Cleaning and hygiene services

Hygiene equipment that should be considered:

1. Sanitary bin services – weekly removal of sanitary bins (slim-line specification, self-closing lid)
2. Replacement of 50-micron sanibin polythene liner at weekly service intervals
3. Sanitary bag containers/holders
4. Toilet roll dispensers (wall mounted stainless steel)
5. Toilet paper
6. Hand towel dispensers (wall mounted stainless steel)
7. Hand towels
8. Toilet brushes
9. Seat/toilet bowl sanitizer
10. Urinal P mats
11. Seat spray dispenser
12. Hand foam soap dispenser
13. Air freshener dispenser – fully automatic and must be mist spray (scented)
14. Hand sanitizer dispenser
15. Auto hand dryer – must dry hands in 10-15 seconds, 80% energy efficient
16. Spray and seat disinfectant bottle
17. Paper/rubbish bins (wall mounted)

Consumables

The following are refill consumables that must be supplied by the service provider. They will be expected to keep stock on site to ensure continuous provision of services. A storeroom facility will be required and the service provider will be charged with ensuring implementation of controls, management and compliance of the area to meet governing regulations:

1. Seat/toilet bowl sanitizer refill pack (refill to last for 30 days)
2. Sanitary bags
3. Sanitary bin liners
4. Seat spray
5. Toilet rolls (2-ply)
6. Hand towels
7. Body wash soap – should be lotion & moisturiser based
8. Hand foam soap – should be lotion & moisturiser based
9. Hand sanitizer
10. Air fresheners
11. Urinal P mats – gradual fragrance release 30+ days, sealed bristles for splash-back prevention and must contain no ozone-depleting ingredients
12. Spray and seat disinfectant

The bidders will be expected to provide samples or clear illustrations of the equipment with their proposals for purposes of aesthetics confirmation.
Toilet deep cleaning services

A deep cleaning service of all the toilet facilities must be performed every six months.

1. Urinals
2. Toilet bowls
3. Toilet rims, seats and covers
4. Sinks

The most hygienic products must be used in the cleaning and maintenance by professional cleaning crews, which offers a complete cleaning and hygiene solution.

Kitchen deep cleaning includes the service of the following areas in industrial kitchens:

1. Kitchen drains
2. Kitchen sinks and worktops
3. Drawers and cupboards
4. Areas behind appliances such as fridges and stoves
5. The inside of stoves, fridges, microwaves and other kitchen appliances

Staff, uniform and personal protective equipment (PPE)

- The bidder must deploy management/supervisory personnel with relevant hygiene services experience together with trained and competent operations personnel.
- CVs, qualifications and training certificates of staff to be employed on this contract must be provided.
- The bidder must ensure adequate provision of PPE that complies with all regulatory requirements of the hygiene service.
- All personnel should wear acceptable contractor’s uniforms, i.e. the appearance of the contractor’s personnel should befit a corporate environment in terms of aesthetics.
- The bidder should ensure that employees are easily identified by providing name tags depicting company logo and name for their staff members, i.e. company-branded name tags.

Health and safety site file

The bidder will be responsible for compilation of a health and safety site file which will include all statutory and management information for the management of the contracted service. The documents should be submitted to the AGSA within 14 days from the date of tender award. A copy of the contractor’s OHS agreement, section 37(2), COID certificates (letter of good standing), OHS risk assessments, cleaning staff certificates, first aid and emergency procedures must be included in the file.

Insurance

The bidder must, at his/her own expense, take out sufficient public liability insurance against any claims, costs, loss and/or damage ensuing from its obligation and shall ensure that such insurance remains operative for the duration of the agreement.

A copy of such insurance must be handed to the AGSA upon commencement of the service.
Contractor induction

The bidder will be expected to attend an induction meeting within two (2) weeks after appointment where a formal handover will be conducted and be familiarized with the AGSA’s site compliance requisites, policies and procedures prior to commencement of the service contract.

The bidder must, at the induction meeting, provide a list of staff to be deployed at the AGSA’s premises with the following information:

- Name
- Address
- ID numbers of all staff, including relief staff
- Confirmation that all of the contractor’s appointed staff have no criminal records.

NB: The AGSA reserves the right to request removal of any personnel on site deemed not to be compliant with the AGSA’s policies and procedures.