



**Independent Communications Authority of South Africa**

350 Witch-Hazel Avenue, Eco Point Office Park  
Eco Park, Centurion  
Private Bag X10, Highveld Park 0169

**PROVISION OF OFFICE CLEANING, PEST CONTROL & WASTE REMOVAL SERVICES  
FOR THE DURBAN REGIONAL OFFICE FOR A PERIOD OF EIGHT (8) MONTHS**

**1. SPECIFICATIONS**

**1.1. BUILDING**

- a) Square metre: Offices and storerooms – 550 square metres
- b) Occupants/employees: 7-10
- c) Address: 13<sup>th</sup> Floor, Delta Towers, 323 Dr Pixley Kaseme Street, Durban, 4001

**2. SCOPE OF WORK FOR CLEANING SERVICES**

The scope of work includes the following:

- Main Entrance/Reception area;
- Offices (Open plan and enclosed) and passages;
- Boardroom/meeting rooms;
- Kitchen;
- Pause/Entertainment Area;
- Windows – internal;
- Cleaning and re-packing of all Storerooms (quarterly/every three months)

**3. CLEANING SERVICES**

**3.1. Number of personnel**

The contractor must provide ICASA with one (1) cleaning staff, who has been trained appropriately.

**3.2. Additional Resources/Personnel**

The contractor must make provision for additional resources/personnel when necessary to fulfil monthly, quarterly, bi-annual and annual cleaning obligation as specified.

### **3.3. Occupational Health and Safety**

The successful bidder will be required to comply with the requirements of the Occupational Health and Safety Act, Act 85 of 1993 and regulations as amended, which include, but not limited to:

- Safety procedure regarding equipment, stepladders and machinery.
- Procedure regarding reporting injury on duties.
- Procedure regarding identifying safety risks and resolving safety risks in the workplace as required by law.

The contractor is responsible to ensure that the services rendered meet all Occupational Health and Safety requirements, and always there will be no risk for any persons, staff members, members of public regarding Occupational Health and Safety.

### **3.4. Compliance with Labour Regulations**

The service provider must strictly adhere to all acts and regulations relating to human resources and remunerate all its employees in line with legislation and statutory requirements. ICASA shall not tolerate any unfair labour practices that happen within its premises and/or outside its building or close to its premises. Labour disputes are the sole responsibility of the service provider.

### **3.5. Damage Compensation**

The service provider will be held responsible for any damage or theft by its employees or due to their neglect whether in the normal execution of their duties or otherwise.

### **3.6. Damages to ICASA Property**

In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the cleaning and pest control services, the service provider undertakes to rectify/repair the damage immediately after notification by the Supply Chain 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.

### **3.7. Cost of Consumables**

ICASA shall provide water, electricity. The cost of the cleaning consumables, chemicals, detergents and disinfectants shall be for the account of the contractor.

## **4. OFFICES AND RELATED AREAS, ENTRANCES, FOYERS, RECEPTION AREA**

These areas must be cleaned/maintained at least once a day, but more often if necessary. The cleaning company must monitor the situation continually and make

arrangements for cleaning services as required. ICASA requires proper cleaning cloths for various areas in colour codes, as follows:

- Yellow – for workstations and equipment
- Blue – for lifts, staircases, walls, windows, paintwork, glass
- Red – for bathrooms
- Green – for kitchens

## **5. CLEANING ACTIVITIES**

**The following should be cleaned and dusted daily, with a soft cloth or duster:**

- a) All contents of each room/open area.
- b) All surfaces (including, but not limited to desks, credenzas and bookcases) and partitions.
- c) All vertical surfaces to be dusted up to a height of 2.4 metres.
- d) All artwork and frames.
- e) Wooden panels and partitions.
- f) Dust all window ledges and skirting boards.
- g) Wipe all light switches.
- h) Dust ceiling lights **(weekly)**
- i) Vacuuming.

### **5.1. Doors**

- a) Remove all dirty spots on wooden/aluminium or similar doors – daily.
- b) Polish doorknobs with an approved metal polish, where applicable – weekly.
- c) Wash all glass doors (inside and outside) with a degreasing agent and equipment that will not scratch the surface, as required – weekly or on request.

### **5.2. Furniture**

- a) Polish wooden furniture with an approved polish. Such polish should not be greasy and should not come off on anything it comes into contact with after it has been polished – **weekly**.
- b) Do not polish any laminated furniture.
- c) Remove all dirty spots from glass tops, desks and other furniture, such as bookcases, empty shelves – **daily**
- d) Damp-wash those parts of furniture covered in leather or imitation leather – **daily**.
- e) Treat upholstered or leather-covered parts of furniture with an approved agent –

**monthly.**

- f) Vacuum those parts of furniture covered with fabric – **weekly.**
- g) Wipe telephones & computers with a damp cloth using a suitable diluted disinfectant – **daily.**

### **5.3. Internal Walls**

- a) Remove all spots such as fingerprints on walls, paintwork, and electric switches – **daily.**

### **5.4. Blinds**

- a) Dust blinds – **weekly.**
- b) Clean blinds – **monthly.**

### **5.5. Glass partitioning and patios (if any)**

- a) Wash all full-height and low-level glass partitioning – **weekly or on request.**
- b) Mop and polish all the patios (if any) – **weekly or on request**

### **5.6. Floors**

- a) Clean all floors to maintain a high gloss – **daily.**
- b) Should entry to offices or high traffic make it difficult to treat floors, it should be done before office hours.
- c) Wash floors with an appropriate disinfectant – **daily.**

### **5.7. Carpets**

- a) High-traffic areas like passages – cleaned/vacuumed **daily.**
- b) Boardroom facilities – cleaned/vacuumed **daily.**
- c) Clean spots or stains daily. Guard against the use of cleaning agents that could damage or discolour the carpets.
- d) The carpets should then be washed with an appropriate carpet washing machine – deep cleaning **bi-annually.**
- e) When carpets are washed, dirty marks or stains should be removed after which the carpet should be thoroughly vacuumed. It should be always ensured that the carpets do not become excessively wet. All water should be removed until the carpets are damp only. Occupants should be requested not to walk on the damp carpets, if possible. Washing of carpets will be done regularly or when requested, after hours or on weekends (as arranged).
- f) Carpets to be vacuumed – **daily.**

### **5.8. Offices, Boardrooms, Reception, Open Plan, Entertainment/Pause Areas, & Passages**

- a) Clean water bottles and drinking glasses and refill with fresh water.
- b) During meetings, fresh water, coffee and tea should be available in the locations to be informed by the client.
- c) During meetings and official functions, all cutlery and dishes must be cleaned up on the same day, or as otherwise arranged with ICASA.
- d) Making tea/coffee and refreshments for meetings and washing dishes and utensils thereafter (as and when required).
- e) Tidy magazines and newspapers on coffee tables and/or shelving cabinets.
- f) Empty and clean waste bins - **daily**.
- g) Clean telephone instruments, office equipment, microwave surfaces (inside and outside), all cupboards (inside and outside), counter tops and work surfaces, inside and outside surfaces of refrigerators, kettles and urns.

### **5.9. Storerooms**

- a) Cleaning & dusting of all shelves and storage cupboards (**Monthly**)
- b) Removal of all disposable packaging and re-packing of storerooms (**quarterly**)
- c) Cleaning and/or washing of storerooms floors, walls and windows (**quarterly/bi-annually**).

### **5.10. Windows**

- a) Clean interior faces of windows on all floors, - **quarterly**.

### **5.11. Parking bays, ramps & surrounding areas**

- a) Clean and remove any refuse from all ICASA parking bays;

### **5.12. Waste Removal**

- a) Empty all waste bins at offices, kitchen, bathrooms and general areas – daily.
- b) All rubbish bins should be washed with an approved disinfectant.
- c) Sufficient rubbish bags need to be provided daily to line the bins at the kitchens, or general areas (at the service provider's cost).
- d) All rubbish bags will be removed from the containers with the rubbish intact and the containers will be lined with new bags - **daily**.
- e) The contents of waste bins and other office rubbish should be removed neatly in bags and deposited at the collecting points of rubbish bins provided for this purpose.
- f) Rubbish bags may not be dragged across floors or carpet tiles as the bags may be

damaged.

### **5.13. Kitchens**

- a) Kitchen floors to be washed - **daily**.
- b) Counters tops to be washed - **daily**.
- c) Cupboards to be cleaned and washed inside weekly to avoid infestation.
- d) Clean fridges, including those in offices - **weekly**
- e) Clean microwaves and other kitchen appliances - **daily**
- f) Empty and clean waste bins (**x2 daily**)
- g) Wash dishcloths and drying cloths
- h) Wash up and pack away any crockery and cutlery - **2 x daily or as additionally required**.

### **5.14. Pictures**

- a. Dust frames - **daily**
- b. Damp wipe frames - **weekly**
- c. Clean glass with glass cleaner - **monthly**

## **6. CLEANING EQUIPMENT**

Every worker must have cleaning resources, which include, but not limited to the following:

- 6.1.** Broom;
- 6.2.** Long/short dusters (colour coded);
- 6.3.** Mops;
- 6.4.** Scrubbing brushes;
- 6.5.** Buckets;
- 6.6.** Buffing machine, buffing liners (when necessary);
- 6.7.** Furniture polish;
- 6.8.** Multipurpose cleaner;
- 6.9.** Disinfectant hand soap;
- 6.10.** Dusters;
- 6.11.** Scourers;
- 6.12.** Dust pans;
- 6.13.** Cleaning gloves;
- 6.14.** Plastic bags for waste collection;
- 6.15.** Wet floor warning sign boards, where necessary;

- 6.16.** And all other necessary cleaning material/equipment, in line with approved cleaning industry regulations
- 6.17.** Washing up Dish Cloths and Drying Cloths;
- 6.18.** Vacuum cleaner

### **7.1 Warning Boards**

Clearly readable warning boards or signs shall be appropriately displayed where the rendering of the service may cause injury to any person(s).

## **8. Staff Requirements/Working Hours**

- 8.1** The service provider must provide proof that cleaning personnel have undergone skills and knowledge-based training and qualifications in the professional cleaning industry, by an approved and accredited Services SETA organisation(s).
- 8.2** The service provider shall also be responsible for the provision of supervision. This supervision shall be carried out by a competent and experienced person with the necessary skills, knowledge and qualification at supervisory level. The details of the supervisor shall be provided before the contractor commences with any work on the premises.
- 8.3** The service provider shall also inform the designated Representative of ICASA of any changes in supervisory and cleaning personnel. The supervisor shall also be always contactable.
- 8.4** The service provider shall make provision for additional resources (cleaning personnel, etc) that may be required for quarterly, bi-annual and annual tasks.
- 8.5** The supervisor shall be responsible for the accurate attendance and/or replacement of cleaning staff.
- 8.6** The supervisor shall also be responsible for monitoring the quality of work and the completion of the daily, weekly, fortnightly and monthly check sheets.
- 8.7** The supervisor and/or cleaner must report to ICASA any defects identified e.g. broken mirrors, blocked toilets/urinals, non-functional hygiene equipment, broken windows etc. during the cleaning of the building.
- 8.8** The service provider will ensure the cleaner is available between 07h30 – 16h30 on all working days (Monday – Friday), to maintain an efficient cleaning service at all times to all areas.
- 8.9** Relief or replacement staff must be made available within 2 hours, with proof of training/cleaning knowledge, otherwise penalties will be incurred.
- 8.10** The cleaner must have good communication and people skills as they will be in regular contact with clients and observe ICASA's protocols and office rules.

- 8.11** The cleaner must always maintain a professional level of client service.
- 8.12** The cleaner must ensure safe handling of all office equipment, official documents and any other items when cleaning and should maintain high levels of confidentiality.
- 8.13** The cleaner will be responsible for keeping the refuse area reasonably clean and ensuring the refuse is correctly sorted into the relevant bins.
- 8.14** The cleaner will ensure that the pre-sorted waste coming out of the building is placed into the correct recycling bins.
- 8.15** ICASA reserves the right to request the successful service provider and their staff to undergo a security vetting process.

## **9. Uniform Clothing**

- 9.1** Attention should be given to the good presentation and appearance of the cleaner.
- 9.2** The cleaner must be dressed in a good quality uniform, with name/identification badges, shoes, gloves etc. supplied by the service provider at their own cost.
- 9.3** All worn-out uniform and name/identification badges must be replaced with immediate effect at the service provider's cost.
- 9.4** Identification badges must be always worn and be visible while on the premises.
- 9.5** The cleaner's details to be employed on this contract must be furnished beforehand.

## **10. CLEANING MATERIALS/CHEMICALS & EQUIPMENT(S)**

- 10.1** Responding service providers to state specific types of cleaning materials/chemicals and equipment(s) to be used, as well as required quantities monthly, which will be made available for the duration of this RFQ/contract by the service provider.
- 10.2** Responding service providers to provide/list of alternative products and/or equipment(s) that will be supplied for cleaning purpose if different from those mentioned below.
- 10.3** The cleaner must be trained on every aspect relating to the handling of all equipment that they use with regards to this contract. The contracted service provider will be held responsible for any damages or injuries arising from any misuse or negligent use of such equipment by their "on-site" staff member/cleaner(s).
- 10.4** Responding service providers to include items that might have been omitted on the blank spaces provided below.



| <b>No.</b>                                        | <b>Description</b>                  | <b>Quantity</b> |
|---------------------------------------------------|-------------------------------------|-----------------|
| <b>MINIMUM CLEANING MATERIALS &amp; CHEMICALS</b> |                                     |                 |
| 1                                                 | Disinfectant                        | 2               |
| 2                                                 | Black bags (heavy duty)             | 1               |
| 3                                                 | Liquid hand soap                    | 1               |
| 4                                                 | Acceptable glass and mirror cleaner | 1               |
| 5                                                 | Degreasing Agents                   | 1               |
| 6                                                 | Furniture Polish                    | 2               |
| 7                                                 | Insecticide                         | 2               |
| 8                                                 | Disinfectant                        | 2               |
| 9                                                 | Deep Clean Chemical                 | 2               |
| 10                                                | Bin Liners                          | 1               |
| 11                                                | Dishwashing Liquid 750ml            | 2               |
| 12                                                | Bleach                              | 2               |
|                                                   |                                     |                 |
|                                                   |                                     |                 |
|                                                   |                                     |                 |
| <b>EQUIPMENT(S)</b>                               |                                     |                 |
| <b>Numbering</b>                                  | <b>Description</b>                  | <b>Quantity</b> |
| 1                                                 | Brooms (Interior)                   | 1               |
| 2                                                 | Buckets (industrial)                | 1               |
| 3                                                 | Scrubbing brushes                   | 1               |
| 4                                                 | Vacuum Cleaner                      | 1               |
| 5                                                 | Mops                                | 1               |
| 6                                                 | Buffing Machine/Scrubbing Machines  | 1               |
| 7                                                 | Dusters/Cloths                      | 3               |
| 9                                                 | Polishers                           | 2               |

|                         |                          |   |
|-------------------------|--------------------------|---|
|                         |                          |   |
| 10                      | Carpet cleaning machine  | 1 |
| 11                      | Janitorial trolleys      | 1 |
| 12                      | Ladder (long)            | 1 |
| 13                      | Ladder (short)           | 1 |
| 14                      | Industrial steam cleaner | 1 |
| 15                      | Safety signs/boards      | 1 |
| 16                      | Dust pans                | 1 |
| 17                      | Vacuum cleaning machine  | 1 |
| (Please add,<br>if any) |                          |   |
|                         |                          |   |
|                         |                          |   |
|                         |                          |   |
|                         |                          |   |
|                         |                          |   |

**10.5** All equipment should be of an acceptable quality standard. An acceptable quality standard would be equipment of a brand name that is recognized within the facilities management industry as being durable in construction and reliable in service.

**10.6** ICASA will inspect the condition of the following cleaning equipment that is needed (before the contract starts).

**10.7** The successful service provider must ensure that there's enough back-up cleaning material and equipment.

## **11. Fire Extinguishers**

The service provider and his/her employees shall not, under any circumstances, make use of fire hose reels or other fire extinguishers on the site in the activities attached to the rendering of the services.

## **12. Flammable and/or poisonous substances**

The service provider shall not use or store any poisonous or highly inflammable substances on the premises without the written consent of the ICASA for the rendering of the services or any other purposes.

## **13. Training**

The cleaner must be trained by the service provider (at own cost) on the correct cleaning and hygiene procedures, sorting of waste, importance and procedures in recycling and the impact this has on the environment.

#### **14. Insurance**

**14.1** Without limiting the obligations of the responding service providers in terms of this Agreement, the contracted service provider shall effect and maintain the following insurances, covering:

- Public liability insurances, 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 during this agreement.
- The service provider shall insure all its own possessions and equipment kept on the premises, in its own name.

**14.2** All insurance must remain in force for the duration of this agreement, including UIF and accidents for the cleaning staff.

**14.3** 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.

#### **15. Cleaners Waiting Area(s)**

**15.1** The client will be able to provide a cleaners' waiting area.

**15.2** The cooking of food will not be tolerated in the cleaners' waiting area, or in any area that is not designated for such purposes.

#### **16. Pest Control Services**

**16.1** Identify pests and assessing the degree of infestation. Pest control measures should include spraying, rodent bait, chemicals and fogging (i.e. treatment measures methods) – **quarterly**

**16.2** Pest control coverage should include, but not limited to fish moths, cockroaches, mosquitoes, ants, mice, rats, flies, termites, booklice, spiders, fruit flies etc.

**16.3** Areas of treatment should include, but not limited to the offices, kitchens, boardrooms, meeting rooms, storerooms, filing rooms, library, main entrance areas, fire hydrant closets, toilets, cabling & pipe duct closets, and surrounding areas.

**16.4** At the completion of every quarterly service, the service provider must provide ICASA

with a written report and/or logbook, with accurate records of all services.

**16.5** Mild and odourless chemicals and equipment used must be user-friendly, taking into consideration employees with respiratory medical conditions (e.g. asthma etc.).

**16.6** These services must be rendered without impacting the daily operations and activities of ICASA, and compromising the health and safety of employees, by unnecessarily exposing them to pesticides.

## **17. Waste Recycling**

**17.1** ICASA supports the National Waste Management Strategy, a legislative requirement of the National Environmental Management: Waste Act, 2008 (Act No. 59 of 2008). The strategy encourages the separation at the source of recyclable materials from the general waste stream and the reuse of these materials. The objective of recycling is to save resources as well as reduce the environmental impact of waste by reducing the amount of waste disposed at landfills.

**17.2** The cleaning personnel shall separate waste (i.e., paper, tins, bottles, food, plastics, toners, light bulbs etc.) collected from emptying of dustbins and put them in the recycling bins on a daily basis (once in the morning and once in the afternoon).

**17.3** The service provider shall either have the waste collected by a recycling company or taking it to a registered waste management drop-off centres/disposal sites, in line with applicable municipal by-laws and legislation.

**17.4** The service provider must be registered with the local authority or approved relevant authority as the waste handler/transporter – please provide valid proof.

**17.5** The service provider must comply with all relevant legislation pertaining to waste management and the environment, including, but not limited to Waste Information Regulations (Government Notice No R 625 of 2012). Failure to comply with these requirements may constitute an offence in terms of the National Environmental Management: Waste Act, 2008 (Act 59 of 2008).

**17.6** The service provider shall maintain their knowledge and skills at levels consistent with development in technology, legislation, and management of waste.

**17.7** The service provider must ensure that the waste permit from the registered disposal site to be used is available, if so requested, and suitable for waste disposed there.

**17.8** The service provider to supply ICASA with waste recycling bins, to be placed at identified common areas within each floor of the building.

**Table 1: The waste recycling bins must be clearly marked for each type of refuse.**

| <b>Service Description</b>                          | <b>Service Task</b>                                                                                                                                                                                                                                                                 | <b>Intervals</b>                                  |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Wet-waste removal/collection                        | Removal of recyclable wet waste from offices to temporary storage<br>Removal of recyclable wet waste from the building premises to a recognised waste recycling/disposal site                                                                                                       | Daily, at 09h00 & 14h00<br>Every 2nd business day |
| Dry-waste removal/collection                        | Removal of recyclable dry waste (e.g. paper, newspapers, card boxes, plastic, bottles etc.) from the offices<br>Removal of recyclable dry waste (e.g. paper, newspaper, card boxes, plastic, bottles etc.) from the building premises to a recognised waste recycling/disposal site | Daily, at 09h00 & 14h00<br><br>Once a week        |
| Waste-to-landfill (non-recycled) removal/collection | Removal of non-recyclable waste materials to a recognised waste recycling, landfill and/or disposal site (e.g. irreparable assets – approved for disposal)                                                                                                                          | Once a week, or as & when required                |

## **18. ADDITIONAL SERVICES REQUIRED**

**18.1** This section defines additional services that will fulfil ICASA's tender requirements as set out in this document.

**18.2** Successful service provider' will assist in the preparing and serving of refreshments at pre-arranged times;

**18.3** Service provider will be responsible for cleaning of windowpanes, that can be accessed without special aids such as ladders or scaffolding; and

**18.4** Bidders will be required to clean and maintain of the front sidewalk, paved areas

and garden.

## **19. CONDITIONS**

- 19.1** It is a condition of this bid that any damages caused by the successful service provider during maintenance or replacement of any equipment, the cost of repairs thereof will be recouped from the successful service provider.
- 19.2** The successful bidder 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.
- 19.3** The service provider will always use good quality materials and in accordance with SABS specification.
- 19.4** Any electrical equipment used must comply with SABS, SANS and CKS specifications/certification requirements. (Compliance certificate(s) from SABS must be submitted).
- 19.5** 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 for example any repairs, which includes but not limited to the replacement of wall tiles, patching/fixing drilled holes etc. to the premises.
- 19.6** Where necessary, all batteries to be provided and replaced by the service provider, at their own cost.
- 19.7** Service provider must submit material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.

## **20. MANDATORY REQUIREMENTS**

**NB: Failure to submit the following requirements with the proposal will disqualify the bidder's proposal.**

- 20.1** Proof of affiliation with relevant cleaning bodies/associations (e.g. NCCA, BEECA, BCCCI or equivalent); proof of compliance with government requirements (valid COIDA; UIF; letter(s) of good standing etc.); proof of staff training for your current staff (certificates), preferably SAQA or Services SETA accredited; type of equipment to be used in cleaning of offices and provision of hygiene services and clarity on how green/organic are the cleaning chemicals to be used

- 20.2** Proof of public liability (minimum of R500 000.00) / letter of Intent from the Insurance company) to be attached. Provide an original letter or a certified copy from the issuing company. If proof of public liability for a minimum threshold of R500 000.00 is not attached, the bidder will not be considered further in the process.
- 20.3** Waste removal certificate (attach certificate as proof) if you are using the third party please attach the certificate and agreement.

Mandatory Requirements will first be applied before selections are made for the next phases as indicated below.

### **General**

The service provider must provide the following:

- a. Guaranteed workmanship
- b. Prompt service always
- c. Reliable and trustworthy staff with knowledge of all aspects of the service to be provided
- d. Safety data sheets of all chemicals/products to be made available
- e. Certification of disposal of ex-chemicals (dumping of waste) to be made available.
- f. SABS Approved chemicals shall be used
- g. Environmental friendly chemicals shall be used
- h. Non toxic chemicals shall be used
- i. All relevant safety equipment for staff to be in place and always used.
- j. All equipment to be in a sound state of use no exceptions (electrical extension cords etc.)
- k. All staff to be clearly identifiable by means of uniform with an identifying logo
- l. All staff to be compensated within the legal labour rate