



TSHWANE MAIL CENTRE: CLEANING SERVICES SPECIFICATION

1. SCOPE OF SUPPLY AND SPECIFIC INSTRUCTIONS

1.1 Objective

The service provider will be responsible for the provision of Cleaning Services in accordance with these specification guideline and client requirements, applicable all legislation and regulations and industry standards.

All works and materials used for Cleaning, deep cleaning, all for maintaining cleanliness facilities.

The service provider will be responsible for the supply of all required Cleaning and Deep Clean Hygiene consumables, materials, equipment, labour and cleaning processes as per industry standards.

Delivery Point of Service:

BUILDING	PHYSICAL ADDRESS
Tshwane Mail Centre	23 Kgosi Mampuru Street, Pretoria CBD, Tshwane.

1.5 Legislative Requirements

1.5.1 The workmanship under this contract shall be in line with S.A.B.S standards and the Occupational Health and Safety Act, Act No. 85 of 1993, as amended.

1.5.2 The Compensation for Occupational Injuries and Diseases Act (COIDA).

1.5.3 The National Environmental Management Act 107 of 1998 must be followed to ensure that chemicals used by cleaning & hygiene companies are safe and without risk to both to health, safety to employees, property and environment. This also applies to procedures for the procurement, storage, handling and transport of such chemicals.

1.5.4 The gazetted minimum wage is applicable to the industry and must be adhered to by the successful bidder. Including all statutory levies (U.I.F, PAYE, etc. as applicable).

1.6 Performance

- 1.6.1 The bidder must be able to provide the scheduled including deep cleaning services within the timelines indicated and in accordance with SAPO conditions and /or agreed changes with representative.
- 1.6.2 The successful service provider must utilise its own equipment, at its own cost, for the proper provision of the specified service at SAPO sites.
- 1.6.3 Cleaning services must be rendered during working hours from Monday to Friday at Tshwane Mail Centre, 07:00 – 16:00 - Day Shift.
- 1.6.4 The successful service provider must start and deliver the specialized services within three (7) working days after notification or as specified in purchase order/ appointment letter/ contract.
- 1.6.5 The successful service provider must adhere to the following minimum control requirements:
- Job cards for work complete at all facilitates.
- 1.6.6 It is the successful service provider's responsibility to ensure that no damage to SAPO property is caused by its employees where services are rendered. Costs of such damages will be for the account of the bidder.
- 1.6.7 Every month, the successful service provider must submit a detailed written report to SAPO on specific problems, suggestions, improved methods and work programmes, connected with this agreement.
- 1.6.8 The successful service provider must undertake weekly management/ supervisory visits to SAPO Site, to conduct the following site inspections and activities:
- Client liaison and feedback
 - Equipment and consumable audits
- 1.6.9 Staff visits: monthly staff visit, which includes the following;

- Appearance of uniform
- Quality of work – assessment

1.6.10 The successful service provider is to provide SAPO with a monthly report containing the following information:

- Consumable consumptions
- Operational requirements
- Incident reports
- Ad-hoc/specialized Cleaning requirements
- Cleaning standards

1.7 **PPE (Personal Protective Equipment)**

1.7.1 All PPE needed must be supplied by the service provider

1.7.2 All PPE are to conform to the requirement as prescribed by the OSH Act.

1.8 **Experience of Key Resources**

The bidder must submit together with its bid, a complete work plan in which, the following should be indicated:

1.8.1.1.1 Number of resources that will be employed to fulfil all contractual requirements/ service works obligation as stipulated in this specification.

1.8.1.1.2 The number of supervisors (Minimum 1) that will be employed to fulfil all contractual requirements/ service works obligation as stipulated in this specification.

1.8.1.1.3 Note: All staff to be neatly and adequately attired in distinctive uniform supplied by the bidder.

1.9 **Security and Employment Vetting**

1.9.1 The bidder's personnel, who render services at SAPO sensitive security areas, must, at the cost of the bidder, be cleared up to the level of "CONFIDENTIAL" by SAPO.

1.9.2 The bidder is required as a minimum to conduct employment, vetting and security checks of all employees deployed to SAPO's service areas. Failure comply will result in breach of contract conditions.

1.9.3 Personnel must be clearly identifiable via uniforms and security identification cards.

1.9.4 The service provider will be subjected to a security screening process in line with SAPO prescribed processes.

1.10 Chemicals/Consumables and Equipment to be Used on Site

- 1.10.1 The service provider will be responsible for the supply of all required Cleaning and Deep Clean Hygiene Consumables, materials, equipment Labour and cleaning processes.
- 1.10.2 The service provider must provide all chemicals and consumables required to render an efficient service to SAPO. SAPO reserves the right to approve or not approve the use of these chemicals and consumables at SAPO sites.
- 1.10.3 The service provider must submit the specifications and Material Safety Data sheets of all chemicals upon appointment and thereafter annually. The manufacturer's instructions regarding the use of all materials and chemicals must be strictly followed.
- 1.10.4 Upon appointment, the service provider must supply a list of all equipment and materials to be utilized, all for maintaining cleanliness and hygienic facilities. SABS approved products, which they intend using, supported by equipment and material safety data sheets, specimen labels, indicating but not limited to:
 - 1.10.4.1.1 Trade Name
 - 1.10.4.1.2 Generic Name.
 - 1.10.4.1.3 Registration Number.
 - 1.10.4.1.4 Ingredients (type and content) as shown on the label.
 - 1.10.4.1.5 Application rates.
- 1.10.5 The bidder must utilise its own equipment at its own cost, for the proper provision of the Hygiene services at SAPO sites.
- 1.10.6 Approval for the use of alternative chemicals and consumables to that contracted, must first be obtained in writing from SAPO.
- 1.10.7 The bidder must not use or store any poisonous or highly flammable materials on SAPO premises without the approval of SAPO, for the rendering of this service or for other purposes.

1.11 Public Liability Cover, Insurance and Compensation Commission

- 1.11.1 The bidder must provide proof of Public Liability Insurance in the amount of R5m.
- 1.11.2 The service provider must submit a Letter of Good Standing with the Compensation Commissioner (COIDA)

2. GENERIC SPECIFICATIONS (GENERAL SCOPE OF WORK) FOR CLEANING SERVICES

2.1 General Property Information:

Province	Gauteng
SAPO Region	Northern Region
Town / City	City of Tshwane
Location / Suburb	Pretoria CBD
Building Name	Tshwane Mail Centre
Building Physical Address	23 Kgosi Mampuru Street, Pretoria CBD, Tshwane.
Brief Property Description (type, number of buildings & their use)	Multipurpose building which consists of the following: ± 27 800m ² -internal <ul style="list-style-type: none">- Offices- Boardrooms- Kitchen- Operational floor- Ablution facilities- Paved Area- Retail Office

- 1.1 Offices, (Conference & Meeting rooms, Offices)
- 1.2 Mail Centre Operations Floor (Loading Bays, Work/ Sorting Stations, etc.)
- 1.3 Kitchen/ Kitchenettes and Canteen (Staff Area Only)
- 1.4 Toilets and Ablution blocks
- 1.5 Passages
- 1.6 Shop-fronts and window (Internal) Surfaces
- 1.7 Kitchens and Kitchenettes (Management)
- 1.8 Lifts, Foyers, Receptions and Lounges
- 1.9 Security Areas
- 1.10 Parking Areas, Walkways, Staircases, Balconies and patios
- 1.11 Emergency Stairs
- 1.12 Wash Bays (where applicable)
- 1.13 Bin Areas
- 1.14 Windows and Glass Surfaces

1.15 Basement, Parking area and store rooms

2.2 The scope of work for provision of Cleaning Services is as follows:

2.3 Minimum Required for Equipment

The following equipment (**not limited to**) is required for the delivery of services, on a site specific basis and as determined by the service provider:

No	Description
2.3.1	Industrial Vacuum Cleaners
2.3.2	Industrial machines for cleaning carpets
2.3.3	Sufficient mops and brushes per cleaner
2.3.4	Sufficient buckets per cleaner
2.3.5	Sufficient brooms per cleaner
2.3.6	Protective clothing in compliance with the OHS Act No. 85 of 1993.
2.3.7	Sufficient warning signs per cleaner in alignment with the OHS Act
2.3.8	Industrial machine scrubbers.
2.3.9	Step ladders

2.4 Consumables

The cost of all consumables must be included in the Pricing Schedule submitted by the service provider. A register of all consumables must be kept by the service provider for SAPO's records. Below basic items (**not limited to**) anticipated for consumption as a part of the service:

No	Description
Bidder to include material cost in price allowing for constant replenishing of product	Disinfectant liquid and brushes for cleaning toilet bowls and urinals
Bidder to include material cost in price allowing for constant replenishing of product	Multi-purpose pine gel

Bidder to include material cost in price allowing for constant replenishing of product	Window cleaner
Bidder to include material cost in price allowing for constant replenishing of product	Heavy duty cleaner
Bidder to include material cost in price allowing for constant replenishing of product	Mop and buff
Bidder to include material cost in price allowing for constant replenishing of product	Bleach
Bidder to include material cost in price allowing for constant replenishing of product	Floor polish
Bidder to include material cost in price allowing for constant replenishing of product	Stainless steel polish
Bidder to include material cost in price allowing for constant replenishing of product	Cleaning cloths
Bidder to include material cost in price allowing for constant replenishing of product	Yellow dusters
Bidder to include material cost in price allowing for constant replenishing of product	Steel wool
Bidder to include material cost in price allowing for constant replenishing of product	Gloves
Bidder to include material cost in price allowing for constant replenishing of product	Feather dusters
Bidder to include material cost in price allowing for constant replenishing of product	Heavy duty Black plastic bags and plastic bags for small desk dustbin
Bidder to include material cost in price allowing for constant replenishing of product	Office air- fresheners / carpet sprays
Bidder to include material cost in price allowing for constant replenishing of product	Furniture polish
Bidder to include material cost in price allowing for constant replenishing of product	Insects sprays

2.5 Deep Cleaning To Surfaces

**All floor covering to receive Deep Cleaning Throughout Entire Facility
Treatment to be as per required method suitable per Floor Cover Type**

Carpeted floor cover: Deep cleaning

Ceramic, Porcelain Tiled floors: Strip and Seal

Vinyl Tiled floors: Strip and Seal

Timber covered floors: General cleaning

Solid Timber floors: General cleaning

2.6 Description of Works Required Throughout Entire Facility

Offices, Boardrooms (Conference and Meeting Rooms) and Passages

Polish or vacuum floors and carpets

Clean floors according to surface requirements

Dust and wipe down all horizontal and vertical surfaces including chairs, desks
filing cabinets and credenzas

Polish all wooden desk tops and wipe other surfaces in Conference rooms

Disinfect and clean telephones with recommended SABS approved cleaning
materials

Clean directory boards/White Boards with recommended sabs approved liquid
with approved cleaning materials

Empty and clean waste paper bins

Dust picture frames

Clean all glass table tops

Vacuum upholstered furniture

Clean all marks from walls and light switches

Clean computer terminals, printers and keyboards with approved cleaning
materials

Clean blinds

Clean boardrooms in the morning and after every meeting

Wash crockery, cutlery and utensils after every meeting

Mop up any spillages

Dust light fittings

Offices, Boardrooms (Conference and Meeting Rooms) and Passages
Air-freshener must be sprayed in conference rooms and waiting areas.
Wash dishes and dish cloths and clean kitchens
Clean Fridges
Empty bins
Bins to be sanitized
Vacuum all upholstered furniture and carpets
The Supervisor must report all damages to property, breakages or malfunctioning equipment to the SAPO duly appointed representative
Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas
Polish all wooden desk tops and wipe other surfaces
Disinfect and clean telephones with recommended SABS approved liquid
Empty and clean waste paper bins
Vacuum upholstered furniture and carpets
Clean all finger marks from walls paintwork and light switches
Clean computer terminals, printers and keyboards with approved cleaning materials
Clean Guard houses, where applicable
Clean - brush wash and sanitise bowls, basins and urinals and disinfect toilets twice a day and complete register
Replenish consumables
Wipe doors, walls and partitions
Remove mineral deposits from gullies and drains
Empty and clean all waste receptacles
Clean, brush wash and sanitise bowls, basins and urinals
Clean all mirrors
Clean floors according to requirements of surface type
Clean cabinets and sanitary buckets
Replenish toilet sanitizers, toilet paper etc., as required
Clean showers if applicable
All dustbins must be emptied and cleaned

Offices, Boardrooms (Conference and Meeting Rooms) and Passages
Clean all windows internally and externally (where applicable)
Clean all mirrors and glass surfaces
Clean all glass doors
Clean blinds on all windows

2.7 Strip and Seal: Floors

Description of Works Required Throughout Entire Facility
Ceramic floors at passages
Ceramic floors canteen area
Ceramic floor cover stairs and landing
Ceramic floor cover at various area

2.8 High Level Cleaning Were required

Description of Works Required Throughout Entire Facility
High level dusting:
Clean dust from high bay lamp diffusers:
Clean dust and dirt from air conditioning duct vents:
Once-Off High Level cleaning of cobwebs throughout the Mail Centre. Cleaning of all wall, beams ducting etc,
Once-Off High Level cleaning of birds dropping on wall and glazing at security check point entrance to admin offices. Double volume.

3. Frequency of Services

Service	Service Frequency
Machine buff	Weekly
Disinfect and Clean floor according to type	Daily

Dust and wipe and disinfect all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas	Weekly
Wipe and polish all tops with a cloth	Weekly
Disinfect and clean telephones	Weekly
Clean directory boards/White Boards with recommended sabs approved liquid.	Weekly
Empty and clean waste paper bins	Weekly
Dust picture frames	Weekly
Wipe and spot clean glass table tops	Weekly
Vacuum upholstered furniture	Weekly
Spot clean finger marks from paintwork and light switches	Weekly
Disinfect and Clean computer terminals, printers and keyboards	Weekly
Windows and Blinds Wash skirting, door frames and doors	Weekly
Clean windows and stays with Braso where applicable	Weekly
Carpets and upholstery cleaning (Deep Cleaning)	Quarterly
Clean all glass panels	Weekly
Dust/wash walls	Weekly

Boardrooms (Conference and Meeting rooms) and Passages

Service	Service Frequency (Daily, Weekly, Monthly)
Machine buff	Weekly
Clean floor according to type	Daily
Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas	Weekly
Polish all wooden desk tops in Conference rooms	Weekly
Wipe all other desk tops with a dry cloth	weekly
Disinfect and clean telephones	weekly

Clean directory boards/White Boards with recommended sabs approved liquid.	weekly
Empty and clean waste paper bins	Weekly
Dust picture frames	Weekly
Dust/ Wash Walls	Weekly
Wipe and spot clean glass table tops	Weekly
Vacuum upholstered furniture	Weekly
Spot clean finger marks from paintwork and light switches	Weekly
Clean computer terminals, printers and keyboards	weekly
The Contractor shall prepare the official conference rooms (tea, coffee, etc.) and clean cups for SAPO meetings.	Weekly
Clean boardrooms in the morning after every meeting	weekly
Wash bottles, cutlery and utensils after every meeting.	Weekly as per need
Provide clean cold water and hot water after every meeting	Weekly as per need
Windows and doors	weekly

Stair cases

Service	Service Frequency
Mop stairs	2 x Daily
Apply polish	Weekly
Remove dust on the hand rails	Daily
Windows within 2 meters	Weekly

Kitchenettes

Service	Service Frequency
Wash and store away cutlery and crockery	Daily
Wash dishes and dishcloths Senior and General Management only	Daily

Clean and wash sinks and fridges	Daily
Wipe clean cupboards	Daily
Clean and neatly arrange tables and chairs	Daily
Wash and clean interior glass	Daily
Replenish water aqua-coolers	Daily
Empty dustbins	Daily
Glass Doors	Daily
Clean microwave inside and outside	Daily
Canteen area – sweep/mop/polish floor tiles inside and outside sitting area. Polish furniture, clean windows and blinds, empty dustbins etc.	Daily

Ablutions

Service	Service Frequency
Empty and clean all waste receptacles	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Clean, brush wash and sanitise bowls and basins	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Clean mirrors	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Clean Floors according to type	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Clean Cabinets and sanitary buckets	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Replenish paper towels, soap, toilet sanitizers, toilet paper etc. or as required	Continuously but not less than 3 times a day of which 15H00 must be the last cycle.
Supervisor to inspect and sign checklist	Daily

General

Service	Service Frequency
Clean up accidental spillages etc.	As required

Clean dust and dirt from air conditioning ducting vents at an as and when required basis	Monthly
Carpet Deep cleaning including loose carpets and all couches	Annually
Once-Off Cleaning of yard: Remove and cart away all debris, garden overgrown shrubs, weed on paving & islands as shown on site.	Once-Off

4. Approval

Compiled By:



Andre Swart
Works Inspector: Properties
Northern Region
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Supported By:



Peter Naicker
Regional Manager: Properties
Northern Region
2024/07/17