

CLEANING SERVICES

1. SCOPE OF WORK

1.1 SERVICES

The Supplier shall provide a Cleaning Service at PetroSA's premises, excluding the sub-building, situated at 151 Frans Conradie Drive, Parow, Cape Town.

1.2 AREA COVERED

1.2.1 Approximate Gross Leasable Area (GLA):

- Level 1: ±6,230 m² (including parking garage bays)
- Level 2: ±5,648.5 m² (includes auditorium, canteen, courtyard)
- Level 3: ±4,772.5 m²
- Level 4: ±5,087 m²
- Boardrooms and meeting rooms
- All internal balconies, patios, and courtyards
- All storage areas (including adjacent mini-storage areas)
- Security gate house
- External areas within **10 metres** of building entrances, including:
 - Entrance staircases
 - Smoke huts
 - External bins

1.2.2 Areas excluded

- External paved, tarred, or landscaped areas beyond 10m
- Driveways and open parking areas (except Level 1 garage)

1.3 SPECIFICATIONS AND FREQUENCY

Specification	Frequency
1. Floors, etc.	
Sweep resilient floors (vinyl) and stairs with dust control mops	Daily
Burnish resilient floors (vinyl) with an industrial polisher	Weekly
Sweep hard floors and stairs (travertine, wooden floors, ceramic or slate tiles, etc.) with dust control mops	Daily

Damp mop or machine buff hard floors or stairs (travertine wooden floors, ceramic or slate tiles, etc.) depending on surface	Daily
Sweep level 1 parking garage daily	Daily
Wash down level 1 parking garage and remove oil stains and grease marks	Weekly
Sweep level 2 courtyard	Daily
Wash down level 2 courtyard	Weekly
Thoroughly vacuum clean rugs and carpeting	Daily
Spot clean soil marks on rugs and carpeting	Weekly
Thoroughly vacuum clean doormats (if any)	Daily
Sweep fire escape stairs, etc.	Daily
Wash fire escape stairs, etc.	Weekly
2. Walls and other vertical surfaces	
Dust all walls, doors and partitioning	Twice weekly
Dust all cabinets, etc.	Daily
Spots clean all finger marks on light switches, doors and walls.	Twice weekly
Spot clean glass doors and walls, interior of the lifts	Daily
Clean interior faces of all windows and glass partitioning and doors	Monthly
Spot clean toilet walls, doors and partitions	Daily
Clean all exterior faces of all windows	Monthly
High level window cleaning	Quarterly
3. Furniture, fittings, rails, ledges, sills, etc.	
Dust all horizontal surfaces to a height of 2m	Daily
Dust all accessible high ledges and fittings	Daily
Polish all desktops	Daily
Clean telephones	Daily
Disinfect telephones	Weekly
Clean all accessible light fittings	Quarterly
Wipe all handrails, turn stiles	Daily
Clean thoroughly all venetian blinds.	Monthly
Wipe all bright metal fittings to a height of 2m	Daily
Clean all directory boards	Daily
Completely clean lift interior, including indicator boxes, door tracks and exterior door surfaces	Daily
Clean all mirrors	Daily
Wash down and remove marks from canteen furniture	Weekly
Clean fridges (internal and external) in tea kitchens and office areas (1 st floor = 6; 2 nd floor = 12; 3 rd floor = 12; 4 th floor = 22)	External – Daily Internal – Quarterly
Clean microwaves (internal and external) in tea kitchens and office areas (total of 12 microwaves)	Microwaves: Daily
Cleaning of DB Boards (electrical)	On request
4. Miscellaneous	

Empty and clean wastepaper baskets, recyclable boxes and receptacles	Daily
Board and Meeting rooms – remove, clean and pack away crockery	Daily
Clean and sanitise all wash basins, urinals and toilets	Daily
Remove rubbish to agreed location/designated area, which must have sufficient holding capacity. If insufficient PetroSA will provide plastic bags	Daily
Replenish all toilet paper holders (toilet paper supplied by PetroSA)	Daily
Replenish all paper towels in cabinets and other holders (paper towels supplied by PetroSA)	Daily
Replenish all liquid soap dispensers (soap supplied by PetroSA) in the tea kitchens	Daily
Replenish all foam liquid hand soap dispensers (soap supplied by PetroSA) in the bathrooms	Daily
Replenish all foam surface sanitiser dispensers (refills supplied by PetroSA)	Daily
Replenish the urinals (refills supplied by PetroSA)	As and when required
Damp wash all vinyl covered furniture	Monthly
Clean leather furniture	As required
Attend to the Hygiene Service contractor for inspection of hygiene equipment, sanitary bin replacements and the quarterly deep clean of toilets, urinals and wash basins.	As required
Clean IT server rooms, documentation centres and library shelves	As required
Laundry service - wash and iron tablecloths, runners and sick bay bedding	As required
Deep clean of the canteen kitchen	Annually
High pressure washing of the balconies	3 x times a year
Steam or foam clean carpets and chairs	Annually
5. Additional Services to be supplied on request at an additional charge to be agreed on	
Decontamination/Disinfection of building/offices	On Request

1.4 TEA ORDERLY SERVICE

Specification:

- 2x persons to be available as and when required.
- Supply suitably trained person/s to provide a tea orderly service for meetings in boardrooms, meeting rooms and the auditorium. Catering service has been suspended but tea orderly to be available for Special occasions and special high-level meetings.
- The tea ladies will be fully responsible for cleaning of crockery and other utensils used.
- Two ladies, to be trained as tea orderlies for assistance during Board and high-level meetings, should undergo a food handler's course from time to time. Training should involve tea service as well as basic training in serving and presentation of food.

1.5 WORKING HOURS

PetroSA's normal working hours are as follows:

- Monday to Friday: 08:00 to 16:30 - with half hour lunch break and 2 x 15-minute tea breaks
- Saturday & Sunday: Normal day off.

Proposed hours for the cleaning team is to have a team starting at 06h30 to 15h30 and the other from 07h00 to 16h00, with the supervisor working predominantly on the 07h00 to 16h00 shift to ensure that both teams are efficient and effective in their duties whilst on site.

1.6 SUPPLY BY SUPPLIER

The Supplier shall supply adequate resources, which shall include, but not be limited to the following, to enable it to perform the Services, unless PetroSA elects to supply any of it to the Supplier as a free issue item:

1.6.1 Labour

The Supplier shall supply all labour, supervision, management and other overhead personnel required to perform the Service.

- All personnel shall be suitably qualified and have the necessary experience required to perform the Service.
- PetroSA shall have the right to evaluate, test and interview all personnel designated to perform the Service, prior to commencement of the Service.
- PetroSA reserves the right to object to any personnel, who in terms of this agreement is deemed to be incompetent, negligent, guilty of misconduct or otherwise unsuitable. The

Supplier shall immediately remove such personnel from the premises and provide a satisfactory replacement if required.

- All personnel including casual labour/relievers to provide a police clearance certificate prior to commencing duty. PetroSA representative/s to be informed of new personnel/relievers.
- All personnel including casual labour must as a minimum be able to read and understand safety signs.
- The Supplier shall ensure that its employees are clean, healthy, neatly dressed, presentable and professional at all times whilst rendering the service. These employees will be expected to be able to work well in a client service environment.
- Internal rotation of staff shall be considered on a quarterly basis were deemed fit or as and when required

1.6.2 Equipment (Plant/Tools)

The Supplier shall provide all the necessary tools of trade and equipment required for the performance of the Service. All equipment to be in a good working condition with the commencement of the new contract. Proof of service records or proof of newly acquired equipment. The Supplier shall be responsible for determining its requirements and quantities. The tools and equipment shall include but not necessarily be limited to the following:

- Industrial burnishing machines – Buff machine
- Auto-scrubber
- Industrial vacuum cleaners (6 minimum incl. 1 x wet & dry)
- Steam cleaning machine
- Carpet cleaning machines
- Pressure washers
- Dust control mops
- Ladders
- Brooms
- Buckets
- Gloves
- Masks
- Dustpans
- Feather dusters
- Cloth
- Steel wool
- Window Squeegees
- Spray bottles (to mix chemicals)

Note: All necessary general maintenance, cleaning and repairing of equipment shall be performed by the Supplier to National Operating Safety Awards (NOSA) standards.

1.6.3 Health, Safety & Compliance

The Supplier must comply with:

- Occupational Health & Safety Act
- COIDA and UIF legislation
- Applicable minimum wage agreements
- Waste segregation and environmental regulations
- Client Contractor Quality Assurance requirement and quantities.

1.6.4 Safety Equipment/Apparel

The Supplier shall ensure that all its personnel engaged in the performance of the Service are provided with the necessary safety clothing and apparel in good condition. (Boots, branded clothing, etc.)

1.7 SUPPLY BY PetroSA

PetroSA will provide the following utilities and facilities free of charge to the Supplier, unless specifically excluded elsewhere:

- 2 x Storage areas on level one
- Locker room
- Water
- Electricity

1.8 TRANSPORT

No transport will be provided by PetroSA. The Supplier shall be responsible for providing transport to its Personnel to and from PetroSA's Head office. No costs will be refunded by PetroSA.

1.9 GENERAL

The Supplier shall provide a day shift cleaning for all the general cleaning, restricted office areas and to maintain and clean toilets, kitchens and kitchen appliances, reception area and other ad hoc services requested by PetroSA

Certain ad hoc services such as carpet and chair cleaning shall be done after hours so as not to interfere with the normal PetroSA operations. Paperwork on desks and computer cabling may not be disturbed.

1.10 CHANGES TO THE SCOPE OF SERVICES

The scope of the Services shall be subject to changes by additions, deletions or revisions thereto by PetroSA. The Supplier shall be advised

of any such changes by written notification from PetroSA describing the change. The Supplier shall promptly perform and strictly comply with each such change when so instructed by PetroSA. Any extra services resulting from such changes will be charged at the Supplier's normal or agreed rates.

1.11 QUALITY ASSURANCE

The Supplier shall ensure that the Services (including all workmanship) and all products, materials, documentation, tools and equipment used or required for the rendering of the Services, comply with PetroSA's Contractor Quality Assurance Requirements Procedure Document Ref. **Error! Reference source not found..**

2. PRICE

2.1 PRICE SCHEDULE

PAROW HEAD OFFICE

DESCRIPTION	R/MONTH
Total Monthly Fixed Cost excl VAT	
DESCRIPTION	R/PER 1 KILOGRAM
Wash & Iron tablecloths, Runners and sick bay bedding (per 1 kg)	
DESCRIPTION	R/ANNUAL
Steam or foam clean carpets (7947m ²) and chairs (approximately 1100)	

2.2 PRICING BASIS

All rates and prices in this Agreement shall be fixed and firm for a period of one year from the date of commencement of this Agreement, and thereafter will be subject to an annual adjustment as per the Government Gazetted Sectorial Agreement. All price adjustment requests must be accompanied by supporting documentation and submitted to the Procurement Consultant and must be negotiated 30 days before the effective date. If not concluded timeously, the annual adjustment will be forfeited.

2.3 VAT

All rates are exclusive of VAT. VAT at the rate applicable at the time of performing the relevant service is to be added to the total net amount shown on the tax invoice.

2.4 SUPPLIER TELEPHONE ACCOUNT - TELEPHONE SERVICE COSTS

2.4.1 Deposit:

- A deposit of R1,331.00 per line is applicable (PetroSA reserves the right to change the amount of R1,331.00 as and when required without prior notification).

2.4.2 Additional cost:

Additional cost will be charged as follows:

- Supplier will be charged for all calls made

2.4.3 Accounts in arrears:

Accounts in arrears for more than 60 days will be cancelled, and deposits will be forfeited.

All amounts in arrears have to be settled, and new deposits will be charged before the services will be reinstated.

Accounts will be mailed monthly to the responsible person.