

SPECIFICATION
TRANSNET NATIONAL PORTS AUTHORITY
PORT OF RICHARDS BAY
INFORMATION AND COMMUNICATION TECHNOLOGY DEPARTMENT

SPECIALIZED AND CLEANING OF EQUIPMENT ROOMS AND COMPUTER ROOMS IN
VARIOUS SITES

1. SCOPE

- 1.1. This tender covers the requirements for specialized and deep cleaning of computer rooms and equipment rooms in the Port of Richards Bay for a period of 36 months. The computer rooms and equipment rooms are located in various buildings and sites at Transnet National Ports Authority (TNPA) in the Port of Richards Bay.

2. CONTRACTORS EXPERIENCE

- 2.1. The contractor shall have a proven track record focussing on the cleaning of Information and Communication Technology (ICT) equipment and server rooms, data centre decontamination and ICT environment hygiene for at least 5 years.
- 2.2. The contractor shall provide qualified personnel that have security clearance, are fully trained and has a comprehensive understanding and experience regarding the cleaning of ICT equipment and server rooms, data centre decontamination and ICT environment hygiene.
- 2.3. The cleaning work shall be undertaken by qualified personnel who have significant experience in the cleaning of equipment and server rooms environments and appropriate training with the materials and operational procedures specified in this document.
- 2.4. The contractor shall provide documents with references of previous work and experience as well as site details where the work was performed.
- 2.5. While on the premises, cleaning personnel must be supervised by a sufficiently qualified supervisor who will liaise directly with the ICT Team.
- 2.6. Should the contractor subcontract any of the work, the subcontractor must comply with all the requirements.

3. REQUIREMENTS.

- 3.1. TNPA reserves the right to change quantities of the units in consultation with the successful tenderer.
- 3.2. Equipment maybe relocated to another venue without affecting the contract.
- 3.3. The contractor shall complete a price schedule in accordance with annexure A for cleaning of the rooms and devices.
- 3.4. Bimonthly (Once Every two months) cleaning will be done for all Computer rooms as per Annexure A.
- 3.5. The successful tenderer shall provide a detailed schedule for the service intervals on the equipment (Project plan).
- 3.6. The rate of the services shall be fixed for the duration of the contract.
- 3.7. Cleaning will be effected on consultation with the ICT department and as per pre-determined schedule.

4. SERVICE REQUIREMENTS.

4.1. Operation Standards and Procedures,

A schedule of work needs to be presented and agreed upon with the ICT Management before any cleaning work can commence.

TNPA ICT Standards of Operations must be observed and complied with at all times by the contractor's representative or personnel, as pointed out and shared. At a minimum, these will include:

- 4.1.1. No food or drink in the computer and server rooms, and equipment rooms.
- 4.1.2. No propping computer and server rooms, and equipment rooms doors and leaving them open for extended time.
- 4.1.3. No interfering with the operation of the equipment in the computer and server rooms, and equipment rooms.
- 4.1.4. No unauthorised/un-badged/un-uniformed crew in the computer and server rooms, and equipment rooms.
- 4.1.5. Report to the ICT Department when starting work and after finishing, daily until the job is completed.
- 4.1.6. The cleaning staff will wear clothing that easily identifies them as members of the cleaning company or the contractor at all times. During the cleaning of computer and server rooms, and equipment rooms, the cleaning staff are responsible for conducting themselves in such a manner as to protect the computer and server rooms, and equipment rooms, the

equipment and infrastructure and to avoid creating hazards for client's employees in the work area.

- 4.1.7. Signage, safety cones and/or demarcation tape will be used to surround open floor tiles, electrical cords strung along the floor, and any areas that are being cleaned.
- 4.1.8. If a problem or accident occurs, it will be reported immediately to the ICT Department.

5. APPROVED EQUIPMENT & MATERIALS

- 5.1. The cleaning company will use the following approved equipment and supplies at all times,
 - 5.1.1. Cleaning chemicals that are pH neutral, static dissipative, and approved or qualified by computer hardware manufacturers. Material Safety Data Sheets must be provided to the ICT representative prior to performing work.
 - 5.1.2. Lint-free mops that are approved or qualified by computer hardware manufactures. Mops should have non-metal handles and sewn ends to prevent snagging. Mops heads should have looped ends, not ends that are open or stringy or both.
 - 5.1.3. Low-speed floor scrubbing machines.
 - 5.1.4. Electrical cords that are in good condition and possess appropriate ground configuration. Electrical cords shall not be plugged in any plug points in the computer and server rooms, and equipment rooms, even if the plug point is open or free.
 - 5.1.5. Stable stepladders with non-marking rubber feet.

6. COMPUTER ROOMS / EQUIPMENT ROOMS CLEANING PROCEDURE

- 6.1. Only three stage HEPA-filtered vacuum cleaners or equivalent must be used to clean the horizontal surfaces of all equipment.
- 6.2. Cloths treated with anti-static property chemical will be used to wipe down all external surfaces of all cabinets, servers, networking devices and storage units. Chemicals should not be sprayed directly onto equipment. Keyboards will not be touched during cleaning unless they have been detached by TNPA Representative the client from servers or computer equipment.
- 6.3. Cleaning activities will generally progress downward from the computer and server rooms, and equipment rooms ceiling and outward from the room's air handlers.

7. ABOVE-CEILING CLEANING PROCEDURE WHERE APPLICABLE

- 7.1. Vacuum the top of the false ceiling tiles, after first pulling them up in a checkerboard pattern to gain access. Vacuum in and around cable bundles, ceiling tile grid, and walls.
- 7.2. Do not move cable bundles.

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- 7.3. Remove any debris and place into a trash bag.
- 7.4. Make note of any unusual conditions, loose tile brackets, condensation, damaged tiles, and condition of cabling and include them in the final report to the ICT Manager.

8. BELOW-CEILING CLEANING PROCEDURES WHERE APPLICABLE

- 8.1. Vacuum surface dust and particles from the top of all raceways and cable trays that are secured below the room's ceiling.
- 8.2. Make note of any unusual conditions, loose brackets, damaged cable bundles, condensation and condition of cabling and include them in the final report provided to the ICT Manager.

9. CLEANING OF SERVERS AND NETWORKING DEVICES

- 9.1. Wipe down the external surfaces of all server cabinets, servers, networking devices, and other equipment, using lint-free cloths treated with an anti-static chemical. Avoid disturbing patch cords or power cables, touching keyboards, moving hardware, or spraying chemical directly into equipment.
- 9.2. Vacuum the horizontal surfaces of equipment. Use canned air to dislodge dust in areas that cannot be reached by the vacuum.

10. FLOOR SURFACE CLEANING PROCEDURES

- 10.1. When cleaning the raised floor, avoid disturbing any cables that are routed through the notched opening of Data Centre floor tiles.
- 10.2. Vacuum surface dust and particles from the top of all accessible portions of the floor, including blank, notched, and perforated floor tiles.
- 10.3. Treat smudges, stains, black marks, and so on, with an approved solution and scrub with a medium grade scrub pad. Use an approved floor machine to clean and buff with an approved anti-static polish all accessible portions of the floor.
- 10.4. Make note of any damaged floor tiles and include their location in the final report provided to the ICT Manager.

11. SUBFLOOR CLEANING PROCEDURES

- 11.1. Starting in one corner of the Data Centre, pull up floor tiles in a checkerboard pattern to access the sub-floor. No more than six to eight tiles maximum should be removed at one time.
- 11.2. Vacuum the subfloor, carefully manoeuvring in and around cable bundles, base columns and walls. Do not move cable bundles or electrical conduits.
- 11.3. Remove any large debris and place in trash bags.
- 11.4. Make note of any unusual floor conditions, loose floor pedestals, cracks, condensation, signs of food or drinks, etc., and include them in the final report provided to the ICT Manager.

12. COMPLETION REPORT

- 12.1. A completion report for each of computer and server room, equipment room and cabinet cleaned should contain the following information as a minimum requirement,
 - 12.1.1. Comments about location of the of computer and server room, equipment room and cabinet.
 - 12.1.2. Pre-cleaning report based on findings before the actual cleaning start (Written/Visual).
 - 12.1.3. Post-cleaning report show results after cleaning has been completed (Written/Visual).
 - 12.1.4. Observations as per area.
 - 12.1.5. Early warnings / Risks Identified per area.
 - 12.1.6. Actions taken per area.
 - 12.1.7. Recommendations per area; and
 - 12.1.8. Conclusions, (Area above defined as above-ceiling, below-ceiling, cleaning of servers and networking devices etc.).

13. SAFETY AND COMPLIANCE WITH THE OCCUPATIONAL HEALTH AND SAFETY ACT (ACT 85 OF 1993)

- 13.1. The Contractor as the employer shall comply with the Compensation for the Occupational Injuries and Diseases Act 1993 (Act 130 of 1993), and any amendment thereof. The contractor must have a valid Letter of Good standing.
- 13.2. The Contractor undertakes to carry out its obligations in accordance with the requirements of the Occupational Health and Safety Act, 1993 (Act 85 of 1993), Construction Regulations 2014 and other regulations and comply with all requirements of the Act.

- 13.3. The Contractor also undertakes to comply with the Safety Rules of Transnet, as adopted from time to time, a copy of which can be obtained from the Project/Contract Manager.
- 13.4. The Contractor shall, at his own costs, comply with provisions of all such laws, Provincial Ordinances, Local Authority Bylaws and all relevant Regulations framed thereunder which are applicable to the work to be undertaken.
- 13.5. To ensure that the contractor complies with relevant safety legislative requirements, the service provider bring all employees to be involved in the project for safety induction prior to commencement of the project and must submit safety file through.
- 13.6. To ensure that the contractor complies with relevant safety legislative requirements, the service provider bring all employees to be involved in the project for safety induction prior to commencement of the project and must submit safety file through TNPA Project/Contract manager to TNPA Risk Department for review and approval prior to commencement of any works.
- 13.7. The safety file should be available and maintained on site for the duration of the project. A consolidated health and safety file, in terms of Construction Regulation 7(1)(e), be handed to Transnet National Ports Authority (TNPA), Port of Richards Bay, upon completion of the construction work and will remain the property of TNPA.
- 13.8. The contents of the safety file will be communicated to awarded Service provider through TNPA Project manager.

14. ENVIRONMENTAL RESPONSIBILITY

- 14.1. The contractor shall submit an EMP (Environmental Management Plan) as part of their safety file.
- 14.2. The Contractor shall separate hazardous or non-hazardous waste and where practical, waste for recycling prior to disposing thereof.
- 14.3. The Contractor also undertakes to minimize the amount of waste generated or released, whether it is hazardous or non-hazardous waste, as far as possible to reduce the impact on the Environment.
- 14.4. The Contractor undertakes to dispose of all waste generated, albeit hazardous or non-hazardous waste in registered landfill site to ensure waste is disposed in a responsible manner and submit proof of all disposal documents to the IMS Department

15. RERERENCE DOCUMENTS

15.1. ANNEXURE A – List of Computer Rooms / Equipment Rooms

16. COMMERCIAL ASPECTS

- 16.1. Acceptance and payment of the comprehensive maintenance service will only take place when all the outstanding work is completed.
- 16.2. Payment against such month-end statement shall be made by Transnet within 30 [thirty] days after date of receipt by Transnet of the statement together with all valid and undisputed Tax Invoices and supporting documentation.

17. SPIRIT OF CONTRACT

- 17.1. The Contractor shall note that communication between all parties will be of paramount importance to the success of the project.
- 17.2. All parties will be expected to deal with any grievances, ambiguities, and contradictions as soon as possible.