

ANNEXURE A

CLEANING SPECIFICATION

- The space that is occupied at Block G office block has a floor area of approximately 2 800m² which consists of the first floor (1990m²) and a portion of ground floor (810m²). Both floors comprise of carpet tiles, wall to wall carpets and ceramic tiles. The floor area has open-plan and cellular offices as well as Boardrooms.
- The Cleaning Specification is as follows and will form part of the Service Level Agreement. The services rendered will be measured against the signed Service Level Agreement and penalties will be imposed should there be non-compliance to the SLA.

ITEMS	DESCRIPTION	QUANTITY	LOCATION
Kitchen	With appliances and BIC	1	1 st floor – East wing
		1	1 st floor – Main entrance
Serving area	With buffet counter and BIC	1	1st floor – Main entrance
Kitchenette with serving area	With buffet counter and BIC	1	Ground floor – East wing
Kitchenette with pause area	With appliances, BIC and dining set-up	1	1 st floor – East wing
		1	1 st floor – West wing
		1	Ground floor – East wing
Ablutions	Male toilets with two (2) cubicles each	1	1 st floor - East wing
		1	1st floor – West wing
		1	Ground floor – East wing
Ablutions	Female toilets with two (2) cubicles each	1	1 st floor – West wing

Ablutions	Female toilets with three (3) cubicles each	1	1st floor - East wing
		1	Ground floor – East wing
Ablutions	Disabled (single)	1	1 st floor East wing
		1	Ground floor-East wing

Frequency Key:

Daily = Monday to Friday

Weekly = once a week Monday to Friday

Daily check and carry out task when necessary = to be checked once a day and clean if necessary but should be fully cleaned once a week as a minimum.

Saturday and Sunday – Deep cleaning, Spring cleaning, Pest Control and any unplanned/emergency services.

Public Holiday = DSBD closed

DAY-TO-DAY CLEANING

CLEANING ITEM	DESCRIPTION OF TASK	FREQUENCY
LOCATION: All floors core cleaning		
Break Glass Alarm Points	Dust clean and damp wipe	Daily
Vacuum cleaning	Carpet tiles - Vacuum clean (Notify FM Services daily of any spills on carpet tiles)	Weekly
Deep cleaning of carpets (Dry)	Carpet tiles in open plan and wall to wall carpets in offices and boardrooms	In the event of emergency/ unplanned
Deep cleaning of carpets (Wet)	Carpet tiles in open plan and to wall to wall carpets in offices and boardrooms	Every 3 months
Consumables Supplies (Toilet Rolls, Hand Towels)	Check stock points, replenish and ensure continuous availability	Daily
Signage	Dust clean	Daily
Desk Surfaces (Including Waiting Area & Office Spaces)	Clean with surface disinfectant with sanitiser (70% alcohol content) regularly	Two times Daily

CLEANING ITEM	DESCRIPTION OF TASK	FREQUENCY
Desk Surfaces (Including Waiting Area & Office Spaces)	Clean with clean water only and dry wipe, any uncovered work surface. Polish dry.	Daily
Dispensers & Waste-holders (All toilets and kitchens)	Wipe clean with surface disinfectant and dry wipe	Daily
Doors	Clean with surface disinfectant. Remove dust, dirt, finger marks and smudges from surface, frame, handles, fingerplates and push-plates. Surfaces shall be left dry and free from cleaning marks.	Daily check and clean as necessary
Doors	Wipe main entrance door handles with surface disinfectant	Two times Daily
Door Releases / Entry Switches	Dust clean	Daily
Evacuation Chairs	Wipe clean and dry wipe	Daily
Fire Extinguishers	Dust clean extinguisher and base unit ensuring they are in their correct position. Vacuum clean under unit.	Daily
All Interior Glass in internal office areas	Clean with window cleaner. Remove dust, dirt, finger marks and smudges. Surfaces shall be left dry and free from cleaning marks.	Daily
Laminate Signage	Wipe clean and dry wipe	Daily
Light Switches	Dust clean	Daily
Mirrors	Clean and dry-wipe to leave smear-free	Daily
Paintings	Dust clean glass and wooden frame	Daily
Cleaning of shredding machines	Remove full bags, fit in new liner and clean the shredding machine	Daily
LOCATION: All Floors (Including toilets, offices, kitchens, meeting rooms & internal corridors, storerooms)		
Skirting Boards / Architraves	Wipe clean and dry wipe	Daily
Steel Floor Plates Underneath Doors	Wipe clean and dry wipe	Daily

CLEANING ITEM	DESCRIPTION OF TASK	FREQUENCY
Telephones	Dust clean and wipe with surface disinfectant	Daily
Upholstered Seats	Vacuum clean to remove all dust; refuse particles and fluff	Daily
Upholstered Seats	Steam cleaning of Chairs and Couches	Annually
Tiled Floors	Spot mop to remove spillage or other soilage. Surface should be left dry and free from cleaning marks.	Daily
Wall Surfaces	Spot clean and remove all spill or collision marks	Daily check and clean as necessary
Windowsills (Standard Reach)	Dust clean sills and frames	Weekly
Window Blinds	Vacuum clean all slats	Weekly
Waste Bins (General Rubbish)	Empty & fit new liner. Replace bin to original position.	Daily
Water Coolers (All Floors)	Clean, remove lime scale marks, rinse and dry wipe to leave smear-free.	Daily
Exterior Surfaces		
Wooden Surfaces (Including Modesty Screens)	Clean with clean water only and dry wipe, any uncovered work surface. Polish dry.	Daily
LOCATION: Reception Areas and Internal Lobbies– Block G		
Desk Surfaces	Clean with clean water only and dry wipe, any uncovered work surface. Polish dry.	Daily
Desk Surfaces	Wipe with surface disinfectant.	Two times Daily
Wooden filing cabinets	Clean with clean water only and dry wipe, any uncovered work surface. Polish dry removing cleaning marks with a dry cloth or paper towel if necessary.	Daily
General Waste Bins	Empty & fit new liner. Replace bin to original position.	Daily
Non-desk wooden surfaces (i.e. cupboard tops)	Clean with clean water only and dry wipe, any uncovered work surface. Polish dry.	Daily
Wooden Bookcases and display cabinets	Clean with clean water only and dry wipe, any uncovered work surface. Polish dry removing cleaning marks with a dry cloth or paper towel if necessary.	Daily

CLEANING ITEM	DESCRIPTION OF TASK	FREQUENCY
Glass Doors (Interior)	Clean with window cleaner. Remove dust, dirt, finger marks and smudges from surface, frame, handles and push plates. Surfaces shall be left dry and free from cleaning marks.	Daily
Stainless Steel Handles and Locks on Glass Doors (Interior)	Wipe clean and dry wipe	Daily
Stainless Steel Handles and Locks on Glass Doors (Interior)	Wipe with surface disinfectant.	Two times Daily
Carpeted Mats	Vacuum clean	Once a week
Tiles	Spot mop to remove spillage or other spoilage. Surface should be left dry and free from cleaning marks.	Daily
Upholstered Seats Outside Meeting Rooms	Vacuum clean to remove all dust; refuse particles and fluff	Daily
LOCATION: Other Entrances and Areas – Block G		
Concrete Floors	Sweep with hard brush and dispose of debris Wash & disinfect as and when necessary.	Weekly
Doors	Clean with clean water only. Remove dust, dirt, finger marks and smudges from surface, frame, handles, finger plates and kick plates. Surfaces shall be left dry and free from cleaning marks.	Weekly
LOCATION: Lobby Areas		
Bins	Empty contents into designated refuse bin in car park and replace bin to original position.	Daily
LOCATION: Meeting Rooms		
Tea stations	Clean with surface disinfectant and dry wipe, all surfaces. Drip tray to be removed and hygienically cleaned with surface disinfectant and replaced.	Daily

CLEANING ITEM	DESCRIPTION OF TASK	FREQUENCY
Table Surfaces - Top	Clean with water and sanitise with surface disinfectant and dry wipe, any uncovered work surface.	Two times Daily
Table Surfaces - Bottom	Check and remove any chewing gum from the underside of the tables. Clean with clean water only if necessary to ensure all spill marks are removed.	Weekly
Chairs	Clean wooden frame with clean water only and dry wipe. Vacuum clean fabric.	Weekly
LOCATION: X 7 Kitchens / Tea stations Ground and 1st Floors		
Cupboards and Sink	Clean with water only and dry wipe laminate/granite tops, sinks, doors and cupboard interiors. Polish dry.	Daily
Dish Cleaning	Clean dishes in all the Kitchens in the morning before 10am and afternoon before 3pm	Twice daily
Kitchen Work Surfaces	Clean with disinfectant spray, rinse and dry wipe, all work surfaces. Polish dry.	Daily
Hydro Boilers	Clean with clean water only and polish dry.	Daily
General Waste Bins	Empty & fit new liner. Replace bin to original position.	Daily
Cupboard Doors	Wipe clean and dry wipe	Daily
Microwaves	Full deep clean and dry wipe of exterior and interior, disinfect	Daily
Fridges	Damp wipe and wipe dry Fridge exterior, disinfect.	Daily

HYGIENE SERVICES – MONTHLY (once-off installation of related equipment)

QUANTITY	DESCRIPTION	DESCRIPTION OF TASK	FREQUENCY
10	SHE-bins with plastic liners and disposable bags	Supply bins and service SHE– bins	Install equipment once and then once daily check and carry out task when necessary. Compulsory disposal in line with NEMA.
10	SHE-packets	Install equipment and refill	Install equipment once and then daily check and refill when necessary.
13	Toilet seat spray (foam)	Install equipment and refilling the seat spray (foam)	Install equipment once and then daily check and refill when necessary
13	Toilet pan hygiene auto janitors (Auto Sanitizer to toilet Pan)	Install hygienic detergent dosing auto janitors to toilet pans	Install equipment once and then daily check and refill when necessary
8	Wall mounted auto air-freshener holders	Install equipment and refilling of auto air-freshener.	Install equipment once and then daily check and refill when necessary
8	Hand soap dispenser	Install equipment's and refilling of hand wash soap.	Install equipment once and then daily check and refill when necessary
6	Urinal auto-genitors (Auto Sanitizer to toilet Urinal)	Install equipment and refill	Install equipment once and then daily check and refill when necessary
8	Auto Cut Hand towel dispensers rolls in toilets	Install equipment and refill	Install equipment once and then daily check and refill when necessary
13	Toilet paper dispensers (TR3)	Install equipment and refill	Install equipment once and then daily check and refill when necessary
6	Auto Cut Hand towel dispensers rolls in kitchens	Install equipment and refill	Install equipment once and then daily check and refill when necessary

6	Dishwashing soap dispenser in all kitchens	Install equipment's and refilling of dishwashing soap.	Install equipment once and then daily check and refill when necessary
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CONSUMABLES – DAILY (as and when required)

DESCRIPTION	DESCRIPTION OF TASK	FREQUENCY
Toilet paper (2 ply, white, 350 sheets, SABS approved)	Supply and replenish, when necessary, no cases of no toilet paper will be tolerated	Daily check and carry out task when necessary
Centre feed, perforated hand paper towel (white, SABS approved)	Supply and replenish, when necessary, no cases of no paper towel will be tolerated	Daily check and refill when necessary
Hand soap - foamy with moisturiser	Supply and replenish, when necessary, no cases of no hand soap will be tolerated	Daily check and refill when necessary
Automatic spray air-freshener	Supply and replenish (including batteries). No cases of no air-freshener will be tolerated	Daily check and refill when necessary
Refuse bags: • SHE bins • Office/Boardroom/Kitchen bins • General bags	Supply and disposal of content.	Daily check and refill when necessary
Gel Hand sanitizer containing 70% alcohol	Replenishment of gel hand sanitizer containing 70% alcohol and consumables for dispensers, including the recharging of batteries at designated areas	Daily check and refill when necessary
70% Alcohol Hand & Surface Wipes (Convenient Hand & Surface Sanitizing Wipes in a bucket)	Replacement of 70% Alcohol Hand & Surface Wipes in all the 7 kitchens on the ground and 1 st floor	Daily check and refill when necessary
Pee mats	Supply	Replace monthly
SHE packets	Supply	Replace monthly

PEST CONTROL – ONCE EVERY 3 MONTHS

Services Required:	• Quarterly fumigation (pest control). Insect / rat / vermin control to internal office space including kitchens and outside space. • Fumigation (pest control) schedule to be provided by supplier, agreed to by DSBD Facilities Manager, and updated where necessary. • SANS approved, environmentally friendly products and allergy free products to be used. • Rat traps inside and outside the building including building perimeters and basements.
The service provider must submit a completion certificate and material safety data sheet for each interval. Regarding the labelling of detergents: ensure that the detergents used are labelled with a relevant Material Safety Data Sheet (MSDS) in line with the hazardous chemical substance regulations.	

DEEP CLEANING – ONCE EVERY 3 MONTHS

Services Required:	• Deep cleaning (Dry powder carpet cleaning services). • Or Deep cleaning (Wet carpet cleaning services). • Upholstery services (Office Chairs and Couches).
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SPRING CLEANING SERVICE - ONCE-OFF

Services Required:	• Wiping of Walls and Skirtings • Wiping of Blinds • Cleaning of Windows • Cleaning of all Furniture and Equipment • Removal and disposal of boxes and other items when required
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- Provide the required cleaning personnel to successfully deliver the required service to the Department (DSBD). The service provider must provide for at least 5 x cleaning personnel of which 1 must be a supervisor and 1 allocated to the waste area and surrounding areas (not restricted to). The supervisor and 1 employee dedicated to the waste area and the surrounding areas must be able to render services where necessary in the building. Working hours are from 06h30 till 15h30 weekdays only (excluding public holidays). In exceptional circumstances (including emergencies and scheduled pest control and deep cleaning) after-hour services may be requested at DSBD's discretion.

- Responsible for the provision and management of all equipment and materials necessary to provide the specific service. Ensure that equipment and material used on site are in compliance with Occupational Health and Safety Act no. 85 of 1983 and any regulations promulgated in terms of this act as well as SANS and National Environmental Management Act (NEMA).

GENERAL REQUIREMENTS

- The Service provider must allocate the relevant Uniform, PPE, consumables and equipment for this project.
- The service provider is expected to appoint a supervisor who will monitor work done jointly with a Departmental representative.

EXPERIENCE AND EXPERTISE

No	Category
1.	Experience of proposed organisation/ service provider
1.1	The organisation/ service provider must have a minimum of 2 years or above, proven record rendering comprehensive cleaning, hygiene services and Pest control.
1.2	Expertise and knowledge of the requested services and materials with certified <u>team members</u> on the following: Cleaning, Hygiene, and pest control (Fumigation) services.
1.3	The Supervisor must have a minimum of 5 years or above, with comprehensive knowledge, experience, and expertise in the field of Cleaning, Hygiene, and Fumigation (pest control) services.