that the hourly rates will be used to assess payment calculation. A CSP that is aiming at having a productive and sufficiently compensated workforce will want to have an attractive work environment that compensates staff adequately for call-out services as well as working in adverse conditions (per section 7.e). Therefore, the Procurement stakeholders may want to consider paying the CSP the hourly rates as well as additional compensation measures for call-out services and cleaning in adverse working conditions.</p>	<p><b>The payment for cleaning during call out, emergency, deep cleaning after pesticide and insecticide spraying would be made on submission of an invoice.</b></p> <p><b>An officer should be able to assess the work involved prior to engaging the services.</b></p> <p><b>Consideration can be given to a flat call out rate (eg \$...- call out) then the hourly rate paid as an incentive.</b></p>
<p>12. The CSP should consider a cleaning schedule that is suitable for stakeholders on a location-by-location basis. In this regard, the ITT is silent on the preferred cleaning schedule time for each location. Such as simultaneously during working hours, before offices open, or after offices close.</p>	<p><b>The cleaning schedule cannot be fixed as it depends on the office and the preference of the Office Manager.</b></p> <p><b>Presently the schedule allows for cleaning</b></p> <ul style="list-style-type: none"> <li><b>• Before working hours</b></li> <li><b>• During working hours</b></li> </ul> <p><b>After working hours</b></p>