



SPECIFICATION

**NATIONAL POST CENTRE (NPC)
CLEANING SERVICES**

1. SPECIAL CONDITIONS TO BID

1.1 Background

South African Post Office Head Office (NPC) is a company owned building and it's a three (3) storey building which accommodates staff from all Business Units. The premises are located in Pretoria c/o Jeff Masemola Street and Sophie De Bruyn Street.

1.2 Objective

To appoint cleaning service provider to render Cleaning Services at Head Office, National Post Centre (NPC) for a once-off deep cleaning service and daily cleaning service for a period of Six (6) months.

1.3 Compulsory site inspection

Compulsory site inspection will be conducted at South African Head Office, Pretoria c/o Jeff Masemola Street and Sophie De Bruyn Street.

1.4 Legislative Requirements

- 1.4.1 The service provider will be responsible for the provision of Cleaning Services in accordance with these specifications, applicable legislation and regulations and industry standards.
- 1.4.2 The gazetted minimum wage is applicable to the industry and must be adhered to by the successful bidders.
- 1.4.3 The amended Occupational Health and Safety Act No 85 of 1993, the Compensation for Occupational Injuries and Diseases Act and Environmental Acts must be followed to ensure that chemicals used by cleaning companies are safe and without risk to both to health and property. This also applies to procedures for the procurement, storage, handling and transport of such chemicals.

1.5 Performance

- 1.5.1 The bidder must utilise its own equipment and material, at its own cost, for the proper provision of the specified Cleaning services at SAPO sites.
- 1.5.2 Bidder to ensure allocated number of resources to the site must be available during working hours for the duration of the contract.
- 1.5.3 Cleaning services must be rendered during working hours from Monday to Friday, 06:00 – 18:00, excluding weekends and public holidays, unless where otherwise specified.
- 1.5.4 It is the bidder's responsibility to ensure that no damage to SAPO property is caused by its employees where services are rendered. Costs of such damages will be for the account of the bidder.
- 1.5.5 Every month, the bidder must submit a detailed written report to SAPO site on specific problems, suggestions, improved methods and work programmes, connected with this agreement.
- 1.5.6 The bidder must undertake supervisory visits to SAPO to conduct the following site inspection activities:
 - 1.5.6.1 Client liaison and feedback
 - 1.5.6.2 Equipment and consumable audits
 - 1.5.6.3 Cleaning staff visits: bi-monthly staff visits, which includes the following:
 - Appearance of uniform
 - Quality of work – assessment

1.5.7 The Bidder is to provide SAPO with a monthly report containing the following information:

- 1.5.7.1.1 Consumable consumptions
- 1.5.7.1.2 Operational requirements
- 1.5.7.1.3 Incident reports
- 1.5.7.1.4 Ad-hoc/specialized Cleaning requirements
- 1.5.7.1.5 Cleaning standards

1.6 Experience of Key Resources

1.6.1 The bidder must submit together with its bid, a complete work plan in which, the following should be indicated:

- 1.6.1.1.1 Number of resources that will be employed to fulfil all contractual requirements/ service works obligation as stipulated in this specification.
- 1.6.1.1.2 The number of supervisors that will be employed to fulfil all contractual requirements/ service works obligation as stipulated in this specification.

Note: All staff to be neatly and adequately attired in distinctive uniform supplied by the bidder.

1.7 Security and Employment Vetting

The bidder's personnel, who render services at all SAPO premises, including but not limited to sensitive security areas, must undergo SA Police clearance process and provide certificate not older than 30 calendar days, at the cost of the bidder. Additional clearance by SAPO will be required where services are to be rendered in sensitive security areas.

1.8 Chemicals/Consumables and Equipment to be used on site

- 1.8.1 The bidder shall be responsible for provision of all chemicals and consumables required to render an efficient service to SAPO. SAPO reserves the right to approve or not approve of these consumables and chemicals.
 - 1.8.2 The bidder must submit the specifications and Material Safety Data sheets of all consumables and chemicals upon appointment and thereafter annually. The manufacturer's instructions regarding the use of all cleaning materials and chemicals must be strictly followed.
 - 1.8.3 Upon appointment, the bidders must supply a list of SABS approved products, which the bidder intend using, supported by specimen labels, indicating:
 - 1.8.3.1 Trade Name.
 - 1.8.3.2 Generic Name
 - 1.8.3.3 Registration Number
 - 1.8.3.4 Ingredients (type and content) as shown on the label
 - 1.8.3.5 Application rates
 - 1.8.4 Approval for the use of alternative chemicals and consumables to those contracted, must first be obtained in writing from SAPO.
 - 1.8.5 The bidder must not use or store any poisonous or highly flammable materials on the premises without the approval of SAPO, for the rendering of this service or for other purposes.
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- 1.8.6 The bidder must comply with all applicable provision of legislation, regulations, and minimum industry standards for the procurement, storage, handling, transporting, application and general use of chemicals and equipment or tools.

1.9 Public Liability Cover, Insurance and Compensation Commission

- 1.9.1 The bidder must provide proof of Public Liability Insurance in the amount of R5m.
1.9.2 The service provider must submit a Letter of Good Standing with the Compensation for Occupational Injuries and Diseases Act (COIDA)

SPECIFICATIONS

1. GENERIC SPECIFICATIONS (GENERAL SCOPE OF WORK) FOR CLEANING SERVICES

Site: 1: SA Post Office Head Office	
Town / City	Pretoria
Location / Suburb	Northern Region
Name and physical address of building	497 NPC c/o Jeff Masemola & Sophie de Bruyn Streets, Pretoria
Brief property description (type and number of buildings, and their use)	<p>3-storey office building, basement with store rooms, equipment rooms, carport parking area, cleaners change rooms.</p> <p>Office Area</p> <p>Ground Floor: 5 058.65 m²</p> <p>First Floor: 4 620.50 m²</p> <p>Second Floor: 3 803.00 m²</p> <p>Total office area 13 482.15 m²</p> <p>Basement (Parking): 4 738.00 m²</p> <p>Outside Parking area: 5 164.00 m²</p>
Total property size	23,384.15 m ²
Total number of cleaning staff	<p>1 Supervisor</p> <p>15 General staff</p> <p>Total = 16 staff</p>
Contact Details of site manager	<ul style="list-style-type: none"> Reception: 012 407 7000 Direct line: 012 407 7663
Hours of services to be rendered	Between 06:00 and 18:00 daily, except weekends and public holidays.

1.1 The scope of work for provision of Cleaning Services, is as follows:

- 1.1.1 Offices, Boardrooms (Conference and Meeting Rooms) and Passages
- 1.1.2 Kitchens and Kitchenettes
- 1.1.3 Lifts, Foyers, Receptions and Lounges
- 1.1.4 Security Areas
- 1.1.5 Toilets and Ablution blocks
- 1.1.6 Parking Areas, Walkways, Staircases, Balconies and patios
- 1.1.7 Emergency Stairs
- 1.1.8 Wash Bays (where applicable)
- 1.1.9 Bin Areas
- 1.1.10 Windows and Glass Surfaces
- 1.1.11 The bidding companies must take note of the company`s waste management policy
- 1.1.12 General (where applicable)
- 1.1.13 Windows external façade (price on adhoc basis)
- 1.1.14 Basement, Parking area and store rooms.

No	Description of Works Required Throughout Entire Facility
1.1.1 Offices, Boardrooms (Conference and Meeting Rooms) and Passages	
	Polish or vacuum floors and carpets daily
	Clean floors according to surface requirements
	Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas
	Polish all wooden desk tops and wipe other surfaces in Conference rooms
	Disinfect and clean telephones with recommended SABS approved cleaning materials
	Clean directory boards/White Boards with recommended sabs approved liquid with approved cleaning materials
	Empty and clean waste paper bins
	Dust picture frames
	Clean all glass table tops
	Vacuum upholstered furniture daily
	Clean all marks from walls and light switches
	Clean computer terminals, printers and keyboards with approved cleaning materials

No	Description of Works Required Throughout Entire Facility
	Clean blinds
	Clean boardrooms in the morning and after every meeting
	Wash crockery, cutlery and utensils after every meeting
	Mop up any spillages
	Dust light fittings
	Air-freshener must be sprayed in conference rooms and waiting areas.
1.1.2 Kitchens and Kitchenettes	
	Clean Fridges daily
	Empty bins daily
	Bins to be sanitized three times a week.
1.1.3 Lifts, Foyers, Receptions and Lounges	
	Tend to pot plants, clean all passages and stairs
	Clean reception desks/counters
	Clean all entrances, stairs and stair rails
	Ensure that the Reception area is neat and tidy at all times
	Clean all marks from all surfaces
	Vacuum all upholstered furniture and carpets on a daily basis
	The Supervisor must report all damages to property, breakages or malfunctioning equipment to the SAPO duly appointed representative
1.1.4 Security Areas	
	Polish or vacuum floors and carpets daily
	Clean floors according to requirements of surface type
	Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas
	Polish all wooden desk tops and wipe other surfaces
	Disinfect and clean telephones with recommended SABS approved liquid
	Empty and clean waste paper bins daily
	Vacuum upholstered furniture and carpets daily
	Clean all finger marks from walls paintwork and light switches
	Clean computer terminals, printers and keyboards with approved cleaning materials
	Clean Guard houses, where applicable

No	Description of Works Required Throughout Entire Facility
1.1.5 Toilets	
	Clean - brush wash and sanitise bowls, basins and urinals and disinfect toilets twice a day and complete register
	Deep clean toilets and urinals
	Replenish consumables
	Wipe doors, walls and partitions
	Remove mineral deposits from gullies and drains
	Empty and clean all waste receptacles
	Clean, brush wash and sanitise bowls, basins and urinals
	Clean all mirrors
	Clean floors according to requirements of surface type
	Clean cabinets and sanitary buckets
	Replenish toilet sanitizers, toilet paper etc., as required
	Clean showers if applicable
	All dustbins must be emptied and cleaned
1.1.6 Parking Areas, Walkways, Staircases, Balconies and Patios	
	Clean floors and handrails according to requirements of surface type
	Machine scrub floors or walkways as necessary
	Collect litter in paving/ parking areas
	Empty the rubbish bins
	Dust high level surfaces and exposed piping
1.1.7 Emergency Stairs	
	Clean floors and handrails according to requirements of surface type
	All fire escape emergency stairs / routes to be cleaned
	Empty the rubbish bins
	Dust high level surfaces and exposed piping
1.1.8 Wash Bays (where applicable)	

No	Description of Works Required Throughout Entire Facility
	Keep wash bay area tidy
1.1.9 Bin Areas	
	Clean and disinfect bins after emptying
1.1.10 Windows and Glass Surfaces	
	Clean all windows internally and externally (where applicable)
	Clean all mirrors and glass surfaces
	Clean all glass doors
	Clean blinds on all windows
1.1.11 General (where applicable)	
	Clear all grid covers to drainage pipes of debris, where applicable.

Strip and Seal: Floors

No	Description of Works Required Throughout Entire Facility
	Ceramic floors at passages – twice – within 6 months
	Ceramic floors canteen area– twice – within 6 months
	Ceramic floor cover stairs and landing– twice – within 6 months
	Ceramic floor cover at various area– twice – within 6 months
	Wooden floors – on regular basis
	Bathroom floors - twice – within 6 months / as when required

High Level Cleaning

No	Description of Works Required Throughout Entire Facility
	High level dusting: once-off / as when required
	Clean dust from high bay lamp diffusers: once-off / as when required
	Clean dust from all high level sprinkler pipes: once-off / as when required
	Clean dust and dirt from air conditioning duct vents: once-off / as when required

1.2 Required Cleaning Equipment

The following equipment (not exhaustive) is required for the delivery of services, on a site specific basis:

No	Description of Works Required Throughout Entire Facility
	Industrial Vacuum Cleaners
	Industrial machines for cleaning carpets
	Sufficient mops and brushes per cleaner
	Sufficient buckets per cleaner
	Sufficient brooms per cleaner
	Protective clothing in compliance with the OHS Act No. 85 of 1993.
	Sufficient warning signs per cleaner in alignment with the OHS Act
	Machine scrubbers including required scrubbing pads per surface type
	Step ladders

1.3 Consumables

The cost of all consumables must be included in the Pricing Schedule submitted by the service provider. A register of all consumables must be kept by the service provider for SAPO's records. Below are some items anticipated for consumption as a part of the service:

No	Description
	Replenish Only toilet paper (48 rolls per pack– 350 sheets per roll 2-ply - SABS approved) : - Toilet paper supplier by NPC
	Disinfectant liquid and brushes for cleaning toilet bowls and urinals
	Multi-purpose pine gel
	Toilet bowl and urinal deep clean chemicals
	Window cleaner
	Heavy duty cleaner
	Mop and buff
	Bleach

	Floor polish
	Stainless steel polish
	Cleaning cloths
	Yellow dusters
	Steel wool
	Gloves
	Feather dusters
	Heavy duty Black plastic bags and plastic bags for small desk dustbin
	Office air- fresheners / carpet sprays
	Furniture polish
	Insects sprays

1.9.3 SPECIAL REQUIREMENTS (Frequency of Service)

Offices

Service	Service Frequency
Machine buff	Weekly
Clean floor according to type	Daily
Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas	Daily
Wipe and polish all tops with a cloth	3 x Weekly
Disinfect and clean telephones	3 x Weekly
Clean directory boards/White Boards with recommended sabs approved liquid.	3 x Weekly
Empty and clean waste paper bins	Daily
Dust picture frames	Daily
Wipe and spot clean glass table tops	Daily
Vacuum upholstered furniture	Daily
Spot clean finger marks from paintwork and light switches	Daily
Clean computer terminals, printers and keyboards	3 x Weekly
Windows and Blinds Wash skirting, door frames and doors	Weekly
Dust/wash walls	Weekly

Boardrooms (Conference and Meeting rooms) and Passages

Service	Service Frequency (Daily, Weekly, Monthly)
Machine buff	Weekly
Clean floor according to type	Daily
Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas	Daily
Polish all wooden desk tops in Conference rooms	Twice Weekly
Wipe all other desk tops with a dry cloth	3 x weekly
Disinfect and clean telephones	3 x weekly
Clean directory boards/White Boards with recommended sabs approved liquid.	3 x weekly
Empty and clean waste paper bins	Daily
Dust picture frames	Daily
Dust/ Wash Walls	Weekly
Wipe and spot clean glass table tops	Daily
Vacuum upholstered furniture	Daily
Spot clean finger marks from paintwork and light switches	Continuously Daily
Clean computer terminals, printers and keyboards	3 x weekly
The Contractor shall prepare the official conference rooms (tea, coffee, etc.) and clean cups for SAPO meetings.	Daily continuously
Clean boardrooms in the morning after every meeting	Daily continuously
Wash bottles, cutlery and utensils after every meeting.	Daily as per need
Provide clean cold water and hot water after every meeting	Daily As per need
Windows and doors	Daily continuously

Stair cases

Service	Service Frequency
Mop stairs	2 x weekly
Apply polish	2 x weekly
Remove dust on the hand rails	Daily
Sweep stairs	Daily
Windows within 2 meters	Weekly

Kitchenettes, Canteen Area

Service	Service Frequency
Wash and store away cutlery and crockery	Daily
Clean and wash sinks and fridges	Daily
Wipe clean cupboards	Daily
Clean and neatly arrange tables and chairs	Daily
Wash and clean interior glass	Daily
Replenish water aqua-coolers	Daily
Empty dustbins	Daily continuously
Glass Doors	Daily continuously
Canteen area – sweep/mop/polish floor tiles inside and outside sitting area. Polish furniture, clean windows and blinds, empty dustbins etc.	Daily

Lifts, foyers and receptions, Refuse Area

Service	Service Frequency
Mop the Lifts	Daily
Remove dust on the hand rails	Daily
Wipe clean finger marks, water and coffee spillage	Daily continuously
Dust all upright furniture and Wall Pictures	Daily
Wipe Clean with dry cloth all electrical boxes	Daily
Dust air conditioner outlets	Daily
Window Area	Weekly
Refuse area – sweep, mop, disinfect, all dustbins to be washed and disinfected	Daily

Security areas

Service	Service Frequency
Mop floor	Daily
Clean dustbin	3 x Daily
Clean Toilet	3 x Daily
Replenish Paper Towel, toilet paper, sanitizers and soap	3 x daily or as per need
Dust clean counter tops	Daily
Clean toilet mirror	Daily
Windows	Weekly

Toilets

Service	Service Frequency
1) Deep cleaning of toilets bowl Quantity = 60	Monthly
2) Deep clean urinals including cleaning out urinal pipes Quantity = 22	Monthly

Empty and clean all waste receptacles	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Clean, brush wash and sanitise bowls, basins and urinals	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Clean mirrors	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Clean Floors according to type	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Clean Cabinets and sanitary buckets	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Replenish paper towels, soap, toilet sanitizers, toilet paper etc. or as required	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Clean Showers	Daily

Parking, walkway & stairs

Service	Service Frequency
Pick up and dispose any litter	Daily
Blow/sweep clean parking area	3 x weekly
Sweep and wash outside tiled area	Daily
Hose wash hard flooring	Weekly
Sweep and wash outside tiled /paved area	Daily
Machine scrub walkways and foyers	Weekly
Windows	Weekly

Foyer, rooftop, and reception

Service	Service Frequency
Clean Pot plants	Daily
Clean roof top	Weekly
Clean reception counter	3 x Daily
Clean entrances and stair rails	Daily
Spot clean all low surfaces	3 x daily
Dust off hand rails	2 x Daily
Wipe garden tables and chairs with wet cloth	Daily
All cleaning staff must report all damages or breakages or any non-working equipment	3 x daily
Supervisor must report all breakages or none functionally equipment to Facility manager	3 x daily
Glass door	Daily Continuously
Windows	Weekly

Basement, parking areas and Store rooms

Service	Service Frequency
Pick up and dispose any litter	Daily
Blow/sweep clean parking area	3 x weekly
Sweep and wash outside tiled area	Daily
Hose wash hard flooring	Bi-Weekly
Sweep and wash outside tiled and paved areas between buildings	Daily
Machine scrub basement parking	Quarterly
Clean all store rooms	Twice a Month

Paper and Cardboard

Service	Service Frequency
Paper to be put into paper recycling boxes supplied by Waste Management Company and taken to Recycling cages inside the bin area. Cardboard boxes to be flattened and put into recycling boxes supplied by Waste Management Company and taken to recycling cages inside the bin area.	Daily

Plant Rooms

Service	Service Frequency
General cleaning when required by maintenance manager	Monthly

General

Service	Service Frequency
Clean up accidental spillages etc.	As required
Remove oil from paving	Monthly
Clean dust and dirt from air conditioning ducting vents at on an ongoing basis	3 Monthly
Clean dust from high bay lamp diffusers at on an ongoing basis	Monthly
Clean skylight +/-700m ² Safety precautions to be taken while cleaning skylight (working at heights certificate required)	Monthly
Carpet Deep cleaning loose carpets and all couches	N/A
Clean dust from all high level sprinkler pipes at on an ongoing basis	Once-off
Service provider to supply and replenish all consumables i.e.	Daily
Toilet rolls	Daily

PRICING SCHEDULE: NATIONAL POST CENTRE

Item	Description of service	Once-off price	Monthly price	Total Pricing for six (6) months
01	Once-off deep cleaning	R		R
02	Daily Cleaning service		R	R
		Total price (Excl. VAT)		R
		15% VAT		R
		Total price (Including VAT)		R
TOTAL IN WORDS:				

- Bidders must provide a detailed monthly cost breakdown on their company letterhead indicating for the monthly cost as detailed in these specification. PRICE PERCENTAGE BREAKDOWN
- Bidders shall give a percentage breakdown of the cost elements and, where applicable, indicate which indices/price escalation percentage (e.g. indices published by SEIFSA or the Central Statistical Services or any other reputable authority) are used as a basis for calculation of pricing
- It is the supplier's sole responsibility to ensure that the total bid price is accurate and SAPO will not under any circumstances be held responsible for any incorrect calculations. SAPO will not be held responsible for any loss incurred by the supplier arising from incorrect calculations and price adjustments will not be allowed after the closing date.