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SOUTH AFRICAN SOCIAL SECURITY AGENCY

**OFFICE CLEANING AND HYGIENE SERVICES
SPECIFICATIONS FOR SOUTH AFRICAN SOCIAL
SECURITY AGENCY (SASSA) WESTERN CAPE**

ANNEXURE C

**Cleaning Services, Equipment and
Consumables Scope Requirements**

CLEANING SERVICES, EQUIPMENT AND CONSUMABLES SCOPE REQUIREMENTS

The service provider must:

- Ensure that enough consumables are stocked at all times and equipment is operational.
- Provide a hygiene programme to SASSA and a schedule for hygiene operations must be pre-determined.
- Provide SASSA with a full service report.
- Ensure that all products and consumables are SABS approved.
- Ensure that routine calls will be attended to within 24 hour.
- Comply with the Health and Safety Act and as per Environmental legislation for safe works execution and also hazardous waste disposal.

Note that:

- ***All Hygiene and Consumables must be SABS approved and proof must be provided that consumables are SABS approved.***
- ***All hygiene equipment will be rented monthly***

The service provider must provide, install and maintain the following hygiene equipment in all fixed sites as per **Annexure A:**

1. Installation of Hygiene Equipment

- Toilet paper roll holders
- Seat sanitary dispenser unit
- Automated sensor she bins and nappy bins
- Automated air freshener unit
- Automated sensor hand soap dispenser unit
- Automated sensor hand towel dispensers unit

2. Maintenance of Hygiene Equipment and Consumables

Toilet paper roll holders

- Lockable 3 (Three) Tier Toilet Paper Holders
- Refills (toilet paper to be 2 ply, 350 sheets per roll and 100% virgin pulp);

Seat Sanitary Dispenser Unit

- Automated foam toilet seat dispensers and refills (ablution facilities);
- These units shall be serviced as per service standards
- After each treatment / service, submit a service report detailing the following:
 - Date of unit service
 - Additional services required
- Attend to malfunctioning or broken units at no cost to SASSA

Automated Sensor She Bins and Nappy bins

- Supply, deliver and replace automated she bins and nappy bins (ablution facilities).
- These units shall be serviced as per service standards
- After each treatment / service, submit a service report detailing the following:
 - Date of unit service
 - Additional services required
- Attend to malfunctioning or broken units at no cost to SASSA.

Automated Air Freshener Unit

- Supply and install automated air freshener units (waiting rooms, Boardrooms, Reception areas, pause areas, Toilets and Back Offices)
- Supply refills
- These units shall be serviced as per service standards
- After each treatment / service, submit a service report detailing the following:

- Date of unit service
- Additional services required
- The service provider shall attend to malfunctioning or broken units at no cost to SASSA.

Automated Sensor Hand Soap Dispenser Unit

- Supply and install hand soap (foam antibacterial) dispenser units (ablution facilities).
- Supply refills
- These units shall be serviced as per service standards
- After each treatment / service, submit a service report detailing the following:
 - Date of unit service
 - Additional services required
- The service provider shall attend to malfunctioning or broken units at no cost to SASSA.

Automated Sensor Hand Towel Dispensers Unit and Refills

- Supply and install automated hand towel dispenser (ablution facilities and Kitchens).
- Supply refills
- These units shall be serviced as per service standards
- After each treatment / service, submit a service report detailing the following:
 - Date of unit service
 - Additional services required
- The service provider shall attend to malfunctioning or broken units at no cost to SASSA.

3. General Cleaning Equipment required (fixed sites and service points as per Annexures A & B)

- Industrial vacuum cleaners (less noise, wet and dry). NB: The number of vacuum cleaners allocated must enable cleaners to vacuum in line with the Office Cleaning Services and Scope Requirements. **THERE MUST BE NO SHORTAGE OF VACUUM CLEANERS and must be functional at all times.**
- Floor scrubber and polishing machine
- Mops (flat and spaghetti mops)
- Mop trolleys
- All other necessary equipment (extension leads, step ladder, safety signs etc.)

Every cleaner must have the following:

- Broom
- Mops (flat and spaghetti mops)
- Mop trolley
- Scrubbing brushes
- Buckets
- Steel wool
- Industrial vacuum cleaner
- Furniture polish
- Multipurpose cleaner
- Toilet cleaner
- Disinfectant soap
- Dusters
- Scourers
- Step ladders (5-step)
- And all other necessary cleaning material and equipment
- Uniform depicting the name of the company as well as the name tag at all times

4. General Cleaning Services and Frequency

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Service Specifications	Standard Method	Frequency
Basins	Wet wipe with hard surface cleaner	Daily
	Remove mineral deposits	Monthly
	Fill liquid soap holders	Daily
Blinds	Vertical – remove dust	Weekly
	Horizontal- damp wipe	Weekly
Chairs & couches	Cloth - Vacuum	Daily
	- Spot clean	Daily
	- Shampoo	Daily
	Vinyl and leather – dust	Daily
	- Damp wipe	Daily
Doors	Remove fingermarks on glass and push plates with a degreasing agent and equipment that will not scratch the surface.	Daily
	Remove dirty spots on wooden and metal doors.	Daily
	Polish door knobs with an approved metal polish.	Weekly
	Dust or damp wipe doors and handles	Daily
Elevators	Dust, damp wipe with disinfectant of the hand rails, floors and glass	Daily
Escalators	Wipe control panels and rails. Sweep steps	Daily
	Specialized cleaning of the step to clean stains, spillages and grime build-up.	Weekly
Stairs wells	Sweep, dust, mop or vacuum treads	Daily
Elevated cleaning	Remove litter, clean and inspection of all areas up to three (3) meters in height.	Weekly

Floors resilient (vinyl, PVC, linoleum, sealed wood, laminated, ceramic, Marble, granite, brick, Concrete, rugs & carpeting etc.)		
Floors resilient (vinyl, PVC, linoleum, sealed wood, laminated, ceramic, Marble, granite, brick, Concrete, rugs & carpeting etc.) High traffic areas	Remove dust with mop- or disposable cloth sweeper.	Daily
	Spray clean or burnish using a mechanized system.	Daily
	Machine scrub and dry to remove accumulated soil age.	Daily
	Light scrub and apply maintenance coat	Daily
	Strip clean and reseal using SABS approved stripper and sealer. Buff floors daily during off peak periods.	Daily
	Remove dust with mop or disposable cloth sweeper.	Daily
	Remove all chewing gum, stains, oil marks and spillages	Daily
	Vacuum clean thoroughly	Daily
	Sweep and use laminated floor cleaner and mop	Daily
Low traffic areas	Damp mop	Daily
	Spray clean or burnish using mechanized system	Monthly
	Spray clean using a mechanized system, machine scrub and dry.	Daily
	Light scrub and apply maintenance coat.	Daily
	Strip clean and reseal	Daily
	Remove all chewing gum, stains, oil marks and spillages	Daily
	Vacuum clean thoroughly	Daily
	Sweep and use laminated floor cleaner and mop	Daily
Furniture, Fixtures and Fittings		
Furniture, Fixtures and fittings (notice boards,	Natural unsealed wood – dust, polish and damp wipe	Daily

counters, photo frames, Mirrors etc)	Sealed wood – polish	Daily
	Scaled wood /glass/Formica: - Dust or damp wipe - Polish - Glass cleaner	Daily
Kitchens	All containers, crockery and cutlery, washed, dried and stored	Daily
	Work surfaces damp wet cloth, wiped and dried	
	Walls and cupboard doors damp wipe	
	Cupboard storage, cleaned, wet wiped and disinfect	
	Wet wipe hot plates with hard surface cleaner.	Daily
	Clean oven	Daily
	Collect and wash crockery and cutlery after meetings.	Daily
	Wet wipe and rinse inside surfaces of microwaves, stove, fridge, etc.	Daily
Partitions (all type)	Cleaning inside faces with glass cleaner or squeegee.	Daily
	Wipe with damp and dry cloth and maintain high gloss.	
	High density areas must receive constant attention.	
	Spot clean	
	Wet wipe washable surface	
	Clean glass with glass cleaner	
Paving	Sweep, remove litter, stains, bubble-gum	Daily
	High pressure cleaning	Monthly
Public or reception areas	Security and information counters, podiums.	Daily
	Dust sweep, vacuum, clean windows and remove litter	
Entrances to buildings and Railings	Sweep entrance steps and entrance	Daily
	Clean doormats and wells	Daily

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	Wash steps	Daily
	Dust and damp wipe	Daily
Waste bins(dust bins)	Empty and damp wipe with disinfectant	Daily
	Deep clean	Weekly
Shelving (wood, metal etc)	Damp wipe when shelves are cleared to be free of	Daily
Taps	Wet wipe with hard surface cleaner (SABS approved)	Continuously
	Remove minerals deposits to prevent from scratching	Monthly
	Rusting /dirt build up	
Ablution facilities	Replenish consumable	Daily
	Remove soilage from bowl and under flush rim	Daily
	Hard surface cleaner and a non-abrasive brush	Daily
	Remove minerals deposits from urinal/s	Daily
	Wet wash seat and lid, cistern etc.	Daily
	Disinfect all components	Daily
	Remove litter from all toilets	Daily
	Deep cleaning of toilets, seats, covers, basins, tiles	Quarterly
	Wet wipe with hard surface cleaner or disinfectant	Daily
	Specifications of waterless urinals	
	Wet pipe and dry pipes and flushing mechanism	Daily
Walls	Wet wipe, remove all marks, graffiti and fingerprints	Daily
Shredded waste paper	Remove all shredded waste paper from the identified area to the demarcated storage area.	Daily
Storerooms and Registries	Clean all areas	Monthly

Parking Area	Pick up litter and remove to demarcated area	Daily
	Sweep	Weekly
Pause Area	Dust all vertical and horizontal surfaces to a height of 2.5m.	Daily
	Damp wipe and disinfect tables and chair	Daily
Building surroundings	Pick up litter and remove to demarcated area	Daily
	Sweep	Weekly
Boardrooms	Maintain and clean floors	Daily
	Dust all boardroom tables and chairs	Daily

Please note that the frequency of above cleaning scope is subjected to change.

5. Collect and dispose sanitary and nappy bins (fixed sites as per Annexure A)

- Collect and dispose sanitary and nappy bins weekly

6. Quarterly deep cleaning (Weekends only) fixed sites as per Annexure A

Ablution Facilities

■ **Toilets**

- Descale and remove algae, bacteria and uric encrustations from all areas
- Clean and disinfect both internal and external areas

■ **Urinals**

- Descale and remove algae, bacteria and uric encrustations from all areas
- Remove trap where possible and clean/disinfect and clear away waste around and inside the trap

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- Clean and disinfect both internal and external areas

■ **Hand Basins, Showers and Sinks**

- Remove all scale deposits and algae from surfaces
- Clean and disinfect both internal and external surfaces of the fittings
- Clear overflows and waste pipes of accumulated waste deposits
- Clear and disinfect all taps, plugs, chains, outlets, channels and gullies

■ **Flooring (all type of floors)**

- The service provider will deep clean all floors.
- The service provider shall at their own cost replace and/or any damages caused during deep cleaning process.

■ **Furniture**

- The service provider will deep clean all furniture.
- The service provider shall at their own cost replace and/or any damages caused during deep cleaning process.

NB: Chemicals used in disinfection must be proven to be effective against viruses, bacterial and microbial pathogens

7. **Emergency cleaning (fixed sites as per Annexure A)**

- The service provider shall attend to emergency cleaning upon request.
- The area (s) and scope of work for emergency cleaning will be as per instruction.

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