

SCOPE OF WORK

1.1 INTRODUCTION

The Petroleum Oil and Gas Corporation of South Africa SOC Ltd operates two Fuel Depots.

The locations of the two Depots are as follows:

- Bloemfontein – Free State Province
- Tzaneen – Limpopo Province

PetroSA intends to appoint a capable supplier (s) to undertake the following services at its two Depots:

Cleaning Service Management

- A partially outsourced cleaning services management program where you are required to perform planning, execution, and procurement services on behalf of PetroSA at the two facilities listed above.
- Managing and overseeing cleaning staff
- Effecting Ad-Hoc cleaning as and when required.

It is expected that the supplier to provide the cleaning service expertise, advanced techniques, reliable equipment, workers, and experienced management, including preparation and execution plan of the works in accordance with and within periods defined by PetroSA.

NB: Tenderers may tender for only one (1) site or both (2) sites if they so choose.

1.2. CLEANING SERVICES REQUIREMENTS

The required service comprises the following at both sites:

- Routine Cleaning
- Supplementary Cleaning
- Scheduled Cleaning
- Sundry Service Cleaning
- Additional Cleaning

Each of the above activities is described below to allow an understanding of the required services.

- Routine cleaning is primarily undertaken during normal working hours each weekday. The total suggested minimum required staff per depot is two (2).

The tasks to be performed and frequencies are detailed below.

AREA/ACTIVITY				
TASK DESCRIPTION		TASK FREQUENCY		
		DAILY	WEEKLY	MONTHLY
Internal and External Passageways				
E.g. Stairs, foyers, walkways and other high-traffic areas				
	Sweep/vacuum with the appropriate equipment for the surface type.	x		
	Remove stains and debris by spot cleaning, using the nominated type of remover/equipment.	x		
	Thoroughly damp mop using a liquid cleanser.		x	
Reception and Boardroom				
	Spot clean and remove litter, surface stains and spillage.	x		
	Sweep/Vacuum with the appropriate equipment for surface type.	x		
	Remove all Crockery and pack away after cleaning.	x		
	Dust/Polish reception desks and Boardroom tables. Polish leather inserts.		x	
	Spots clean all chairs in the Boardrooms		x	
External Areas				
E.g. Outside Bins and areas within 3m of all other entrances, including all smoke huts)				
	Clean and remove litter, surface stains and spillage, remove buds and sweep.	x		
	Sweep and remove bird droppings/webs on wooden decks, stairs and 3 m around the main entrance.	x		
Polished Areas - Vinyl, Resilient and Timber Flooring, etc.				
	Thoroughly sweep these surfaces, including all corner edges and under furniture, using an approved dust-collecting mop.	x		
	Spot mop to remove any stains or spillage.	x		
	Machine scrub, internal hard floor surfaces.			x
Carpets and Weather/Floor Mats				
	Detail and/or spot vacuum to remove dust, and rubbish.	x		
	Fully vacuum main foyer entries, public areas and other usage areas.	x		
	Remove entry mats to the building and ensure free of dirt and dust before replacement.	x		
	Thoroughly vacuum all office carpets		x	

Washroom Areas				
	Thoroughly clean floor areas (cleanser and mop). Remove any debris build-up.	x		
	Mop Clean floors during the day to remove spots	x		
	Thoroughly clean pedestal pans, cisterns, door furniture, dispensers, holders, taps and hand basins.	x		
	Clean around wash basins to remove watermarks	x		
	Dust and wipe all wall tiles, laminated and vinyl surfaces, painted walls and partitions and doors free of surface dust and soil. Remove all debris build-ups.		x	
	Clean all mirrors free of markings and surface soil.	x		
	Clean, check and fill/replace soap.	x		
	Remove and dispose of used hand towelling, paper and cloth (as required).	x		
	Check the supply of washroom paper and soap and replace (as required).	x		
	Clean sanitary napkin containers as required.	x		
	Clean and Disinfect toilet bowls and seats and descale when necessary.	x		
Kitchens and Lunchrooms				
	Wipe tables, seats and exterior of fridges	x		
	Clean all stainless steel or chromium-plated surfaces with a soft cloth and penetrating oil.	x		
	Spot clean wall tiles, laminated surfaces, walls and doors.	x		
	Spot clean ceramic tiles, vinyl, and rubber floors.	x		
	Thoroughly clean the Interior of Fridges and defrost freezer compartments.			x
	Washing of Dishes	2 x		
All Areas				
	Dust all tables, countertops, benches and rails.	x		
	Spots clean all painted surfaces, steel furniture, timber and other surfaces e.g. furniture, walls, doors and mirrors.	x		
	Clean all drinking fountains and surrounds (externally only) and refill. Check throughout the day if water is sufficient.	2 x		
	Remove graffiti from all areas where such cleaning will not damage the surface.		x	
	Spot clean glass in doors, building entry points, notice and display cases, bookcases and inquiry windows.	x		
	Wipe down stainless-steel sinks and surrounds, in workshops and other areas not separately covered.	x		
	Remove dust from all furniture, and shelving. Ledges,		x	

	picture frames, skirting boards, appliances, cupboards and partitions below 2m.			
	Remove dust and cobwebs from all other visible surfaces.		x	
	Wash down desks, tables and bench tops to remove soil and stains. (excludes lab benches)		x	
	Thoroughly vacuum all carpets/weather mats, rugs and runners.		x	
	Wipe down stainless steel and brass, handrails, door pushers, identification panels, etc.		x	
	Wipe down all leather/vinyl seats. Polish on request.		x	
	Remove scuff marks from vinyl, resilient and timber floor surfaces.		x	
	Wipe down shower screens and handrails.	x		
	Thoroughly clean all glasswork and signs located in public areas both internal and external.		x	
	Wipe over-all stainless-steel furniture and components - i.e. legs, binding strips, etc. in office areas.			x
	Wipe over all telephone handsets with an approved telephone disinfectant. Wipe the telephone unit with an appropriate cloth.		x	
	Vacuum clean and remove stains from wool-covered seats.			x
Waste				
	Empty all internal waste/recyclables and wipe/clean bins. Replace plastic bin liners when torn or in a dirty condition.	2 x		
	Waste/Recyclables shall be removed to the designated areas	2 x		
Outside – Yard, parking area, gantry, rail siding and tank farm area				
	Empty all outside rubbish bins – separate recyclable material and place in designated bins	x		
	Sweep walkways, truck parking area and gantry	x		
	Pick up all rubbish and dispose in rubbish bins	x		
	Clean spill marks in the gantry and truck parking area by using an approved degreaser and detergents	x		
	Removal of weeds		x	
	Mowing of grass and pruning of trees			x

1.3. SUPPLEMENTARY CLEANING

Supplementary cleaning occurs primarily during standard office hours. The tasks performed correspond to the operational needs of the Refinery. High-use amenities are checked and cleaned, special events are supported, emergency cleaning requests are actioned, and other special requests are managed.

1.4. SCHEDULED CLEANING:

Scheduled cleaning is performed building by building throughout the year and during as well as outside standard office hours. The tasks are undertaken monthly, quarterly, or biannually and include:

- Deep Cleaning/De Scaling of all Toilets/Urinals
- Removing dust and webs from all exposed areas e.g. piping ducts, upper section of walls.
- Dust and clean all light fittings, exposed service pipes and ducts along walls, and beveled ceiling edges.
- Thoroughly clean/wash all accessible windows.
- Wipe and clean all internal ventilation vents or supply/return air grilles (including door grilles).
- Clean thoroughly all Venetian and vertical blinds.
- Vacuum thoroughly all open bookshelves.
- Vacuum and clean all internal carpets.
- Scrub clean internal concrete, ceramic, terrazzo, and quarry tiles. Wipe down all other wall tiles.
- Brush walls and ceilings free of surface dirt.

1.5. ADDITIONAL SERVICES

Additional cleaning covers tasks that are not included in Routine, Scheduled or Supplementary Cleaning and will be done on an as-and-when-required basis. Examples of the following types of tasks delivered as Additional Cleaning include:

- Carpet deep washing using appropriate cleaning.
- Special event cleaning (Shut Down/ Turn around)
- Upholstery Cleaning

All additional Services will be rendered by the Supplier upon receipt of an internal Order from PetroSA. Each Order will identify a specific assignment to be performed by the Supplier. All work shall be performed in accordance with the approved PetroSA procedures, standards and specifications and it will be the responsibility of the Supplier to fully acquaint itself with the contents thereof before commencement.

The Supplier will be required to provide a quotation inclusive of labour, materials and equipment needed for a specific service to be performed in terms of the Order and shall only be allowed to commence after approval thereof by PetroSA.

All work performed over the approved Order or work not performed in accordance with PetroSA's procedures, standards and specifications will be for the Supplier's account.

Notes:

PetroSA requires proof of all consumables delivered before payment is made.

1.6. SUPPLIED BY THE SUPPLIER

The Supplier shall establish itself at PetroSA and supply adequate resources, which shall include, but not limited to the below, to enable it to perform the services, unless PetroSA elects to supply any of it to the Supplier as a free issue item.

1.6.1 LABOUR

The Supplier shall supply all labour, supervision, management, and other overhead personnel required to perform the service.

All personnel shall be suitably qualified and have the necessary experience required to perform the service. PetroSA shall have the right to evaluate, test and interview all personnel designated to perform the service before the commencement of the service. PetroSA reserves the right to object to any personnel, who in terms of this agreement is deemed incompetent, negligent, guilty of misconduct or otherwise unsuitable. The Supplier shall immediately remove such personnel from the premises and provide a satisfactory replacement if required. All personnel including casual labour must as a minimum be able to read and understand safety signs.

1.6.2 EQUIPMENT

The Supplier shall provide all the necessary tools of trade and equipment required for the performance of the service. The Supplier shall be responsible for determining its requirements and quantities.

The Supplier to the National Occupational Safety Association (NOSA) standards shall perform all necessary general maintenance, cleaning and repairing of equipment. **(See proposed list of minimum equipment requirements below)**

PROPOSED SCHEDULE OF EQUIPMENT

DESCRIPTION	NUMBER
Vacuum Cleaners	1
Gardening equipment e.g. Spade, rake gardening fork, wheelbarrow etc.	
Lawnmower	1

1.6.3 MATERIALS

The Supplier shall, unless specifically excluded, supply all materials and consumables required for the performance of the service and carry sufficient stock so as not to delay the completion of the service. All materials supplied by PetroSA shall remain the property of PetroSA and any surplus material shall be returned to PetroSA upon completion of the service.

The Supplier shall also be responsible for any loss of material due to negligence, misconduct, or bad workmanship. PetroSA shall approve all material before it is used. All materials shall have data sheets. The Supplier shall be responsible for determining its requirements and quantities. The monthly stock count shall be performed by the supplier and be signed off by a PetroSA representative.

Only plastic-labelled containers shall be used. Content shall be noted on the label.

1.6.3.1 PPE (Personal Protective Equipment)

The supplier shall be responsible for providing their employees with the necessary PPE as required by the depot, the PPE should always be kept clean and in good condition.

PPE requirements:

Office cleaners:

- Uniform
- Suitable protective gloves when working with detergents.
- Non-slip anti-static safety boots/shoes (only when in the yard, not required in buildings)
- Hard hat (only when in the yard, not required inside buildings)
- Respirators when working with harsh chemicals.
- Eye protection if required.

Yard cleaners:

- Cotton Overalls
- Suitable protective gloves
- Non-slip anti-static safety boots/shoes
- Hard hat
- Dust mask.
- Respirators when working with harsh chemicals & fuels.
- Eye protection if required.

1.7. SUPPLIED BY PetroSA

PetroSA will provide the following utilities and facilities free of charge to the Supplier unless specifically excluded elsewhere:

Supplier's lay down area (yard) including suitable office and store facilities. PetroSA reserves the right to execute safety inspections at random on the premises, buildings, and equipment on site.

- Ablution and shower facilities.
- Water and electricity at various points on site.

PetroSA will provide the following utilities and facilities to the Supplier for which the Supplier shall be charged:

- Telephone and fax lines.
- The supplier will be invoiced for all calls made and faxes sent.

1.8. TRAINING

On the job, training shall be provided in accordance with a work schedule that shall be compiled by the Supplier.

The Supplier shall train all cleaners in the correct use and dilution of cleaning chemicals. Supervisors shall undergo regular training in cleaning and labour-related issues.

1.9. GENERAL

- Provision shall be made for the replacement of staff off sick or on leave.
- All cleaning staff are to be trained regularly in personal hygiene, safety, use of equipment as well as general cleaning.
- Supervisors shall be well-trained and experienced in cleaning, hygiene, and safety as well as labour-related issues.
- All chemicals as well as data sheets shall be approved before using on site.
- Washing of chairs, two-seat couches, and upholstered partitions to be quoted per item.
- Washing of carpets to be quoted per m².
Where office desks and tables are covered with work, they are not to be touched. Cleaners are not allowed to move any work on desks.
- The contractor shall be responsible for ensuring all equipment is filled and all damages or faults should be reported to the responsible PetroSA person.
- It should be noted that the responsible PetroSA Representative continuously inspects the level of work carried out to ensure it meets PetroSA's specifications. If an individual on site raises a legitimate issue, then the PetroSA Representative will inspect with corresponding actions document.
- Supervision and Industrial Relations shall be managed by the Supplier.
- The Supplier shall liaise with PetroSA regularly to ensure that the required level of service is maintained at any time.