

## **ANNEXURE 2**

### **CLEANING SERVICES SPEC**

TDR FOR PROVISION OF INTEGRATED FACILITIES  
MANAGEMENT AT TRANSNET ISANDO, SENTRA  
RAND & ELANDSFONTEIN PRECINCT FOR A PERIOD  
OF  
3 YEARS

## 1. BACKGROUND

Transnet Freight Rail requires the services of a cleaning Bidder for the provision of good quality cleaning service for TFR Isando- Elandsfontein Buildings for a period of 36 months.

The scope of works includes cleaning of office space, ablutions, kitchens, passages, communal areas, external surroundings, deep cleaning, vacuuming and other cleaning-related and complementary services etc.

The Bidder is required to provide all necessary resources (equipment, consumables, personnel etc) for the proper cleaning of above mentioned areas and execution of the work. Such resources shall be of a high standard, appropriately maintained and suitable for use within the Buildings.

The Bidder shall ensure that the OHS Act and any other relevant legislative prescripts, policies and procedures are observed, and shall ensure that all cleaning functions and activities are carried out in a compliant manner.

Buildings	Location	Cleanable floor area				Wooden & Rubber flooring	Checker Plate
		Total square metre	Carpet	Ceramic and vinyl	Smooth screed (parking etc)		
Isando- Sentra Rand - Elandsfontein	Isando- Sentra rand - Elandsfontein	12 823.23	5751	5243	2812	9	0

## 2 SERVICE REQUIREMENTS

### 2.1 General service requirement

- 2.1.1 The Bidder is duly required to ensure the neat appearance of TFR buildings at all times. Effectiveness of manual cleaning depends on the worker, therefore Transnet requires all personnel to be appropriately trained in the cleaning competencies needed for the service that they provide.
- 2.1.2 The Selected Bidder shall conduct proper training and induction of cleaning requirements to ensure personnel are well-trained in all areas they service.
- 2.1.3 The Bidder shall provide suitable equipment, protective clothing and training on proper use of chemicals, to ensure appropriate safety and wellness measures are taken to protect his employees and those of Transnet.
- 2.1.4 The minimum requirements and frequency of intervention are as illustrated in the schedule.
- 2.1.5 The Selected Bidder's cleaning programme must demonstrate fair distribution of the work-load; ensuring that each and every person is productive.

- 2.1.6 Situations of over-utilisation and under-utilisation of personnel i.e. where person has either too much or too little work to do, must be addressed as soon reported through an improved service programme with more efficient use of all personnel and fair model of work allocation.
- 2.1.7 This contract requires hands-on supervision with each Supervisor being aware of the contribution of their personnel. The Supervisor must be able to monitor gaps, and ensure the personnel receive the required training.
- 2.1.8 Service concerns and areas of development will also form part of the Supervisor's responsibilities to ensure personnel are developed and given the right support.
- 2.1.9 The Bidder shall meet the minimum capacity requirements for resources i.e. plant, machinery and personnel.
- 2.1.10 The Bidder shall take cognisance that cleaning service is regarded as an essential service and shall therefore ensure the continuity of service in the event of employees' absenteeism, sickness or any form of leave, during industrial action or any other service interruptive actions.
- 2.1.11 Duties and responsibilities assigned to personnel must be well balanced in the allocated working area.
- 2.1.12 The Bidder shall consider and adopt industry cleaning standards and norms where personnel are kept up to date with new developments, cost saving initiatives are institutionalised, appropriate benchmarks for cleaning in terms of type of cleaning required, frequency of such cleaning, correct cleaning methods that does not damage surfaces and upholsteries are used and correct chemicals and equipment are at all times used.
- 2.1.13 Working hours are between 07h00 and 16h00 weekdays Monday to Friday, 24/7 at Isando- Elandsfontein and on weekends where required. Working hours exclude public holidays.
- 2.1.14 Transnet shall monitor the cleaning activities to ensure adherence to the agreement.
- 2.1.15 Cleaning activities and cleaning detergents shall comply with Covid-19 disinfection standards as per Transnet, SA Government and WHO guidelines as updated from time to time.

## 2.2 Personnel requirements

- 2.2.1 The average personnel requirements are as indicated in Table A below. Figures are indicative personnel compliment based on historic service level requirements and are therefore intended to serve as a minimum requirement.
- 2.2.2 Bidder is expected to allocate as a minimum the number of personnel stipulated in the schedule to the contract.
- 2.2.3 The Successful Bidder shall deploy the total number of personnel contracted to the site daily, for the total number of designated hours for entire duration of the contract. Not at any point shall there be less personnel than what was agreed upon.

Cleanable M <sup>2</sup>	Cleaning working days	Cleaning hours	No of cleaners
12 823.23	Monday to Friday (include night shift in Elandsfontein, covid 19)	07h00 – 16h00	31
4665.00	Saturday to Sunday (incl Public Holidays)	07h00-12h00	12

Total no. of cleaners	43
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- 2.2.4 The Bidder shall bear sole responsibility for the recruitment of personnel, training, and provision of uniform, remuneration and engagement with cleaning personnel whatsoever is required for the provision cleaning services.
- 2.2.5 Transnet prefer low Supervisor to personnel ratio to avoid Supervisors being overwhelmed by the large number of employees to supervise.
- 2.2.6 There must be good coordination and communication between Supervisors and their subordinate, and teams must be efficiently managed.

### 2.3 Cleaning personnel

- 2.3.1 Cleaners should be observant, keen, alert, efficient, willing and pleasant; and adequately trained to guarantee a high cleaning standard.
- 2.3.2 Personnel shall at all times be neatly dressed in identifiable uniform.
- 2.3.3 The successful Bidder is encouraged to retain their personnel for total duration of the contract. In the event of personnel replacement, the Bidder shall inform Transnet Freight Rail in writing immediately prior to the replacement of any personnel and submit identification of the new appointee(s).
- 2.3.4 The Bidder shall immediately substitute any personnel found to be absent for whatever reason in order to ensure continued of service, refer to clause 2.4.
- 2.3.5 Personnel shall report maintenance matters, faults, and health and safety concerns to their Supervisor for attention. Supervisors must follow up and escalate maintenance issues to TFR Real Estate Building Managers.

### 2.4 Relief personnel

- 2.4.1 The Bidder is responsible for providing a continuous service to Transnet. If a cleaner is ill, away or on leave, it is the Bidder's responsibility to ensure that the service is still provided, as such shall make alternative arrangements pending such relief personnel is inducted.
- 2.4.2 The Bidder is expected to have bank of temporary relief personnel as contingency to absenteeism.
- 2.4.3 The Site Manager shall be responsible for the personnel proper arrangement of substitute personnel and such person shall be on site for total working hours for the total days for which they are required.
- 2.4.4 In case of emergency or unplanned leave, the Site Manager shall be allowed until 09h00 to have the substitute personnel on site.

### 2.5 The Supervisor

- 2.5.1 The Supervisor, who has sound knowledge and experience in supervising cleaning works for high quality buildings, shall effectively supervise cleaning personnel and all daily operations at the Bidder's own cost.
- 2.5.2 Such Supervisor shall be on the premises daily to report and where possible remedy any faults or irregularities which may affect daily operation.

- 2.5.3 The Supervisor must escalate all faults, health and safety concerns and maintenance issues reported by personnel to Real Estate Management.
- 2.5.4 The onsite Supervisor must be trained and understand the contract requirements so they can translate the requirements into tasks that a cleaning person can handle and execute in a timely manner.
- 2.5.5 The Supervisor must furthermore ensure the balance of activities between personnel, working time, equipment and supplies required to execute the tasks.
- 2.5.6 The Supervisor shall draw-up daily work schedules for Personnel under their management.
- 2.5.7 The Supervisor shall ensure relevant personnel are registered in the work schedules including areas to which they are assigned.
- 2.5.8 Supervisor shall ensure the monitoring schedule is displayed on rest room doors and shall be responsible for the management and sign off of the schedule during hourly rounds.
- 2.5.9 The Supervisor shall keep accurate records of attendance of Personnel and work schedules. These records must be made available to Transnet Real Estate Management when required.
- 2.5.10 The Supervisor shall perform daily walk-about and evaluation of all cleaning operations for areas under their supervision.
- 2.5.11 The onsite Supervisor must be able to conduct a work orientation of the service personnel are to provide in areas of the buildings.
- 2.5.12 The Supervisor must be able to train personnel. This would include on the job training and facilitation of personnel to ensure they understand the layout of their run, the time allotted for each task, equipment and chemicals utilised and their proper and safe use.
- 2.5.13 The Supervisor must ensure balanced and even distribution of equipment and consumables between personnel.
- 2.5.14 The onsite Supervisor must have sufficient soft skills to engage personnel, building manager/s and Transnet employees who may have need of his/her time and attention.
- 2.5.15 People skills, basic math, training ability and scheduling are few of the skill sets required of competent Supervisor assigned to this contract.
- 2.5.16 A well-motivated Supervisor shall go a long way in providing good service to Transnet and its employees.

## **2.6 Site Manager/Customer Service Manager**

- 2.6.1 The Bidder shall appoint a Site Manager/Customer Service Manager to the contract.
- 2.6.2 The Manager shall have the experience and competence to address contractual and service problems, provide guidance to Supervisors and personnel alike, remedy situations that arise and present feedback to Transnet Real Estate Manager as required.
- 2.6.3 Transnet representative shall direct all communication to Manager of their delegated person regarding any service and contract related matters and the onus shall rest with the Manager to communicate further to Supervisors and cleaning Personnel and/or remedy the situation as the situation may require.

## **1. TRAINING**

- 1.1 Training shall be given to the Personnel and be exposed to mentoring and coaching.
- 1.2 Personnel shall be afforded the opportunity to be up skilled and developed during the course of the contract.

- 1.3 The Bidder shall provide a comprehensive training plan on formal and on the job training various skills and modules.
- 1.4 The selected Bidder is expected to conduct refresher training for personnel, assess skill gaps and developmental needs and provide the needed training to personnel.

## **2. HEALTH AND SAFETY FILE**

- 2.1 The appointed Bidder is required to provide a Transnet specific Site File which will include all statutory and management information and documents such as:
  - OHS Policy and Procedures;
  - Safe works Procedures;
  - Risk Assessments Procedures;
  - Department of Labour documents e.g. COIDA, UIF and etc.
- 2.2 The Bidder will be required to provide a comprehensive site file within 30 days after appointment.
- 2.3 The Bidder will conduct a site assessment and to update, if required, any of its standard procedures as listed above, to suit any Transnet specific site requirements.

## **3. ORIENTATION SESSIONS**

- 3.1 Orientation sessions will be conducted annually by the Real Estate Manager for the newly appointed Bidder and Personnel.
- 3.2 Newly appointed Personnel will be orientated if there is Personnel turnover during the contract period. However, the selected Bidder is encouraged to retain their Personnel for total duration of the contract and a plan on how this will be achieved should be submitted.

## **4. MEETINGS**

- 4.1 Monthly meetings shall be held between Real Estate Management, Contract manager/Site manager to discuss the contract and service. Minutes of these must be kept in the Site file and be made available to Real Estate Management on request.
- 4.2 Emergency meetings may be held in urgent and emergency situations.
- 4.3 The Bidder shall hold monthly meetings with personnel to discuss among other things hygiene and cleanliness, Occupational Health and Safety, skills and development, training etc.

## **5. DISCIPLINE AND CONDUCT**

- 5.1 The Bidder shall provide and promote good customer service
- 5.2 Display openness and transparency
- 5.3 Utilise protective clothing in all cleaning functions as appropriate
- 5.4 Ensure timeous cleaning of venues before and after events
- 5.5 Display signage all times in areas where cleaning personnel are working.
- 5.6 Cleaning during emergencies:
  - In the event of an emergency, cleaning service must only be conducted as soon as it is deemed safe to do so.

- In the event of flooding, emergency cleaning must be undertaken within 24 hours or as soon as deemed safe.
- 5.7 Bidder's Personnel are prohibited from taking in their possession any objects property of Transnet irrespective of size or value.

## 6. EQUIPMENT

- 6.1 The Bidder shall supply all equipment and tools required to render the daily cleaning service.
- 6.2 Maintenance of equipment shall be the responsibility of the Bidder and all costs associated with maintenance of equipment shall be borne by him.
- 6.3 The Bidder shall ensure that defective equipment is either be replaced or repaired as the case may require, within 24 hours from the time that such defective equipment is reported by personnel or Transnet Freight Rail Property Management.

<b>List of typical equipment</b>
Low noise industrial vacuum cleaners
Mops/mop caddy
Floor machines and burnishes
Mop bucket and wringer
Pressure washer
Mops and pads (microfiber)
Wet/dry mop
Janitorial/Cleaning trolleys
Cleaning caddy
Buckets (Single and double bucket)
Ladders (Long & short)
Industrial cleaner
High pressure cleaner
Industrials scrubbing machine with buffing accessories
Colour coded cleaning cloths (Microfiber (3 per cleaner))
Brooms (Hard and soft brooms)
Extension cord
Caution/hazard sign
Toilet brushes

General purpose/ Heavy duty elbow-length gloves
Spray bottle
Dustpan and brush sets
Feather duster (short and long)
Plastic putty knife/soft scrub (to scrape soap scum)
Scrubby sponge/ sponges
Dish scrubber
plunger
Knee pads
Flood pumper
Squeegee
Janitor's cart with heavy duty bag

- 6.4 Great care must be taken to assure that brushes and equipment are cleaned to avoid cross-contamination
- 6.5 Cloths, mops and pads must be laundered after use and dried as necessary.
- 6.6 No dirty or foul-smelling equipment shall be used.

## 7. CLEANING CONSUMABLES

- 7.1 The Bidder shall provide chemicals and materials which are not harmful to either persons or the environment.
- 7.2 Transnet has preferred products based of historic use. However their proposed use will not advantage the tenderer in any way.
- 7.3 Alternative products may be considered provided they are proven safe and desirable.
- 7.4 Such alternative products may be subject to Transnet prior approval, and samples may be required from shortlisted Bidders when appropriate during the tender process.

<b>List of typical consumables</b>
Ammoniated cleaner
Ammonia stripper/ non ammoniated stripper
Liquid polish stripper
Heavy duty refuse bags



All Purpose cleaner (For removal of lime and urine deposits on toilet bowls. Thick. Highly foaming. Extremely acidic)
Toilet scrubber
Antiwx
General degreaser
Probiotic Cleaner
Floor emulsion polish and wax
Shoe covers
Disposable gloves
Deep cleaning liquid
Wood polish
Window cleaner
Dishwasher
Furniture Polish
Colour coding cloth
Mutton cloth
General disinfectant
Heavy duty soap
Neutral soap
Carpet cleaner/ shampoo
Paper towels and cleaning rags
Waste bags (to fit rubbish bins)
Air freshener
Antibacterial soap
Dish soap
Bleach
Anti-dust spray
Insecticides
Two ply toilet paper

## 8. SCOPE OF SERVICES AND SCHEDULE

- The Bidder shall render good quality service wherein proper equipment, biodegradable chemicals and material are used, well trained personnel and experienced Supervisors provide the cleaning service and general expertise is applied in ensure a satisfactory service.
- Cleaning personnel shall have access to areas in the building as inducted by the Real Estate Building Manager. Personnel should be allowed to carry out their duties in these areas, unless a department requests differently.
- The confidentiality and sensitivity of some work areas must be considered; therefore reasonable arrangement must be made with Real Estate Building management for access to these areas.
- It shall be the responsibility of related employees to ensure adherence to good governance and have all confidential documentation kept under lock and key.

### 8.1 Cleaning of floor types

- **Polished concrete floors**

- Sweep clean of soil and dust – mop floor with wet mop in detergent solution – remove all excess water from surface with wringed mop.
- An approved floor wax may be applied where a highly polished finish is desirable.

- **Tiles**

- Sweep clean of all dust – scrub with approved liquid detergent solution – wash down thoroughly with clean water – remove all excessive water from surface with clean cloth.
- An approved water emulsion polish may be applied to tile walls where a highly polished finish is desirable.

N.B. – Unsafe cleaning detergents that will eat away the concrete grouting surrounding the tiles must be avoided.

- **Terrazzo**

- Sweep clean of all dust – scrub with approved liquid detergent solution – wash down thoroughly with clean water – remove all excess water from surface with clean cloth.
- An approved water emulsion polish may be applied to mosaic tile walls and dados where a highly polished finish is desirable.

N.B. – Avoid unsafe cleaning detergents, acids or other corrosive liquids that may eat the concrete matrix away from the marble chips.

- **White or Coloured Rubbed Granite**

- Sweep clean of all dust – scrub with approved liquid detergent solution – wash down thoroughly with clean water and remove all excess water with clean cloth.

N.B. – Avoid the use of metal brushes or wire wool.

- **Marble**

- Sweep clean of all dust – scrub with warm water and a non-caustic detergent. Wash down with clean water and remove all excessive water with clean cloth.
- The surface may be polished where a brilliant finish is desirable. As required, a non-slippery liquid wax may be applied onto marble finishes.

N.B. – Avoid the use of acid which is harmful to marble.

- **Thermo-Plastic (asphalt or Vinyl) Tiles**

- Sweep clean of all dust – wash with a weak solution of approved liquid detergent, wash down thoroughly with clean water and dry with clean cloth.
- Apply a thin film of water emulsion Polymer type polish which is self-polishing and dries with a bright surface in about 20 minutes.
- After repeated applications of polish, a “build-up” old polish may occur – this may be removed by the use of an approved concentrated detergent cleanser of the appropriate type of stripping agent.

- **Quarry Tiles**

- Sweeps clean of all dust – scrub with an approved liquid detergent solution - wash down thoroughly with clean water and dry thoroughly with clean cloth.
- If a dust free surface is required a coat of spirit solvent wax can be applied.
- Allow drying out and when thoroughly dried buffs to a brilliant finish preferably with a suitable polishing machine.

N.B. Do not use pigmented polishes without prior consent from the Manager.

- **Teak Block Floors**

- Sweep clean of all dust – apply a film of spirit solvent wax (do not use water emulsion wax unless the floor has been thoroughly sealed), or, where the traffic density is high, natural paste wax.
- Allow the liquid polish time to harden. Buff daily with a suitable polishing machine.

- **Glazed Tiles**

- Brush cleans of all dust – scrub with an approved liquid detergent solution – wash down thoroughly with clean water and dry thoroughly with clean cloth.

N.B. – Each operator should clean, rinse and dry an area of about 1m<sup>2</sup> at one time. This allows time to rinse before the cleaning solution has had time to dry and cause streaks.

- **Linoleum**

- As for Thermo-plastic Tiles.

**N.B.** – High quality paste wax and spirit solvent wax can be used if traffic conditions are heavy. They should be applied generously, allowed to dry thoroughly and then buffed to a brilliant finish using a suitable polishing machine.

- **Rubber Flooring**

- Before waxing it is essential that the surface should be perfectly clean.
- Avoid excessive use of water as this might creep between the joints of the flooring and affect the adhesion of the rubber to the sub-floor.
- The best method of cleaning of the rubber floor is by means of a paste cleanser applied with a damp cloth.
- Thorough rinsing is essential, again a minimum amount of water should be used and the floor dried thoroughly with a clean cloth.
- Good quality bar or liquid soap can also be used but soft soaps with high alkalinity, liquids containing essential oils (e.g. turpentine and pine oil) and coarse abrasives should be avoided.
- When clean, the floor should be treated with an approved water emulsion Polymer type polish, which should be allowed to dry thoroughly before traffic is allowed to pass over it.

**N.B.** – Solvent based waxes should not be used on rubber floors. White spirit and other solvents such as petrol, benzine and paraffin attack rubber flooring causing it to become soft and sticky and “bleeding” of colours may occur.

- **Cork Flooring**

- The floor should first be cleaned with a good quality neutral soap or detergent.
- A minimum amount of water should be used as excess water may seep between the tiles and loosen them from the floor.
- The floor should then be rinsed with clean water and thoroughly dried. Then dry steel wool (or gauze) may be used to remove stains and clean badly soiled areas.
- When dry, the floor should be sealed with either a polyurethane or oleo resinous seal. Such sealing is a specialized process and should not be attempted other than under experienced supervision.
- If the floor is not sealed, it then requires to treat the surface with several coats of high-grade polish or to fill up the pores. Over this base any polish including emulsions can be used. However, whatever polish is applied, it is to be stripped at regular intervals and followed by frequent maintenance detailed below.
- For subsequent maintenance, an occasional application of floor wax, either solvent bound or an emulsion polish will considerably extend the life of the seal and provide a better resistance to scuff marks.

- **Painted Surface (Oil)**

- (i) Flat finish

- Remove all surface dust with a soft brush, wipe down with damp cloth containing weak approved detergent solution. Wipe down with a clean damp cloth.
- Persistent stains may be removed by the sparing use of a fine abrasive paste or powder.

- (ii) High gloss finishes

- As above, but do not use any form of abrasive to remove stains.
- The use of washing soda or any other highly alkaline material should also be avoided.
- For a superior finish a high quality paste wax can be applied and buffed to the required finishes.

- **Stainless Steel**

- To maintain the original bright and clean appearance, accumulation of deposit from the atmosphere must be prevented.
- Frequent careful washing with soap and water or an approved detergent solution will maintain appearance indefinitely.
- Avoid the use of abrasives and steel wool. Accumulated dirt may be removed by the use of nylon web pad.

- **Bronze Finishes**

- Bright bronze must be kept free from dust during the process of toning down, so that the atmosphere may act on it evenly until the required colour is obtained. This action must then be checked and the surface preserved by building up on it (by frequent applications of wax polish) a coating of hard wax, impervious to moisture and easily polished.
- Chemically toned bronze requires the action of the atmosphere for a short time after fixing to "see" it to its permanent shade, during which it should be kept free from dust by occasionally cleaning with a little petrol. After which the surface should be protected in the same way as natural toned bronze.

N.B. – The usual kinds of metal polish, and oil such as paraffin, should on no account be used. An approved natural wax may be used. Apply with a cloth pad and allow to dry. When thoroughly dry buff to a brilliant finish.

- **Aluminium**

- Thoroughly wash down with water containing non-alkaline soap or detergent and dry thoroughly with clean cloth. Accumulated dirt may be removed by the use of nylon pad. Occasional application of a wax polish may preserve an attractive appearance.

N.B. – Avoid the use of abrasive and steel wool.

- **Chrome Finishes**

- Chrome finishes rarely require anything more than a rub down with a soft cloth, but to prevent pitting such finishes may be cleaned once a month with chrome cleaners.

## 8.2 **Windows and blinds**

- Blinds in offices to be deep cleaned twice a year;
- High windows to be cleaned four times a year;
- Window sills must be wiped clean of all dust daily;
- Window handles must be cleaned and polished with metallic polish once monthly;
- All ground and eye level windows (inside and outside) must be cleaned once monthly.

## 8.3 **Doors**

- All revolving / entrance glass doors must be cleaned daily;
- Office doors must be wiped clean of dust and dirt weekly;
- Door handles to be dusted and cleaned weekly.

#### 8.4 **Walls and surfaces**

- Walls and surfaces must be wiped clean of all marks and dirt with a clean damp cloth, daily;
- High dusting of walls and corners to be done weekly;
- Low walls must be wiped off weekly;
- Washing of walls monthly using SABS approved cleaning detergents;
- Damp cleaning of doors, door frames and cupboard doors weekly.

#### 8.5 **Restrooms and ablution facilities:**

- Restrooms and ablution facility floors must be cleaned daily;
- Walls and wall tiles cleaning of weekly
- Daily cleaning and disinfection of all toilets, urinals, basins and drains;
- Cleaning of restroom door handles, taps, and equipment must be done weekly;
- Mirrors must be cleaned weekly to a clear and shiny finish.

#### 8.6 **Equipment and appliances**

- Cleaning and disinfection of domestic appliances with SABS approved cleaning materials daily.

#### 8.7 **Workstations**

- Tables must be wiped clean twice weekly with clean damp cloth;
- Office machinery and utilities (telephones, photocopier machine, desktop, laptop etc.) must be dusted and wiped clean twice weekly

#### 8.8 **Upholstery (suites, chairs, couches etc.)**

- Deep cleaning of upholstered furniture quarterly.

#### 8.9 **Cleaning scope and schedule**

- Water/detergent solutions must be changed frequently and cleaning must be done with clean water and bleach or disinfectant solution.
- Soil must be removed from the equipment by scraping the surfaces or soft rubbing depending on surface type and swept off prior to application of water solution.

Area	Cleaning function	Frequency
Offices, workstations, boardrooms, Ablution facilities, Smoking areas, entertainment braai areas and signal/shunters cabins		
Office equipment, Photocopier Machines, Printers, Phones,	Dust all equipment with microfiber cloth	Twice Daily

handsets, computers/Laptops	Wipe clean with clean damp cloth	
Desk, tables, chairs	Dust clean with microfiber cloth Wipe clean with clean damp cloth Polish with furniture/wood polish	Twice Daily
Waste bins	Empty bins in morning and afternoon Wipe bins clean Disinfect with liquid disinfectant	Twice daily  Daily Daily
Floors	<Clean according to floor type>	Daily
Kitchen		
Appliances and kitchen equipment	Wash with liquid soap solution and wipe clean Wipe clean	Twice Daily  Daily
Kitchen sink	Wash with liquid soap solution and wipe clean Disinfect with liquid disinfectant	Daily  Daily
Floors	<Clean according to floor type>	Daily
Light fitting and switches	Wipe clean with damp cloth	Twice Daily

Furniture	Wipe clean with damp cloth Polish	Twice Daily
Cupboards and counters The cleaning of will take place at specific intervals during the day	Wipe clean with damp cloth Polish with furniture/wood polish	Twice Daily Weekly
Tea cups and utensils	Wash with warm water and liquid dishwasher Rinse and dry	Twice daily
Rest rooms and ablution facilities		
Ablutions must be cleaned fully once a day (in the morning) and spot cleaned in the afternoon. In a reception area or in high traffic areas ablutions must be fully cleaned twice daily.		
Toilet bowls	Wash the inside with soapy solution and toilet brush Wipe clean with clean damp cloth Sanitize	Twice daily
Urinals	Wash the inside with soapy solution and brush Wipe clean with clean damp cloth Sanitize	Twice daily
Hand basins	Wash with soapy solution and cloth Wipe clean with clean damp cloth Sanitize	Twice daily



Taps	Wash with soapy solution and cloth Wipe clean with clean damp cloth Sanitize	Daily
Mirrors	Wipe clean with damp cloth and window cleaner dry with dry cloth Shine with cloth and window cleaner	Daily
Floors	<Clean according to floor type>	Daily
Walls and wall tiles	Wipe with damp cloth Disinfect Spot clean	Daily  When required
Doors, door frames and handles	Spot clean Wipe with damp cloth and polish	When required Weekly
Vanity tops	Clean with cloth and soapy solution Sanitise	Daily
Toilet equipment (paper dispensers, SHE Bins, waste bins, etc.)	Clean and wipe with damp cloth and disinfectant solution Disinfect	Weekly  Weekly
Common rooms and areas (reception areas, entrance hall)		
Furniture	Dust Polish with furniture/wood polish Steam clean	Daily Weekly

		Quarterly
Upholstery	Dust Steam cleaning	Daily Quarterly
Stairwells and landings		
Handrails and fittings	Wipe clean with damp cloth sanitize	Weekly
Floors	Sweep clean of soil and dust Mop according to floor type	Twice weekly
Walkways and corridors		
Skirting tiles and boards	Wipe with semi dry cloth	Weekly
Corridors and walkways		
Floor area and skirting	Sweep and dust Damp mop and buff	Daily Weekly
Walls	Spot clean	Daily
Lifts		
Floors	Remove refuse and litter Damp clean	Daily Weekly
Doors	Wipe clean with disinfectant solution	Weekly
External area		
Parking area	Remove refuse and litter	Daily
Main entrance	Damp mop Polish	Weekly Weekly

Common facilities and amenities that require cleaning function:

Facility/amenity	Cleaning function	Frequency
Waste bins		
All waste bins	Empty Wipe clean Disinfect	Twice daily Daily
Blinds		
Blinds	Dust clean Damp wipe Vacuum	Weekly Weekly Twice yearly
Curtains		
Curtain	Dust and fluff dust off	Weekly
Curtain rail	Dust clean Wipe with damp cloth	Monthly
Windows		
Interior windows	Wipe clean with damp cloth and window cleaner Dry and shine Wash thoroughly	Weekly Quarterly
Exterior windows	Wash thoroughly	Quarterly
Window sills	Dust clean Wipe with damp cloth Polish	Weekly
Window burglar proofing	Dust clean Wipe with damp cloth	Weekly Weekly
Doors		
Burglar gates	Dust clean Wipe with damp cloth	Weekly Weekly
Door handles	Wipe with damp cloth	Weekly

	Polish	Weekly
Glass doors	Wipe clean with damp cloth and window cleaner Dry and shine	Weekly
Carpets		
Fitted carpets	Vacuum/dry cleaning Spot clean Steam clean	Weekly When required Quarterly
Loose mats	Vacuum Spot clean Steam clean	Weekly When required Quarterly
High and low surfaces		
Necessary safety precautions must be exercised when cleaning high lying areas		
High ledges/shelves	Dust clean Clean with semi dry cloth where required	Once monthly
Low ledges, skirting boards	Dust clean Clean with semi dry cloth where required	Weekly Weekly
Walls		
All walls	Wash Spot clean Clean with damp cloth	Quarterly When required Weekly
Pot plant holder		
Pot plant holders	Spot clean	Weekly
Smoking Area		
Smoking Areas	Empty bins in morning and afternoon swept	Weekly

	ashes on the floor & dispose	
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#### 8.10 **Carpet shampooing/Dry cleansing to be done quarterly**

- (i) **Rotary brush method** – Dry vacuum the area first, then shampoo carpeting carefully with a good quality appropriately diluted liquid shampoo & to comply with the manufacturer's instructions for operating the rotary machine. Use wet vacuum immediately to remove excessive water and slurry. After shampooing brush the carpet pile in the direction with a carpet pile brush and warn users not to walk on the carpet until it is completely dry. As a final operation, dry vacuum on the following day to remove any loose fluff and lint loosened by the refinishing process.
- (ii) **Dry foam method** – Use a pile-lifting machine to run over the area first. A fully automatic dry-foam machine which converts the liquid shampoo & into a foaming fluffy solution will be operated (i) lay the fluffy solution, (ii) scrub with brushes in one pass and in one direction and immediately suck up the slurry.
- (iii) **Steam extraction method** – Use a fully automatic steam machine to jet heated solution of appropriately mixed water and shampoo into the carpet under pressure in one pass and in one direction and remove all loosened dirt instantly by simultaneous vacuum action.

**N.B.** – Before cleaning carpets with any of the above methods, it is essential to clear the room of all light furniture and scrub a small area to check for colourfastness and backing wetness. Only skilled operators are allowed to carry out such carpet shampooing and great care must be taken to prevent shrinkage and over-wetting. A second pass may be necessary in heavily soiled areas.

#### 8.11 **Strip and seal**

8.11.1 Strip and seal should be done twice a year for vinyl and stone/ceramic floors.

### 9. **INSURANCE**

The Bidder will be required to have insurance to protect himself and Transnet against liability claims. Proof of such insurance must be submitted within 7 days of having been appointed. Insurance of workmen in terms of provisions of the Compensation for Occupational Injuries and Disease Act No.130 of 1993.

