



**Independent Communications Authority of South Africa
350 Witch-Hazel Avenue, Eco Point Office Park
Eco Park, Centurion.
Private Bag X10, Highveld Park 0169**

**REQUEST FOR OFFICE CLEANING, HYGIENE, PEST CONTROL, CAR WASH SERVICES
WASTE REMOVAL, & RECYCLING SERVICES.**

1. Purpose

The purpose of this tender is to appoint a service provider for the supply, delivery, installation and maintenance of hygiene services, office cleaning, pest control, car wash services, waste removal & recycling services at ICASA's Head Office in Centurion, for a period of five (5) years. The successful service provider will ensure that the designated areas are always clean as well as to ensure that business continues while the designated areas are being serviced.

2. Service Definition

2.1. The Independent Communications Authority of South Africa (ICASA) intends to outsource services for:

2.1.1. general and routine office cleaning,

2.1.2. supply and replenishment of all cleaning consumables, chemicals and materials,

2.1.3. supply of all necessary cleaning machinery and equipment,

2.1.4. the supply, delivery, installation and maintenance of hygiene services, office cleaning, pest control, car wash services, waste removal & recycling services to external service providers at ICASA's Head Office in Centurion. Qualified and interested companies within the Republic, specialising in providing these services are invited to submit a proposal for ICASA's offices as mentioned below.

2.2. The appointed service provider must disinfect ICASA's office premises and/or vehicles as and when required, in line with approved guidelines and/or applicable regulations.

2.3. All chemicals, consumables and materials to be used for the duration of the contract must be SABS and/or SANS approved and must not be harmful to the environment.

2.4. The successful service provider will be required to effectively manage the provision of these services and to ensure the safety of its employees, ICASA employees and stakeholders always, including the adequate supply and placement of wet floor signs and any other precautions and signage where required.

2.5. All work shall be scheduled in a manner as not to interfere with any normal ICASA business

operations.

- 2.6.** ICASA's operational days are Mondays – Fridays, excluding public holidays. ICASA normally closes its business operations from 15 December – 01 January of every year, (subject to annual confirmation)
- 2.7.** All work shall conform to all relevant SANS standards, Occupational Health and Safety (OHS) Act and Regulations, and all other legislation that might be relevant to the contract and the execution thereof.
- 2.8.** All work shall be carried out in accordance with prevailing industry norms and best practice and always comply with Original Equipment Manufacturer (OEM) requirements.
- 2.9.** The successful service provider will be required to keep accurate daily records of cleaning personnel attendance, cleaning work, safety inspections, any exception reports where applicable.
- 2.10.** Records shall be kept on-site for a period of two (2) months and thereafter converted/scanned to an electronic format. Such records must be made available to ICASA, as and when required, for assessment by the Manager: Facilities & Fleet. All records shall be in a format as agreed with the Manager: Facilities & Fleet.
- 2.11.** The Site Manager and Supervisor need to be accessible by cell phone, and physically where required, when in operation always.
- 2.12.** A schedule of resources allocated to this contract must be provided to the Manager: Facilities & Fleet at the commencement of the contract. This will, as a minimum, include all persons from the general cleaner level to the management level.
- 2.13.** For the full duration of this contract, none of these persons will be replaced by a person of lesser ability or qualification.
- 2.14.** The Manager: Facilities & Fleet may request the replacement of any person with unsatisfactory performance or who fails to comply with the terms and conditions of this contract.

3. Contract Period

- Five Year Contract period

4. Building

- Ecopoint Office Park, 350 Witch-Hazel Avenue Centurion, 0046
- 2 Building Blocks, namely Block B, and Block C.
- Occupants: approximately 350 employees.

5. Floors/Areas

- Four (4) floors – all 2 office blocks combined (Block B and Block C)
- 310 Basement parking – all 2 office blocks combined

- 90 Covered parking - all 2 office blocks combined
- **Current total square metres: 9320 square metres (all 2 blocks)**

6. Restrooms

- Each building block has rest rooms for Women, Men, Paraplegic and Urinal facilities. Below is the breakdown per floor:

6.1 Block B Ground Floor

Male

Toilets	Toilet cubicles	Urinals	Basins
Toilet 1	2	2	2
Toilet 2	3	3	3
Total	5	5	5

Female

Toilets	Toilet cubicles	Basins
Toilet 1	3	3
Toilet 2	4	3
Total	7	6

Paraplegic

Toilets	Toilet cubicles	Basins
Toilet 1	1	1

Shower

Shower	Basins
Toilet 1	1

6.2 Block B First Floor

Male

Toilets	Toilet cubicles	Urinals	Basins
Toilet 1	2	2	2
Toilet 2	3	3	3
Total	5	5	5

Female

Toilets	Toilet cubicles	Basins
Toilet 1	5	3
Toilet 2	4	3
Total	9	6

Shower

Shower	Basins
Toilet 1	1

Block C Ground Floor**Male**

Male Toilets	Toilet cubicles	Urinals	Basins
Male toilet 1	2	2	2
Male toilet 2	3	3	3
Total	5	5	5

Female

Toilets	Toilet cubicles	Basins
Toilet 1	3	3
Toilet 2	4	3
Total	7	6

Paraplegic

Toilets	Toilet cubicles	Basins
Toilet 1	1	1
Toilet 2	1	1
Total	2	2

6.3 Block C First Floor**Male**

Toilets	Toilet cubicles	Urinals	Basins
Toilet 1	2	2	2
Toilet 2	3	3	3
Total	5	5	5

Female

Toilets	Toilet cubicles	Basins
Toilet 1	4	3
Toilet 2	5	3
Total	9	6

Paraplegic

Toilets	Toilet cubicles	Basins
Toilet 1	1	1

7. Occupational Health and Safety Requirements

The successful service provider will be required to comply with the requirements of the Occupational Health and Safety (OHS) Act, Act 85 of 1993, OHS regulations, as amended and ICASA's OHS measures in place, which includes, but not limited to:

- Safety procedures regarding cleaning, hygiene, pest control, waste removal and recycling process, equipment(s) used, stepladders, machinery and any other related processes, procedures, services and activities.
- Procedures regarding reporting injury on duties and any other incidents.
- Procedures regarding identifying safety risks and resolving safety risks in workplace as required by law, with regards to services that will be rendered.

The service provider is responsible to ensure that the services rendered meet all Occupational Health and Safety requirements and strive to always ensure that there will be no risk for any persons, staff members, members of the public regarding Occupational Health and Safety. Refer to Annexure A for additional requirements on Occupational Health and Safety.

8. Compliance with Labour Regulations

The service provider must strictly adhere to all acts and regulations relating to human resources and remunerate all its employees in line with legislation and statutory requirements. ICASA shall not tolerate any unfair labour practices that happen within its premises and/or outside its building or close to its premises. Labour disputes are the sole responsibility of the service provider. **Service provider to clearly specify whether the total bid price is firm or will be adjusted annually in line with the Department of Employment & Labour's annual sectoral wage determination increments.**

9. Damage Compensation

The service provider will be held responsible for any damage or theft by its employees or due to their neglect whether in the normal execution of their duties or otherwise.

10. Damages to ICASA Property

In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of these services, the service provider undertakes to rectify/repair the damage immediately after notification by Manager Facilities and Fleet and escalated to Supply Chain Unit where necessary. If the service provider fails to act after notification, ICASA will rectify the damages and the costs thereof will be recovered from the service provider.

11. Consumables & Related Facilities

ICASA shall provide water, electricity, storeroom for cleaning materials & equipment and changing area. The cost of the cleaning consumables, chemicals, detergents and disinfectants shall be for the account of the service provider. The service provider must also supply and replenish anti-splash urinal sanitizers to all urinals, which should last for 30 days and the cost thereof must be incorporated in the monthly costs.

SCOPE OF WORK: CLEANING SERVICES

12. Supervision

At least one competent fully trained and experienced supervisor is required, to be part of fourteen (14) personnel mentioned below. The supervisor will conduct daily inspections to ensure that the cleaning is conducted at the required standard. The service provider shall do all inspections and ad hoc inspections by a supervisor and an ICASA official. ICASA reserves the right to reduce the number of cleaners, where necessary, and service provider to adjust monthly costs accordingly (e.g., due to remote working arrangements etc.).

13. Number of personnel

The service provider must provide ICASA with fourteen (14) cleaning personnel, inclusive of the supervisor, who has been trained, with the relevant experience to be deployed as follows:

- Block B: 5 cleaning personnel
- Block C: 5 cleaning personnel
- All Blocks (B – C) basements/parking/balconies/high areas: 1 cleaning personnel

All Blocks (B-C) waste removal and recycling: 1 cleaning personnel

- All Blocks (B – C) Supervisor: 1 cleaning personnel
- Car wash services: 1 cleaning personnel

14. Offices and related areas, entrances, foyers, reception areas, public areas, lift foyers, wheelchair lift and stairs

These areas must be cleaned/maintained at least once a day, but more often if necessary. The contract's supervisor must monitor the situation continuously and make arrangements for cleaning services as required.

The following proper cleaning cloths are required for various areas in different colour codes:

- Yellow – for workstations and equipment
- Blue – for lifts, staircases, walls, windows, paintwork, glass
- Red – for bathrooms
- Green – for kitchens

15. STANDARD CLEANING ACTIVITIES

15.1. Dusting

The following should be cleaned and dusted, with a soft cloth or duster:

- a) Contents of each room, which includes but is not limited to furniture, equipment, doors, blinds etc daily
- b) All surfaces (including, but not limited to desks, credenzas and bookcases) and partitions daily
- c) All vertical surfaces to be dusted up to a height of 2 metres daily
- d) All artwork and frames daily
- e) Wooden panels and partitions daily
- f) Dust all window ledges and skirting boards daily
- g) Wipe all light switches daily
- h) Dust ceiling lights (weekly).

15.2. Doors

- a) Remove all dirty spots on wooden and aluminium doors – **daily**.
- b) Polish doorknobs with an approved metal polish, where applicable – **daily**.
- c) Wash all glass doors (inside and outside) with a degreasing agent and equipment that will not scratch the surface, as required – **weekly or on request**.

15.3. Furniture & Electronics

- a) Polish wooden furniture with a SABS certified or equivalent polish. Such polish should not be greasy and should not come off on anything it encounters after it has been polished – **weekly**.
- b) Do not polish any laminated furniture.
- c) Remove all dirty spots from glass tops, desks and other furniture, such as bookcases, empty shelves – **daily**
- d) Damp-wash those parts of furniture covered in leather or imitation leather – **daily**.
- e) Treat upholstered or leather covered parts of furniture with an approved agent (SABS certified or equivalent) – **monthly**.
- f) Vacuum those parts of furniture covered with fabric – **weekly** and deep cleaned every quarter.
- g) Wipe telephones with a damp cloth using a suitable diluted disinfectant – **daily**.
- h) Wipe all the electronics/equipment external surfaces (e.g., computers, laptops, biometric readers) with a lightly dampened microfibre cloth. Don't spray the cleaning chemical directly onto any surface. Any damage to the electronics resulting from directly spraying the cleaning chemical onto the computers/laptops/biometric readers, the service provider will be responsible for full replacement of the damaged electronics/equipment at their own cost.

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15.4. Inside walls

Remove all spots such as fingerprints on walls, paintwork, and electric switches – **daily**.

15.5. Blinds

- a) Dust blinds – **weekly**.
- b) Clean blinds – **monthly**.

15.6. Glass partitioning and patios

- a) Wash all full-height and low-level glass partitioning – **weekly**.
- b) Mop and polish all the patios - **weekly**.

15.7. Stairs

- a) Wipe banisters with a damp cloth – **daily**.
- b) Use polish on wooden banisters that will not scratch the surface – **monthly**.
- c) Clean all visible pipes – **daily**.
- d) Clean main entrance stairs - daily**

15.8. Floors

- a) Clean all floors to maintain a high level of cleanliness – **daily**.
- b) Should entry to offices or high traffic make it difficult to treat floors, it should be done before office hours.
- c) Wash floors with an appropriate disinfectant – **daily**.

15.9. Carpets

- a) High traffic areas like passages – **daily**.
- b) Boardroom facilities – **daily**.
- c) Clean spots or stains immediately **daily**. Guard against the use of cleaning agents that could damage or discolour the carpets.
- d) The carpets should then be deep cleaned with an appropriate carpet deep cleaning machines - **twice in a year**. When carpets are washed, dirty marks or stains should be removed after which the carpet should be thoroughly vacuumed. It should be always ensured that the carpets do not become excessively wet. All water should be removed until the carpets are damp only. Occupants should be requested not to walk on the damp carpets, if possible. Washing of carpets will be done regularly or when requested, after hours/weekends.

15.10. Outdoors and concrete surfaces (marble, ceramics, terrace, tiles, excluding those in toilets)

- a) Balconies, passages, and pathways should be swept and cleaned with appropriate brooms and dirty spots removed – **daily**.

15.11. Waste Removal

- a) Empty all waste bins at offices, kitchen, bathrooms, and general areas – twice a day or as when required.
- b) All rubbish bins should be washed with an approved disinfectant.
- c) Sufficient rubbish bags need to be provided daily to line the bins at the kitchens, bathrooms, or general areas.
- d) All rubbish bags will be removed from the containers with the rubbish intact and the containers will be lined with new bags **daily**.
- e) The contents of waste bins and other office rubbish should be removed neatly in bags and deposited to the collecting points of rubbish bins provided for this purpose.
- f) Rubbish bags may not be dragged across floors or carpet tiles as the bags may be damaged.
- g) The service provider will be responsible for sorting wastepaper for rendering to waste paper dealers. The manner of disposal will be indicated – **daily**.

15.12. Kitchens and Open Plan Serving Areas

- a) Kitchen floors to be washed **daily**.
- b) Counters tops to be washed **daily**.
- c) Cupboards to be cleaned and washed inside **weekly** to avoid infestation.
- d)** Clean fridges, including those in offices – **weekly**
- e)** Clean microwaves and other kitchen appliances – **daily**

15.13. Toilets

- a) Toilet walls and floors to be washed **daily**.
- b) Counters tops to be washed **daily, or as and when required**.
- c) Toilet pans, covers, urinals, basins, and taps are to be cleaned with SABS certified disinfectant & waste removed – **three times a day at 07h00; 11h00 & 14h00**.
- d) An approved cleaning agent should be put in toilet pans to prevent deposits forming – **weekly**.
- e) All mirrors should be cleaned and polished **daily**.
- f) An approved cleaning agent should be put in basins and urinals to prevent clogging – **weekly**.
- g) Glazed and enamel surfaces should be washed with an approved liquid agent, no abrasives or

scouring materials may be used.

- h) Toilet papers, hand towels and hand-wash foam soap to be replenished during the day **(at 07h00; 11h00 & 14h00)**.
- i) Deep cleaning of toilets and urinals – **monthly**
- j) All toilets must have toilet registers which need to be checked and signed by the successful service provider's Supervisors/Manager when doing periodic inspections.
- k) A two-hourly inspection shall be conducted by the successful service provider's Supervisor on the ablution facilities, this inspection sheet must be signed following each inspection.

Stock items in storerooms should be dusted on request, or at least **once a month**.

15.14. Pictures

- a. Dust frames **daily**
- b. Damp wipe frames **weekly**
- c. Clean glass with glass cleaner **monthly**

15.15. Windows

- a. Windowpanes to be cleaned **twice in year**

15.16 Every worker must have access to the following:

- Broom
- Long/short dusters
- Mops
- Scrubbing brushes
- Buckets
- Buffing machine, buffing liners (where necessary)
- Vacuum cleaners
- Furniture polish
- Multipurpose cleaner
- Toilet cleaner
- Pine gel for toilets
- Urinary basins deodorizers
- Disinfectant hand soap
- Hand washing soap for toilets
- Dusters
- Scourers
- Dust pans
- Cleaning gloves
- Plastic bags for waste collection

- Wet floor warning sign boards, where necessary
- And all other necessary cleaning material/equipment, in line with approved cleaning industry regulations

15.17 Warning Boards

- Clearly readable warning boards or signs shall be exhibited where the rendering of the service may cause injury to any person(s).

16 Staff Requirements/Working Hours

- 16.1. The service provider must provide proof that cleaning personnel have undergone skills and knowledge-based training and qualifications in the professional cleaning industry, by an approved and accredited Services SETA organisation(s).
- 16.2. The service provider shall also be responsible for the provision of supervision. This supervision shall be carried out by a **competent and experienced** person with the necessary skills, knowledge, and qualification at supervisory level. The details of the supervisor shall be provided before the service provider commences with any work on the premises.
- 16.3. The service provider shall also inform the designated Representative of ICASA of any changes in supervisory and cleaning personnel. The supervisor shall also be always contactable.
- 16.4. The Supervisor shall be responsible for the accurate attendance and/or replacement of cleaning staff. Attendance register signed by all cleaners & supervisor must be submitted to the Facilities division for record- keeping.
- 16.5. The supervisor shall also be responsible for monitoring the quality of work and the completion of the daily, weekly, fortnightly, and monthly check sheets.
- 16.6. The supervisor must report on daily basis to ICASA any defects identified and to area concerned e.g. broken mirrors, blocked toilets/urinals, non- functional hygiene equipment, broken windows etc. during the cleaning of the building.
- 16.7. The service provider will ensure a full staff complement between 06h30 – 15h30 on all working days (Monday – Friday), to always maintain an efficient cleaning service to all areas.
- 16.8. The official working hours the cleaners will be present for cleaning and/or hygiene purposes will be during ICASA's office hours (no nightly cleaning will be entertained).
- 16.9. Relief or replacement staff must be made available within 2 hours, with proof of training/cleaning knowledge, otherwise penalties will be incurred.
- 16.10. The cleaning staff must have good communication and people skills as they will be in regular contact with clients and observe ICASA's protocols and office rules.
- 16.11. Cleaning personnel must always maintain a professional level of client service.
- 16.12. Cleaning personnel must ensure safe handling of all office equipment, official documents

and any other items when cleaning and should maintain high levels of confidentiality.

- 16.13. Cleaning staff complement and levels of expertise will change continually according to demand and occupancy and will be communicated to the contracted service provider when the need arises.
- 16.14. Cleaning staff will be responsible for keeping the refuse area reasonably clean and ensuring the refuse is correctly sorted into the relevant bins.
- 16.15. The cleaners will ensure that the pre-sorted waste coming out of the building is placed into the correct recycling bins.
- 16.16. ICASA reserves the right to request the successful service provider and their staff to undergo a security vetting process.

16.17. The service provider should include salary wage bill increment for the contract term as stipulated by the Department of Labour

17 Uniform Clothing

- 17.1. Attention should be given to the good presentation and appearance of cleaning personnel.
- 17.2. All personnel are to be dressed in good quality uniform, with name/identification badges, shoes, gloves etc. supplied by the service provider.
- 17.3. All worn-out uniform and name/identification badges must be replaced with immediate effect at the service provider's cost.
- 17.4. Identification badges must be worn to be always visible while on the premises.
- 17.5. The service provider must have sufficient control over the permits to prevent any unauthorised use thereof.
- 17.6. A list of names of all employees, who are to be employed on this contract, as well as their replacements, must be furnished beforehand.

18 Cleaning Material/Chemicals & Equipment(s)

- 18.1. Service provider to state specific types of cleaning materials/chemicals and equipment(s) to be used, as well as required quantities monthly, which will be made available for the duration of this tender/contract by the service provider.
- 18.2. Service provider to provide/list alternative products and/or equipment(s) that will be supplied for cleaning purpose if different from those mentioned below.
- 18.3. Cleaning staff should be trained on every aspect relating to the handling of all equipment that they use regarding this contract. The service provider will be held responsible for any damages or injuries arising from any misuse or negligent use of such equipment by one of their "on-site" staff members.
- 18.4. Service provider to include items that might have been omitted on the blank spaces in Table 1 provided below. All items listed below must be part of the monthly cost and not be billed separately.

18.5. All equipment should be of an acceptable quality standard. An acceptable quality standard would be the equipment of a brand name that is recognised within the facilities management industry as being durable in construction and reliable in service (e.g., Karcher, Hoover, Wap, Wetrok, etc. or equivalent)

18.6. ICASA will inspect the condition of the cleaning equipment that is needed (before the contract starts).

The successful service provider must ensure that enough backup cleaning materials and equipment are available.

Table 1: MINIMUM CLEANING MATERIALS & CHEMICALS

No.	Description	Quantity
1	Disinfectant	
2	Black bags (heavy duty)	
3	Liquid hand soap	
4	Acceptable glass and mirror cleaner	
5	Degreasing Agents	
6	Furniture Polish	
7	Insecticide	
8	Deep Clean Chemical	
9	Bin Liners	
10	Anti-splash Urinal Sanitizers	
11	Air-fresheners	

NB: The cleaning materials and chemicals must be sufficient for the 14 personnel and the areas to be serviced as per the Term of Reference

Table 2: MINIMUM CLEANING EQUIPMENT

EQUIPMENT(S)		
No.	Description	Quantity
1	Brooms (Exterior/Interior)	
2	Buckets (industrial)	
3	Scrubbing brushes	
4	Vacuum Cleaners	
5	Mops	
6	Buffing Machine/Scrubbing Machines	
7	Dusters /Cloths	
8 (Please add, if any)	Toilet brushes & other cleaning equipment	
9	Safety Signs/Boards	
10	Dust Pans	
11	Polishers	
12	Carpet cleaning machines	
13	Janitorial trolleys	
14	Ladder (long)	
15	Ladder (short)	
16	Industrial steam cleaner	
17	Waste recycling bins	20 recycling bins

NB: The cleaning materials and chemicals must be sufficient for the 14 personnel and the areas to be serviced as per the Term of Reference

19 Fire Extinguishers

The service provider and his/her employees shall not, under any circumstances, make use of fire hose reels or other fire extinguishers on the site in the activities attached to the rendering of the services.

20 Flammable and/or poisonous substances

The service provider shall not use or store any poisonous or highly inflammable substances on the premises without the written consent of the ICASA for the rendering of the services or any other

purposes.

21 Training

- 21.1. Cleaning staff should be trained on every aspect relating to the handling of all equipment that they use regarding this contract.
- 21.2. The service provider will be held responsible for any damages or injuries arising from any misuse or negligent use of such equipment by one of their "on-site" staff members.
- 21.3. The cleaners must be trained in the correct sorting of waste, the importance and procedures in recycling and the impact this has on the environment.
- 21.4. Cleaning staff must undergo in-house training that covers OHS compliance at ICASA's premises.

22 HYGIENE SERVICES SCOPE OF WORK: RESTROOMS

Provision of the following services/items:

- Supply, deliver, install, and commission provision of hygiene services, which includes installation of hygiene equipment
- Supply and replenishment of hygiene service consumables
- All equipment to be always kept in safe and good working condition, and must comply with all health and safety regulations
- Any faulty equipment to be replaced/maintained at the service provider's cost in the event of mechanical breakdown/malfunction.

22.1. Air Fresheners

- 22.1.1. Must be mounted on the toilet/bathroom walls;
- 22.1.2. Air fresheners must be maintained monthly and refilled at all times;
- 22.1.3. Air freshener should spray at intervals of 5-10 minutes in restrooms and must work at all times;
- 22.1.4. Size: 100ml or equivalent;
- 22.1.5. Colour: White
- 22.1.6. Each air freshener to be fitted with an antitheft bracket

22.2. Foam Soap Dispenser

- 22.2.1. Sealed cartridge system with reliable, user-friendly pump mechanism;
- 22.2.2. Must have 800ml - 1 litre tank, with 2ml nozzle, providing at least 1000 single 'shot' washes or equivalent;
- 22.2.3. Must have an inspection window for an easy and convenient method of determining soap levels;
- 22.2.4. Must be fully lockable by means of an easy key-operated open/close lock mechanism;

- 22.2.5. Must be refilled with high-quality, foam hand soap (monthly);
- 22.2.6. Hand wash foam soap must be drip-free and not harsh/irritable to the skin (non-ammoniated), leaving skin soft and smooth;
- 22.2.7. Foam soap must be easily dispensed by means of a gentle hand operation;
- 22.2.8. Hands wash foam soap to be available for every two (2) wash basins or in areas where there is one wash basin;
- 22.2.9. Foam soap dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction;
- 22.2.10. Colour: White

22.3. Auto Cut Paper Towel Dispenser

- 22.3.1. Paper towels dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction;
- 22.3.2. Auto cut dispenser in which paper is cut at equal lengths, taking 2 ply soft paper towels;
- 22.3.3. Must have viewing window of the dispenser to check paper levels;
- 22.3.4. The paper towel dispenser must have a paper towel capacity of 500+, plus a reservoir capacity, reducing the risk of running out of paper;
- 22.3.5. Tamper-proof, lockable cover to reduce theft of paper towel;
- 22.3.6. Paper towels must automatically advance, with no need to touch the dispenser or equivalent;
- 22.3.7. Auto cut must have an emergency feed button;
- 22.3.8. The paper towel holder must be easy to fill;
- 22.3.9. To be refilled with luxurious, soft premium quality 2 ply laminate paper, 42gsm with superb wet strength with EU Ecolabel certification (supplied and refilled by the service provider).
- 22.3.10. Colour: White

22.4. Automatic/No Touch Sanitary Bins (Hand sensor)

- 22.4.1. For hygienic disposal of non-flushable waste material;
- 22.4.2. A safe, discreet, easy to use, and hygienic sanitary disposal solution;
- 22.4.3. Sanitary bins must have self-opening and closing tight fitting lids with trap doors, with non-touch opening/closing mechanism;
- 22.4.4. Bins are treated with SABS tested chemicals which will sanitize, sterilize and deodorize
- 22.4.5. Service provider to supply/refill fragranced sachet, which combats the unpleasant odours inside sanitary bins;
- 22.4.6. 7-day service cycle, per bin per month, is required;
- 22.4.7. Clean and disinfect the bins and replace the bin liner and disinfecting agent used to kill bacteria;

- 22.4.8. The service provider must remove the waste from the ICASA's premises in discrete SHE bags/trolleys, and dispose of it in an environmentally friendly manner
- 22.4.9. Size: 17 litres or equivalent;
- 22.4.10. Colour: white

22.5. Toilet Sanitizer Seat Cover Dispenser

- 22.5.1. To be positioned next to the toilet roll holder, inside the dispenser, the user can dispense the alcohol-based sanitizer onto a sheet of toilet paper to wipe and clean around the toilet seat before use. This helps to improve hygiene confidence and considerably reduce the risk of contamination.

22.6. Toilet Sanitiser Dispenser

- 22.6.1. Sanitizing solution with ingredients that are clinically proven to kill **99.99%** of bacteria and germs commonly found in the toilet;
- 22.6.2. Ideal for combating odour in the restrooms and poorly ventilated rooms;
- 22.6.3. Must prevent/reduce stains on surfaces;

22.7. Auto Flush Urinal Dispensers (stainless steel)

- 22.7.1. To clean and clear the build-up of uric acid, bad odour and bacteria/germs in the urinals;
- 22.7.2. To provide consistent chemical dosing into urinals and provide fresh fragrance;

22.8. Electronic Hot Air Dryer (stainless steel)

- 22.8.1. Wall-mounted turbo electronic hand drier required;
- 22.8.2. Must be maintenance free & activated by infrared sensor;
- 22.8.3. Must dry hands comfortably in 15-45 seconds;
- 22.8.4. Must switch on and off and automatically & vandal-proof;
- 22.8.5. Power must cut off automatically in 90 seconds, in case of irregular use;

22.9. Waste Wall Bins

- 22.9.1. Must be wall mounted;
- 22.9.2. Easy to remove waste in disposable liner;
- 22.9.3. Width: 310mm or equivalent;
- 22.9.4. Height: 300mm or equivalent;
- 22.9.5. Depth: 200mm or equivalent

22.10. Toilet Roll Holders

- 22.10.1. Must be wall mounted and lockable;
- 22.10.2. 3 tier toilet roll holders;
- 22.10.3. Must be vandal proof

23 CONDITIONS

- 23.1. It is a condition of this bid that any damages caused by the successful service provider during maintenance or replacement of any equipment, the cost of repairs thereof will be recouped from the successful service provider.
- 23.2. The successful service provider shall at its own cost maintain public liability insurance for accidents, injury or death during the execution of its contract. Proof of such valid insurance must be submitted with bid before closing time.
- 23.3. The service provider will always use good quality materials and in accordance with SABS specification.
- 23.4. Any electrical equipment used must comply with SABS, SANS and CKS specifications/certification requirements. (Compliance certificate(s) from SABS must be submitted)
- 23.5. All installations and removals of the equipment will be subject to written consent from ICASA. The successful service provider is liable for any damages of the premises when equipment is to be removed for example any repairs, which includes but not limited to the replacement of wall tiles, patching/fixing drilled holes etc. to the premises.
- 23.6. Where necessary, all batteries to be provided and replaced by the service provider, at their own cost.
- 23.7. Service provider must submit material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.

24 Pest Control Services

- 24.1.** Correctly identify pests and assess the degree of infestation. Pest control measures should include spraying, rodent bait, chemicals and fogging (i.e. treatment measures methods) – **quarterly**
- 24.2. Pest control coverage should include, but not limited to fish moths, cockroaches, mosquitoes, ants, mice, rats, flies, termites, booklice, spiders, fruit flies etc.
- 24.3. Areas of treatment should include, but not limited to the offices, kitchens, boardrooms, meeting rooms, storerooms, filing rooms, library, main entrance areas, fire hydrant closets, toilets, cabling & pipe duct closets, and surrounding areas.
- 24.4. At the completion of every quarterly service, the service provider must provide ICASA with a written report and/or logbook, with accurate records of all services.
- 24.5. Mild and odourless chemicals and equipment used must be user-friendly, taking into consideration employees with respiratory medical conditions (e.g. asthma etc.).
- 24.6. These services must be rendered without impacting the daily operations and activities of ICASA, and compromising the health and safety of employees, by unnecessarily exposing them to pesticides.

25 Waste Recycling

- 25.1. ICASA supports the National Waste Management Strategy, a legislative requirement of the National Environmental Management: Waste Act, 2008 (Act No. 59 of 2008). The strategy encourages the separation at source of recyclable materials from the general waste stream and the reuse of these materials. The objective of recycling is to save resources as well as to reduce the environmental impact of waste by reducing the amount of waste disposed at landfills.
- 25.2. The cleaning personnel shall separate waste (i.e. paper, tins, bottles, food, plastics, toners, light bulbs etc.) collected from emptying of dustbins and put them in the recycling bins on a daily basis (once in the morning and once in the afternoon).
- 25.3. The service provider shall either have the waste collected by a recycling company or taking it to a registered waste management drop-off centres/disposal sites, in line with applicable municipal by-laws and legislation.
- 25.4. The service provider must be registered with the local authority or approved relevant authority as the waste handler/transporter – please provide valid proof
- 25.5. The service provider must comply with all relevant legislation pertaining to waste management and the environment, including, but not limited to Waste Information Regulations (Government Notice No R 625 of 2012). Failure to comply with these requirements may constitute an offence in terms of the National Environmental Management: Waste Act, 2008 (Act 59 of 2008).
- 25.6. The service provider shall maintain their knowledge and skills at levels consistent with development in technology, legislation, and management of waste.
- 25.7. The service provider must ensure that the waste permit from the registered disposal site to be used is available, if so requested, and suitable for waste disposed there.
- 25.8. The service provider to supply ICASA with waste recycling bins, to be placed at identified common areas within each floor of the building.
- 25.9. The waste recycling bins must be clearly marked for each type of refuse.

Table 4: Waste Recycling Schedule

Service Description	Service Task	Intervals
Wet-waste removal/collection	Removal of recyclable wet waste from offices to temporary storage Removal of recyclable wet waste from the building premises to a recognised waste recycling/disposal site	Daily, at 09h00 & 14h00 Every 2 nd business day
Dry-waste removal/collection	Removal of recyclable dry waste (e.g. paper, newspapers, card boxes, plastic, bottles etc.) from the offices Removal of recyclable dry waste (e.g. paper, newspaper, card boxes, plastic, bottles etc.) from the building premises to a recognised waste recycling/disposal site	Daily, at 09h00 & 14h00 Once a week
Waste-to-landfill (non-recycled) removal/collection	Removal of non-recyclable waste materials to a recognised waste recycling, landfill and/or disposal site (e.g., irreparable assets – approved for disposal)	Once a week, or as & when required

26 Car Wash Services

26.1 Vehicles based at the assigned office will be washed: **Once a week**

26.2 The Manager Facilities and Fleet will advise and arrange with the service provider on the days when this service is required depending on the number of cars assigned per Region.

Table 5: Number of Vehicles at Head Office

	Department/ Business Unit	No. of vehicles
1.	Facilities	Five (5)
2.	Engineering & Technology	Five (5)
3.	Gauteng Region	Fourteen (14)

Table 6: Head Office Fleet		
FACILITIES	MAKE	Canopies
FF02ZRGP	POLO VIVO 1.4	No
FF02ZYGP	POLO VIVO 1.4	No
FF03BJGP	POLO VIVO 1.4	No
FF30XTGP	NP300 DC 2.4i 4X4	No
XZX203GP	QUANTUM 2.7 14st BUS	No
ENGINEERING		
BY57ZKGP	HILUX 3.0 D-4D 4X4 Raider	Yes
CC55ZTGP	HILUX DC 3.0 D-4D 4X4 Rai	Yes
CY73NCGP	RANGER DC 3.2D XLT	Yes
CY73PLGP	RANGER DC 3.2D XLT	Yes
HY03HNGP	EVEREST 2.2 XLS M	Yes
GAUTENG REGION		
CC55ZZGP	HILUX 3.0 D-4D DC 4X4 Rai	Yes
CY73MRGP	RANGER DC 3.2D XLT	Yes
FF30WWGP	NP300 DC 2.4i 4X4	Yes
FF31DFGP	NP300 DC 2.4i 4X4	Yes
FT64VGGP	NP300 DC 2.4i 4X4	Yes
HY03GNPG	EVEREST 2.2 XLS 4X4 M	Yes
HY60NCGP	RANGER DC 2.2D XL 4X4	No
KK29THGP	ISUZU D/C 2.5L	Yes
SFL952GP	COLT 2400i 4X4 TRAILBUSTE	Yes
WDB012GP	HARDBODY 3000TD Hi-Rider	Yes
WDB015GP	HARDBODY 3000TD Hi-Rider	Yes
WDB021GP	HARDBODY 3000TD Hi-Rider	Yes
WDB026GP	HARDBODY 3000TD Hi-Rider	Yes
WXV698GP	KINGCAB 3300i V6 Hi-Rider	Yes
WXV855GP	KINGCAB 3300i V6 Hi-Rider	No
WXV876GP	KINGCAB 3300i V6 Hi-Rider	Yes
WXV935GP	KINGCAB 3300i V6 Hi-Rider	Yes

NB: The vehicle list is not exhaustive due to future procurement/disposal.

27. QUALITY PLANS AND CONTROL

- i. All work must be executed in accordance with prevailing industry norms and standards relating to quality. Where required, the successful service provider will be expected to continuously compile quality plans and quality improvement plans for the Manager: Facilities & Fleet. Emphasis must be on improving services provisions and ensuring that the work is indeed performed in line with contractual requirements.
- ii. The quality of work must among other focus on applicable work methods, cleanliness and hygiene standards, measurement and monitoring of standards, corrective action procedure and enhancement procedures.
- iii. Service providers are required to submit the proposed quality management and control plans, detailing how amongst other the general and special work methods, cleanliness standards, measurement and monitoring of standards, corrective action procedures, enhancement procedures, etc. to be put in place, monitored, and reviewed for the duration of the contract.
- iv. The proposal should as a minimum, cover the following key areas: Illustration of an understanding of requirements of this contract; reporting where necessary, corrective and preventative actions to be put in place as part of managing this contract, operational roll out plan covering cleaning personnel, chemicals, consumables, materials, machinery & equipment roll out.

28. BACKGROUND CHECKS

The successful service provider is required to screen all resources to be deployed to the contract and ensure that the following background checks have been performed prior to contract commencement:

- a. No deployment of personnel whose medical conditions may be affected or worsened by the chemicals, consumables, materials, machinery, and equipment used in this contract.
- b. Substance abuse checks to ensure that resources on the contract do not have a record of past substance abuse;
- c. Past warnings, suspensions and dismissal records to ensure that resources to be deployed on the contract to pose any operational disruption risks to ICASA;
- d. Criminal records to ensure that resources deployed to the contract do not have any history of criminal records; and
- e. Any other checks deemed necessary by the successful service provider.

Details and the confirmation of background checks must be submitted to the Manager: Facilities & Fleet by the successful service provider, prior to the commencement of the contract.

29. TRAINING & DEVELOPMENT

Service provider should align training and development programmes for all personnel allocated to this contract, to develop a culture of quality service and professionalism.

The initial and periodic on-site and off-site training and development programme for all skills must be submitted to ICASA on request. Thereafter refresher training must be conducted, preferably on an annual basis or earlier for on-the-job training.

The successful service provider must make provision for relievers of its personnel attending training and the remuneration for equivalent labour hours spent in training.

The successful service provider must align its training programmes with the relevant SETA for increased value-add.

The successful service provider must ensure that all the personnel allocated to this contract are suitably qualified and experienced for the duties expected of them and all applicable legislative requirements must be adhered to.

ICASA reserves the right to verify all personnel employed under this contract. Furthermore, ICASA reserves the right to instruct the successful service provider's personnel that are not adequately qualified or suited for this contract be removed from the site.

Mandatory Requirements:

- Be a member of the National Contract Cleaners Association (NCCA/BEECA/ or equivalent);
- Provide proof of registration/affiliation with Pest Control Industries Service Board or similar association (e.g., South African Pest Control Association(SAPCA) issued by the Department of Forestry, Fisheries and Environment etc);
- Provide proof of Sanitary waste removal certificate issued by the Department of Forestry, Fisheries and Environment (if you are using a third party please attach the certificate and agreement);
- Proof of Valid Compensation of Occupational Injuries Diseases Act (COIDA) issued by the Department of Labour;
- The owners must be South African Citizens; and
- Proof of Public Liability Insurance of R5 million.

NB: Failure to submit all the above-mentioned documents will results to service provider's disqualification.

Table 5: EVALUATION CRITERIA

ITEM	DESCRIPTION	SCORING	SCORE
Capacity for the service provider to deliver the project (Company Experience)	The service provider must provide a company profile which clearly indicates experience in delivering similar services . At least six to seven (6-7) years' experience in providing similar services .	Less than 3 years' experience= 1 4-5 years of experience = 2 6-7 years of experience = 3 8-9 years of experience= 4 10 years and above = 5	30
Company Track Record	The service provider must provide a minimum of three (3) reference letters of similar services provided , from client's stating the following: a) Company letterhead b) Company name of client c) Contact person d) Contact number e) Contract Amount Awarded	1 Reference Letter provided= 1 2 Reference Letters provided = 2 3 Reference Letters provided = 3 4 Reference Letters provided = 4 5 Reference Letters provided = 5	25

	where services were completed satisfactorily and successfully.		
Demonstrate capacity	<p>Service provider to provide the following information:</p> <p>i) Queries and complaints:</p> <ul style="list-style-type: none"> How will queries and complaints be handled? (Provide contact numbers and hierarchy for complaints) <p>ii) Contingency Plan:</p> <ul style="list-style-type: none"> Explain the contingency plan for handling service disruptions due to industrial action, vacations, sick leave and unforeseen pandemic or similar service disruptions non-delivery by tenderer's suppliers. <p>iii) OHS file</p> <ul style="list-style-type: none"> Provide specific OHS procedures and risk base analysis to the project 	<p>No demonstration of capacity to resolve Queries & complaints.</p> <p>No Provision of a detailed contingency plan in case of service disruptions, non-delivery by tenderer's suppliers, pandemic disruptions and detailed OHS File =1</p> <p>Demonstrate capacity to resolve Queries & complaints.</p> <p>Provide a detailed contingency plan in case of service disruptions, non-delivery by tenderer's suppliers, pandemic disruptions and detailed OHS File =5</p>	30
Service provider's understanding of the Terms of Reference and quality of the	<p>The methodology must include a detailed Execution Plan, which includes the following:</p> <ul style="list-style-type: none"> Schedule for daily office cleaning Schedule for pest control Schedule for deep cleaning 	<p>No methodology provided pertaining to the services =1</p> <p>A detailed methodology and execution plan provided pertaining to the services = 5</p>	15

<p>proposed methodology</p>	<ul style="list-style-type: none"> • Schedule for ablution facilities • Car wash • Material Safety Data Sheet for all the chemicals to be used 		
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NB: The Functionality criteria cut-off will be 80 points.

General

The service provider must provide the following:

- a. Guaranteed workmanship
- b. Prompt service always
- c. Reliable and trustworthy staff with knowledge of all aspects of the service to be provided
- d. Supervisor to be on site whilst cleaning is taking place
- e. Safety data sheets of all chemicals / products to be made available
- f. Certification of disposal of ex-chemicals (dumping of waste) to be made available.
- g. SABS Approved chemicals shall be used
- h. Environmentally friendly chemicals shall be used
- i. Non-toxic chemicals shall be used
- j. All relevant safety equipment for staff to be in place and always used.
- k. All equipment to be in a sound state of use no exceptions (electrical extension cords etc.)
- l. All staff to be clearly identifiable by means of uniform with an identifying logo
- m. All staff to be compensated within the legal labour rate/ minimum wage requirements

Table 4: PRICE SCHEDULE: OFFICE CLEANING

	A	B	C		D		E		F		G	
Description	Total Number of Staff	Monthly hours per staff member	Monthly Rate per Staff Member		Total Price of Labour (monthly) =AxBxC		Overheads (Monthly) (i.e. admin costs, transport costs etc.)		Total Price per month (excl. VAT) = D+E		Total Price per month (incl. VAT)	
			R	c	R	C	R	C	R	c	R	c
Cleaners	Fourteen (14)											
TOTAL												

Table 5: EQUIPMENT LIST: INSTALLATION & MAINTENANCE OF HYGIENE EQUIPMENT

Qty	Item Description	Unit Price	Frequency/number of times per month
35	100ml Air Fresheners + Monthly Refills		Monthly
35	Antitheft bracket		
50	800ml Foam Soap Dispenser + Monthly Refills		Monthly
22	Auto cut Paper Towel Dispensers		Monthly
12	Auto cut Paper Towel Dispensers for the Kitchens Tork Elevation Hand Towel Centerfeed Pro Dispenser Sizes:Material Plastic, Width9-1/2" (23.9 cm), Heigth14-1/2" (36.6 cm) & Depth9" (22.9 cm)		
22	Paper Towel Waste Bins (white)		
12	Kitchen Towel Waste Bins (White)		
38	Automatic/No-Touch Sanitary Bins + weekly service + SHE tablet: 7 day service cycle		Weekly
58	400ml Toilet Seat Cover Sanitizer Dispenser/Spray + Monthly Refills		Monthly
58	310ml Toilet Sanitiser Dispenser + Monthly Refills		Monthly
20	Auto Flush Urinal Dispenser (stainless steel)		
20	+ Auto Urinal Sanitiser Dispenser (white) + Monthly Refills (twice per month)		Monthly
20	Electronic Hand/Hot Air Driers (stainless steel)		
16	Touchless Hand sanitizers 500ml + Monthly refills (size 8.5" x 8.5" x 12" LxWxH)		Monthly
	GRAND TOTAL (per month)		

PRICE SCHEDULE A

Description	Contract Period	Total Contract Price (excl. VAT) R	VAT Portion R	Total Contract Price (incl. VAT) R
Office Cleaning & Waste Management Services (Monthly) at R _____	5 years			
per month (VAT inclusive)				

PRICE SCHEDULE B

Description	Contract Period	Total Contract Price (excl. VAT) R	VAT Portion R	Total Contract Price (incl. VAT) R
Hygiene Services (Monthly) at R _____	5 years			
per month (VAT inclusive)				

PRICE SCHEDULE C

Description	Contract Period	Total Contract Price (excl. VAT) R	VAT Portion R	Total Contract Price (incl. VAT) R
Equipment rental and consumables (Monthly) at R _____	5 years			
per month (VAT inclusive)				

PRICE SCHEDULE D

Description	Contract Period	Total Contract Price (excl. VAT) R	VAT Portion R	Total Contract Price (incl. VAT) R
Pest Control Services (Quarterly) at R _____	5 years			
per month				

PRICE SCHEDULE E

Description	Contr act Period	Total Contract Price (excl. VAT) R	VAT Portion R	Total Contract Price (incl. VAT) R
Car Wash Services (Quarterly) at R _____ per month	5 years			

GRAND TOTAL SCHEDULE F

Description	Cost per year (Including VAT)
Total Cost Including VAT (A)	
Total Cost Including VAT (B)	
Total Cost Including VAT ©	
Total Cost Including VAT (D)	
Total Cost Including VAT (E)	
Total ice (A+B+C + D+ E)	

GRAND TOTAL FOR THE PERIOD OF THE FIVE-YEAR CONTRACT AND FACTORING ANNUAL INFLATION ESCALATIONS AND LABOUR WAGES INCREAMENT.**GRAND TOTAL SCHEDULE G**

YEARS	COST PER YEAR INCLUDING VAT
YEAR 1	R
YEAR 2	R
YEAR 3	R
YEAR 4	R
YEAR 5	R
GRAND TOTAL FOR A FIVE-YEAR PERIOD	R

Total Contract Price for 5 years (Schedule F & G)= R_____

Annexure A

SITE-SPECIFIC HEALTH AND RISK ASSESSMENT

ISSUED IN TERMS OF THE OCCUPATIONAL HEALTH AND SAFETY ACT NO 85 OF 1993

FOR

**PROVISION OF OFFICE CLEANING, HYGIENE, PEST CONTROL, CAR WASH
SERVICES WASTE REMOVAL, & RECYCLING SERVICES.**

A. INTRODUCTION

This "Health and Safety Specifications" document is governed by the Occupational Health and Safety Act (Act No 85 of 1993), hereinafter referred to as the Act. Included in these specifications is set rules to assist the principal contractor, contractors (sub-contractors) and the Client in controlling and managing health and safety issues on the working site, as stipulated in the Occupational Health and Safety Act (Act No 85 of 1993).

These specifications and rules do not relieve the principal contractor, contractors (sub-contractors) or their employees from any legal obligation under the requirements of the "Basic Conditions of Employment Act", the "Occupational Health and Safety Act" or the "Compensation for Occupational Injuries and Disease Act".

The specifications and rules will apply for the duration of the projects. Should the principal contractor or contractors (sub-contractors) not comply, it will be deemed as a breach of contract. The principal contractor will carry full responsibility and accountability regarding the adherence to any health and safety issues when contractors (sub-contractors) are used to carry out any cleaning work on the project. It must be noted that the Client Safety Agent, may stop any contractor from executing cleaning work, which is not in accordance with the Client health and safety specifications or rules for the project or which poses a threat to the health and safety of any person.

The H&S specification formulates the minimum requirements which must be met by the Contractor and documented in the contractors' (1) health and safety plan and (2) subsequent H&S file. The specification is not a limited or exhaustive list of legal and corporate compliance requirements.

B. PURPOSE

The purpose of the site-specific Health & Safety Specification is for the specification to be used as a specific standard on which all Contractors' H&S Planning must be based.

C. DEFINITIONS

For the purpose of this safety specification, the definitions given hereunder shall apply and

not limited to:

- C.1 **"Act"** refers to the Occupational Health & Safety Act No.85 of 1993 (as amended)
 - C.2 **"Agent"** refers to a competent person who acts as a representative for a client.
 - C.3 **"Client"** refers to Independent Communication Authority of South Africa (ICASA)
 - C.4 **"Competent person"** refers to a person who has in respect of the work or task to be performed the required knowledge, training and experience and, where applicable, qualifications, specific to that work or task: Provided that where appropriate qualifications and training are registered in terms of the provisions of the National Qualification Framework Act, 2000 (Act No.67 of 2000), those qualifications and that training must be
 - C.5 **"Cleaning work"** refers to a process of removing unwanted substances, such as dirt, infectious agents, and other impurities, from an object or environment
 - C.6 **"Contractor"** means an employer who performs cleaning work;
 - C.8 **"Supervisor"** means a competent person responsible for supervising;
 - C.9 **"Site Specific Health & Safety Specification"** refers to a site, activity or project specific document prepared by the client pertaining to all health and safety requirements related to cleaning work for the project;
 - C.10 **"Medical certificate"** means a certificate contemplated in sub-regulation 7(8). A contractor must ensure that all his or her employees have a valid medical certificate of fitness specific to the cleaning work to be performed and issued by an occupational health practitioner;
 - C.11 **"OHS Act"** refers to the Occupational Health & Safety Act No 85 of 1993;
 - C.12 **"Principal Contractor"** means an employer appointed by the client (ICASA) to perform cleaning work and to be in overall control and management of a part of, or the whole of a construction site;
 - C.13 **"Risk Assessment"** refers to the systematic and methodical assessment methodology utilised to identify hazards and risks to persons / plant and equipment and the corresponding listing of risk controls; the risk assessment must form part of the health and safety file to be applied on a site of works;
 - C.14 **"Site"** refers to the ICASA operations, buildings, lands and other places, made available by ICASA for the purposes of the Contract, on, under, over, in, or through which the cleaning work is to be executed or carried out;
-

- C.15 **"Safe Work Procedures"** refers to a detailed and comprehensive procedure developed to ensure that adequate information and instruction regarding a task is adequately covered and is essential to ensure employee competence with the relevant task.

D. COMPENSATION OF OCCUPATIONAL INJURIES AND DISEASES

- D.1 The Contractor shall submit proof of registration as an employer, and proof of Good Standing with the COIDA Commissioner in the H&S File and prior to starting the work.
- D.2 A copy of the Letter of Good Standing with the COIDA Commissioner must be included in the H&S File.

E. NIGHT WORK AND AFTER-HOUR'S WORK

- E.1 No night work shall be performed unless authorised by ICASA.
- E.2 Where applicable; the risk assessment and method statements in the H&S File shall include after hour work and the safe management thereof.

F. SECURITY AND ACCESS

- F.1 The Contractor and his employees shall enter and leave the premises only through the main gate and/or checkpoint(s) designated by the Employer.
- F.2 The Contractor shall ensure that employees always observe the security rules of the Client and shall not permit any person who is not directly associated with the work from entering the premises.
- F.3 The Contractor and his employees shall not enter any area of the premises that is not directly associated with the work.
- F.4 The Contractor shall ensure that all materials, machinery or equipment brought by him-self onto the premises are recorded at the main gate(s). Failure to do this may result in a refusal by the Employer to allow the materials, machinery or equipment to be removed from the premises.
- F.5 The Contractor shall ensure that no persons carry firearms on the company's or Client premises unless written permission has been obtained from the designated person.
-

G. INTOXICATING SUBSTANCE

- G.1 No intoxicating substance of any form shall be allowed on site. Any person suspected of being intoxicated shall not be allowed on the site.
- G.2 Any person required to take medication shall notify the relevant responsible person thereof, as well as the potential side effects of the medication.

H. TABLE OF THE CONTENTS

1. Contractor's Site Safety File.
 2. Contractor's Health and Safety Plan.
 3. Appointments.
 4. Site Safety Meetings.
 5. Monthly Safety Audits.
 6. Sub-contractor Management.
 7. Continuous Occupational Health and Safety Management.
 8. Incident Reporting and Investigation.
 9. Emergency Preparedness.
 10. Worker's Wellbeing.
 11. Costing of OHS.
 12. General.
 13. Risk Assessment.
-

1. SITE SAFETY FILE

The safety file must be approved by the Client (ICASA) prior to and be implemented on site from commencement of the works and must be kept up to date until the completion of the projects. After completion of the project a consolidated copy of the file must be handed over to the Client. This must be in hard copies and as per list provided by the Client. The contents of the file must include, but is not limited to, the following:

- 1.1** Occupational Health and Safety Act No. 85 of 1993
 - 1.2** Appointment letter/Purchase Order
 - 1.3** Company details – Letter of good standing
 - 1.4** Legal appointments i.e Safety Officer, Risk assessor, incident investigator, first aider, etc
 - 1.5** Medical certificates i.e noise, heat, fall risk, confined spaces, etc
 - 1.6** Health and Safety plan
 - 1.7** Project plan
 - 1.8** Baseline risk assessment
 - 1.9** Safe working procedures talks
 - 1.10** Personal Protective Equipment (PPE) issue register
 - 1.11** Induction training forms
 - 1.12** Training flow chart
 - 1.13** Accident report forms
 - 1.14** Toolbox talks
 - 1.15** Site emergency procedure
 - 1.16** Material Safety Data Sheet (MSDS)
 - 1.17** Fall Protection Plan
 - 1.18** Signage Board
-

1.19 Housekeeping**1.20** Membership of National Cleaning Contractors Association (NCCA) or equivalent**1.21** Waste removal certificate**2. HEALTH AND SAFETY PLAN**

2.1 The plan must be suitable, sufficiently documented, coherent and site specific, and after approval by the Client OHS Agent, it must be applied on site from date of commencement of and for the duration of the construction work. It is also required that the plan be reviewed and updated as work progresses.

2.2 The scope of work and risk assessment form part of the health and safety plan to be implemented on site.

3. APPOINTMENTS

3.1 The appointments should include but not be limited to:

- Acceptance and commitment to OHS – Sec 16(1)
- Appointment of Manager - Sect 16(2)
- Part-time Safety Officer – CR 8(5)
- Risk Assessor – CR 9(1)
- First Aider - GSR 3(4)
- Incident Investigator - GAR 9(2)
- Health and Safety Representative - Sect. 17(1)
- Cleaning team
- Supervisor

3.2 The Contractor must appoint a part-time Health and Safety Officer (HSO), registered and in good standing with South African Institute of Occupational Safety and Health (SaioSH) for the project.

3.3 A candidate HSO cannot be appointed as HSO. The HSO can however use a candidate to perform safety officer tasks on his behalf on site. The HSO remains the responsible person and must sign off all plans, safety audits and risk assessments done by the candidate.

3.4 The HSO must at least visit a site once (1) a week to perform inductions, inspections,

audits, risk reviews and give general inhouse training.

- 3.5** The HSO must compile a summary Occupational Health and Safety report to be presented monthly during the Site Meetings.
- 3.6** Proof of competency (knowledge, training, experience and qualification where required) in respect of the work or task being appointed for, must be attached to each appointment.

4. SITE SAFETY MEETINGS

- 4.1** The Contractor must have weekly safety meetings on site, of which minutes must be kept in the safety file.
- 4.2** The Contractor's Health and Safety Officer, Manager, Cleaners Supervisor, Cleaner and representatives of the workers (Safety Representative) must attend the meetings.
- 4.3** Minutes must be signed off by the CEO and decisions must be implemented as decided by the committee.

5. MONTHLY SAFETY AUDITS

- 5.1** The HSO must perform monthly internal audits which must include all contractors on site, of which the reports must be available on the day of the site meeting.
- 5.2** The Client's Occupational Health and Safety Agent will also perform monthly audits and give feedback during monthly site meetings.
- 5.3** The Contractor will receive the OHS report within seven (7) days of the audit and must give written feedback on all outstanding items, to the Client's Occupational Health and Safety Agent within seven (7) days of receipt.

6. SUB-CONTRACTOR MANAGEMENT

- 6.1** All sub-contractors must comply with Occupational Health and Safety requirements and must submit an Occupational Health and Safety file to the main contractor, for approval by the Contractors Health and Safety Officer, before commencement of work on site and which must kept up to date until completion of their work.
- 6.2** Sub-contractors must be registered for Workmen's Compensation before they will be allowed to commence work on site.

7. CONTINUOUS OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

7.1. The Cleaners Manager is responsible to see that Occupational Health and Safety is implemented on site on a daily basis. These responsibilities will include, but not be limited to, the following:

- PPE compliance.
- Tool and other inspections.
- Safe working procedures.
- Ensuring all safety signs and barricading are in good condition.

7.2 If workers are less than twenty (20), the contractor may and if workers are more than twenty (20) the contractor must appoint a Safety Representative to represent the workers on site.

7.3 The Safety Representative must be elected by the workers and must undergo training or already be in possession of a valid certificate issued by a legal training institution.

8. INCIDENT REPORTING AND INVESTIGATION

8.1 Incident reporting and investigations must be in accordance with Occupational Health and Safety Act and General Administration Regulations.

8.2 The Client's Occupational Health and Safety Agent must be notified immediately in the case of Section 24, and within 12 hours in the case of incidents.

8.3 All investigation documents must be completed in full, submitted to the client and kept for a duration of at least three (3) years.

9. EMERGENCY PREPAREDNESS

9.1 First Aid

9.1.1 No work will be allowed on site without the presence of a qualified First Aider, appointed in writing. (One First Aider for each site or workplace or the cleaner must be a First Aider)

9.1.2 A fully equipped First Aid box must be kept in the site office and a dressing record must be used to indicate details of all first aid treatment.

9.2 Fire

9.2.1 At least 2 x 9kg fire extinguishers must be on site. One kept in the site/Supervisor's office

and one close to the storage area.

9.2.2 Contractors must receive training on the use of firefighting equipment (Contractors responsibility).

9.3 Hazardous chemicals

9.3.1 Chemicals must be stored in a well-ventilated area, storage and handling must comply with the Hazardous Chemical Substance Regulations.

9.3.2 MSDS sheets must be available for all chemicals used on site.

9.3.3 Site specific emergency contact numbers and evacuation procedures must be available, communicated and posted on the site office wall or notice board.

10. WORKER'S WELLBEING

10.1 All workers of the Contractor must undergo medical screenings, done by an Occupational Medical Practitioner. Copies of Medical Fitness Certificates must be kept in the safety file.

10.2 Rubbish bins for bags, tins, cans etc must be provided on site and cleaned as per municipal requirements.

11. COSTING OF OCCUPATIONAL HEALTH AND SAFETY

The Contractor to make sufficient provision for OHS requirements and the following should be taken into consideration:

11.1 Training:

- First Aider
- Safety Representative

11.2 Equipment and PPE

- Clothing
 - Safety Shoes
 - Reflector vests
 - Gloves
 - Respiratory masks
 - Goggles/safety glasses
 - Symbolic Safety Signs
 - First Aid equipment, kit and box - to be provided by ICASA
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- Fire extinguishing equipment – to be provided by ICASA

11.3 Chemical toilet facilities, toilet paper and handwash facilities

11.4 Part-Time Health and Safety Officer

- Compiling of safety file
- Site visits, inspections and internal audits

11.5 Medical fitness certificates for all employees – CR 7(8) before commencement of work.

11.6 COVID-19 file and related items as per Section 13 of this document.

12. GENERAL

12.1 For all other activities on site the requirements of the Occupational Health and Safety Act and Regulations, as well as all applicable Standards, will apply.

12.2 At the completion of the contract the Contractor must submit a consolidated Health and Safety file to the Client as per CR 7 (1)(e).

13. COVID-19

The Contractor must provide a separate file for the management of COVID-19 prevention on site, also to be approved by the client before commencement of work on site.

13.1 This file must at least include the following documents:

- Prevention Plan
- Health Risk Assessment
- Control measures and procedures
- Cloth mask issue register
- Cleaning and sanitizing registers

13.2 The contractor must provide the following on site:

- 70 % Alcohol-based hand sanitizer
 - Sanitizer dispensers for site camp, offices, vehicles and site
 - Soap and water
 - Paper towels for drying of hands
 - Rubber gloves and equipment for use by cleaners
 - Designated bins for potentially contaminated PPE, tissues and paper towels
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14. BASELINE RISK ASSESSMENT

NO	ACTIVITY	Potential hazards	RISK	CONTROL
1.	Site establishment	Unsafe offloading of materials Incompetent personnel appointed Heavy load	<ul style="list-style-type: none"> Load falling on staff and clients Damage to property 	<ul style="list-style-type: none"> Staff and clients to stand clear from offloading operations
2.	Working at heights	Falling from heights	<ul style="list-style-type: none"> Falls from heights, potential for fatality or serious injuries Falls from ladders 	<ul style="list-style-type: none"> Training of personnel to create awareness Personnel to wear safety harness Ladders to be set up on a flat even surface and used as per specifications
3.	Lifting and carrying of cleaning material	Incorrect carrying of cleaning material	<ul style="list-style-type: none"> Bodily injuries Ergonomics 	<ul style="list-style-type: none"> Issue appropriate PPE, where required Provide training on material handling
4.	Stacking and storage of material and equipment	Sub-standard stacking and storing practices	<ul style="list-style-type: none"> Collapsing of stacked/stored material 	<ul style="list-style-type: none"> Stacking and storage Supervisor to inspect the area daily
5.	Vacuum cleaner	Excessive dust Dust from cleaning of carpets Open electrical wires	<ul style="list-style-type: none"> Strain or fatigue due to excessive use of vacuum cleaner Bodily injuries Electric shock Inhaling of dust 	<ul style="list-style-type: none"> Training on how to use a vacuum cleaner Use safety gloves, ear plugs, dust coats, gloves and face masks
6.	Exposure to cleaning chemicals	Working with chemicals Lack of training Incorrect PPE used	<ul style="list-style-type: none"> Skin reactions Respiratory illnesses 	<ul style="list-style-type: none"> Training of personnel to create awareness Personnel to wear correct PPE
7.	Exposure to biological infectious diseases	Dirty dusters/cloths bodily fluids	<ul style="list-style-type: none"> Inhalation of bad smell Contracting occupational diseases 	<ul style="list-style-type: none"> Wearing face masks Wearing gloves Regular cleaning of dusters/cloths Knowledge of MSDS being used on chemicals
8.	Blocked drain works	Possible cuts Lacerations Falling objects	<ul style="list-style-type: none"> Multiple injuries 	<ul style="list-style-type: none"> Wearing of correct PPE such as gloves and goggles Signage to be displayed
9.	Working long hours	Fatigue	<ul style="list-style-type: none"> Incorrect use of cleaning materials and equipment Sleeping on duty 	<ul style="list-style-type: none"> Training Leave Lunch breaks
10.	Electrical	Open electrical wires	<ul style="list-style-type: none"> Shocks Burns 	<ul style="list-style-type: none"> Regular inspection of damaged electrical plugs Training Staff not to splash water near sockets or electrical appliances. Defective machine to be taken out of use
11.	Machine cleaning of floors	Machine falling Machine not functioning properly	<ul style="list-style-type: none"> Injury to feet or ankle 	<ul style="list-style-type: none"> Regular examination and maintenance of machine
12.	Lone working	Staff may suffer from sudden illnesses	<ul style="list-style-type: none"> Falling or fainting while working alone 	<ul style="list-style-type: none"> Cleaning staff to use signing register Cleaning supervisor to monitor signing register every two hours
13.	Cleaning of basement parking	Exposure to excessive noise Dust Wet parking area	<ul style="list-style-type: none"> Hearing loss Inhaling of dust Tripping and falling 	<ul style="list-style-type: none"> Use correct PPE – hard hats, safety shoes, dust coats, ear protector and face masks Correct training Display warning signs at appropriate sites
14.	Fumigation	Inhalation of chemicals	<ul style="list-style-type: none"> Asthma attack Getting chest pains Difficulty breathing 	<ul style="list-style-type: none"> Wearing of correct PPE Usage of correct chemicals for fumigation Provide MSDS Fumigate only after working hours Cordon-off the area
15.	Cleaning of floors	Wet floor	<ul style="list-style-type: none"> Slips Tripping 	<ul style="list-style-type: none"> Wearing of proper PPE Use of danger warning signs
16.	Transmittable Diseases (Covid-19)	Contact with other personnel	<ul style="list-style-type: none"> Illness due to Health hazards 	<ul style="list-style-type: none"> Social distancing to be observed

NO	ACTIVITY	Potential hazards	RISK	CONTROL
17.	Cleaning material and equipment	Loading of material and equipment	<ul style="list-style-type: none"> • Load falling on staff and clients 	<ul style="list-style-type: none"> • Lifting and loading equipment to be done by competent person and inspected daily • Proper training on how to lift material and equipment
18.	Window cleaning	Window breaking Falling from step ladder	<ul style="list-style-type: none"> • Injury and body cuts 	<ul style="list-style-type: none"> • Proper training to be done • Correct PPE to be used – hand gloves • Correct use of step ladder
19.	Waste removal	Not collected at set interval or regular times Office or area infested by rats	<ul style="list-style-type: none"> • Sickness and occupational diseases 	<ul style="list-style-type: none"> • Correct PPE to be used • Waster register collection to be signed off by Cleaner and Supervisor.
20.	Rain	Wet foyer Wet car parking Wet ground	<ul style="list-style-type: none"> • Slips • Tripping 	<ul style="list-style-type: none"> • Use of danger warning signs • Wearing proper PPE • Continuous monitoring and removing of stationary water in the foyer area by cleaners • Reception area to be wiped continuously
21.	Cleaning of vehicle	Vehicle moving	<ul style="list-style-type: none"> • Accident 	<ul style="list-style-type: none"> • Training of personnel and create awareness • Vehicle to be switched off • Apply handbrakes – to be on • Cleaners not to be given car keys • Monitoring during cleaning