



## **SPECIFICATION**

### **DOCEX - BLOEMFONTEIN**

### **CLEANING AND HYGIENE SERVICE**

## 1. SCOPE OF WORKS AND SPECIFIC INSTRUCTIONS

### 1.1 Legislative Requirements

- 1.1.1 Service provider will be responsible for the provision of Cleaning and Hygiene Services in accordance with these specifications, applicable legislation and regulations and industry standards.
- 1.1.2 The gazetted minimum wage is applicable to the industry and must be adhered to by the successful bidders.
- 1.1.3 The amended Occupational Health and Safety Act No 85 of 1993, the Compensation for Occupational Injuries and Diseases Act and Environmental Acts must be followed to ensure that chemicals used by cleaning companies are safe and without risk to both to health and property. This also applies to procedures for the procurement, storage, handling and transport of such chemicals.
- 1.1.4 The National Regulations on Healthcare Risk Waste (NEMWA Act, 59 of 2008).
- 1.1.5 It is preferable that the service provider is a registered member of a cleaning and/ or Hygiene association (NCCA or similar)

### 1.2 Operational Requirements

- 1.2.1 Day shift, **Three times per week Monday; Wednesday & Friday 07:30 – 16:00**. The cleaning company will be subjected to the country's LRA and Docex operational requirements. Area of work will include all areas as per the "SPECIFICATIONS"

### 1.3 Performance

- 1.3.1 The bidder must utilise its own equipment and material, at its own cost, for the proper provision of the specified Cleaning services at SAPO sites.
- 1.3.2 Bidder to ensure allocated number of resources to the site must be available during working hours for the duration of the contract.
- 1.3.3 Cleaning services must be rendered during working hours, as follows:

- It is the bidder'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.
- The bidder must undertake supervisory visits to SAPO/ DOCEX to conduct the following site inspection activities:
  - Client liaison and feedback
  - Equipment and consumable audits
  - Cleaning staff visits: bi-monthly staff visits, which includes the following:
    - Appearance of uniform
    - Quality of work – assessment
  - The Bidder is to provide SAPO with a monthly report containing the following information:
    - Consumable consumptions
    - Operational requirements
    - Incident reports
    - Ad-hoc/specialized Cleaning requirements

#### 1.4 Experience of Key Resources

- The National Regulations on Healthcare Risk Waste (NEMWA Act, 59 of 2008).
- The bidder must submit together with its bid, a complete work plan in which, the following should be indicated:
- Number of resources that will be employed to fulfil all contractual requirements/ service works obligation as stipulated in this specification.
- The number of supervisors that will be employed to fulfil all contractual requirements/ service works obligation as stipulated in this specification.

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

## **1.5**

### **Security and Employment Vetting**

- The bidder's personnel, who render services at all SAPO/ Docex premises, including but not limited to sensitive security areas, must undergo SA Police clearance process and provide certificate not older than 30 calendar days, at the cost of the bidder. Additional clearance by SAPO/ Docex will be required where services are to be rendered in sensitive security areas.

## **1.6**

### **Chemicals/Consumables and Equipment to be used on site**

- 1.6.1 The bidder shall be responsible for provision of all chemicals and consumables required to render an efficient service to SAPO/ Docex. SAPO/ Docex reserves the right to approve or not approve of these consumables and chemicals.
- 1.6.2 The bidder must submit the specifications and Material Safety Data sheets of all consumables and chemicals upon appointment and thereafter annually. The manufacturer's instructions regarding the use of all cleaning materials and chemicals must be strictly followed.
- 1.6.3 Upon appointment, the bidders must supply a list of SABS approved products, which the bidder intend using, supported by specimen labels, indicating:
  - 1.6.3.1 Trade Name.
  - 1.6.3.2 Generic Name.
  - 1.6.3.3 Registration Number.
  - 1.6.3.4 Ingredients (type and content) as shown on the label.
  - 1.6.3.5 Application rates.
- 1.6.4 Approval for the use of alternative chemicals and consumables to those contracted, must first be obtained in writing from SAPO/ Docex.

1.6.5 The bidder must not use or store any poisonous or highly flammable materials on the premises without the approval of SAPO/ Docex, for the rendering of this service or for other purposes.

1.6.6 The bidder must comply with all applicable provision of legislation, regulations, and minimum industry standards for the procurement, storage, handling, transporting, application and general use of chemicals and equipment or tools.

## **1.7 Public Liability Cover, Insurance and Compensation Commission**

1.7.1 The bidder must provide proof of Public Liability Insurance in the amount of R2m.

1.7.2 The service provider must submit a Letter of Good Standing with the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA)(As Amended)

## **2 SITE SPECIFIC INFORMATION**

### **2.1 CLEANING SERVICES: BUILDING INFORMATION – DOCEX BLOEMFONTEIN**

|                                  |  |
|----------------------------------|--|
| <b>Province</b>                  | Free State   |
| <b>SAPO Region</b>               | Free State – Bloemfontein  |
| <b>Area</b>                      | Bloemfontein City Centre   |
| <b>Town / City</b>               | Bloemfontein   |
| <b>Location / Suburb</b>         | Bloemfontein CBD   |
| <b>Building Name</b>             | Westdene Sentrum   |
| <b>Building Physical Address</b> | Shop No.6<br>Westdene Sentrum<br>Cnr. First Avenue & Reid Street<br>Westdene<br>Bloemfontein |

|                                   |   |
|-----------------------------------|---|
| <b>Brief Property Description</b> | <ul style="list-style-type: none"> <li>- Offices, boardrooms, etc.</li> <li>- Ablution facilities</li> <li>- Kitchenette</li> <li>- Operations</li> <li>- Receiving</li> <li>- Public Area</li> <li>- Dispatch Counters</li> <li>- Receiving</li> </ul> |
| <b>Total Property Size</b>        | (94 m <sup>2</sup> )  |

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

|   |
|---|
| 1.1.1 Offices, Boardrooms, etc.   |
| 1.1.2 Passages  |
| 1.1.3 Kitchens and Canteen  |
| 1.1.4 Toilets and Ablution blocks   |
| 1.1.5 Shop-fronts and Window (Internal & External) Surfaces                       |
| 1.1.6 SHE Bins supply and disposal in accordance with waste management regulation |
| 1.1.7 Provision for cleaning and hygiene deep cleaning equipment                  |

| No                   | Description of Works Required Throughout Entire Facility  |
|----------------------|---|
| <b>1.1.1 Offices</b> |   |
| 1.1.1.1              | Polish or vacuum floors and carpets daily   |
| 1.1.1.2              | Clean floors according to surface requirements  |
| 1.1.1.3              | Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas |
| 1.1.1.4              | Polish all wooden desk tops and wipe other surfaces in Conference rooms                                       |
| 1.1.1.5              | Disinfect and clean telephones with recommended SABS approved cleaning materials                              |
| 1.1.1.6              | Clean directory boards/White Boards with recommended sabs approved liquid with approved cleaning materials    |

| No                    | Description of Works Required Throughout Entire Facility  |
|-----------------------|---|
| 1.1.1.7               | Empty and clean waste paper bins  |
| 1.1.1.8               | Dust picture frames   |
| 1.1.1.9               | Clean all glass table tops  |
| 1.1.1.10              | Vacuum upholstered furniture daily  |
| 1.1.1.11              | Clean all marks from walls and light switches   |
| 1.1.1.12              | Clean computer terminals, printers and keyboards with approved cleaning materials   |
| 1.1.1.13              | Clean blinds  |
| 1.1.1.14              | Clean boardrooms in the morning and after every meeting   |
| 1.1.1.15              | Wash crockery, cutlery and utensils after every meeting   |
| 1.1.1.16              | Mop up any spillages  |
| 1.1.1.17              | Dust light fittings   |
| 1.1.1.18              | Air-freshener must be sprayed in conference rooms and waiting areas.  |
| <b>1.1.2 Kitchen</b>  |   |
| 1.1.2.1               | Wash dishes and dishcloths and clean kitchens four times daily  |
| 1.1.2.2               | Clean Fridges daily   |
| 1.1.2.3               | Empty bins daily  |
| 1.1.2.4               | Bins to be sanitized three times a week.  |
| <b>1.1.3 Passages</b> |   |
| 1.1.3.1               | Tend to pot plants, clean all passages and stairs   |
| 1.1.3.2               | Clean reception desks/counters  |
| 1.1.3.3               | Clean all entrances, stairs and stair rails   |
| 1.1.3.4               | Ensure that the Reception area is neat and tidy at all times  |
| 1.1.3.5               | Clean all marks from all surfaces   |
| 1.1.3.6               | Vacuum all upholstered furniture and carpets on a daily basis   |
| 1.1.3.7               | Fold umbrellas at end of business day   |
| 1.1.3.8               | Wipe all tables and chairs which are placed outside, with wet cloth   |
| 1.1.3.9               | The Supervisor must report all damages to property, breakages or malfunctioning equipment to the SAPO duly appointed representative |
| <b>1.1.4Toilets</b>   |   |
| 1.1.4.1               | Clean - brush wash and sanitise bowls, basins and urinals and disinfect toilets twice a day and complete register                   |
| 1.1.4.2               | Replenish consumables   |

| No                                      | Description of Works Required Throughout Entire Facility             |
|---|--|
| 1.1.4.3                                 | Wipe doors, walls and partitions                                     |
| 1.1.4.4                                 | Remove mineral deposits from gullies and drains                      |
| 1.1.4.5                                 | Empty and clean all waste receptacles                                |
| 1.1.4.6                                 | Clean, brush wash and sanitise bowls, basins and urinals             |
| 1.1.4.7                                 | Clean all mirrors  |
| 1.1.4.8                                 | Clean floors according to requirements of surface type               |
| 1.1.4.9                                 | Clean cabinets and sanitary buckets                                  |
| 1.1.4.10                                | Replenish toilet sanitizers, toilet paper etc., as required          |
| 1.1.4.11                                | Clean showers if applicable  |
| 1.1.4.12                                | All dustbins must be emptied and cleaned                             |
| <b>1.1.5 Windows and Glass Surfaces</b> |  |
| 1.1.5.1                                 | Clean all windows internally and externally (where applicable)       |
| 1.1.5.2                                 | Clean all mirrors and glass surfaces                                 |
| 1.1.5.3                                 | Clean all glass doors  |
| 1.1.5.4                                 | Clean blinds on all windows  |
| <b>1.1.6 General (where applicable)</b> |  |
| 1.1.6.1                                 | Clear all grid covers to drainage pipes of debris, where applicable. |

### 3.1.1 High Level Cleaning

| No      | Description of Works Required Throughout Entire Facility        |
|---------|---|
| 3.1.1.1 | High level dusting: Bi-annual                                   |
| 3.1.1.2 | Clean dust from high bay lamp diffusers: Bi-annual              |
| 3.1.1.3 | Clean dust and dirt from air conditioning duct vents: Bi-annual |

### 3.1.2 Required Cleaning Equipment

The following equipment (not exhaustive) is required for the delivery of services, on a site specific basis:

| No      | Description of Works Required Throughout Entire Facility |
|---------|--|
| 3.1.2.1 | Industrial Vacuum Cleaners                               |
| 3.1.2.2 | Industrial machines for cleaning carpets                 |
| 3.1.2.3 | Sufficient mops and brushes per cleaner                  |
| 3.1.2.4 | Sufficient buckets per cleaner                           |
| 3.1.2.5 | Sufficient brooms per cleaner                            |

|         |  |
|---------|--|
| 3.1.2.6 | Protective clothing in compliance with the OHS Act No. 85 of 1993.   |
| 3.1.2.7 | Sufficient warning signs per cleaner in alignment with the OHS Act   |
| 3.1.2.8 | Machine scrubbers including required scrubbing pads per surface type |
| 3.1.2.9 | Step ladders   |

### 3.1.3 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 are some items anticipated for consumption as a part of the service:

| No       | Description  |
|----------|--|
| 3.1.3.1  | Service provider to supply toilet paper double-ply. (18 rolls per pack – 24 Packs per roll 2 –ply- SABS approved). As and when required. |
| 3.1.3.2  | Disinfectant liquid and brushes for cleaning toilet bowls and urinals  |
| 3.1.4.3  | Multi-purpose pine gel   |
| 3.1.3.4  | Window cleaner   |
| 3.1.3.5  | Heavy duty cleaner   |
| 3.1.3.6  | Mop and buff   |
| 3.1.3.7  | Bleach   |
| 3.1.3.8  | Floor polish   |
| 3.1.3.9  | Stainless steel polish   |
| 3.1.3.10 | Cleaning cloths  |
| 3.1.3.11 | Yellow dusters   |
| 3.1.3.12 | Steel wool   |
| 3.1.3.13 | Gloves   |
| 3.1.3.14 | Feather dusters  |

### 3.1.4 Cleaning Services Detailed Specification: Docex Bloemfontein

|  |               |
|--|---------------|
| Vacuum carpets thoroughly  | When required |
| Spot clean marks on carpets  | Daily         |
| Empty and disinfect wastepaper baskets, ashtrays and receptacles and dispose of in an appropriate manner | Weekly        |
| Damp wipe / dust all applicable desks, window ledges and skirting  | Weekly        |
| Dust and disinfect telephones and computers  | Weekly        |
| Clean applicable furniture and directory boards  | Monthly       |
| Polish desks   | Monthly       |
| Polish all bright metal fittings   | Weekly        |

|  |             |
|--|-------------|
| Remove finger marks from light switches  | Weekly      |
| High level dusting   | Monthly     |
| Damp wipe doors and frames   | Weekly      |
| Dust ceilings and light fittings of offices                                    | Monthly     |
| Clean internal faces of windows  | Quarterly   |
| Clean in front of entrance doors   | Daily       |
| <b>TOILETS AND KITCHENETTES.</b>   |             |
| Sweep floor with hard broom  | Daily       |
| Damp mop floors using disinfectant units                                       | Daily       |
| Burnish floors with high speed burnisher                                       | Monthly     |
| Clean mirrors and skirting   | Daily       |
| Clean and disinfect permanent furniture and fittings                           | Daily       |
| Damp wipe doors and door-frames  | Daily       |
| Dust ceilings and light fittings   | Daily       |
| Check frequently during the course of the day and repeat cleaning              | Daily       |
| Replace paper towels, toilet paper and hand soap                               | As required |
| Remove all paper and refuse to agreed disposal area                            | Daily       |
| <b>GENERAL</b>   |             |
| Clean up accidental spillages etc.   | As required |
| Clean dust and dirt from air conditioning ducting vents at on an ongoing basis | 6 Monthly   |

#### 4. PRICING SCHEDULE: BLOEMFONTEIN BLOEMFONTEIN CLEANING & HYGIENE

| Item | Description of Service   | Monthly Price | Pricing Year 1                         | Pricing Year 2 | Total Price for 2 Years |
|------|--|---------------|--|----------------|-------------------------|
| 4.01 | Cleaning as specified in these specifications  | R             | R                                      | R              | R                       |
| 4.02 | Supply and service on a Monthly basis 1 SHE bin.<br><b>Note: SHE bin shall be disposed of ONLY at incineration site as per regulation.</b> | R             | R                                      | R              | R                       |
| 4.03 | Supply of toilet paper as specified (1 Pack of 18 Roll per month. <b>*As and when required.</b>  | R             | R                                      | R              | R                       |
| 4.04 | Supply, install & refill on a monthly basis 1000ml Golden Touch (SKU: WASD-1017) or similar soap dispenser                                 | R             | R                                      | R              | R                       |
|      |  |               |  |                |                         |
|      |  |               | <b>TOTAL BID PRICE (EXCLUDING VAT)</b> |                | <b>R</b>                |
|      |  |               | <b>15 % V.A.T</b>                      |                | <b>R</b>                |
|      |  |               | <b>TOTAL BID PRICE (INCLUDING VAT)</b> |                | <b>R</b>                |

\*It is the responsibility of the supplier to dispose SHE bins in accordance with the regulation. SAPO/ DOCEX will not be held liable for non-conformance. Suppliers must allow for any applicable incineration fees and applications