



PRODUCT SPECIFICATIONS: CLEANING MATERIAL AND TOILETRIES

As compiled by Bid Specification Committee of Department Correctional Service:



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A. INTRODUCTION

Cleanliness is both the abstract state of being clean and free from dirt, and the habit of achieving and maintaining that state. Cleanliness is often achieved through cleaning.

Cleanliness may imply a moral quality, as indicated by the aphorism: "cleanliness is next to godliness",^[1] and may be regarded as contributing to other ideals such as 'health' and 'beauty'.

A household or workplace may be said to exhibit cleanliness, but not ordinarily purity; cleanliness also would be a characteristic of the people who maintain cleanness or prevent dirtying.

On a practical level, cleanliness is thus related to hygiene and disease prevention. Washing is one way of achieving physical cleanliness, usually with water and often some kind of soap or detergent. Cleaning procedures are of the utmost importance in many forms of manufacturing.

As an assertion of Moral superiority or respectability, cleanliness has played a role in establishing cultural values in relation to social class, humanitarianism, and cultural imperialism.^[4]

Cleanliness is linked with proper hygiene. A person who is said to be clean usually depicts cleanliness.

B. BACKGROUND

In terms of the Constitution of the Republic of South Africa, Act 108 of 1996, section 217:

“When and organ of state in the national, provincial or local sphere of government, or any other institution identified in national legislation, contracts for goods or services, it must do

so in accordance with a system which is fair, equitable, transparent, competitive and costeffective.”

C. LEGAL REQUIREMENTS

- Health and Safety Act, Act no 85 of 1993 – Facilities Regulations, Hazardous Chemical substance Regulations
- Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999)
- Foodstuff, Cosmetic and Disinfectant Act, Act no 54 of 1972
- Draft National Department of Correctional Services Infection Prevention and Control Policy: September 2015
- The Constitution of South Africa as Amended (Act No. 108 of 1996), Chapter 2, Section 27;
- National Health Act , No. 61 of 2003; ○ Environmental Regulations for the Workplace; ○ National Infection and Prevention Control Policy; ○ Occupational Health and Safety Act, 1993 (Act no 85 of 1993); ○ Compensation of Injury Diseases Act 130 of 1993 as amended; ○ Unemployment Insurance Act 63 of 2001; ○ Environmental Act;
- **National standards**
 - The product/s offered must comply with all laws and regulations as amended that are applicable to the supply contract. In this regard, special reference is made to the following acts and standards, which do not constitute an exhaustive list: ○ SANS 1044:2012: Industrial Laundry Detergents; ○ SABS 296:1993: Sodium Hypochlorite Solutions;
 - SABS 1828: 2000: Cleaning Chemicals for use in the Food Industry; ○ SANS 9001:2008: Quality management systems – Requirements; ○ SANS 10228: The identification and classification of dangerous goods for transport;
 - SANS 10229-1: Transport of dangerous goods – Packaging for road and rail transport;
 - SANS 11014-1/ISO 11014-1 (SABS ISO 11014-1), Safety data sheet for chemical products;

- 5779:2008: Fluorescent whitening agent content of laundry detergents; ○ SANS 6081- Cleaning efficiency of low-foam laundry detergents; ○ SANS 6082 – Cleaning efficiency of high foam laundry detergents; ○ Foodstuff, Cosmetic and Disinfectant Act (Act of 54 of 1972); and ○ SANS 5806 - Foam height of laundry detergents.

D. ACKNOWLEDGEMENTS

Specification for laundry and cleaning chemicals for the National Department of Health (NDoH)

PRODUCT SPECIFICATIONS:

CLEANING MATERIAL / UTENSILS

1. Broom



- A broom should consist of stiff fibers attached to, and roughly parallel to, a cylindrical handle, the broomstick.
- Stiff fibers made of materials such as plastic
- It is thus a variety of brush with a long handle.
- Soft brooms are for sweeping inside floors.
- The handle/broom stick and base should be made from wood or propylene.

2. Broom bass



- Poly bass broom back wooden handle connected with metal stay composed of a longer polypropylene bristle.
- Somewhat thicker than the normal platform brooms PVC bristle.
- This unique bristle is more resilient to sunlight and chemicals making it more robust outdoors.
- The bristles longer length makes it perfectly suited to cleaning garden beds and abrasive, uneven terrain
- Sizes: between 300mm and 480mm

3. Mop cleaning



- A mop (such as a floor mop) should consist out of a mass or bundle of coarse strings
- It should be made out of absorbent material,

- Attached to a pole or stick.
- It should be utilized to soak up liquid and for cleaning floors and other surfaces, to mop up dust, or for other cleaning purposes.
- Colour coded mops – on the mop stick or the threads
 - general food service unit, mess and bar use areas: green
 - food preparation area in the food service unit: red
 - general low risk areas: blue
 - washbasin areas and rest rooms: yellow

4. Brush scouring hand



- Traditional wooden banister brushes with both soft and stiff bristle choice
- Hand brush with hard bristles with a plastic/polypropylene handle
- Hand brushes ideal for sweeping and cleaning many different surfaces. ➤ Sizes: 10mm, 20mm

5. Brush sanitary golf head



- The toilet brush to be used to clean the upper area of the toilet, around the bowl.
- The toilet brush must be used to scrub the toilet, removing stubborn stains, and residue biological debris.
- A typical toilet brush should consist of a hard bristled end, usually with a rounded shape and a long handle.
- For industrial use.

6. Gloves disposable food handlers _transparent glove



- For food preparation - clear poly gloves
- 1mm thick
- Disposable gloves
- One size fits all
- Powder free

7. Mop cap for food handlers



- Disposable caps
- To prevent contamination of food when handling food items
- Colour: white
- Material: made from spunbond polypropylene
- Elasticated, secure and comfortable
- Non-woven material with a porous design ➤ One size fits all

8. Gumboots



- White for food units, dairy, logistics and bakery
- Black for agriculture
- Knee height
- Light in weight to enable and enhance comfort and reduce fatigue in order to increase productivity and safety.
- Durable PVC
- Thermal properties to protect against heat and cold
- The sole design must ensure the highest possible slip resistance rating (SRC) ➤ SABS approved
- Product description must appear on the boot with relevant size.

9. Gloves disposable for searching purposes



- A latex glove is made from natural rubber latex and is a processed plant product.
- Latex gloves are the most flexible and resilient with a consistent fit.
- They are a great barrier protection against infection and contamination.
- These gloves are available in Powdered or Powder-Free, as well as Exam or General Purpose.

10. Gloves latex re-usable



- Multi-use, lightweight latex gloves ideal for protecting hands.
- Powder free ambidextrous design features a textured finish
- Form-fitting to the hand and extends 3" past the wrist for added protection.

11. Dust masks



FFP1 Dust Masks

FFP1 Dust Masks protect against low levels of dust, as well as solid and liquid aerosols. It protects against materials in concentrations up to 4x occupational exposure limit (OEL) or 4x assigned protection factor (APF). FFP1 Dust Masks are suitable for hand sanding, drilling, and cutting.

FFP2 Dust Masks

FFP2 Dust Masks protect against moderate levels of dust, as well as solid and liquid aerosols. FFP2 Dust Masks have a higher level of protection than FFP1 – FFP2 masks protect against materials in concentrations up to 12x OEL or 4x APF. FFP2 masks are ideal for plastering and sanding.

FFP3 Dust Masks

FFP3 Dust Masks protect against higher levels of dust. They also protect against solid and liquid aerosols. FFP3 masks protect against materials in concentrations up to 50x OEL or 20x APF. FFP3 masks are suitable for handling hazardous powders, such as those found in the pharmaceutical industry.

How to Use Dust Mask Ratings

It is important to consider the type and level of contaminants to which workers will be exposed. Once you have properly evaluated the airborne hazards in your workplace, you can begin to choose dust masks based on their FFP rating. The best dust mask for your workplace will be one that meets the appropriate FFP rating, and is comfortable and convenient for your workers. Here is a quick guide to the protection levels provided by different dust mask ratings:

Protection Level OEL Protection APF Protection

FFP1 4x 4x

FFP2 12x 10x

Protection Level OEL Protection APF Protection

FFP3 50x 20x

- Low breathing resistance
- Incorporate humidity resistant filter media
- Light weight design
- Durable suspension straps
- Nose clip is color-coded for visible size recognition
- SABS approved

12. Steel wool 500mg



- Steel wool pads, typically made from low-carbon steel* (for all practical purposes almost pure iron (Fe)), are bundles of steel wire fibers that are used during household cleaning.
 - Steel wool, largely constituted out of pure iron, is ferromagnetic
- Texture - Soft yet abrasive
- Color/Luster – Dull grey
- Ductility/Bendability – Not very ductile yet very bendable ➤ Grade: medium fine texture

13. Duster – long one



- Must be made with a strong wooden handle - 1.8 meters
- Synthetic / electrostatic fibre
- Package must indicate the following: Description of the content and area of use, application method, batch numbers

CLEANING MATERIAL

Laundry Chemicals Supply General Instructions

The supplier shall:

Provide training to the entities on the operation of the dosing system.

Provide technical assistance as and when required by the entity.

Supply swatch report quarterly to the Laundries.

- Replace any unit of the dosing system as and when required. • Clearly mark all drums containing detergents.
- Ensure that all the detergents should be non-volatile and stable on storage for at least 3 months.
- Communicate and advise on the recommended dilution.
- Laundry detergent should be free of fragrance and dyes, which may irritate sensitive skin.
- The detergents shall not lump / solidify into hard lumps or cause corrosion to the laundry equipment.
- The detergents should be suitable for use on fabric that includes, but not limited to, the following: 100% cotton, 100% Acrylic and blankets without causing shrinkage or colour fading.



Food Service Units Cleaning Chemicals General Instructions

The supplier shall ensure that:

- Supply of SABS certified / compliant cleaning detergents and certified materials to fulfil the cleaning obligation or equivalent.
- Disinfectants and detergent-disinfectants shall not contain perfumes. They shall not leave an objectionable odour, nor shall they impart any colour, odour or flavour to food products, when they are used in accordance with the manufacturer's recommendations.
- The manufacturer of the disinfectants and detergents must provide sufficient evidence to establish the safety of all raw materials used in the formulation of these products shall provide to a certification body, or to the customer, as required. The evidence should prove that the raw materials are free from contaminants or trace components in quantities that could prove harmful to human beings or leave toxic residues on food or food processing equipment, when the products are used in accordance with the manufacturer's recommendations. Evidence to this effect shall include one or more of the following:
 - i. Certification by a recognized authority;
 - ii. Material safety data sheets in accordance with SABS ISO 11014-1;
 - iii. Certificates of analysis; and
 - iv. any other relevant information
- The products must be packed as to ensure their safe and secure transportation and handling. The packaging of disinfectants and detergent-disinfectants that are classified as dangerous goods in terms of SABS 0228 shall comply with the relevant provisions of SABS 0229.
- The labels of disinfectants and detergent-disinfectants classified as dangerous goods in terms of SABS 0228 shall contain the United Nations' number and proper shipping name and shall comply with the relevant provisions of SABS 0229.
- In addition to such markings and labels, as may be required in terms of legislation, labels that bear the following information in prominent, legible and indelible marking shall be firmly attached to all containers of disinfectants and detergent-disinfectants:
 - i. An indication that the product is a detergent-disinfectant, and its type
 - ii. An indication of the purpose for which the product is suitable
 - iii. An indication that the product is suitable for use in food processing facilities

- iv. Recommendations for the use of the product, including, where relevant, the various dilutions at which it will be effective
- v. Hazard warnings, where relevant
- vi. When so authorized by the relevant authority, certification marks that indicate compliance with the above standards and with other relevant standards
- vii. Where relevant, the expiry date of the product
- viii. The manufacturer's name or trademark, or both



- ix. The batch identification
- x. Whether the product is required to be rinsed from food contact surfaces after use; and
- xi. Appropriate instructions for the storage of the product, including a warning to store away from foodstuffs.

14. **Disinfectant general purpose**

- A thick, clear coloured and freestanding liquid.
- Contains a high concentration of surfactants, as well as pine oil which has natural disinfectant.
- Soluble in hot or cold water.
- Natural germicidal properties, deodorizes and cleans all in one process.

- Free rinsing, user-friendly and not irritating to the skin
- Very adaptable, can be used neat or diluted.
- The disinfectant shall not be irritating to the normal skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is deleterious to the environment.
- When so required, the disinfectant shall be perfumed. The detergent and a solution of the detergent in water at $60^{\circ}\text{C} \pm 2^{\circ}\text{C}$ shall have an acceptable odour. During storage at ambient temperature, the odour of the detergent shall such as to be acceptable, and when perfumed, the fragrance shall not change.
- The item must meets SABS specifications
- Should be provided in a 5L and 25L container
- Container must indicate the following: Description of the content and area of use and application method, first aid measures
- Material safety data sheets should be provided
- The supplier must comply with Regulation of the OHS Act, Act 85 of 1993

15. Ammonia cream

Ammonia cream

- Ammonia cream is powerful, packed with millions of micro particles it removes 100% of dirt
- Should be a germ killing strength of bleach, giving both Hygiene and 99.9% Germ Kill ➤ Ammonia cream Ultra Hygiene should be formulated for everyday cleaning.
- Ammonia cream should be provided in a 5L / 25L container.
- Surfaces to be cleaned: Kitchen and bathroom, toilet seats, all taps and handles, stovetops and kitchen counters and the like.

- The item must meet SABS specifications
- Container must indicate the following: Description of the content and area of use, application method, first aid measures, batch numbers ➤ Material safety data sheets should be provided

16. Dish wash liquid



- Must be a thick detergent in a liquid form.
- Must be a high-foaming mixture of surfactants, user-friendly with no skin irritation. The dishwashing liquid may not contain perfume which can cause irritant or allergic contact dermatitis.
- Must be the surfactants to remove grease and stuck food particles
- The detergent shall be a uniform aqueous solution, which, if so required, may be coloured.
- It shall be free from abrasives and non-acceptable organic solvents, and solids shall not precipitate from it during storage at ambient temperature.
- The detergent shall not be irritating to the normal skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is deleterious to the environment.
- When so required, the detergent shall be perfumed. The detergent and a solution of the detergent in water at $60^{\circ}\text{C} \pm 2^{\circ}\text{C}$ shall have an acceptable odour. During storage at ambient temperature, the odour of the detergent shall such as to be acceptable, and when perfumed, the fragrance shall not change
- The item must meet SABS specifications

- Container must indicate the following: Description of the content and area of use, application method, first aid measures, batch numbers
- Material safety data sheets should be provided
- Container size: 25L

17. Bleach



- Liquid bleach is mild and safe chlorine **bleach** for disinfection and all-purpose & allsurface cleaning.
- It contains sodium hypochlorite and releases chlorine that will react with your fabric stains. It is also effective in removing stains and whitening white fabrics.
- Laundry bleach and liquid disinfectant
- Full-strength, concentrated liquid removes odors and stains
- Disinfecting bleach meets your laundering or sanitizing needs
- For the brightest whites, always add at least five ounces to your white laundry loads ➤
- Where to use: Kitchens, bathrooms, garbage, drain deodorizing and hospitals.
- Specifications:
 - Color: Clear, Colorless
 - Fragrance: Chlorine pH
 - (concentrate): 12.6 pH (ready to use): 12.6 Solubility:
 - Complete with water
 - Detergency: Excellent
- The item must meets SABS specifications
- Container must indicate the following: Description of the content and area of use, application method, first aid measures, batch numbers

- Material safety data sheets should be provided
- Container size: 25L

18. Powder soap



- Hypo-allergenic powder
- Powder: high foam for hand wash purposes
- Low foam for washing machines
- Packaging: Description of the content, application method, first aid measures, batch number
- Soluble in hot and cold water
- The item must meet SABS specifications
- Material safety data sheets should be provided ➤ 25kg bags

19. Shoe polish black 200ml



- It should be water resistant and protect leather shoes.
- Wax form not liquid.
- Packaging: Description of the content, application method, first aid measures, batch number

- The item must meets SABS specifications
- Material safety data sheets should be provided
- Specify: storage temperature, best before date

20. **Powder scouring**



- It shall not be irritating to the normal skin and its vapours shall not be toxic to human beings under normal conditions of use, the odour of the powder scouring shall be acceptable.
- Powder scouring shall not be harmful to, discolour surfaces of the types to which it is intended to be applied.
- During a six month storage period in its original bag/container at ambient temperature ,it shall not develop an objectionable odour and, when perfumed, shall not change its fragrance
- Packaging: Description of the content, application method, first aid measures, batch number
- Soluble in hot and cold water
- The item must meets SABS specifications
- Material safety data sheets should be provided ➤ 25kg bags

21. **Green bar soap**



- 1kg Green bar Soap.

- Must be firm and of uniform texture and colour and be free from objectionable (disagreeable) odour.
- Not causing skin irritation and have good cleansing properties.

- The chemical green bar soap as received and when dissolved in hot water, shall possess a pleasant odour and shall not develop an objectionable one during storage at ambient temperature.
- The disinfectant shall not be irritating to the normal skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is detrimental to the environment.
- Packaging should include the description of the content, application method, first aid measures, batch number
- Soluble in hot and cold water
- The item must meet SABS specifications
- Material safety data sheets should be provided

22. Pine gel



- A thick freestanding gel.
- Contains a high concentration of surfactants, as well as pine oil which has natural disinfectant properties.
- Soluble in hot or cold water.
- Natural germicidal properties, deodorizes and cleans all in one process.
- Free rinsing, user-friendly and not irritating to the skin ➤ Very adaptable, can be used neat or diluted.
- The disinfectant shall not be irritating to the normal skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is detrimental to the environment.

-
- When so required, the disinfectant shall be perfumed. The detergent and a solution of the detergent in water at $60^{\circ}\text{C} \pm 2^{\circ}\text{C}$ shall have an acceptable odour. During storage at ambient temperature, the odour of the detergent shall such as to be acceptable, and when perfumed, the fragrance shall not change.

Packaging should include the description of the content, application method, first aid measures, batch number

- The item must meets SABS specifications
- Material safety data sheets should be provided

23. **Floor Polish wax**



- Must be a wax-based preparation used to finish and polish floors.
- Must increase hardness and glossiness in flooring and create resistance against slips and scuff marks.
- Must be suitable for all types of floors.
- The disinfectant shall not be irritating to the normal skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is deleterious to the environment.
- Packaging should include the description of the content, application method, first aid measures, batch number
- The item must meets SABS specifications
- Material safety data sheets should be provided



24. Floor polish liquid



Must be a liquid-based preparation used to finish and polish floors.

- Must increase the glossiness of the floor and create resistance against slips and scuff marks.
- Must be suitable for all types of floors.
- The polish shall consist essentially of wax or blend of waxes in volatile organic solvents, it shall not be harmful to, discolour surfaces of the types to which it is intended to be applied.
- It shall not be irritating to the normal skin and its vapours shall not be toxic to human beings under normal conditions of use, the odour of the polish shall be acceptable.
- Packaging should include the description of the content, application method, first aid measures, batch number
- The item must meets SABS specifications
- Material safety data sheets should be provided

25. Black dip



- Appearance: Dark amber to black liquid
- Odour disinfectant, Ph. level 13

-
- Ready to use, No dilution required, muted fragrance blend of citrus and essential oils that will not irritate users
- It shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is detrimental to the environment.
- When so required, the disinfectant shall be perfumed. The detergent and a solution of the detergent in water at $60^{\circ}\text{C} \pm 2^{\circ}\text{C}$ shall have an acceptable odour. During storage at ambient temperature, the odour of the detergent shall such as to be acceptable, and when perfumed, the fragrance shall not change.
Packaging should include the description of the content, application method, first aid measures, batch number
- The item must meets SABS specifications
- Material safety data sheets should be provided

TOILETRIES

26. Safety razor



- Each disposable razor (plastic) shall be individually packed in a container that will prevent contamination of the contents and the head of the disposable razor (plastic) shall be visible in the container.
- Single blade to ensure smooth, close shave

-
- Ridged handle for easy grip and comfort
- Ideal for prepping skin areas
- Available in one size only
- Packaging should include the description of the content, application method, batch number
- The item must meets SABS specifications
- Material safety data sheets should be provided

27. Bath soap



- Must weigh 100 gram or 200 gram each, firm and of uniform texture, colour and free from objectionable odour.
- Must be user friendly and not cause skin irritation, have good lathering and cleansing properties.
- Perfumes and colouring matter may be added.
- Must remain hard and smooth and not crumble.
- Packaging should include the description of the content, application method, first aid measures, batch number
- The item must meet SABS specifications
- Material safety data sheets should be provided

28. Deo blocks 500gm



- Not water soluble and will not melt in damp environments
- Can be placed unobtrusively on ledges or on top of cubicle dividers for a pleasant fragrance
- Neutralizes odours in the bathroom
- May act as an insect repellent
- Pack size: pellets
- Packaging should include the description of the content, application method, first aid measures, batch number

- The item must meet SABS specifications
- Material safety data sheets should be provided

29. Tooth brush – medium



- A toothbrush shall be manufactured from materials that are free from objectionable odour and taste.
- Must be Size B Medium (Adult) and grade (medium)
- All surfaces of the shaft of a toothbrush shall be free from sharp edges or corners that may cause injury to the user under normal conditions of use.
- Each toothbrush shall be individually packed in a container that will prevent contamination of the contents and the head of the toothbrush shall be visible when the toothbrush is in the container.
- Packaging should include the description of the content, application method, batch number
- The item must meet SABS specifications
- Material safety data sheets should be provided

30. Tooth paste



- Each must weigh 50ML or 100ML per each.
- Advanced Deep Clean Toothpaste.
- Advanced Whitening Toothpaste.

- Must have active ingredients that help fight cavities and reduce the risk of gum disease.
- Active ingredients:
Sodium Fluoride 0.24% (0.15% w/v fluoride ion) – Anti-cavity, Triclosan 0.30% -
Anti-gingivitis
- Packaging should include the description of the content, application method, first aid measures, batch number
- The item must meets SABS specifications
- Material safety data sheets should be provided

31. Toilet paper



- Single ply
- 500 sheets
- Firmly rolled
- Packaging: 48 rolls
- White in colour
- Each sheet should be firm and of high quality
- Packaging should include the description of the content, application method, first aid measures, batch number
- The item must meets SABS specifications
- Material safety data sheets should be provided
- RT 14/2016
- Packaging: All deliveries made against this contract, in all modes of transport, are to be packed in suitable containers, which will be acceptable for further dispatch.

The packing of the goods to be supplied must be uniform for the duration of the contract period, i.e.:

- All containers, packing and cartons must be clearly labelled.
- All products must be packed in acceptable containers, where applicable, specifically developed for the product.

32. Paper towels



- Firm sheet
- Water absorbent
- Packaging applicable to paper towel dispenser – rolled or stacked
- The item must meet SABS specifications
- RT 14/2016
- Packaging: All deliveries made against this contract, in all modes of transport, are to be packed in suitable containers, which will be acceptable for further dispatch.

The packing of the goods to be supplied must be uniform for the duration of the contract period, i.e.:

- All containers, packing and cartons must be clearly labelled.
- All products must be packed in acceptable containers, where applicable, specifically developed for the product.

33. Hand wash liquid



- Liquid hand washing soap, uniform texture, colour and free from objectionable odour.
- Must be user friendly and not cause skin irritation, have good lathering and cleansing properties.
- Perfumes and colouring matter may be added.
- Packaging should include the description of the content, application method, first aid measures, batch number
- Pump bottles: 200 – 500ml
- The item must meets SABS specifications
- Material safety data sheets should be provided

34. SPECIAL CONDITIONS OF CONTRACT

1. Environmental Conditions

The products delivered shall meet basic hygienic packaging requirements, which consider the absence of damage or deterioration due to transportation. Detergent production and disposal process should comply with the environmental regulations. The detergents must be biodegradable and have the lowest environment hazard. All packaging material shall be environmentally friendly and recyclable.

2. Documentation Requirements

A Certificate of Analysis (COA) should accompany every product delivery. Material Safety Data Sheet and their recommended dosage levels should be made available for all the detergents.

3. Transportation Requirements

All products shall be delivered in a clean and acceptable delivery transport and adhere to each specific chemicals' material safety data sheet instructions.

4. Packaging Requirements

In addition, product packages shall contain other valuable information, such as:

- Product name
- Product type
- Direction for use
- What fabrics and/or surfaces to use it on
- Net weight or volume
- Caution statement and emergency treatment information

5. Storage Information

- Manufacturer and address or toll-free number to obtain help with questions or problems relating to the product Project Management;
- The vendor is expected to oversee and take full responsibility for managing and for ensuring delivery of the project;
- The project manager is expected to set up a team that would take ownership for order processing, customer communication, attend to customer complaints, compile reports and give recommendations where necessary;
- The project manager to ensure product delivery to the department (end-user) is according to the schedule with specified dates of delivery. Any deviations should be communicated to the end-user in advance.

6. Schedule Constraints

Delivery shall be mutually agreed between service provider and the institutions concerned. The schedule may include weekends and holidays which must be considered by the vendor to prevent unnecessary delays or non-deliveries. All schedules provided by the relevant end-user are to be strictly adhered to not have alternative replacements for the items requested. All deviations from the schedule must be communicated to the relevant Correctional Centre or End User in advance.

DECLARATION OF ACCEPTANCE	ACCEPT ALL	DO NOT ACCEPT ALL
1. If the bidder declares to accept all the Special Conditions mentioned above, please indicate with a tick in the accept all.		
2. If the bidder declares not to accept all the Special Conditions, please tick in the do not accept all and provide a reason and proposal for each of the condition not being accepted.		
Comments by bidder: Provide the reasons for not accepting the special condition.		