



**OFFICE NAME CENTRAL PROVINCE: BLOEMFONTEIN GPO
CLEANING SERVICES SPECIFICATION**

1. SCOPE OF SUPPLY AND SPECIFIC INSTRUCTIONS

1.1 Objective

The service provider will be responsible for the provision of Cleaning Services in accordance with these specification guideline and client requirements, applicable all legislation and regulations and industry standards.

1.2 All works and materials used for Cleaning, deep cleaning, all for maintaining cleanliness facilities.

1.3 The service provider will be responsible for the supply of all required, a once off Cleaning and Deep Clean Hygiene consumables, materials, equipment, labour and cleaning processes as per industry standards, at beginning of the contract.

1.4 Delivery Point of Service:

| | BUILDING | PHYSICAL ADDRESS |
|---|------------------|--------------------------------------|
| 1 | GPO Bloemfontein | Groenendal Street, CBD, Bloemfontein |

1.5 Legislative Requirements

1.5.1 The workmanship under this contract shall be in line with S.A.B.S standards and the Occupational Health and Safety Act, Act No. 85 of 1993, as amended.

1.5.2 The Compensation for Occupational Injuries and Diseases Act (COIDA).

1.5.3 The National Environmental Management Act 107 of 1998 must be followed to ensure that chemicals used by cleaning & hygiene companies are safe and without risk to both to health, safety to employees, property and environment. This also applies to procedures for the procurement, storage, handling and transport of such chemicals.

1.5.4 The gazetted minimum wage is applicable to the industry and must be adhered to by the successful bidder. Including all statutory levies (U.I.F, PAYE, etc. as applicable).

1.6 Performance

- 1.6.1 The bidder must be able to provide the scheduled including deep cleaning services within the timelines indicated and in accordance with SAPO conditions and /or agreed changes with representative.
- 1.6.2 The successful service provider must utilise its own equipment, at its own cost, for the proper provision of the specified service at SAPO sites.
- 1.6.3 Cleaning services must be rendered during working hours from Monday to Friday at Central offices as mentioned in clause 1.4, 07:30 – 16:00 - Day Shift.
- 1.6.4 The successful service provider must start and deliver the specialized services within three (7) working days after notification or as specified in purchase order/ appointment letter/ contract.
- 1.6.5 The successful service provider must adhere to the following minimum control requirements:
- Job cards for work complete at all facilitates.
- 1.6.6 It is the successful service provider's responsibility to ensure that no damage to SAPO property is caused by its employees where services are rendered. Costs of such damages will be for the account of the bidder.
- 1.6.7 Every month, the successful service provider must submit a detailed written report to SAPO on specific problems, suggestions, improved methods and work programmes, connected with this agreement.
- 1.6.8 The successful service provider must undertake weekly management/ supervisory visits to SAPO Site, to conduct the following site inspections and activities:
- Client liaison and feedback
 - Equipment and consumable audits

1.6.9 Staff visits: monthly staff visit, which includes the following;

- Appearance of uniform
- Quality of work – assessment

1.6.10 The successful service provider is to provide SAPO with a monthly report containing the following information:

- Consumable consumptions
- Operational requirements
- Incident reports
- Ad-hoc/specialized Cleaning requirements
- Cleaning standards

1.7 PPE (Personal Protective Equipment)

1.7.1 All PPE needed must be supplied by the service provider

1.7.2 All PPE are to conform to the requirement as prescribed by the OSH Act.

1.8 Experience of Key Resources

The bidder must submit together with its bid, a complete work plan in which, the following should be indicated:

1.8.1.1.1 Number of resources that will be employed to fulfil all contractual requirements/ service works obligation as stipulated in this specification.

1.8.1.1.2 The number of supervisors (Minimum 1) that will be employed to fulfil all contractual requirements/ service works obligation as stipulated in this specification.

1.8.1.1.3 Note: All staff to be neatly and adequately attired in distinctive uniform supplied by the bidder.

1.9 Security and Employment Vetting

1.9.1 The bidder's personnel, who render services at SAPO sensitive security areas, must, at the cost of the bidder, be cleared up to the level of "CONFIDENTIAL" by SAPO.

1.9.2 The bidder is required as a minimum to conduct employment, vetting and security checks of all employees deployed to SAPO's service areas. Failure comply will result in breach of contract conditions.

1.9.3 Personnel must be clearly identifiable via uniforms and security identification cards.

1.9.4 The service provider will be subjected to a security screening process in line with SAPO prescribed processes.

1.10 Chemicals/Consumables and Equipment to be Used on Site

- 1.10.1 The service provider will be responsible for the supply of all required Cleaning and Deep Clean Hygiene Consumables, materials, equipment Labour and cleaning processes.
- 1.10.2 The service provider must provide all chemicals and consumables required to render an efficient service to SAPO. SAPO reserves the right to approve or not approve the use of these chemicals and consumables at SAPO sites.
- 1.10.3 The service provider must submit the specifications and Material Safety Data sheets of all chemicals upon appointment and thereafter annually. The manufacturer's instructions regarding the use of all materials and chemicals must be strictly followed.
- 1.10.4 Upon appointment, the service provider must supply a list of all equipment and materials to be utilized, all for maintaining cleanliness and hygienic facilities. SABS approved products, which they intend using, supported by equipment and material safety data sheets, specimen labels, indicating but not limited to:
- 1.10.4.1.1 Trade Name
 - 1.10.4.1.2 Generic Name.
 - 1.10.4.1.3 Registration Number.
 - 1.10.4.1.4 Ingredients (type and content) as shown on the label.
 - 1.10.4.1.5 Application rates.
- 1.10.5 The bidder must utilise its own equipment at its own cost, for the proper provision of the Hygiene services at SAPO sites.
- 1.10.6 Approval for the use of alternative chemicals and consumables to that contracted, must first be obtained in writing from SAPO.
- 1.10.7 The bidder must not use or store any poisonous or highly flammable materials on SAPO premises without the approval of SAPO, for the rendering of this service or for other purposes.

1.11 Public Liability Cover, Insurance and Compensation Commission

1.11.1 The bidder must provide proof of Public Liability Insurance in the amount of R5m.

1.11.2 The service provider must submit a Letter of Good Standing with the Compensation Commissioner (COIDA)

2. GENERIC SPECIFICATIONS (GENERAL SCOPE OF WORK) FOR CLEANING SERVICES

2.1 General Property Information:

| | |
|---|---|
| Province | Southern Free State |
| SAPO Region | Central Provinces |
| Town / City | Mangaung |
| Location / Suburb | CBD |
| Building Name | Old General Post Office Building |
| Building Physical Address | Cnr. Groenendal/St. Andrew Street, CBD, Bloemfontein, 9300 |
| Brief Property Description (type, number of buildings & their use) | Multipurpose building which consists of the following: 3270 m ² -internal <ul style="list-style-type: none"> - Offices - Boardrooms - Kitchen - Operational floor - Ablution facilities |

2.2 The scope of work for provision of Cleaning Services is as follows:

- 1.1 Offices (Conference & Meeting rooms, Offices)
- 1.2 Mail Centre Operations Floor (Loading Bays, Work/ Sorting Stations, etc.)
- 1.3 Kitchen/ Kitchenettes and Canteen (Staff Area Only)
- 1.4 Toilets and Ablution blocks
- 1.5 Passages
- 1.6 Shop-fronts and window (Internal) Surfaces
- 1.7 Kitchens and Kitchenettes (Management)
- 1.8 Lifts, Foyers, Receptions and Lounges
- 1.9 Security Areas
- 1.10 Parking Areas, Walkways, Staircases, Balconies and patios
- 1.11 Emergency Stairs
- 1.12 Wash Bays (where applicable)
- 1.13 Bin Areas
- 1.14 Windows and Glass Surfaces on Mondays, Wednesdays and Fridays
- 1.15 Basement, Parking area and store rooms

2.3 Minimum Required for Equipment

The following equipment (**not limited to**) is required for the delivery of services, on a site specific basis and as determined by the service provider:

| No | Description |
|-------|--|
| 2.3.1 | Industrial Vacuum Cleaners |
| 2.3.2 | Industrial machines for cleaning carpets |
| 2.3.3 | Sufficient mops and brushes per cleaner |
| 2.3.4 | Sufficient buckets per cleaner |
| 2.3.5 | Sufficient brooms per cleaner |
| 2.3.6 | Protective clothing in compliance with the OHS Act No. 85 of 1993. |
| 2.3.7 | Sufficient warning signs per cleaner in alignment with the OHS Act |
| 2.3.8 | Industrial machine scrubbers. |
| 2.3.9 | Step ladders |

2.4 Consumables

The cost of all consumables must be included in the Pricing Schedule submitted by the service provider. A register of all consumables must be kept by the service provider for SAPO's records. Below basic items (**not limited to**) anticipated for consumption as a part of the service:

| No | Description |
|--|---|
| Bidder to include material cost in price allowing for constant replenishing of product | Disinfectant liquid and brushes for cleaning toilet bowls and urinals |
| Bidder to include material cost in price allowing for constant replenishing of product | Multi-purpose pine gel |
| Bidder to include material cost in price allowing for constant replenishing of product | Window cleaner |
| Bidder to include material cost in price allowing for constant replenishing of product | Heavy duty cleaner |

| | |
|--|---|
| Bidder to include material cost in price allowing for constant replenishing of product | Mop and buff |
| Bidder to include material cost in price allowing for constant replenishing of product | Bleach |
| Bidder to include material cost in price allowing for constant replenishing of product | Floor polish |
| Bidder to include material cost in price allowing for constant replenishing of product | Stainless steel polish |
| Bidder to include material cost in price allowing for constant replenishing of product | Cleaning cloths |
| Bidder to include material cost in price allowing for constant replenishing of product | Yellow dusters |
| Bidder to include material cost in price allowing for constant replenishing of product | Steel wool |
| Bidder to include material cost in price allowing for constant replenishing of product | Gloves |
| Bidder to include material cost in price allowing for constant replenishing of product | Feather dusters |
| Bidder to include material cost in price allowing for constant replenishing of product | Heavy duty Black plastic bags and plastic bags for small desk dustbin |
| Bidder to include material cost in price allowing for constant replenishing of product | Office air- fresheners / carpet sprays |
| Bidder to include material cost in price allowing for constant replenishing of product | Furniture polish |
| Bidder to include material cost in price allowing for constant replenishing of product | Insects sprays |

2.5 Deep Cleaning To Surfaces

| All floor covering to receive Deep Cleaning Throughout Entire Facility Treatment to be as per required method suitable per Floor Cover Type |
|--|
| Carpeted floor cover: Deep cleaning |
| Ceramic, Porcelain Tiled floors: Strip and Seal |
| Vinyl Tiled floors: Strip and Seal |
| Timber covered floors: General cleaning |
| Solid Timber floors: General cleaning |

2.6 Description of Works Required Throughout Entire Facility

| Offices, Boardrooms (Conference and Meeting Rooms) and Passages |
|---|
| Polish or vacuum floors and carpets |
| Clean floors according to surface requirements |
| Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas |
| Polish all wooden desk tops and wipe other surfaces in Conference rooms |
| Disinfect and clean telephones with recommended SABS approved cleaning materials |
| Clean directory boards/White Boards with recommended sabs approved liquid with approved cleaning materials |
| Empty and clean waste paper bins |
| Dust picture frames |
| Clean all glass table tops |
| Vacuum upholstered furniture |
| Clean all marks from walls and light switches |
| Clean computer terminals, printers and keyboards with approved cleaning materials |
| Clean blinds |
| Clean boardrooms in the morning and after every meeting |
| Wash crockery, cutlery and utensils after every meeting |
| Mop up any spillages |

Offices, Boardrooms (Conference and Meeting Rooms) and Passages

Dust light fittings on Mondays, Wednesdays and Fridays

Air-freshener must be sprayed in conference rooms and waiting areas once a week

Wash dishes and dish cloths and clean kitchens daily

Clean Fridges once a month

Empty bins daily

Bins to be sanitized once a month

Vacuum all upholstered furniture and carpets once a week

The Supervisor must report all damages to property, breakages or malfunctioning equipment to the SAPO duly appointed representative

Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas on Mondays, Wednesdays and Fridays

Polish all wooden desk tops and wipe other surfaces once a week

Disinfect and clean telephones with recommended SABS approved liquid once a week

Empty and clean waste paper bins daily

Vacuum upholstered furniture and carpets on Friday's

Clean all finger marks from walls paintwork and light switches daily

Clean computer terminals, printers and keyboards with approved cleaning materials on Fridays

Clean Guard houses, where applicable once a week

Clean - brush wash and sanitise bowls, basins and urinals and disinfect toilets twice a day and complete register

Replenish consumables daily

Wipe doors, walls and partitions weekly

Remove mineral deposits from gullies and drains daily

Empty and clean all waste receptacles daily

Clean, brush wash and sanitise bowls, basins and urinals daily

Clean all mirrors once a week

Clean floors according to requirements of surface type once a week

Clean cabinets and sanitary buckets once a week

| Offices, Boardrooms (Conference and Meeting Rooms) and Passages |
|--|
| Replenish toilet sanitizers, toilet paper etc., as required |
| Clean showers if applicable |
| All dustbins must be emptied and cleaned |
| Clean all windows internally and externally (where applicable) |
| Clean all mirrors and glass surfaces |
| Clean all glass doors |
| Clean blinds on all windows |

2.7 Strip and Seal: Floors

| Description of Works Required Throughout Entire Facility |
|---|
| Ceramic floors at passages |
| Ceramic floors canteen area |
| Ceramic floor cover stairs and landing |
| Ceramic floor cover at various area |

2.8 High Level Cleaning Were required

| Description of Works Required Throughout Entire Facility |
|---|
| High level dusting: |
| Clean dust from high bay lamp diffusers: |
| Clean dust and dirt from air conditioning duct vents: |

3. Frequency of Services

| Service | Service Frequency |
|--|--------------------------|
| Machine buff | Weekly |
| Disinfect and Clean floor according to type | Daily |
| Dust and wipe and disinfect all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas | Daily |
| Wipe and polish all tops with a cloth | Daily |
| Disinfect and clean telephones | Daily |

| | |
|--|-----------|
| Clean directory boards/White Boards with recommended sabs approved liquid. | Weekly |
| Empty and clean waste paper bins | Daily |
| Dust picture frames | Daily |
| Wipe and spot clean glass table tops | Daily |
| Vacuum upholstered furniture | Weekly |
| Spot clean finger marks from paintwork and light switches | Daily |
| Disinfect and Clean computer terminals, printers and keyboards | Daily |
| Windows and Blinds Wash skirting, door frames and doors | Weekly |
| Clean windows and stays with Braso where applicable | Monthly |
| Carpets and upholstery cleaning (Deep Cleaning) | Quarterly |
| Clean all glass panels | Weekly |
| Dust/wash walls | Weekly |

Boardrooms (Conference and Meeting rooms) and Passages

| Service | Service Frequency (Daily, Weekly, Monthly) |
|---|--|
| Machine buff | Weekly |
| Clean floor according to type | Daily |
| Dust and wipe down all horizontal and vertical surfaces including chairs, desks filing cabinets and credenzas | Daily |
| Polish all wooden desk tops in Conference rooms | Twice Weekly |
| Wipe all other desk tops with a dry cloth | 3 x weekly |
| Disinfect and clean telephones | 3 x weekly |
| Clean directory boards/White Boards with recommended sabs approved liquid. | 3 x weekly |
| Empty and clean waste paper bins | Daily |
| Dust picture frames | Daily |

| | |
|--|--------------------|
| Dust/ Wash Walls | Weekly |
| Wipe and spot clean glass table tops | Daily |
| Vacuum upholstered furniture | Daily |
| Spot clean finger marks from paintwork and light switches | Continuously Daily |
| Clean computer terminals, printers and keyboards | 2 x weekly |
| The Contractor shall prepare the official conference rooms (tea, coffee, etc.) and clean cups for SAPO meetings. | Daily continuously |
| Clean boardrooms in the morning after every meeting | Daily continuously |
| Wash bottles, cutlery and utensils after every meeting. | Daily as per need |
| Provide clean cold water and hot water after every meeting | Daily As per need |
| Windows and doors | Daily continuously |

Stair cases

| Service | Service Frequency |
|-------------------------------|-------------------|
| Mop stairs | 2 x weekly |
| Apply polish | 2 x weekly |
| Remove dust on the hand rails | Daily |
| Windows within 2 meters | Weekly |

Kitchenettes

| Service | Service Frequency |
|---|-------------------|
| Wash and store away cutlery and crockery | Daily |
| Wash dishes and dishcloths Senior and General Management only | Daily |
| Clean and wash sinks and fridges | Daily |
| Wipe clean cupboards | Daily |
| Clean and neatly arrange tables and chairs | Daily |

| | |
|------------------------------------|--------------------|
| Wash and clean interior glass | Daily |
| Replenish water aqua-coolers | Daily |
| Empty dustbins | Daily continuously |
| Glass Doors | Daily continuously |
| Clean microwave inside and outside | Daily |

Ablutions

| Service | Service Frequency |
|---|---|
| Empty and clean all waste receptacles | Continuously but not less than 3 times a day of which 15H00 must be the last cycle. |
| Clean, brush wash and sanitise bowls and basins | Continuously but not less than 3 times a day of which 15H00 must be the last cycle. |
| Clean mirrors | Continuously but not less than 3 times a day of which 15H00 must be the last cycle. |
| Clean Floors according to type | Continuously but not less than 3 times a day of which 15H00 must be the last cycle. |
| Clean Cabinets and sanitary buckets | Continuously but not less than 3 times a day of which 15H00 must be the last cycle. |
| Replenish paper towels, soap, toilet sanitizers, toilet paper etc. or as required | Continuously but not less than 3 times a day of which 15H00 must be the last cycle. |
| Supervisor to inspect and sign checklist | Daily |

General

| Service | Service Frequency |
|--|-------------------|
| Clean up accidental spillages etc. | As required |
| Clean dust and dirt from air conditioning ducting vents at an as and when required basis | Monthly |
| Carpet Deep cleaning including loose carpets and all couches | Bi - Annual |

4. Approval

Compiled By:

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2024/07/11

Approved By:

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2024/07/11