



Independent Communications Authority of South Africa
350 Witch-Hazel, Avenue, Eco Point Park
Private Bag X10002, Centurion, 0157

**APPOINTMENT OF A SERVICE PROVIDER TO
SUPPLY, DELIVER, INSTALL AND MAINTAIN
HYGIENE SERVICES FOR ICASA HEAD OFFICE**

1. PURPOSE

The supply, delivery, installation, and maintenance of hygiene services at ICASA’s Head Office, for a period of eight (8) months, from the 1 March 2023 to 31 October 2023.

2. SERVICE DEFINITION

The Independent Communications Authority of South Africa (ICASA) intends to outsource the supply, delivery, installation, and maintenance of hygiene services to external service providers at ICASA’s Head Office. Qualified and interested companies with a presence in Gauteng Province or nationally, specialising in providing hygiene services are invited to submit a proposal to provide these services for ICASA as mentioned below:

| OFFICE | SERVICES |
|---------------|-----------------|
|---------------|-----------------|

| | |
|---|----------------------------|
| 350 Witch-Hazel Avenue, Eco Point Park, Centurion Building size: 10 000 square meters | - Hygiene Services (daily) |
| Contact persons | - Mzi Walaza: 082 414 9144 |

TECHNICAL MANDATORY

- Valid proof of affiliation with NCCA/BEEA

3. SPECIFICATIONS

3.1. BUILDING

- Office Park Building: Eco Point, Office Park
- Occupants: 300 staff members

SERVICE SCHEDULE

SCOPE OF WORK

4.1 Provision of the following services/items:

- 4.1.1 Supply, deliver, install, commission of hygiene services, which includes installation of hygiene equipment;
- 4.1.2 Supply and replenishment of hygiene service consumables;
- 4.1.3 All equipment to be kept in safe and good working condition at all times, and must comply with all health and safety regulations;
- 4.1.4 Any faulty equipment to be replaced/maintained at the service provider's cost in the event of mechanical breakdown/malfunction;
- 4.1.5 The equipment will be installed in various locations.

4.2 Auto hand sanitizers dispensers x 11 (Rental)

- 4.2.1 Must be mounted on the drywall partitions in the **kitchens** with **bracket**;
- 4.2.3 Auto hand sanitizers must be maintained monthly and refilled at all times;

- 4.2.4 Size: 500ml;
- 4.2.4 Colour: White;
- 4.2.5 The complete touch free operation/delivery will eliminate and help to reduce the spread of the germs;
- 4.2.6 Dose size 0.4ml per hand wash allows the dispenser to give you 2750 shots of hand sanitizers per refill
- 4.2.7 Must have an inspection window for an easy and convenient method of determining foam soap levels;
- 4.2.8 Each refill has its own pump, ensuring that the pump does not clog or break;
- 4.2.9 Controlled usage reduces servicing costs;
- 4.2.10 Optimized dosing reduces usage up to 60%;
- 4.2.11 Industry leading battery life of 3 years or 120 000 shots of hand sanitizers (Alkaline batteries only);
- 4.2.12 Dimensions: 11.2 (D) x 11.2 (W) x 20 cm(H);
- 4.2.13 The dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction;
- 4.2.14 Waterless application (just spray into hands and rub in);
- 4.2.15 SABS Approved;
- 4.2.16 500ml with alcohol-based sanitizer (70% alcohol);
- 4.2.17 99.99 % germ protection;
- 4.2.18 Non-sticky foaming formulation;
- 4.2.19 Soft on hands, this formula will not dry out your hands no matter how often it is used;
- 4.2.20 Waterless application (just spray onto hands and rub in);
- 4.2.21 The refill is hygienically sealed to prevent leaking.

4.3. Auto hand sanitizers with mobile stand x 22 (Rental) The mobile stands with sanitizers will be placed in the pause areas, open plan areas, reception areas, canteen, library and retail space;

- 4.3.1 Colour white;
- 4.3.2 Auto hand sanitizers must be maintained monthly and refilled at all times;
- 4.3.3 Dispensers with a touch-free operation;

- 4.3.4 Must have an inspection window for an easy and convenient method of determining soap levels;
- 4.3.5 Dose size 0.4ml per hand wash allows the dispenser to give you 2750 shots of hand sanitizers per refill;
- 4.3.6 The dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction.

4.4. Mobile wipes stand and bins (2 in 1 combination) x 17 (Rental)

- 4.4.1 The stand will be placed next to photocopier machine;
- 4.4.2 Mobile wipe stand must be cleaned and refilled on a weekly basis at all times;
- 4.4.3 Floor Stand Dispenser Dimensions 29" H x 10" W (each canister body);
- 4.4.4 Floor Stand Materials Aluminium;
- 4.4.5 Wipes Bucket Dimensions 10" H x 10" W;
- 4.4.6 Waste Basket Capacity 8 Gallons.

4.5 Touch free hand sanitizers at the biometrics readers x 49 (Rental)

- 4.5.1 Install touch free hand sanitizers next to all biometrics readers;
- 4.5.2 Dose size 0.4ml per hand wash allows the dispenser to give you 2750 shots of hand sanitizers per refill;
- 4.5.3 Each refill should have its own pump, ensuring that the pump does not clog or break;
- 4.5.4 Controlled usage reduces servicing costs;
- 4.5.5 Optimized dosing reduces usage up to 60%;
- 4.5.6 Industry leading battery life of 3 years or 120 000 shots of hand sanitizers (Alkaline batteries only);
- 4.5.7 Dimensions: 11.2(D) x 11.2 (W) x 20 cm(H);
- 4.5.8 Waterless application (just spray into hands and rub in);
- 4.5.9 SABS Approved;
- 4.5.10 500ml with alcohol-based sanitizer (70% alcohol);
- 4.5.11 99.99 % germ protection;
- 4.5.12 Non-sticky foaming formulation;

- 4.5.13 Soft on hands, this formula will not dry out your hands no matter how often it is used;
- 4.5.14 Waterless application (just spray onto hands and rub in);
- 4.5.15 The refill is hygienically sealed to prevent leaking.
- 4.5.16 Auto hand sanitizers must be maintained monthly and refilled at all times.

4.6 Damages to ICASA property

- 4.6.1 In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the cleaning service, the service provider undertakes to rectify/repair the damage immediately after notification by the Contract Section and/or Facilities division of the Authority. If the service provider fails to act after notification, ICASA will rectify the damages and costs will be recovered from the service provider.

4.7 Additional Notes

- 4.7.1 Cleaning materials and chemicals (with a minimum of 70% alcohol) shall not pose a health risk to personnel or clients and shall be cost-effective;
- 4.7.2 All products supplied must be environment friendly.

5 SPECIAL CONDITIONS

- 5.1 It is a MANDATORY condition to this RFQ that any damages caused by the successful service provider during maintenance or replacement of any equipment, the cost of repairs, including damaged walls, will be recouped from the successful service provider.
- 5.2 The successful service provider/s are expected to provide training to a 3rd party (on site cleaning company) to replenish consumables regularly, especially in high volume consumption buildings.
- 5.3 The successful SERVICE PROVIDER shall at its own cost maintain public liability insurance for accidents, injury or death during the execution of its contract. Proof of such valid insurance must be submitted with bid before closing time.
- 5.4 The service provider will at all times use good quality materials and in accordance with SABS specification.

- 5.5 Any electrical equipment used must comply with SABS, SANS and CKS specifications/certification requirements or equivalent. (Compliance certificate(s) must be submitted/attached)
- 5.6 All installations and removals of the equipment will be subject to written consent from ICASA. The successful service provider is liable for any damages of the premises when equipment is to be removed. The successful service provider will be responsible for any repairs, which includes but not limited to the replacement of wall tiles, patching/fixing drilled holes etc. to the premises (where applicable).
- 5.7 Where necessary, all batteries to be provided and replaced by the service provider, at their own cost.
- 5.8 Service provider must submit material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.
- 5.9 Contracted service provider will be expected to supply a plan of training and skills transfer to 3rd party staff in the replenishment of consumables, e.g. cleaning staff.
- 5.10 ICASA reserves the right to reduce quantities and assets, due to budgetary constraints or if there is a need for expansion.

6 CONTRACT PERIOD

- 6.1 Although within the discretion of ICASA, the minimum period that will be given to the successful SERVICE PROVIDER will be eight (08) months.
- 6.2 A Service Level Agreement will be signed between ICASA and the successful SERVICE PROVIDER

7 ADDITIONAL REQUIREMENTS

The information supplied in this RFQ will form the basis of a contract with the successful SERVICE PROVIDER and will be legally binding.

8 INSURANCE

- 8.1 Without limiting the obligations of the service provider in terms of this Agreement, the service provider shall effect and maintain the following insurances, covering:

- 8.2 Public liability insurance, in the name of the service provider, covering the service provider and ICASA against liability for the death of / or injury to any person, or loss of / or damage to any property, arising out of / or in the course of this agreement.
- 8.3 The service provider shall insure all its own possessions and equipment kept on the premises, in its own name.
- 8.4 All insurance must remain in force for the duration of this agreement
- 8.5 The service provider hereby guarantees that it shall make the necessary submissions of insurance to the satisfaction of the ICASA (copies of which policies shall be provided to the ICASA annually, within 7 (seven) days of awarding/acceptance of this contract, as proof that the required insurances exist and that it will comply with all terms, requirements and conditions in respect of insurance applicable to this agreement.

9 Compliance with Legislation

- 9.1 The successful service provider, tendering on items where labour and/or equipment are included, shall enter into an agreement with ICASA, indemnifying ICASA from the provisions of the Health and Occupational Safety Act (85 of 1993);
- 9.2 The service provider is to ensure compliance with the provisions of the OHS Act & all relevant regulations, by all employees of theirs & other contractors on the site. The service provider shall provide a suitable **comprehensive health and safety work plan** appropriate for the contract tendered for. All equipment to be kept in good and safe working condition at all times and to comply with all safety regulations, including all extension cords, etc.
- 9.3 The service provider shall register with the Department of Labour under Sectoral Determination 1: Contract Cleaning Sector, South Africa (Government Gazette No. 32741 and/or 29385), or an applicable sector within the Hygiene Services.
- 9.4 The service provider shall describe the firm's quality control system and demonstrate briefly that the firm has established adequate quality control

policies and procedures that comply with international standards such as ISO 9000.

- 9.5 The service provider shall supply and use only non-hazardous solvents preferably of a biodegradable and environmentally friendly nature. Where hazardous chemical substances are to be used these shall be submitted together with their chemical data sheets as required by the relevant regulations contained in the Occupational Health and Safety Act (Act 85 of 1993).

PRICE SCHEDULE: INSTALLATION OF HYGIENE EQUIPMENT

| Qty | Item Description | Unit Price | Frequency/number of times per month |
|--------------|--|-------------------|--|
| 11 | 500 ml Auto hand sanitizers installation | | Monthly |
| 11 | Refill of auto hand sanitizers on a weekly basis X 4 | | Monthly |
| 11 60 | Auto cut Paper Towel Dispensers + 2 ply laminate paper towels, 42gsm with superb wet strength with EU Ecolabel certification | | Monthly |
| 22 | Mobile hand sanitizer with stands | | Monthly |
| 22 | Refill of mobile hand sanitizer stands on a weekly basis x 4 | | Monthly |
| 17 | Hand sanitizing wipes with floor stand dispenser (photocopier machine) | | Monthly |
| 17 | 500 sheets of wet wipes bucket per stand/ in each bucket | | Monthly |
| 49 | Automated hand sanitizers at the biometrics readers | | Monthly |
| | TOTAL Services are rendered monthly | | |

| Description | Contract Period | Total Price Per Month (excl. VAT) R | VAT Portion R | Total Price Per Month (incl. VAT) R | Total Contract Price |
|-------------------------------|-------------------------|--|------------------|--|----------------------|
| Provision of Hygiene Services | Eight (8) months | | | | |

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|---|--|
| GRAND TOTAL: Total Contract Price for Provision of Hygiene Services for 8 months | |
|---|--|