



AUDITOR-GENERAL
SOUTH AFRICA

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AGSA cleaning services tender specifications

TENDER SPECIFICATIONS FOR CLEANING SERVICES

**AUDITOR-GENERAL OF SOUTH AFRICA
AGSA 32 DIMITRI CRESCENT
PLATINUM PARK
BENDOR
POLOKWANE**

**TENDER SPECIFICATIONS FOR PROVISION OF
CLEANING SERVICES
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SECTION 1: INTRODUCTION

The purpose of this document is to detail the scope of work, incorporating the tasks and responsibilities of the service provider (hereinafter, the *service provider*), required by the Auditor-General of South Africa (AGSA) for cleaning services.

1.1 BACKGROUND

The AGSA intends to outsource the cleaning services, to a service provider, at its Polokwane office. The AGSA intends to enter into a service level agreement with a service provider who is to provide the services required. The services rendered will be for the service provider's own account, taking responsibility for all risks including management or servicing of cleaning equipment as well as management of cleaning material and stock control.

SECTION 2: SCOPE OF WORK

2.1 PROVISION OF CLEANING SERVICE

This is all inclusive of cleaning services and provision of cleaning material for the Polokwane office usable area per square meter: (2010m²)

The service provider is to ensure that it provides deep cleaning service once a quarter.

The service provider is to ensure that carpets and furniture upholstery are washed every six months.



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FLOORS 2	KITCHEN 2	BATHROOMS		
		FEMALE 3	MALE 3	<i>DISABLED</i> 1

- **Duration of service**

The intended term of the contract will be for a period of 36 months.

- **Normal working hours**

- Working days (excluding public holidays) – Monday to Friday 07:15 to 16:00.

2.2 STAFFING REQUIRED

The following number of cleaners is required:

1. Three general cleaners

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2.3 EQUIPMENT

All equipment needs to be of an acceptable quality standard. An acceptable quality standard would be equipment of a brand name that is recognised within the facilities management industry as being durable in construction and reliable in service. Each serviced area needs to be allocated sufficient equipment per floor. Sufficient and separate gloves for each area should be provided for the cleaning of the bathrooms, kitchens and general areas. These gloves should be replaced monthly.

We require proper cleaning cloths for various areas in colour codes as follows:

- a) Red for bathroom purposes
- b) Yellow for the workstations and equipment, including telephone equipment and computers
- c) Blue for the kitchens

The AGSA will inspect the condition of the following cleaning equipment that is needed (before the contract starts):

- Vacuum cleaners
- Brooms
- Mops
- Buckets
- Ladder (long)
- Ladder (short)
- Industrial carpet washer
- High pressure water washers
- Industrial strength steam cleaner (similar or equal to the Gemini)

2.4 TASKS AND ACTIVITIES

#	Tasks and activities	Comply/not comply	Comments
1.	<p>DUSTING</p> <p>Unless otherwise stated, the following should be dusted every day with a soft cloth or a duster, which is recommended specifically for this purpose, and should be cleaned daily:</p> <p>a) Contents of each room</p>		



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#	Tasks and activities	Comply/not comply	Comments
	<p>b) All surfaces and partitions</p> <p>c) All artwork and frames</p> <p>d) Wooden panels and partitions</p> <p>Stock items in storerooms should be dusted on request, or at least once a month.</p>		
2.	<p>BLINDS</p> <p>a) Dust blinds – weekly</p> <p>b) Clean blinds – monthly</p>		
3.	<p>DOORS</p> <p>Remove all dirty spots on wooden and aluminium doors – daily.</p> <p>Polish door knobs with an approved metal polish where applicable – weekly.</p> <p>Wash all glass doors (inside and outside) with a degreasing agent and equipment that will not scratch the surface, as required – weekly or on request.</p>		
4.	<p>GLASS PARTITIONING</p> <p>Wash all full height and low-level glass partitioning – weekly.</p>		
5.	<p>ELEVATORS</p> <p>Clean all elevators inside and outside with degreasing agent using a cloth that will not scratch the surface, as required – daily</p>		
6.	<p>FURNITURE</p> <p>Polish wooden furniture</p>		

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#	Tasks and activities	Comply/not comply	Comments
	<p>everywhere with an approved polish. Such polish should not be greasy, and should not come off on anything it comes into contact with after it has been polished – weekly.</p> <p>a) Do not polish any laminated furniture.</p> <p>b) Remove all dirty spots from glass tops, desks and other furniture such as, bookcases, empty shelves in a proper way – daily.</p> <p>c) Damp-Wash those parts of furniture covered in leather or imitation leather – daily.</p> <p>d) Treat upholstered or leather covered parts of furniture with an approved agent – monthly.</p> <p>e) Vacuum those parts of furniture covered with fabric – weekly.</p> <p>f) Wipe telephones with a damp cloth using a suitable diluted disinfectant – daily.</p>		
7.	<p>INSIDE WALLS</p> <p>Remove all spots such as fingerprints on walls, paintwork, and electric switches – daily.</p>		
8.	<p>STAIRS</p> <p>Wipe banisters with a damp cloth – daily.</p> <p>Use polish on wooden</p>		



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	<p>banisters that will not scratch the surface, as required – monthly</p> <p>Clean all visible pipes – daily.</p>		
9.	<p>FLOORS</p> <p>Clean all floors in order to maintain a high gloss – daily.</p> <p>Should entry to offices or high traffic make it difficult to treat floors, it should be done after office hours.</p> <p>Wash floors with an appropriate disinfectant – daily</p>		
10	<p>VINYL: VINYL-ASBESTO TILES, LINOLEUM, ASPHALT, RUBBER AND SIMILAR COATINGS</p> <p>The relevant surface should be properly cleaned and, where necessary, old polish should be removed with an appropriate agent. If a polish-remover is used, the floor should be rinsed with clean water and dried properly.</p>		
11	<p>REFRESHMENT COORDINATORS</p> <p>The following tasks will be expected from the refreshment coordinators:</p> <ul style="list-style-type: none"> • Wash all crockery and maintain proper stock control. • Manage catering requirements for 		

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#	Tasks and activities	Comply/not comply	Comments
	<p>clients.</p> <ul style="list-style-type: none"> • Maintain a clean and healthy catering environment. • Ensure a hygienic regime for all catering equipment and suppliers. 		
12	<p>CARPETS (wall-to-wall and loose)</p> <p>Vacuum all carpets - weekly</p> <p>Thorough vacuuming as follows:</p> <p>High traffic like passages daily</p> <p>Offices and conference facilities – daily</p> <p>Clean spots or stains immediately on a daily basis. Guard against the use of cleaning agents that could damage or discolour the carpets.</p> <p>The carpets should then be washed with an appropriate carpet washing machine. When carpets are washed, dirty marks or stains should be removed after which the carpet should be thoroughly vacuumed. It should be ensured at all times that the carpets do not become excessively wet. All water should be removed until the carpets are damp. Occupants should be requested not to walk on the damp carpets, if possible. Washing of carpets will be done regularly or</p>		



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#	Tasks and activities	Comply/not comply	Comments
	when requested, after hours or weekends.		
13	<p>OUTDOOR CONCRETE SURFACES AND PAVING (<i>marble, ceramics, terrace, tiles etc.,</i>)</p> <p>Balconies, passages, footways and water canals should be swept with appropriate brooms and dirty spots removed – daily.</p> <p>Pick up all rubbish on paving – daily.</p> <p>Sweep paving with a hard broom – daily.</p> <p>Wash and scrub the walkways with soap and water – weekly.</p> <p>Remove oil, petrol and brake fluid stains with an approved cleaning agent – weekly.</p> <p>Sweep parking area – weekly.</p>		
14	<p>RUBBISH REMOVAL</p> <p>Empty all waste bins in office, kitchen, bathrooms and general areas – daily.</p> <p>Wash all rubbish bins with an approved disinfectant.</p>		



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	<p>Provide sufficient rubbish bags daily to outline the bins in the kitchens, bathrooms or where necessary.</p> <p>All rubbish bags will be removed from the containers with the rubbish intact and the containers will be outlined with new bags daily.</p> <p>Empty and wash all large bins outside conference rooms – three times a day.</p> <p>The contents of waste bins and other office rubbish should be removed neatly in bags and deposited to the collecting points of rubbish bins provided for this purpose.</p> <p>Rubbish bags may not be dragged across floors or carpet tiles as the bags may be damaged.</p> <p>The contractor will be responsible for sorting waste paper for rendering to waste paper dealers. The manner of disposal to be indicated – daily.</p> <p>Leaves, paper and other debris falling on or blowing onto the premises should be collected and placed in plastic bags to be provided by the contractor, and put in</p>		

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	an appropriate place on the premises.		
15	<p>KITCHENS</p> <p>Kitchen floors to be washed – daily.</p> <p>Counters tops to be washed – daily.</p> <p>Cupboards to be cleaned and washed inside weekly to avoid infestation.</p>		
16	<p>BATHROOMS</p> <p>Bathroom floors to be washed – daily.</p> <p>Counters tops to be washed – daily.</p> <p>Toilet pans, covers, urinals, basins, towel rails and taps are to be cleaned with approved disinfectant – twice a day.</p> <p>An approved agent should be put in toilet pans to prevent deposits forming – weekly.</p> <p>All mirrors should be cleaned and polished – daily.</p> <p>Approved agents should be put in basins and urinals to</p>		



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#	Tasks and activities	Comply/not comply	Comments
	<p>prevent clogging – weekly.</p> <p>Glazed and enamel surfaces should be washed with an approved liquid agent, no abrasives or scouring materials may be used.</p> <p>Toilet papers to be replaced regularly during the day.</p>		
17	<p>BRASS ITEMS</p> <p>Should be cleaned – daily.</p> <p>Should be polished with appropriate agent using equipment that will not scratch the surface, as required – weekly or on request.</p>		
18	<p>WINDOWS</p> <p>Windows must be washed inside once a month and when necessary. The company must provide own safety harness when cleaning windows.</p>		

SECTION 3: SERVICE CONDITIONS

SECURITY IDENTIFICATION	Comply/not comply	Comments
<p>The contractor must supply each employee with a photo identification card. The card must have the following information:</p> <p>a) The name of the firm</p>		



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<p>(contractor)</p> <p>b) Name of the employee</p> <p>c) Identity number of the employee</p> <p>d) Signature of the employee</p> <p>The card must be worn so as to be visible at all times while on the premises. The contractor must have sufficient control over the permits to prevent any unauthorised use thereof. A list of names of all employees, who are to be employed on this contract, as well as their replacements, must be furnished beforehand.</p> <p>1. FIRE EXTINGUISHERS</p> <p>The contractor and their employees shall under no circumstances make use of fire hose reels or other fire extinguishers on the site in the activities attached to the rendering of the services.</p>		
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2. WARNING SIGNS	Comply/ Not Comply	Comments
Clearly readable warning notices or signs shall be exhibited where needed, where the rendering of the cleaning services may cause injuries to any person(s).		

3. INFLAMMABLE AND POISONOUS SUBSTANCES	Comply/Not comply	Comments
The contractor shall not use or store any poisonous or highly inflammable substances on the premises without the written consent of the AGSA for the rendering of the services or any		



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other purposes.		
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4. DAMAGE COMPENSATION	Comply/not comply	Comments
The contractor will be held responsible for any damage or theft that may be caused, to the premises or contents, by him/her or his/her employees or be due to their neglect, whether in the normal execution of their duties or otherwise, and a claim for indemnification can accordingly be imposed by the AGSA against the contractor.		

5. COMPLIANCE WITH ACTS AND REGULATIONS	Comply/not comply	Comments
The contractor must comply with all the acts and regulations applicable to cleaning services.		

6. TRAINING	Comply/ Not comply	Comments
Cleaning staff should be trained in every aspect relating to the handling of all equipment that they use. The employer will be held responsible for any damages or injuries arising from any misuse or negligent use of such equipment by one of their 'on-site' staff members.		

7. ABSENTEEISM	Comply/not comply	Comments
Should a staff member not be		



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present at work, a replacement is required by 10:00 of that day or earlier.		
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8. Experience	Comply/not comply	Comments
Minimum of three years in the cleaning environment.		

SECTION 4 - GENERAL REQUIREMENTS	Comply/not comply	Comments
<ul style="list-style-type: none"> • Tasks not specified in this document will be identified and mutually agreed between the service provider and the AGSA. • All written deliverables must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise). • All document deliverables must be in formats (hard copy and electronic) i.e. industry accepted standards (e.g., MS Word, MS PowerPoint, MS Project). <p>A compulsory site meeting will be held at the AGSA's Polokwane office as specified on the AGSA request for proposal (RFP) document to brief the service providers on the scope and extent of work. The address is 32</p>	•	•



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Dimitri Crescent, Platinum Park, Bendor, Polokwane		
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SECTION 4: GENERAL CONDITIONS	Comply/not comply	Comments
<p>The service provider is required to do the following:</p> <ul style="list-style-type: none"> • Conduct business in a courteous and professional manner. • Provide the necessary documentation as requested before the cleaning service contract is awarded. • Comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, etc. The successful service provider should submit proof within 14 days of awarding the contract. • Ensure that all personnel working under this contract are in good health and pose no risk to any AGSA personnel. • Comply with the AGSA security and emergency policies, procedures and regulations. • Ensure that all work performed 		



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<p>and all vehicles, plant and equipment brought or used on site will be in compliance with the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993) and any regulations promulgated in terms of this act and the standard instructions of the AGSA.</p> <ul style="list-style-type: none"> • Maintain its equipment in good order so as to comply with the AGSA's occupational health and safety standards. • Ensure that all personnel working under this contract are adequately trained before the commencement of the contract. • Provide all personnel working under this contract with uniforms, which state the name of the service provider and that can be clearly identified from other service providers, AGSA personnel, etc. The AGSA reserves the right to order the immediate removal of a staff member that does not adhere to this requirement. • Provide all personnel working under this contract with adequate and appropriate personal protective equipment (PPE) and 		
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<p>clothing and to ensure these items are worn at all times.</p> <ul style="list-style-type: none"> • Ensure that the AGSA is informed of any removal and replacement of personnel. For security reasons, the AGSA reserves the right to vet all personnel working under this contract. • Provide the services of pest control and general cleanliness to the canteen and surrounding areas at their own cost. • Demonstrate their modus operandi to the AGSA with regard to supplies delivered to site. • Provide an on-site supervisor, who should be available at all times. <p>The AGSA shall:</p> <ul style="list-style-type: none"> • conduct business in a courteous and professional manner with the service provider • not accept responsibility for any damages suffered by the service provider or their personnel for the duration of the contract • not accept any responsibility of accounts/expenses incurred by the service provider that was not agreed upon by the contracting 		
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<p>parties</p> <ul style="list-style-type: none">• shall provide a storage facility for equipment and materials.		
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