

Overview

- i The successful bidder will be required to effectively manage the provision of the cleaning services to ensure passenger and airport staff safety at all times such as the adequate supply and placement of wet floor signs, working at height safety measures etc.
- ii All work shall conform to all relevant SANS standards, OHS ACT regulations, Environmental regulations and all other legislation that might be relevant to the contract and the execution thereof.
- iii All work shall be carried out in accordance with prevailing industry norms and best practice and will at all times comply with OEM requirements.

The successful bidder will provide cleaning services in relation to the following sub-categories:

- a. General cleaning < 2.5M height.
- b. Specialised cleaning
 - i. Auto scrubbing.
 - ii. Deep cleaning of carpet.
 - iii. Deep cleaning of ablutions
 - iv. Deep cleaning / High pressure cleaning
 - v. High access cleaning > 2.5M height.
 - a. Rope access cleaning/abseiling.
 - b. High-level façade cleaning (window / cladding cleaning)
 - c. Ad-hoc cleaning where needed.
- c. Hygiene services;
- d. Cleaning consumables and materials; and
- e. Cleaning machinery and equipment

In general, the scope of work should cover, inter alia; all internal and external, general, specialized and routine cleaning of common areas. Including; floors, tiles, walls, suspended ceilings, lighting, furniture, window cleaning, deep cleaning of sanitary conveniences, washing facilities, kitchens and dining areas, consumables, feminine hygiene facilities, nappy bins as well as cleaning of telephones, IT equipment, carpet cleaning, external cleaning, litter picking, and removal of chewing gum and graffiti, cleaning of furniture, cleaning of signage, high pressure cleaning of outside spaces including pavings, car parks, changing bin liners and emptying refuse bins when full and other periodic cleaning as required.

KSIA	Approximate Square Meterage (m2)										
Airport Section	Floor/Ground Surface Type			Total Area Size	Ablution Facilities			Other Areas of Work			
	Marble/Terrazo/Ceramic etc	External concrete/paved/tarred	Carpets		Female	Male	Unisex	High rise Window cleaning	Lifts/Lift cages	Escalators	High Rise walls, paintwork, cladding etc
Maintenance Buildings	883	6000	529	7412	180	180	5	0	0	0	0
Multi Story Office Block (MSO)	466	0	2124	2590	100	100	25	990	20	0	990
Multi Story Parkade (MSP)	1399	45109	0	46508	36	36	10	200	20	50	2000
Entrance Gates/Guard houses	575	575	0	1150	0	0	50	0	0	0	0
Fire & Rescue	835	0	713	1548	80	80	20	300	20	0	300
Terminal building	67104	8000	7500	82604	1900	1900	400	16000	250	300	11000
Permit Office	67	0	0	67	6	6	0	0	0	0	0
Staff Processing	153	0	0	153	30	30	0	0	0	0	0
Land Side Paved Areas	0	25000	0	25000	0	0	0	0	0	0	0
Car Parks	0	83000	0	83000	0	0	0	0	0	0	0
Total square meterage	71482	167684	10866	250032	2332	2332	510	17490	310	350	14290

NO	Airport Section	Female Toilet Set	Male Toilet Set	Disabled Toilet Set	Baby Change Facility Set	Unisex Toilets Set	Combined Baby Change Facility Set	TOTAL NO. OF ABLUTIONS SETS
1	Multi Story Office - MSO	5	5	5	0	0	0	15
2	Multi Story Parkade	2	2	2	0	0	0	6
3	ARFF Building & Guard Houses	4	4	2	0	0	0	10
4	Maintenance Buildings	3	3	3	0	1	0	10
5	Terminal Building	25	25	22	8	6	0	86
6	Parkings	0	0	0	0	0	0	0
7	Staff Processing	0	0	0	0	2	0	2
8	Guard Houses	0	0	0	0	5	0	5
9	Permit Office	1	1	0	0	0	0	2
	Total	40	40	34	8	14	0	136

No	DESCRIPTION
	Consumables/Materials
1	Hand Soaps - 5 Litre (Premium Quality)
2	Toilet paper per Bale - 1 Ply virgin
	48 Rolls per Pack.
	500 Sheet per Roll as per SABS or SANS Regulations. – SABS 648:1980
	Sheet Size: 100mm x 110mm
	20gsm Paper.
	Single ply Toilet paper
3	Refuse Bags (Clear)
	Large
	Medium
	Small
4	Maslin Cloth
5	400g Roll mutton cloth
6	Microfibre Cloths
	Green - Basins
	Blue - Mirrors
	Red - Bathrooms
7	Microfibre Sleeves
8	Vacuum Bags
9	Gloves (General purpose)
10	Dust Masks
11	Scrubbing Pads (Machines)
12	Urinal Mats
13	Scourers
14	Cleaning Chemicals & Detergents

Conditions

1. Contract Startup will be a minimum of 5 Calendar days from award.
2. All staff will need to comply with ACSA permit requirements.
3. All staff will be suitably attired in uniform.
4. The bidder must ensure full compliance with labour law and includes,
 - Staff remuneration not less than the minimum rates prescribed in law.
 - Must be compliant with the requirements set out by the KZN bargaining council.
 - Comply fully with the labour relations act.
 - Comply and adhere to any other regulation / law as it relates to the service.
5. Ensure timeous procurement of 3rd party goods and services at all times.
6. Ensure full attendance of staff at all times, the bidder must ensure a pool of relievers are available to ensure staffing levels are met.

Resource Requirements:

The following full-time resources are required to execute the work effectively who will be based on site

Staff Experience:

Qualifications / Requirements of the staff will be as follows:

	RESOURCE TYPE	EXPERIENCE		QUALIFICATION	Minimum Number of Resources
1	Contract Manager / Site Manager	Minimum years	3	A combination of the following: <ul style="list-style-type: none"> • Management / Supervisory skills training • Occupational health and safety training 	1
2	Assistant Contract Manager / Assistant Site Manager	Minimum years	3	A combination of the following: <ul style="list-style-type: none"> • Management / Supervisory skills training • Occupational health and safety training 	1
3	Senior Shift Supervisor	Minimum years	2	<ul style="list-style-type: none"> • Supervisory skills training • Occupational health and safety training 	3
4	Supervisor	Minimum year(s)	1	<ul style="list-style-type: none"> • Supervisory skills training • Occupational health and safety training 	8
5	Administrator	Minimum year(s)	1	Matric	1
6	Auto Scrubber	Minimum year(s)	1	Certification / training by the equipment manufacturer / supplier	2
7	Carpet Cleaner	Minimum year(s)	1	<ul style="list-style-type: none"> • Relevant carpet cleaning training • Certification / Training by the equipment manufacturer / supplier 	2
8	High Pressure Cleaning Operator	Minimum year(s)	1	<ul style="list-style-type: none"> • Drivers license • Certification / Training by the equipment manufacturer / supplier 	1

9	Window / High Access Cleaners	Minimum year(s)	1	Working at height training	6
10	Rope access technician	Minimum year(s)	1	Level 1 certification	1
11	Rope access technician	Minimum year(s)	1	Level 2 certification	1

Replacement of Staff

Staff removed for any reason whatsoever shall be immediately replaced. Replacement staff shall have the competence and abilities equal to or better than that of the personnel they replace. (Note: If for any reason any staff members are replaced. It is the contractor's responsibility to familiarise new staff with the requirements of the service. New staff members will not be considered a valid reason for any decline in service levels).

Legal Requirements

The service provider is required to ensure compliance with all legal requirements pertaining to this service. This includes national, regional legislation as well as local Municipal By-Laws. The key legislation and regulations include but is not limited to the following:

- The Hazardous Substance Act (Act15 of 1973), as amended
- The Environmental Conservation Act (Act 73 of 1989), as amended
- The Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Labour relations Act
- National Building Regulation
- Relevant South African National Standard(s)
- Relevant labour law
- Other relevant legislation
- Other relevant regulation
- Municipal by-laws
- Industry standards and best practise
- Occupational Health and Safety Act: Section 9 of the Occupational Health and Safety Act 1993

The act imposes a duty on companies and directors to ensure, as far as reasonably practicable that persons other than just those in their employ who may be directly affected by their activities are not exposed to health and safety hazards. Safety shall be strictly adhered to at all times.

Health and safety, the environment and quality assurance

Health and safety risk management

An Occupational Health and Safety File in line with the Occupational Health and Safety Act as well as in line with ACSA guidelines must be submitted. Work will only commence once the file has been approved by the Safety Manager and a permit to work is issued.

The Service Provider will supply all on-site personnel with the necessary PPE and a uniform, with the company logo, which ensures all employees are easily identifiable. Submission of

relevant medical certificates together with the Safety File as per Occupational Health and Safety requirements. The safety file will be approved by the Safety department. The appointed service provider must make allowance for appropriate PPE for all staff in line with regulations set out by the relevant authorities.

The *Contractor* shall comply with the health and safety requirements annexed to this Service Information.

Workman's compensation letter of good standing must be aligned to the scope of work or written proof must be provided that employees will be covered given the activities executed in the service.

In addition, the service provider shall ensure the following information is included in the safety file:

- Measures to ensure that application of the chemicals will not in any way harm staff, visitors and the environment.
- Housekeeping measures to be implemented on site by the service provider.

Provide the necessary hoarding, signage, trolleys etc to safely execute works.

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
1	Ceiling area (2.5m and below) which includes: Ceilings, canopies and fixtures and fittings	<p>1. Remove all spots, graffiti and fingerprints on walls, painted surfaces, electric switches, etc.</p> <p>2. Remove cobwebs from the ceiling and all other fixtures and fittings</p> <p>3. Wet wipe and dry washable surfaces</p>	<p>No appearance of dirt and fingerprint marks streaks/walls shiny and clean at all times</p> <p>Walls and doors including all wall cladding and cladding to lifts and miscellaneous cladding: No graffiti, no stains of all types, No marks, dust-free and no watermarks.</p>	Weekly	Monthly	
2	Light fittings, reflectors and diffusers <i>Excluding areas within the 2.5m height threshold that are a safety risk and cannot be performed by a general cleaner</i>	Light fittings, reflectors and diffusers should be cleaned appropriately (surface clean with a special mop for cleaning diffusers) to ensure protection. The process should ensure that the units are free from ingrained dirt, dust and debris and void of all stains and markings	No appearance of dirt, stains, marks and dust-free, shiny and clean at all times	Weekly	Monthly	
3	Floors (Porcelain, ceramic, marble, Mondo, terrazzo, slate/stone and vinyl)	<p>Sweep, scrub. Mop, polish and buff, to maintain high grade and quality of tidiness.</p> <p>All floors to be maintained to manufacturer's requirements and standard.</p> <p>High Gloss Marble polishing to be done continuously.</p> <p>Concrete floors and pavers High pressure cleaning Hard brush cleaning with single disk machine</p>	<p>Floors to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect, no watermarks and streak marks</p>	Daily	Daily	<p>Floors are to be preferably cleaned by sweeping with a soft broom</p> <p>Floors must be washed with a light duty detergent with an auto-scrubber.</p> <p>Excessive amounts of cleaning solution should be avoided as it may seep between the tiles affecting both the adhesive and the tile. The clean-solution and the nylon pad should be changed at frequent intervals. All marble and porcelain floors are to be polished to ensure that a constant sheen remains.</p>

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
4	Internal and External concrete/Grano	Sweep, remove litter, remove bubble-gum and cigarette butts, constantly scan the area to check for litter, wipe bins and barriers, wipe pay stations and booms to minimise dust	Surfaces to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect, no watermarks and streak marks	Daily	Daily	
5	Tar/Pavement	Sweep, remove litter, remove bubble-gum and cigarette butts, constantly scan the area to check for litter, wipe bins and barriers, wipe pay stations and booms to minimise dust	Surfaces to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect, no watermarks and streak marks	Daily	Daily	
6	Carpets/Loose and entry mats/Rugs	Vacuum and spot clean - high traffic and low traffic areas. Remove spots, stains and spillages using emergency kit, interim clean, restorative clean and steam clean. Regularly change rain mats (loose carpet to entrance of terminals), remove litter during intervals when no boarding is taking place. Pile lifting of dirt Deep cleaning by wet extraction. Steam cleaning of carpets	Maintain the carpets as per manufacturer's guide. Carpets to be clean and stain free at all times.	Daily 1 per week 1 to 2 per week	Daily 1 per week 1 to 2 per week	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		Maintain to manufacturer's requirements and standards		1 to 2 per week	1 to 2 per week	
7	Stairs	Sweep with dust control mops, wash and mop all floors, burnish with floor machine, deep cleaning, manage spillage & remove stains	No appearance of dirt streaks with surface clean at all times. Hand rails shiny and clean at all times	Daily – Maintained continuously	Daily – Maintained continuously	
8	Glass, mirrors	Wet wipe with damp cloth and dry with dry cloth in toilets/washrooms Use glass cleaner on ornamental mirror surfaces	No appearance of streak marks, no watermarks, dust free and no hand/fingerprints Maintain high gloss/shiny finish at all times	High density areas must receive constant attention. 2-3-hour intervals daily	Daily	
9	Chrome and Brass works	Dust and polish with approved polisher	No appearance of stains and streak marks, dust free with no fingerprints	Weekly	Monthly	
10	Linen (includes Blinds, curtains, linings and drapes) Bed linen will be cleaned weekly when not in use or will be cleaned after every use.	All linen to be washed/dry cleaned, fragranced and ironed. Removal of curtains, linings and drapes and returned to original position after wash.	No appearance of stains, marks, dust free, crease free at all times.	Monthly	Monthly	
11	Furniture (internal and underside) and counters, notice boards, ACSA security desks Furniture includes, but not limited to: Desks, tables, chairs, upholstery/soft furnishing seating and radiators, aircons, shelving, books cases, cupboard interiors and glass displays.	Wipe daily with damp cloth Polish top of tables, desks and check-in counters with an approved furniture polish. Use Cloth or soft nylon brush. No abrasive scrapers or blades to glass & aluminium Feather dust all glass before washing Use Soft mutton cloth or micro fibre cloth	All furniture shall be cleaned appropriately and sanitised to ensure protection and cleanliness. No appearance of dust, ingrained dirt, bubble-gum deposits, grease stains, streak marks, smears and heavy build-up of dirt in corners at all times. Follow	Daily - 1 per day but maintained continuously	Daily 1 per day but maintained continuously	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		M3 stainless steel polish only	manufacturer's instructions carefully where necessary.			
12	Blinds	Remove dust and damp wipe with cloth. Dust and steam clean in position	No appearance of dust and stains at all times	Twice per month	Month	
13	Telephones (Public and office)	Dust and wipe with damp cloth using disinfectant	No appearance of dust and stains at all times	Daily - 1 per day	Daily - 1 per day	
14	Lifts, Travellators and Escalators	Cleaning of the following: Balustrades, Landing plate, External stainless-steel escalator housing, lift floors and lift cages Dust, pick up litter, wipe control panels, detail cleaning of elevator floors, clean hand rails and balustrades, clean glass surfaces of escalators and steps. Step cleaning: General cleaning; and Deep cleaning (removal of steps) Note: Chemicals and cleaning equipment to be approved by equipment manufacturers.	No appearance of dust, stains, spillages, marks, fingerprints and grime build-up at all times	Daily - 1 per day but maintained continuously	Daily 1 per day but maintained continuously	
15	Fire escapes	Sweep/mop as necessary Damp wipe hand rails Remove litter, bird nests and bird droppings Disinfect fire escapes	No appearance of dirt, litter, marks and bird nests and bird droppings at all times	Weekly	Weekly	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
16	Garbage Bins	Empty and clean/wipe spillages with disinfectant once every shift or when the bin is ¾ full. Deep cleaning of terminal bins (clean inside and outside, including the base) by washing, disinfecting, drying and polishing with stainless steel polish. Hosing of auto-bins (clean inside and outside, including the wheels) by disinfecting and high-pressure cleaning. Cleaning of Concrete bins in line with abovementioned standards	No appearance of litter around the bin, no spillages, no build-up of grime, no odour coming from the bin at all times	Weekly deep cleaning of terminal bins Daily hosing of auto-bins Daily cleaning of concrete bins (once per shift)		
17	Baggage processing equipment area	Sweep tunnels, under and around the equipment, litter picking and apply prescribed standard for relevant surface	No appearance of dirt and litter around the equipment. Floors to maintain performance measure of relevant floor surface.	Daily - 1 per day but maintained continuously		
18	Public areas, lobbies	Sweep, vacuum and clean glass/Perspex surfaces. Remove waste at security and information counters, pavements, podiums, waiting areas, in order to maintain a high state of cleanliness	Surfaces to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect where applicable, no watermarks and streak marks	Daily - 1 per day but maintained		

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
19	Cleaning of toilets/ablutions, seats and covers, urinal and wash basins, taps, tiles and windows	Clean with disinfectant on a continuous basis. High dust tops of doors, partitions and advertising boards, wipe hygiene equipment, clean doors, partitions and walls, remove stickers/bubble-gum, detail clean edges, corners and skirting. The public toilets must be manned by a cleaner of the same sex; Colour-coded micro-fibre cloths and marked/colour-coded spray bottles to be used for separately cleaning basins, urinal & tiles. Deo blocks/urinal mats or equivalent consumables to be provided to address "smell/odour" issues. Empty bins, clean floors, wash and mop all floors. Concentrate on minimising water residue from floors, basins and mirrors, check cubicles and flush, wipe doors, clean bowls, seat covers, basins and taps, clean mirror, check toilets and flush and wipe flush master, change water as it becomes dirty.	Minimal appearance of water residue/water on the floor, clean bowls, no water on basins, clean at all times, at least 2 toilet rolls in toilet roll holder at all times, at least half level of soap in soap dispenser Used papers are all in the bins	Daily - Continuously	Daily – Continuously	No abrasive brushes to be used to clean toilet bowls and basins. Taps to be cleaned with SABS approved products to prevent scratching/rusting and dirt build-up Toilets to be deep cleaned after airport operational hours using SABS approved products Urinals to be cleaned thoroughly and cleanliness must be maintained at all times. No handy andy or other ammonia based products to be used on urinals
20	Deep cleaning toilets/ablutions	Deep clean bowls and urinals using undiluted chemical as per instruction, apply floor chemical, stronger dilution to floor, using single disc machine for stripping floors where necessary. Pre-soak basin/toilet/urinal with chemical as per dilution requirements, use brush, flush, wipe flush master, detail clean all limescale around taps and mirrors clean limescale under hygiene	Bowls, urinals and taps to have no limescale, must not be discoloured, no stickers on floors or doors, no dust on top of partitions and doors, edges to have no residue, cleaner trolley to be clean, refill toilet rolls and soap to full levels in preparation for morning	Daily	Weekly	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		equipment, clean behind bowls, wash/disinfect/wipe all sanitary bins, high dusting (tops of doors, advertising, partitions) where necessary, clean edges, corners and sluice room and trolley, wipe hygiene equipment, wipe doors, partitions and walls, ceilings, remove stickers/gum, detail clean edges, corners and skirting, wipe seat covers, basins and taps, clean mirror. Disinfect waste bins. Include cleaning of disabled toilet and baby room - include baby room chair and changing station. Wash all walls from ceiling to floor including dusting and wiping of ceilings				
21	Pillars/Poles and columns	Dust and wipe with damp cloth using disinfectant	No appearance of dust and stains at all times	Weekly – But maintained continuously	2 per month – but maintained continuously	