



Government of Bermuda

Ministry of Health

Department of Health, Central Government Lab

Addenda

For

Cleaning Services for Central Government Lab

Procurement No.: **MOH 2603**

Issued: **17 August, 2026**

Submission Deadline: **25 September, 2026 at 3:00 PM Local Time**

Addenda No, **1**

Addenda Type: Questions and Responses

The following addendum supersedes information contained in the solicitation document issued for this procurement to the extent referenced. This Addendum forms part of the solicitation documents and will be subject to all of the conditions set out in the contract conditions.
Questions and Responses to Questions

Question 1:	Staffing and Service Hours – Is there a minimum number of cleaning personnel or minimum number of labour hours required per day, or may the contractor determine the appropriate staffing and hours provided all required services are completed within the permitted service window?
Answer 1:	There is no minimum or maximum number of labour hours required each day. The vendor should provide their best estimate.

Question 2:	Historical Cleaning Hours – For planning purposes, are you able to advise approximately how many cleaner-hours per week have historically been required to service the facility?
Answer 2:	We are not at liberty to supply this information.

Question 3:	Floor and Grout Cleaning – Please confirm whether periodic machine scrubbing, deep cleaning of tile grout, grout restoration, stripping, sealing or refinishing of tiled floors is included within the base scope of work. If so, what frequency is expected?
Answer 3:	Periodic machine scrubbing, deep cleaning of tile grout, grout restoration, stripping, sealing or refinishing of tiled floors do not form part of the scope of work. If this work is required, an estimate for the work will be requested.

Question 4:	Cleaning Products and Disinfectants – Please confirm whether the Central Government Lab requires or prefers any specific cleaning chemicals, disinfectants, brands, active ingredients or EPA registrations for use within the facility. If there is an existing approved-product list, could this please be provided? Additionally, please confirm whether there are any products or chemicals that are prohibited due to the nature of the laboratory environment.
Answer 4:	As per the RFP, Cleaning and disinfectant products should be approved by the United States Environmental Protection Agency (EPA). There are no cleaning products which are specifically prohibited.

Question 5:	Window Cleaning – Please confirm the extent and frequency of window cleaning required, including whether exterior glass cleaning forms part of the contractor's scope, particularly where interior access to the glass is restricted.
Answer 5:	Other than cleaning window sills, window cleaning (interior or exterior) is not included in this RFP. If this work is required, an estimate for the work will be requested.

Question 6:	Reimbursable Consumables - For the consumables identified in Annex B, are these reimbursed at documented purchase cost, or may the contractor include a reasonable procurement, delivery or handling charge?
Answer 6:	The consumables listed under “Cleaning Materials, Equipment and Supplies” on page 25 of the RFP are to be reimbursed at cost.,

Question 7:	Consumable Usage – If available, could you provide approximate historical monthly quantities or expenditure for toilet tissue, paper towels, hand soap, dish detergent, air fresheners and hand sanitizer?
Answer 7:	The approximate ANNUAL expenditure for the above cleaning product has been \$2,660.

Question 8:	Waste Bags - Please clarify which waste bags are to be supplied by the contractor—for example, individual waste-bin liners, larger consolidation bags and/or any bags associated with the external waste containers.
Answer 8:	Our apologies, this was not covered in the RFP. The vendor is responsible for supplying all waste bags, except hazardous waste bags. This includes bin liners, consolidation bags and any bags needed for external waste containers.

Question 9:	Security Vetting – Could you advise the anticipated cost and process for the required security vetting of cleaning personnel? Additionally, may both a primary cleaner and relief/backup cleaner be vetted at commencement of the contract to ensure continuity of service?
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Answer 9:	In all the time that we have been requiring security vetting, we have not been presented with an invoice. There is no objection to both the primary and relief/backup cleaners being vetted at the start of the contract.
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Question 10:	Insurance Requirements – Please confirm the required types of insurance and minimum coverage limits applicable to the successful contractor under this procurement.
Answer 10:	The standard insurance required is Public Liability insurance in the amount of \$1 Million.

Question 11:	On-Site Storage – Will secure storage space be available onsite for contractor-provided cleaning equipment, HEPA vacuum, PPE and approved cleaning products?
Answer 11:	Yes, a janitor's closet and lockers are available for secure storage.

Question 12:	Periodic Cleaning Activities – For tasks specified as weekly, monthly or quarterly, may the contractor schedule these activities at its discretion within the applicable period, provided the required frequency and standard are achieved?
Answer 12:	There is no objection to scheduling this at the vendor's discretion as long it is within the applicable period.

Question 13:	Emergency/After-Hours Call-Outs – Could you provide some guidance on the types of services anticipated under the emergency/after-hours call-out rates requested in Annex B and whether a minimum call-out duration applies?
Answer 13:	Emergency call outs have not been required in the past, but the most common reason for an emergency call out would be for some sort of flooding emergency.

End of Addenda No, 1