

**SPECIFICATION**  
**DEPARTMENT OF PUBLIC WORKS**

**RENDERING OF CLEANING SERVICES AT: PHALABORWA MAGISTRATE OFFICE.**

**CONTRACT PERIOD: SIX (06) MONTHS.**

**EXTENT OF OFFICE: 2100m<sup>2</sup>**

**1.**

**Broad definition of the service**

- Provide cleaning services to the interior of the buildings including all interior windows to ensure the site is kept free from dust, dirt, scuff marks, smudges finger marks, stickers, litter, stains, chewing gum and graffiti in order to provide a safe, clean, tidy and healthy working environment for all occupants in accordance with business requirements and industry best practice.
- Conduct regular operational reviews to ensure continuous innovation and improvement in service delivery, and identify opportunities for reducing costs
- Provide a reactive cleaning service
- Provide consumables and equipment necessary to operate the service

**2.**

**Occupants**

\*State approximate total of occupants and visitors at any one time +/- 70  
The offices operates 08 hours in a day and 05 days in a week.

**3.**

**Guidelines**

300-1000 sq. m per cleaner

2000-5000sq m 1 supervisor on site

5000 and above 2 supervisors on site

• **Human Resources**

Number of Cleaners - 3

Number of supervisor-1

Bidders to comply with the Sectorial Determination 1 establishing conditions of employment for employees in the Contract Cleaning Sector, South Africa, made by the Minister of Labour, in terms of section 51 (1) of the Basic Conditions of

Employment Act, 1997 (No. 75 of 1997), published under Government Notice R. 990 of 26 November 2011 and all subsequent amendments thereto in respect of minimum remuneration, working hours and any other employment conditions etc. Bidders not complying with these minimum requirements will not be considered. The publications are obtainable from the: South African Department of Labour online website: <http://www.labour.gov.za> or Government Printer, Bosman Street, Private Bag X85, Pretoria, 0001Pretoria Tel: (012) 334-4508, 334-4509, 334-4510.

- **Commercial Cleaning Equipment** (bidders to make use of energy efficient and environmentally friendly machinery)

The contractor shall provide and maintain all equipment including specialist equipment, considered necessary by the contractor to achieve the performance requirement and the cleaning standards. All equipment supplied for use under this agreement shall be free from defect and where necessary maintained and tested in accordance with the manufacturers recommendations or as deemed necessary by the supplier

**01 (One)** Professional wet/dry vacuum cleaners specially designed for applications with small and medium-sized surfaces. Flexible, powerful and very practical, that can be used in every kind of space. Should be at least 8.7 kg weight, waste tank capacity of 25 litre, power rating in (W) 1800, Voltage 220-240 with low noise level 60dB(A).

**01 (One)** Polisher or Scrubber machine that allow high gloss effect of a large surfaces with great performance of at least 41.5kg weight, brush motor rating 1000/1300 and noise level of >54dba. An optional spray system allows the restoration of the wax film in case of necessity. This ultra-high-speed single disc machines, fast and powerful, assures highly professional performances; the extreme manageability makes also the use of the unit possible by less qualified personal always with maximum level results. Suitable for extremely hard cleaning tasks. Should be able to clean all sorts of hard floors: laminate, parquet, PVC and linoleum and easy to use.

Scrubber machines that delivers an advanced state of safety and cleanliness with 43cm scrub deck and 21 litre water tank. Quietly clean in noise-sensitive

environments. Create a clean, safe and healthy environment. Improve environmental health with exclusive hygienic tanks for easy access and sanitization, reducing mould, bacteria and other contaminants that can grow in enclosed tanks. Reduce risk of slip and fall accidents in narrow, congested spaces with excellent water recovery – even in forward and reverse maneuvers.

- **Site visits for inspection**

Minimum of 01 (one) visit per month to conduct inspection

All transport costs including the transportation of materials to and from the Magistrate Court to render the service are to be included under the monthly costing for transport.

#### 4. Task description

##### 4.1 Dusting

4.1.1 Unless otherwise stated, the under-mentioned should be dusted with a soft cloth or duster which is commercially available for this purpose, so that it is, in the opinion of the State, clean every working day.

- (a) The contents of each room.
- (b) All surfaces and partitions.
- (c) Stock in storerooms should be dusted on request, but at least once a month.

##### 5. Courtyards

5.1 Sweep and wash in accordance with the finish so that all dust, leaves etc. are removed.

5.2 Paving : hose down with clean water or scrub.

##### 6. Blinds

6.1 Dust indoor blinds.

6.2 Damp-wash indoor blinds.

##### 7. Doors

7.1 Remove dirty spots on wooden and metal doors.

7.2 Polish door-knobs with an approved metal polish where applicable.

7.3 Keep glass door clean.

**7.4** Wash glass doors with a degreasing agent and equipment that will not scratch the surface, and polish as required.

**8. Glass**  
**8.1** All outdoor glass surfaces of buildings specified in the contract, excluded those mentioned in paragraphs 8.3, washed with a degreasing agent and equipment that will not scratch the surface, and polished as required.  
**8.2** Clean each window in the building quarterly (inside and outside). Internal glazing (which includes the inside of an external window) and window frames to be cleaned periodically to ensure that glazing is free from finger marks, smears, and excessive build-up of dirt.  
**8.3** Internal window frames to be cleaned periodically to ensure that they are free from excessive build-up of dirt  
**8.4** Dust/wash/damp-wash partition glass and those mentioned in paragraphs 9.1 maintain a high degree of neatness.

NB: Step ladders for cleaning of windows not be higher than 1.6 meters. The contractor will be held liable for any negligence caused by cleaning equipment.

**9. Elevators**

**9.1** Clean elevators.

**10. Furniture**

**10.1** 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.  
**10.2** Remove dirty spots from glass tops, desks and other furniture in an appropriate way.  
**10.3** Damp-wash glass tops of furniture and polish.  
**10.4** Remove dirty spots from glass doors of bookcases.  
**10.5** Damp-wash glass doors of bookcases.  
**10.6** Damp-wash those parts of furniture covered in leather or imitation leather.  
**10.7** Cleaning of counters.  
**10.8** Treat upholstered or leather-covered parts of furniture with an approved agent.

- 10.9 Wipe empty shelves with a damp cloth.
- 10.10 Dust open shelves and contents as well as desks without removing the contents.
- 10.11 Vacuum those parts of furniture covered with fabric.

**11. Inside walls**

- 11.1 Remove spots and fingerprints on walls, paintwork, electric switches, etc.
- 11.2 Dust wooden panels and partitions.
- 11.3 Damp-wash wall tiles.
- 11.4 Wash window sills with soap and water.
- 11.5 Clean notice boards.

**12. Toilets**

- Bidder will be required to deep clean toilets once every six (6) months.

**12.1 Sanitary Bins- Quantity (06)**

The provision of sanitary waste bins in every cubicle in all female toilets and uni-sex toilets for the disabled; regular collection of the bins for disposal of the sanitary waste off-site in an approved manner and their replacement with empty bins. The contents must be removed from the site fortnightly. For the number of female toilets refer to the attached building layout.

**12.2 Toilet pans, seats, covers, urinals, towel rails and taps**

- 12.2.1 Clean and disinfect with an approved disinfectant.
- 12.2.2 Clean and polish all metal surfaces.
- 12.2.3 An approved agent should be put in toilet pans to prevent deposits forming.

**12.3 Showers**

Clean and disinfect with an approved disinfectant.

**12.4 Mirrors**

Clean and polish all mirrors.

**12.5 Wall tiles**

- 12.5.1 Remove dirty spots.
- 12.5.2 Wash with soap and water to which a sufficient amount of approved disinfectant has been added.

- 12.6 Walls, doors (painted) and partitions**
- 12.6.1** Remove dirty spots, including from unpainted doors.
- 12.6.2** Wash with soap and water to which a sufficient amount of approved disinfectant has been added.

**12.7 Visible pipes**

Clean all visible pipes.

**12.7.1** Damp-wash floors with an approved disinfectant.

**12.7.2** Remove dirty spots and rubbish.

**12.7.3** Non-slip cleaning agents should be used. Employees may not be exposed to wet/slippery floors.

**12.8 Incinerators**

Damp-wash with approved disinfectant.

**12.9 Clogging**

Approved agents should be put in basins and urinals to prevent clogging.

**12.10 Glazed/enamelled surfaces**

Wash only with an approved liquid agent. No abrasives or scouring materials may be used.

**12.11 Toiletries**

The following toiletries must be provided by the Contractor, in sufficient amounts as required, and should be available at all times. It should be put in the various toilets and replenished or replaced as required:

**12.11.1** Disposable paper towels for containers currently installed in toilets.

**12.11.2** Single-ply toilet paper, 5 toilet rolls per person per month (variable

according to the size of the office and number of officials and visitors)

**12.11.3** Toilet soap, 2 bars hand soap per wash basin per week or 1 litre liquid

hand soap per wash basin.

**12.11.4** Air-fresheners as approved.

**13. Telephones**

Wipe with a damp cloth with suitably diluted disinfectant.

- 16.2.3 Clean spots if it is not permanent stains and a carpet wash is not required. Guard against the use of cleaning agents that could damage or discolour the carpet.
  - 16.2.2 Thorough vacuuming high traffic (like passages).
  - 16.2.1 Vacuum all carpets.
- 16.2 Carpets (wall-to-wall and loose)**

- and a new coat re-applied.
- 16.1.4 As soon as an unsightly layer of old polish has built up, it should be scrubbed off
  - 16.1.3 High traffic areas (like passages) apply polishing agent and polish.
  - 16.1.2 Polishing, with an approved non-slip polish, should be done as follows, after the floor has been wiped with a damp mop.
  - 16.1.1 Sweep and remove all dirty marks.
- 16. Wooden Floors and block-floors**

- the polymer coating.
- 15.1.5 Spray polishing for which an approved polymer agent is used (e.g. a solution of water and the agent described in 16.1.1 and 16.1.2 a) should only be done after the floor has been wiped with a "dust magnet", and frequently enough to maintain the polymer coating.
  - 15.1.4 Wipe and remove marks like mud spots.
  - 16.1.2 above during normal office hours, it should be done after office hours.
  - 15.1.3 Should entry to offices or high traffic make it difficult to treat floors as in 16.1.1 and 16.1.2 Wash floors and vacuum carpets in order to maintain a degree of neatness.
  - 15.1.1 Sweep in order to maintain a degree of neatness.
- 15.1 Vinyl, linoleum, asphalt, rubber and similar coatings**

- of neatness.
- Sweep, wash floors and vacuum carpets in order to maintain a high gloss and/or degree
- 15. Floors (including stairs and fire-escapes)**

- 14.3 Polish unpainted banisters as in paragraph 10.1.
  - 14.2 Wipe banisters with a damp cloth.
  - 14.1 Dust as in paragraph 4.1
- 14. Stairs (including fire-escapes)**

**16.2.4** When carpets are washed, dirty marks or stains should be removed after which the carpet should be thoroughly vacuumed. The carpets should then be washed with an appropriate carpet shampoo. 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.  
weekends.

**16.2.5** Clean entrance carpets and dust carpets.

**16.3 Indoor concrete floors (marble, ceramics, terrace tiles etc. excluding those in toilets)**

**16.3.1** Remove all dirty spots and sweep.

**16.3.2** Scrub with soap and water.

**16.3.3** Polish all polished surfaces.

**16.4 Outdoors concrete surfaces and paving (marble, ceramics, terrace tiles etc. excluding those in toilets)**

**16.4.1** Stoeps, passages, footways and water canals should be swept with appropriate brooms and dirty spots removed.

**16.4.2** Pick up all rubbish on paving.

**16.4.3** Sweep paving with a hard broom.

**16.4.4** Unpolished stoeps and walkways should be washed or scrubbed with soap and water.

**16.4.5** Polishing of polished stoeps.

**17. Rubbish removal**

**17.1 Waste baskets**

**17.1.1** Empty all waste baskets.

**17.1.2** Damp-wash or wash.

**17.1.3** Empty rubbish-bins in lobbies and passages.

**17.1.4** Clear all conspicuous rubbish.

**17.1.5** Sweep parking areas, garages and loading zone.

**17.1.6** Remove oil, petrol and brake fluid stains with an appropriate approved cleaning agent.



- 17.1.7 Sweep parking area - weekly, after hours.
- 17.1.8 Rubbish removed from these containers should be placed in other suitable containers or bags and may not be dragged across floors or carpet tiles.
- 17.2 **Ash-trays**
  - 17.2.1 Empty and damp-wash/wash all ash-trays.
  - 17.2.2 Empty and damp-wash/wash all large ash-trays outside conference rooms.
  - 17.2.3 The contents of wastebaskets and ashtrays and other office rubbish should be removed neatly in bags and deposited in the rubbish bins provided for this purpose.
  - 17.2.4 Rubbish removed from these containers should be placed in other suitable containers or bags and may not be dragged across floors or carpet tiles.
  - 17.2.5 The Contractor will be responsible for sorting waste paper for rendering to waste paper dealers. The manner of disposal to be indicated.
  - 17.2.6 Leaves, paper and other rubbish 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.
  - 17.2.7 Rubbish should be temporarily stored on the premises in proper rubbish bins provided by the State or garbage bags provided by the Contractor.
  - 17.2.8 Rubbish should be taken to the collection point of the relevant municipality as prescribed on those days the municipality removes rubbish.
- 18. **Drinking water**

Fresh drinking water should be provided in the water-bottles made available in offices, passages, conference and training rooms.
- 19. **Curtains**

All curtains, including linings and drapes should be removed by the Contractor. The Contractor will also return it to its original positions - on request.
- 20. **Kitchens**
  - Floors dusted and washed.
  - Counters washed.
  - Cupboards cleaned, dusted inside weekly to enhance pest control.

**21. General Requirement**

The contractor shall ensure that the service and all incidental and related activities are at all times performed in compliance with the attached PA 10: Conditions of Contract and all statutory requirements including all Health and Safety legislation and best practice guidelines.

The Contractor shall ensure that the service and all incidental and related activities are at all times performed in compliance with H&S, Environmental and Security. Cleaning Materials and cleaning equipment should meet the SABS standards or be SABS approved. Signage boards must be visible at all times when cleaning the floors i.e. Caution wet floors. Chemicals to be slip-free according to the data sheet of supplies and listed flammable or not flammable. Materials and chemicals are to be stored safely at all times. Successful bidder will be expected to submit the job card and the invoice.

Initial \_\_\_\_\_

## COST BREAKDOWN FOR THE PROVISION OF CLEANING SERVICES AT PHALABORWA MAGISTRATE OFFICE:

With regard to the above mentioned project, you are hereby requested to break-down your tender amount to balance with the amount on the form of offer (tender price) as this is the only amount that the department considers to evaluate your price. Please ensure that the template is completed in full.

### COST BREAKDOWN

EXPENSE TYPE	PER MONTH	06 MONTHS
1. Cleaner(s)	R.....	R.....
2. Supervisor(s)	R.....	R.....
3. UIF(1%) for cleaners & supervisor	R.....	R.....
4. Provident Fund (5.25%)	R.....	R.....
5. S.D.L (1%)	R.....	R.....
6. Leave, Sick & Family responsibility leave (3.88%)	R.....	R.....
7. Coida (1.6%)	R.....	R.....
<b>8. TOTAL PERSONNEL</b>	<b>R.....</b>	<b>R.....</b>
9. Cleaning Material	R.....	R.....
10. Equipment (Including wear & tear)	R.....	R.....
11. Uniform and Protective Shoes) (a) Overalls (b) Shoes	R..... R..... R.....	R..... R..... R.....

### PERSONNEL ONLY

	NO	HOURLY RATE	HRS	DAYS	MONTHLY
Cleaners	3	R.....	8	23.00	R.....
Supervisor	1	R.....	8	23.00	R.....
	4				R.....

Family Responsibility	3 Per Year
Annual Leave	15 Per Year
Sick Leave	10 Per Year

12. Transport Costs	R.....	R.....
13. Insurance	R.....	R.....
14. Sanitation	R.....	R.....
15. SUB TOTAL	R.....	R.....
16.VAT @ 15% (If Vat Vendor)	R.....	R.....
17. SUB TOTAL WITH VAT	R.....	R.....
18. Profit	R.....	R.....
19. TOTAL FOR 06 MONTHS		R.....

**SITE VISITS FOR INSPECTION**

Indicate number of visits per month				1
Rate Per Km		Total Return Km's		
Number of sanitary bins to be installed		6		
Servicing interval		Bi-Monthly (14 days interval)	X	

Initial \_\_\_\_\_


The total bid price for this service must include all labour and material required for the proper execution of the work and shall be carried to the Form Of Offer which must be returned together with this document.

•NOTE that a successful bidder will be required to sign the service level agreement and provide a health and safety plan.

•The successful bidder including his employees might be required to undergo a security clearance before acceptance or anytime during the operation of the contract.

**END OF SPECIFICATION**

Initial \_\_\_\_\_

<b>Completed by</b>	<b>Compiled by</b>
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