



Request for Clarifications – General Maintenance Services

1. Key Personnel Qualifications

The RFP requires key personnel to possess a minimum diploma qualification and three years of relevant experience. Kindly confirm whether equivalent trade certificates, together with the required experience, will be accepted for trades such as plumbing, carpentry, and bricklaying where diploma qualifications may not be readily available.

Response: Trade Certificates will also be accepted with required experience.

2. Medical Fitness Certificates

Please confirm whether medical fitness certificates are required for all proposed personnel at the tender submission stage, or whether these will only be required for personnel deployed after contract award.

Response: Yes, at tender submission stage

3. Scope of Work and Terms of Reference

The Scope of Work states that the contractor shall provide labour, materials, tools, and equipment necessary to perform the required services. However, the pricing schedule does not provide for the pricing of materials such as plumbing fixtures, sink mixers, sanitary fittings, door hardware, and similar replacement items. Kindly clarify whether bidders are expected to price such materials or whether these will be supplied by the Bank.

Response: Materials will be provided by the Bank

4. Operational Requirements – Supply of Materials

Section 5 (Operational Requirements) states that the Bank will supply replacement parts, while the Scope of Work indicates that the contractor shall provide materials necessary to perform the works. Kindly clarify the extent of the Bank's responsibility regarding the supply of materials, replacement parts, and consumables.

Response: Materials will be provided by the Bank

5. Financial Proposal Format

Kindly advise whether the Bank has a standard Form of Bid or Financial Proposal

template that bidders should use to ensure consistency and uniformity in submissions.

Response: The provided pricing schedule should be used. The schedule is from pages 23-25 of the document.

6. Submission Deadline

Considering the extensive documentation required, particularly the detailed HSE file and supporting technical information, would the Bank consider extending the submission deadline to allow bidders sufficient time to prepare comprehensive and compliant proposals?

Response: Submission is extended by two weeks (2). The new submission deadline is 10th July 2026. The closing time is 1430hrs

7. Pricing Schedule

The pricing schedule provides rates for various trade personnel; however, it does not include rates for diploma-qualified personnel, or Health and Safety personnel, whose qualifications are mandatory under the RFP. Kindly clarify whether bidders should include such personnel costs within the listed labour rates or whether additional rate categories may be provided.

Response: On the pricing schedule, the diploma qualified personnel or as per 1 above costing should be provided on the roles as follows:

- Under Civil and Structural – Mason/ Plasterer
- Under Plumbing and Sanitary Works – Licensed Plumber
- Under Electrical Maintenance – Certified Electrician
- Under Carpentry and Joinery-Commercial Carpenter
- Health and Safety labor rate should be catered separately as an addition.

8. SHEQ Requirements

Must all HSE documentation listed under Section 8.10 be submitted at bid stage, or only by the successful bidder before contract commencement?

Response: Submission at bid stage