

## **SCOPE OF WORK: CLEANING AND HYGIENE SERVICE AT CENTRAL PROCUREMENT SERVICE CENTRE**

1. The Central Procurement Service Centre requires a general cleaning and hygiene services in accordance with the acceptable standard of the trade concerned at the Eco-origin Office Park, Block E, 349 Witch-hazel Avenue, Eco Park, Centurion for a period of 36 months.

a. Floor space (2 699,36m<sup>2</sup>)

- i. 3 Floors
- ii. 1 Foyers
- iii. 2 Common Areas
- iv. 1 Staircase (4 Floors)
- v. 1 Lift
- vi. 85 Offices
- vii. 1 Gym
- viii. 5 Boardroom
- ix. 1 Recreational Area
- x. 4 Kitchens
- xi. 1 Bath Room
- xii. 6 Ablution Facilities
- xiii. 2 Groundsman Rooms
- xiv. 4 Balconies
- xv. 3 Fire Escapes

b. Storage Area (1 090m<sup>2</sup>)

- i. Store E399 (128 m<sup>2</sup>)
- ii. Store E401 (76m<sup>2</sup>)
- iii. Store E402 (68 m<sup>2</sup>)
- iv. Store E405 (106 m<sup>2</sup>)
- v. Store E406 (106 m<sup>2</sup>)
- vi. Store E417 (180 m<sup>2</sup>)
- vii. Store E418 (308 m<sup>2</sup>)
- viii. Store E419 (31 m<sup>2</sup>)
- ix. Store 420 (87 m<sup>2</sup>)

### **SCOPE OF SERVICE**

2. A total of five (5) cleaners and one (1) supervisor – will be required from Mondays to Fridays, 08:00 to 15:00.

3. The bidder shall provide the cleaning and hygiene services on site in accordance with the provisions of this specification and the service standard, which shall include but not be limited to the elements stated below:

## RESTRICTED

- a. General cleaning and hygiene service
- i. Provide a scheduled and reactive cleaning service, including providing and maintaining equipment, and the provision of supplies (environmentally friendly and safe cleaning chemicals that are registered as green products) required for the intended use on a day-to-day basis to meet the requirements of DOD in all areas of the site in accordance with the service level specifications and the service standards.
  - ii. Maintenance of floors and carpets (wash and vacuum). Periodic cleaning duties such as deep cleaning of carpets but twice a year or when visibly soiled. Vacuum/suction of carpets twice a week or when requested for more times.
  - iii. Window and wall cleaning. Wash windows and walls quarterly or on request when visibly soiled.
  - iv. Dusting of all surfaces and partitioning and polishing of furniture/surfaces once a week.
  - v. Maintenance of upholstered furniture and window blinds (steam cleaning). The upholstered furniture include 170 leather chairs and 150 material chairs. There are 60 offices with blinds.
  - vi. Ensure that meeting venues are cleared of all function/event equipment as necessary and all waste promptly and efficiently removed in any event prior to the commencement of the next meeting.
- b. Ablutions
- i. Cleaning and maintenance of ablation facilities at the general areas at least 3 (three) times per day.
  - ii. Cleaners to replenish toiletries and related consumables:
    - (1) 3 Ladies Ablution Facilities (15 Toilets; 12 Hand Basins)
    - (2) 3 Gents Ablution Facilities (9 Toilets; 12 Urinals; 9 Hand Basins)
    - (3) 3 Disabled Ablution Facilities (3 Toilets; 3 Hand Basins)
    - (4) Officer Commanding Facility (1 Toilet; 1 Hand Basin; 1 Shower)
  - iii. Service provider to provide and maintain:
    - (1) Hand towel dispensers (plastic) and refill when empty
    - (2) Soap dispensers (plastic) and refill when required
    - (3) Sanitary bins (plastic) emptied once a week on Fridays
    - (4) Toilet Sanitiser Dispensers (plastic) and refill when empty
    - (5) Sani Bag dispensers (plastic) and refill when required
    - (6) Waste bins (plastic) emptied every day
    - (7) Air Fresher, Wall Mounted (plastic) and refill when required

RESTRICTED

## RESTRICTED

(8) Ablution facilities must be deep cleaned quarterly.

c. Kitchen services (4 Kitchens)

- i. Ensure kitchen counter tops and floors are clean and tidy at all times.
- ii. Clean/wash inside of kitchen cupboards weekly.
- iii. Clean microwaves daily and ensure cleanliness at all times.
- iv. Clean fridges in all kitchens with an approved cleaning agent weekly. Defrost fridges quarterly.
- v. Washing up of dirty dishes used at meetings, functions/events where refreshments are served.
- vi. Service provider to provide and maintain:
  - (1) Hand towel dispensers (plastic) and refill
  - (2) Soap dispensers (plastic) and refill
  - (3) Waste bins (plastic) and bags

d. Waste removal and recycling

- i. Devise and carry out procedures for the removal and sorting of all waste from the building to the special demarcated areas in accordance with the Waste Management Policy. All waste must be removed to designated areas.
- ii. Clean and empty all waste paper baskets and receptacles daily.
- iii. Wash all waste paper baskets and receptacles weekly.
- iv. Sanitary waste must be safely disposed as per OHS Act 85 of 1993 and Regulations for Hazardous Biological Agents (2022).

4. The bidder will be responsible for the procurement, safe storage, distribution and control of consumables, as well as the use of materials and equipment required for the provisioning of the cleaning services, as required by DOD in the performance of their duties. The bidder will also be responsible for all costs incurred in their equipment, safe storage and use.

5. The bidder will:

- a. Ensure safe working practices are followed by cleaning staff in all areas
- b. Select, purchase and maintain cleaning equipment used in the provision of the cleaning services.

RESTRICTED

## RESTRICTED

- c. Provide all general and specialist equipment necessary to fulfil the cleaning service.
- d. Ensure that the equipment used complies with all applicable legislation and any other regulations, including but not limited to being individually marked and within portable appliance testing dates.
- e. Ensure that all equipment is noise-restricted to avoid sound nuisance when using such equipment.
- f. Ensure any non-compliant equipment is not used by any person whatsoever.
- g. Ensure all equipment is properly cleaned, stored and maintained.
- h. Ensure cleaning staff are properly trained in the use of cleaning materials and equipment.
- i. Ensure that DOD operations in all areas are not adversely affected by the cleaning service.
- j. Undertake specialist cleaning at no less than the frequencies provided for in the Service Level Agreement (SLA).
- k. Comply with Safety, Health and Environmental as well as Occupational Health and Safety Legislation and related Regulations and Standards at all times for the duration of the contractual agreement.

## REQUIREMENTS

6. The mandatory requirements for the cleaning and hygiene services are as follows:

- a. Public Liability Insurance. The service provider must, at his own expense, take out sufficient public liability insurance against any claims, costs, loss and/or damage ensuing from his obligations and shall ensure that such insurance remains operative for the duration of the agreement. Percentage of coverage in case of insurance claims.
- b. Experience. A minimum of three years proven track record in RSA in the cleaning service industry with referrals indicating companies where services were rendered in last three years (documentary proof with company names and contact numbers).
- c. Staff
  - i. Availability of sufficient staff and transport, to prevent short postings and late comings, to be provided by the bidder.

RESTRICTED

## RESTRICTED

- ii. The service provider must undertake to provide a certain and reasonable number of temporary staff as requested for the rendering of the service at the DOD site during crisis situations (i.e. a Contingency Plan).
  - iii. The service provider must keep available for inspection by representatives of DOD, updated staff records including all appropriate documents of all cleaning personnel (permanent and temporary) in his service who are employed for the rendering of the service to DOD by the bidder.
  - iv. The service provider shall, in order to ensure the continuity of the service and for the sake of rotation, allocate specific personnel for the service on the site, from time to time.
  - v. All cleaning staff must not be younger than 18 (eighteen) years of age or foreigners.
  - vi. Cleaning staff must at all times present an acceptable image/appearance which implies, inter alia, that they may not sit, lounge about, smoke, eat or drink while they are on duty, except in the designated areas.
- d. Uniforms and Equipment
- i. Complete and proper universal uniforms, including safety gear, must be provided by the service provider to all cleaning personnel (permanent and temporary) for all seasons.
  - ii. The service provider must ensure sufficient clean uniforms for staff for every day of the week.
  - iii. Photos of uniforms to be provided.
  - iv. The uniforms must have clear identification of the contracted cleaning company.
- e. The bidder will personally conduct monthly inspections of the service at the site.
- f. The bidder must provide DOD with Data Chemical Sheets (DCS) for all the cleaning chemicals used on site by the cleaning staff.
- g. The attendance of a site briefing is compulsory.

## DUTIES

### 7. Daily

- a. Ablutions. Clean three times per day 8:00, 11:00 and 14:00.

RESTRICTED

## RESTRICTED

- i. Ensure usability and replenish consumables.
  - ii. Wash seat and lid, cistern and pipes.
  - iii. Wipe floors.
  - iv. Disinfect all components.
  - v. Wipe doors, walls and partitions.
  - vi. Remove mineral deposits from gullies and drain.
- b. Boardrooms
- i. Clean boardrooms in the morning after every meeting.
  - ii. Wash bottles, cutlery and utensils after every meeting.
  - iii. Vacuum boardrooms ones a week or as and when required
- c. Kitchens. Clean Kitchens twice a day (9:00 and 14:00)
- i. Wash dishes twice a day (10:30 and 14:45)
  - ii. Wash dish cloths.
  - iii. Clean Fridges.
- d. Public, Offices and Lounge Area
- i. Wipe telephone instruments.
  - ii. Clean and polish furniture.
  - iii. Empty waste baskets and wash out or replace bin liner as required.
  - iv. Dust surfaces such as desk tops, telephone, filing cabinets, chairs etc.
  - v. Remove spot from carpets.
  - vi. Spot mop any spillages.
  - vii. Clean window as required.
  - viii. Dust light fittings.
  - ix. All dustbins must be emptied and cleaned, two times a day.

RESTRICTED

RESTRICTED

- x. A dash of air-freshener must be sprayed in conference rooms and waiting areas.

8. Weekly duties

- a. Vacuum all carpeted areas and as and when required.
- b. Spot clean glass doors and glass partitions.
- c. Clean and polish door handles and railings.
- d. The walls of the toilets must be cleaned and disinfected.
- e. Clean blinds.

9. Quarterly duties

- a. Clean all windows on the inside.
- b. Deep Cleaning of toilets, basins, sinks and showers.

10. Bi-annual Duties

- a. Deep cleaning on all carpeted areas and tiled areas surface, at the time to be agreed upon.