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AGSA Cleaning Services Tender Specifications

TENDER SPECIFICATIONS FOR THE CLEANING AND HYGIENE SERVICES FOR THE AUDITOR-GENERAL OF SOUTH AFRICA (AGSA)

300 MIDDEL STREET (CORNER OF VEALE AND MIDDEL STREET) NEW MUCKLENUEK BROOKLYN

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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 AGSA for Cleaning Services.

1.1 BACKGROUND

The Auditor-General of South Africa (AGSA) intends to outsource the Cleaning Services, to a Service Provider, at its Head Office, Brooklyn Pretoria. 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/servicing of cleaning equipment, 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 Pretoria Office campus which is made up of three buildings (Head office, Lefika House and Brooklyn Gardens) and usable area per square meter is highlighted below.

The service provider is to ensure that once a quarter deep cleaning services are provided.

The service provider is to ensure that the washing of carpets and furniture upholstery are provided every 6 months.



- **Usable area per square meter:** (Total space per floor 938m²)
- Lefika house/head Office 9182m²
- Auditorium
 Brooklyn Gardens
- 925m² 2745m²
- Parking Basements 2000m²

BATHROOMS			
	HQ	LH & Auditorium	BG
MALES	3	4	4
FEMALES	3	4	4
DISABLED	1	4	2

• 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 06h30 to 15h30.
- It must be further noted, that the AGSA has employees in excess of 1000, these are sitting in three separate buildings, and any extended operating hours will be negotiated with the service provider should such a requirement be deemed necessary during our high peak period (PFMA and MFMA). This might include services to be provided over weekends.

2.2 STAFFING REQUIRED

The following number of cleaners is required:

- 1. 1 x Supervisor
- 2. 12 x Female Cleaners
- 3. 6 x Male Cleaners



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 recognized within the facilities management industry as being durable in construction and reliable in service. Each serviced area need 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 cloth for various areas in colour codes as follows:

- a) Red for bathroom purposes;
- b) Yellow for the workstations and equipment amongst other telephone equipment and computers; and
- c) Blue for the kitchens

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
1.	DUSTING	
		erwise stated, the under-mentioned should be dusted everyday with a
	soft cloth or a duster, which is recommended specifically for this purpose, and should be cleaned daily:	
	a)	Contents of each room
	b)	All surfaces and partitions
	C)	All artwork and frames



#	Tasks and	Activities
π	d)	Wooden panels and partitions
	Stock items	in storerooms should be dusted on request, or at least once a month.
2.	BLINDS	
	a) Dust	blinds – weekly.
	b) Clear	n blinds – monthly
3.	DOORS	
	a)	Remove all dirty spots on wooden and aluminum doors – daily.
	b)	Polish door knobs with an approved metal polish where applicable – weekly.
	,	n all glass doors (inside and outside) with a degreasing agent and nt that will not scratch the surface, as required – weekly or on request
4.	GLASS PA	RTITIONING
	Wash all f	ull height and low-level glass partitioning – weekly.
5.	ELEVATOR	S
		elevators inside and outside with degreasing agent using a cloth that cratch the surface, as required – daily
6.	FURNITUR	Ε
	a)	Polish wooden furniture 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.
	b)	Do not polish any laminated furniture.
	c)	Remove all dirty spots from glass tops, desks and other furniture such as, bookcases, empty shelves in a proper way – daily
	d)	Damp-Wash those parts of furniture covered in leather or imitation leather – daily.
	e)	Treat upholstered or leather covered parts of furniture with an approved agent – monthly.
	f)	Vacuum those parts of furniture covered with fabric – weekly.
	g)	Wipe telephones with a damp cloth using a suitable diluted disinfectant – daily.
7.	INSIDE WALLS	
		ove all spots such as fingerprints on walls, paintwork, and electric hes – daily.
8.	STAIRS	
L		



#	Tasks and	Activities
	a)	Wipe banisters with a damp cloth – daily.
	b)	Use polish on wooden banisters that will not scratch the surface, as required – monthly
	C)	Clean all visible pipes - daily.
9.	FLOORS	
	a)	Clean all floors in order to maintain a high gloss – daily.
	b)	Should entry to offices or high traffic make it difficult to treat floors, it should be done after office hours.
	c)	Wash floors with an appropriate disinfectant – daily
10.	D. VINYL: VINYL-ASBESTOS TILES, LINOLEUM, ASPHALT, RUBBER AND SIMILAR COATINGS	
	should be	ant surface should be properly cleaned and where necessary old polish e removed with an appropriate agent. If a polish-remover is used, the Ild be rinsed with clean water and dried properly
11.	WOODEN F	LOORS AND BLOCK-FLOORS
	a)	Sweep and remove all dirty marks – daily
	b)	Polishing, with an approved non-slip polish, should be done after the floor has been wiped with a damp mop.
	c)	Various areas:
		High Traffic (Like passages) – apply polishing agent and polish – weekly
		Offices - apply polishing agent and polish – weekly
	d)	As soon as an unsightly layer of old polish has built up, it should be scrubbed off and a new coat re-applied. This must be negotiated first.
12.	CARPETS (wall-to-wall and loose)
	a)	Vacuum all carpets - weekly
	b)	Thorough vacuuming as follows:
		High Traffic like passages – daily
		Offices and Conference Facilities – daily
	c)	Clean spots or stains immediately on a daily basis. There should be guarded against the use of cleaning agents that could damage or discolour the carpets.
	d)	The carpets should then be washed with an appropriate carpet washing machine. When carpets are washed, dirty marks or stains



#	Tasks and Activities		
		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 only. Occupants should be requested not to walk on the damp carpets, if possible. Washing of carpets will be done regularly or when requested, after hours.	
13.	OUTDOORS CONCRETE SURFACES AND PAVING (marble,ceramics, terrace, tiles tec,)		
	a)	Balconies, passages, footways and water canals should be swept with appropriate brooms and dirty spots removed – daily.	
	b)	Pick up all rubbish on paving – daily.	
	c)	Sweep paving with a hard broom – daily.	
	d)	Walkways should be washed and scrubbed with soap and water - weekly	
14.	RUBBISH R	EMOVAL	
	a)	Empty all waste bins in office, kitchen, bathrooms and general areas – daily.	
	b)	All rubbish bins should be washed with an approved disinfectant.	
	C)	Sufficient rubbish bags need to be provided daily to outline the bins in the kitchens, bathrooms or where necessary.	
	d)	All rubbish bags will be removed from the containers with the rubbish intact and the containers will be outlined with new bags daily.	
	e)	Empty and wash all large bins outside conference rooms – three times a day.	
	f)	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	
	g)	Rubbish bags may not be dragged across floors or carpet tiles as the bags may be damaged.	
	h)	The contractor will be responsible for sorting waste paper for rendering to waste paper dealers. The manner of disposal to be indicated – daily.	
	i)	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 an appropriate place on the premises.	



#	Tasks and A	Activities
# 15.	KITCHENS	
	a)	Kitchen floors to be washed - daily
	b)	Counters tops to be washed - daily
	c)	Cupboards to be cleaned and washed inside weekly to avoid
	infestation	
16.	BATHROOM	IS
	a)	Bathroom floors to be washed - daily
	b)	Counters tops to be washed - daily
	c)	Toilet Pans, Covers, Urinals, Basins, Towel Rails and Taps are to be cleaned with approved disinfectant – twice a day
	d)	An approved agent should be put in toilet pans to prevent deposits forming – weekly
	e)	Showers should be disinfected with an approved disinfectant – daily
	f)	All mirrors should be cleaned and polished – daily
	g)	Approved agents should be put in basins and urinals to prevent clogging – weekly
	h)	Glazed and enamel surfaces should be washed with a approved liquid agent, no abrasives or scouring materials may be used
	i)	Toilet papers to be replaced regularly during the day
17.	BRASS ITE	MS
	a)	Should be cleaned - daily.
	b)	Should be polished with appropriate agent using an equipment that will not scratch the surface, as required – weekly or on request.
18.	WINDOWS	
		ows must be washed inside once a month and when necessary. any must provide own safety harness when cleaning windows
	Comp	any must provide own salety namess when cleaning windows



SECTION 3: SERVICE CONDITIONS

1. SECURITY IDENTIFICATION

The contractor must supply each employee with a photo identification card. The card must have the following information:

- a) The name of the firm (contractor)
- b) Name of the employee
- c) Identity number of the employee
- d) Signature of the employee

The card must be worn so as to be visible at all times whilst on the premises. The contractor must have sufficient control over the permits to prevent any unauthorized 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.

2. FIRE EXTINGUISHERS

The contractor and his 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.

3. WARNING SIGNS

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).

4. INFLAMMABLE AND POISONOUS SUBSTANCES

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 other purposes.

5. DAMAGE COMPENSATION



The contractor will be held responsible for any damage or thefts 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.

6. COMPLIANCE WITH ACTS AND REGULATIONS

The contractor must comply with all the acts and regulations applicable to cleaning services.

7. TRAINING

Cleaning staff needs to be trained in every aspect relating to the handling of all equipment that they use with regards to this contract. 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.

8. ABSENTEEISM

Should a staff member not be present at work a replacement is required by 10H00 of that day or earlier.

9. Experience

Minimum of three (3) years in the cleaning environment

SECTION 4: GENERAL REQUIREMENTS

- 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).
- A compulsory site meeting will be held at the AGSA in Brooklyn Pretoria as specified on the AGSA Request for Proposal (RFP) document to brief the Service Providers on the scope and extent of work. AGSA 300 Middel Street, corner Veale and Middel Streets, New Muckleneuk, Brooklyn Pretoria.



SECTION 5: GENERAL CONDITIONS

The **Service Provider** is required to:

- Conduct business in a courteous and professional manner.
- Provide the necessary documentation as requested prior to the Cleaning Service contract being awarded.
- Comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, etc. Proof to be submitted within 14 days from awarding the contract by the successful Service Provider.
- Ensure that all personnel working under this contract are in good health and pose no risk to any personnel in the AGSA.
- Comply with the AGSA security and emergency policies, procedures and regulations.
- Ensure that all work performed and all vehicles, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act of 85 of 1993 and any Regulations promulgated in terms of this Act and the standard instructions of the AGSA.
- 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 prior to 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 arrangement.
- Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure these items are worn at all times.
- 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 his/her own cost.
- Demonstrate his modus operandi to the AGSA with regards to supplies delivered to site.
- Provide an on-site supervisor, available at all times.

The AGSA shall:

- 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 parties.
- Shall provide a storage facility for equipment and materials.

