

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE BUILDING CLEANING SERVICES AT SCCU PRETORIA FOR A PERIOD OF THREE (3) YEARS

TERMS OF REFERENCE

1. PURPOSE OF THE REQUEST

- 1.1 The purpose of the request is to appoint a service provider to provide building cleaning services for SCCU Pretoria, 228 Visagie Street, Pretoria Central.

2. BACKGROUND

- 2.1 The building is shared by multiple tenants. The NPA occupies the Ground and the 7th floor only.

3. SCOPE OF WORK

- 3.1 The service provider will be required to provide building cleaning services. This all-inclusive service is to include the provision of a cleaning and hygiene services, pest control, waste management, food aid services and ad-hoc services (decontamination of offices, maintenance and repairs). The above will include (where applicable) the provision of consumables and maintenance of equipment installed by the service provider.

4. DURATION OF THE CONTRACT

- 4.1 The contract is for a period of three (3) years – 01/11/2021 to 31/10/2024

5. DELIVERABLES

- 5.1 Bidders are expected to submit proposals that cover, but not limited to the following:

- 5.1.1 Cleaning and hygiene services (**Cleaning schedule on pages 6 – 13 below**)

- 5.1.2 Pest Control

- 5.1.3 Waste Management

- 5.1.4 Food aid services

- 5.1.5 Additional services (Ad-hoc); Decontamination of offices and maintenance and repairs

6. HYGIENE EQUIPMENT AND MATERIALS

- 6.1 The service provider must supply, install and maintain all hygiene equipment:

- 6.1.1 Toilet paper holder in each toilet

- 6.1.2 Sanitary toilet dispensers

- 6.1.3 Soap dispensers

- 6.1.4 Air Freshener dispensers

- 6.1.5 Hand towel dispensers

- 6.1.6 Seat wipe dispensers – bio degradable

- 6.1.7 Provide quality toilet paper (SABS approved), hand soap, paper towels/air dryer, sanitary towel disposal and air fresheners as per schedule or as and when required and ensure stock availability at all times

NB. *The service provider must ensure that the above equipment is removed at the end of the contract period. All areas affected by such removal of any attachment/annexures to the property shall be restored to the previous condition. The service provider will be responsible for any damage to property as a result thereof. Reasonable and proper care shall therefore be exercised to avoid liability.*

7. PEST CONTROL

- 7.1 Provide preventative and reactive pest control – fumigation until infestation is eradicated.
- 7.2 Inspect and monitoring of pest infestation.
- 7.3 use only material/ products authorized by the Department of Agriculture.
- 7.4 A pest control schedule for each quarter must be provided within the first month of the agreement.

8. WASTE MANAGEMENT

- 8.1 Remove waste/garbage from all offices to a central control waste area.
- 8.2 Intercept waste exiting all floors to a central control waste area.

9. FOOD AID SERVICES

- 9.1 Facilitate, serve and clear food
- 9.2 Set and clear all catering utensils for meetings
- 9.3 Facilitate, prepare and clear all board rooms before and after meetings
- 9.4 Provide drinking water to board rooms
- 9.5 Refill water dispensers to all kitchens
- 9.6 Clean eating and drinking utensils in all senior managers offices

10. ADDITIONAL SERVICES (AD- HOC)

- 10.1 All additional services are rendered on as and when required basis.

NOTE:

All additional work shall be invoiced separately after following appropriate SCM processes (RFQ). The NPA reserves the right to decline any quotation presented and may source alternative quotations.

10.1.1 MAINTENANCE AND REPAIRS SERVICES

- 10.1.1.1 The service provider shall perform day-to-day maintenance less than R30 000 per case not performed by the Department of Public Works and Infrastructure (DPWI).
- 10.1.1.2 Perform only minor maintenance work
- 10.1.1.3 The Service Provider is not to undertake any maintenance work of a highly technical/specialized. In such instances, the DPWI will be called in by the NPA.
- 10.1.1.4 Facilitate and ensure that custodians of warranties and guarantees that are active at the date of commencement of the contract in respect of any equipment and services are brought on site to address any defects, maintenance or repairs while such warranties are active.
- 10.1.1.5 Replacement of broken locks in consultation with security management.
- 10.1.1.6 When a quotation is sourced by a third (3rd) party, the amount must be billed as a pass-through cost.
- 10.1.1.7 All additional work shall be invoiced separately after following appropriate SCM processes (RFQ) (NPA reserves the right to decline any quotation presented and may source alternative quotations). The service provider must provide a fixed management fee percentage that will be charged for any maintenance and repairs work.
- 10.1.1.8 All maintenance and repairs activities must be performed under the guidance and norms of the DPWI and the NPA, and include, but is not limited to:

10.1.1.8.1 Electrical repair

- (a) Repairs or replacing to wall and floor mounted light and plug switches (But cannot add any new plugs or switches which will increase the electrical load)
- (b) Replace light fittings, fluorescent and other of a domestic nature
- (c) Can place in conduits any loose, hanging or exposed wires
- (d) Can insulate any exposed wires (safety risk)
- (e) Cannot work on any electrical Distribution Board (DB)

10.1.1.8.2 Mechanical repairs

- (f) No mechanical repairs of any nature should be carried out by the service provider.

10.1.1.8.3 Plumbing repairs

- (g) Replace gutters and down pipes.
- (h) Unblock toilets, wash-hand basins
- (i) Unblock storm water and sewerage pipes
- (j) Blockages can be cleared either with use of rods or high-pressure hose equipment
- (k) Can replace broken urinals, toilet bowl, cistern and wash hand basin (safety risk and lack of service delivery) must match existing in all aspects.
- (l) Repair burst water pipes only above ground
- (m) Replace and repair taps and washers
- (n) Replace and repair flush masters (junior and other)
- (o) Replace push button systems
- (p) Replace shower heads (vandal proof)
- (q) Replace geyser pressure reducing and relief valves and attend to geyser leaks (up to 200L geysers)

10.1.1.8.4 Building repairs

- (r) Replace broken window and door glass (to match existing in all aspect thickness, strength, etc.)
- (s) Repair and replace wooden doors, internal and external (security risk)
- (t) Replace door handles, locks, etc. in consultation with security management
- (u) Replace window handles, sliding peg stays and other opening and closing mechanism
- (v) Replace door closers
- (w) Replace damaged or broken ceiling boards not exceeding 20m2 (safety risk – must match existing in all aspects)
- (x) Replace floor and wall tiles not exceeding 10m2 (health and safety risk)

10.1.2 DECONTAMINATION OF OFFICES

- 10.1.2.1 The service provider shall decontaminate the offices after Covid 19 case has been reported.
- 10.1.2.2 When a quotation is sourced by a third (3rd) party, the amount must be billed as a pass-through cost.
- 10.1.2.3 All additional work shall be invoiced separately after following appropriate SCM processes (RFQ) (NPA reserves the right to decline any quotation presented and may source alternative quotations).

11 EQUIPMENT, MATERIAL AND CONSUMABLES

- 11.1 All necessary equipment and materials for the successful execution of the above cleaning to be provided for by the service provider.
- 11.2 The service provider must supply, install and maintain all equipment required to carry out the services that are not provided as a fixture in the building at the commencement of the contract.
- 11.3 The service provider must ensure that all equipment that they installed is removed at the end of the contract period. All surfaces affected by such removal shall be restored to its previous condition. The service provider will be responsible for any damage to property as a result thereof. Reasonable and proper care must be exercised to avoid liability.
- 11.4 Provide quality toilet paper and hand towels (SABS approved) consumables and equipment as per the schedule and/or as and when required, and ensure stock availability at all times. The cost of consumables shall be for the account of the service provider.
- 11.5 All equipment is to be kept in a fully functional and in a safe condition at all times, and must comply with all applicable regulations.
- 11.6 Provide adequate electrical extension cords to cover the floor length.

NB: All equipment is to be kept in a fully functional and in a safe condition at all times and must comply with all applicable regulations.

12 UNIFORM/ CLOTHING

- 12.1 The service provider shall at all times ensure that all their staff is neatly clothed in uniforms with identification of the service provider and of the employee.
- 12.2 The necessary personal protective clothing and equipment such as headgear, shoes, gloves etc. must be provided by the service provider at own cost.
- 12.3 The NPA reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement.

13 OCCUPATIONAL HEALTH AND SAFETY

- 13.1 The successful bidder will be required to comply with the requirements of the Occupational Health and Safety Act, Act 85 of 1993 and regulations as amended and includes but is not limited to:
 - 13.1.1 Following safety procedure with regard to equipment, stepladders and machinery.
 - 13.1.2 Procedure with regard to reporting injury on duty.
 - 13.1.3 Procedure with regard to identifying safety risk and resolving safety risk in workplace as required by law.
 - 13.1.4 Measures set in place to ensure safety in workplace and meet all Occupational Health and Safety requirements as required by law.
 - 13.1.5 The service provider is responsible to ensure that the services rendered meet all Occupational Health and Safety requirements, and that at all times there will be no risk for any persons, staff members, members of public with regard to Occupational Health and Safety.

14 COMPLIANCE WITH LABOUR RELATIONS

- 14.1 The service provider must strictly adhere to all acts and regulations relating to human resources.
- 14.2 NPA shall not tolerate any unfair labour practices by the service provider that happen on its premises and/or outside and /or close to its premises.
- 14.3 Labour disputes are the sole responsibility of the service provider.

15 DAMAGE COMPENSATION

- 15.1 The service provider will be held responsible for any damage or theft by his employees or due to their neglect whether in the normal execution of their duties or otherwise and a claim for indemnification can accordingly be imposed by NPA against the service provider.

16 DAMAGES TO PROPERTY OCCUPIED BY THE NPA

- 16.1 In the case of damages to carpets, furniture, equipment, cars, etc. resulting from the rendering of the service, the service provider undertakes to rectify/repair the damage immediately after notification by the Facilities Manager / Contract Management Unit. If the service provider fails to act after notification, NPA will rectify the damages and costs will be recovered from the service provider

17 STORAGE OF EQUIPMENT

- 17.1 NPA shall provide storage for the service provider's equipment, consumables, and effects; however, the storage shall be at the service provider's risk.
- 17.2 Loss in respect of equipment and consumables shall not constitute an acceptable reason for the service provider not to comply with the conditions and obligations of its contract with the NPA

18 ACCESS TO THE BUILDING

- 18.1 The service provider shall have access to the building in terms of its contract during normal office hours and comply with NPA access procedures.
- 18.2 Night/Weekend service is discouraged except for the purpose of fumigation and deep cleaning of carpets, or any other agreed upon service required, this shall be pre-arranged.
- 18.3 Fumigation and deep carpet cleaning will always be done after normal working hours.

19 ROUTINE ACTIVITIES IN THE OFFICES

- 19.1 The provision of all/any service execution should under no circumstances disrupt the routine activities of NPA.

20 SYSTEM FOR SERVICE DELIVERY

- 20.1 The following reports must be put in place by the Service Provider:
 - 20.1.1 Daily/Weekly/Monthly/Quarterly schedule of duties of staff for all services to be rendered
 - 20.1.2 Schedule for notification of building occupants for routine cleaning and fumigation, adhering to a 7 day notice period.
 - 20.1.3 Daily monitoring of consumable supply levels;
 - 20.1.4 Reporting service i.e. detailed monthly report of all services rendered.

ANNEXURE A: SERVICE SCHEDULE: SCCU PRETORIA

Physical Address- 228 Visagie Street, Pretoria Central

Total Area (all offices and toilets) is 1890 m² and 39 parking bays

Number of employees – estimated at 45

1. CLEANING AND HYGIENE SERVICES

AREA / FACILITY	DAILY	WEEKLY	MONTHLY	Exceptions to monthly, weekly & daily cleaning
RECEPTION AREA, ALL LIFT LOBBIES AND TILED/CARPETED PASSAGES PER FLOOR				
Sweep tiled floor	X			
Wash tiled floor	X			
Scrub tiled floor			X	
Vacuum carpets				Twice a week
Remove stains on carpeted areas	X			
Steam clean carpets and upholstery (couches and chairs included)				Quarterly
Wipe down walls			X	With spot cleaning
Dust light fittings		X		
Wipe light switches			X	
Dust and damp clean pictures/mirror frames/directory boards		X		
Dust curtains / & blinds			X	
Wipe/Dust & clean reception furniture	X			
Wipe/Dust/Clean Security/Reception desk/Glass windows	X			Twice daily
Empty, clean, and line Waste Bins	X			Twice daily
Disinfect the bins		X		
STAIRCASES				
Sweep tiled floor	X			
Wash tiled floor	X			
Scrub tiled floor		X		
Wipe down walls		X		With daily spot cleaning
Dust light fittings		X		
Wipe light switches		X		
Dust & wipe steel handrails	X			Twice daily
LIFTS				
Clean buttons inside/outside of lifts	X			Twice daily
Clean mirrors inside lifts	X			Twice daily
Clean directory boards		X		

AREA / FACILITY	DAILY	WEEKLY	MONTHLY	Exceptions to monthly, weekly &/ daily cleaning
Sweep floor	X			
Wash floor	X			
Scrub floor		X		
Dust light fittings		X		
Wipe light switches		X		
Wipe down walls		X		
OFFICES AND PRODUCTION/COPIER ROOMS/DOCUMENT CENTRE				
Vacuum carpets and material covered furniture				Twice a week
Steam clean carpets and upholstery			X	Quarterly and As and when required
Dust furniture, including cupboard shelves/document shelves/cabinets	X			
Polish furniture		X		
Clean and disinfect telephone instruments	X			
Wipe down computers		X		
Dust and wipe office automation/equipment		X		
Dust all ledges and fittings		X		
Dust all vertical surfaces (walls, cabinets, Desk partitioning, etc.)		X		
Dust all windows and ledges (low and high)		X		
Empty waste bins	X			Twice daily
Wash, disinfect and line waste bins		X		
Provided rubbish bags	X			
Dust/Vacuum curtains, blinds		X		
Wipe clean door handles	X			Twice daily
Dust & clean picture frames/mirrors	X			
Dust light fittings		X		
Wipe light switches	X			
Empty shredding machines when full	X			
STOREROOMS/WAREHOUSE				
Vacuum floor			X	
Dust shelving/fittings/cupboards			X	
Dust fixtures			X	
BOARD ROOMS, MEETING ROOMS				

AREA / FACILITY	DAILY	WEEKLY	MONTHLY	Exceptions to monthly, weekly & daily cleaning
Vacuum carpets and material covered furniture				Twice a week
Steam clean carpets and upholstery				Quarterly and As and when required
Sweep and clean floor	X			
Dust Projection Screen		X		
Dust furniture, including cupboard shelves/servers/cabinets	X			
Polish furniture		X		
Clean and disinfect telephone instruments		X		
Dust equipment	X			
Dust all ledges and fittings		X		
Dust all vertical surfaces (walls, cabinets, etc.		X		
Dust all windows		X		
Empty, clean and line waste bins				As and when required
Wash and disinfect waste bins		X		
Dust/Vacuum curtains/blinds		X		
Wipe clean door handles		X		
Dust and Clean picture frames/mirrors/ornaments		X		
Dust light fittings		X		
Wipe light switches	X			
TEA ROOMS				
Vacuum floor	X			
Damp clean fridge/catering equipment	X			
Deep clean carpet floor			X	
Dust and damp clean tea tables and chairs	X			
Dust and damp clean notice boards, pictures	X			
Wipe and clean all kitchen appliances	X			
Empty, clean, and line waste bins	X			Twice daily
Disinfect the bins		X		
Dust/Vacuum blinds/curtains		X		
REST ROOMS PER FLOOR				
Deep cleaning of toilets and urinals	X			

AREA / FACILITY	DAILY	WEEKLY	MONTHLY	Exceptions to monthly, weekly &/ daily cleaning
Clean & disinfect toilet bowls (inner & outer)	X			Twice daily
Wipe down toilet roll holder cabinets	X			
Wipe & clean mirrors	X			
Wipe down & clean walls, doors and / partitions	X			
Sweep tiled floor	X			
Wash tiled floor	X			
Scrub tiled floor with disinfectant		X		
Wash/Clean & disinfect wash hand basins and taps	X			
Refill hand drying paper dispensers	X			Twice a day
Replenish air-freshener dispensers		X		
Refill toilet roll dispensers	X			Twice a day
Refill hand soap dispensers	X			Twice a day
Wipe and clean light switches	X			
Wipe and clean hand drying header stations	X			
Empty, clean and line waste bins	X			Twice a day
Empty, clean and disinfected ladies' sanitary bins		X		
Empty, clean and line all waste receptacles	X			Twice a day
Clean all metal fittings	X			
Treat against staining, fungal and bacterial growth		X		As and when required
REFUSE AREA				
Sweep & wash refuse room floor	X			
Wipe down the walls		X		Once a week
Disinfect refuse room floor		X		Twice a week
Wash, disinfect and line refuse bins		X		Once a week
KITCHENS				
Steam clean carpet			X	
Sweep & wash floor	X			
Vacuum carpet		X		
Clean kitchen spillages	X			As and when required
Clean & wipe down walls, doors and cupboard doors, Shelves	X			
Damp clean kitchen appliances	X			

AREA / FACILITY	DAILY	WEEKLY	MONTHLY	Exceptions to monthly, weekly &/ daily cleaning
Clean and disinfect counter tops	X			Twice daily
Empty waste bins, disinfect and line	X			Twice daily
Wash & clean kitchen zinc	X			Twice daily
Disinfect kitchen zinc	X			
Supply and replenish all kitchen cleaning materials		X		As and when required
WINDOWS				
Clean all windows and window frames on the inside				Once a month
Clean glass windows and frames of inter-leading internal passage doors	X			
Clean main entrance foyer glass windows and window frames internally and externally	X			
BASEMENT AND PARKING AREAS				
Sweep and clean cement roadway/floor/stair surfaces		X		
Wash cement roadway/floor/stair surfaces		X		As and when required
Deep clean roadway/floor/stair surfaces			X	
SPILLAGE AND EMERGENCY CLEANING (INCLUDING BODILY FLUIDS)				
Spillages within any area in the building	X			As and when required
COMMON AREAS				
Disinfect common areas	X			Twice a day
GRAFFITI				
Graffiti to be obscured				As and when required
Graffiti to be removed				As and when required

2. PEST CONTROL

AREA / FACILITY	DAILY	WEEKLY	MONTHLY	Exceptions to monthly, weekly &/ daily
Preventative Pest Control – fumigation				Quarterly
Reactive Pest Control until infestation is eradicated				As and when required
Inspection and monitoring of pest infestation				6 Weekly (as stipulated by the Act)
Provide service reports			X	

3. WASTE MANAGEMENT

AREA / FACILITY	DAILY	WEEKLY	MONTHLY	Exceptions to monthly, weekly &/ daily
Remove waste/garbage from all offices to a central control waste area	X			Twice a day
Intercept waste exiting all floors to a central control waste area	X			

4. FOOD AID SERVICES

AREA / FACILITY	DAILY	WEEKLY	MONTHLY	Exceptions to monthly, weekly &/ daily
Facilitate, serve and clear food				As and when required
Set and clear all catering utensils for meetings				As and when required
Facilitate, prepare and clear all board rooms before and after meetings				As and when required
Provide drinking water to board rooms				Twice a day
Refill water dispensers to all kitchens				Twice a day
Clean eating and drinking utensils in all senior managers offices				Twice a day
Please note that the service provider is not required to provide the utensils or crockery for food aid.				

5. AD HOC SERVICES

AREA / FACILITY	DAILY	WEEKLY	MONTHLY	Exceptions to monthly, weekly &/ daily cleaning
MAINTENANCE AND REPAIRS SERVICE				
<ul style="list-style-type: none"> This service includes but are not limited to minor general repair and maintenance e.g. the replacement of light bulbs/tubes as and when they fuse/falter etc. Replacement of broken locks in consultation with security management. When a quotation is sourced by a third (3rd) party, the amount must be billed as a pass-through cost. 				08H00 – 16h30 on Weekdays, as and when necessary
DECONTAMINATION OF OFFICES				
<ul style="list-style-type: none"> The service provider shall decontaminate the offices after Covid 19 case has been reported. When a quotation is sourced by a third (3rd) party, the amount must be billed as a pass-through cost. 				As and when required

6. MANAGEMENT REPORTS

NO:	TYPE	REGULARITY
1.	Pest Control survey record and inspection findings	After Every six weeks
2.	Pest Control survey activities/treatments	After Every six weeks
3.	Cleaning delivery challenges and recommendations	Monthly
4.	Waste Management delivery challenges	Every second week
5.	Incident reports, response, turn-around time and resolution status	Weekly
6.	Additional work / services rendered – all work which attract management fee must be reported	Monthly
7.	Food Aid Services – delivery, challenges and recommendations	Monthly

ADDITIONAL OFFICE BUILDING INFORMATION

Building	Building information
228 Visagie Street, Pretoria Central	<ul style="list-style-type: none"> ▪ Building Size = 1890m² and 39 parking bays ▪ Number of employees: 45 <p><u>Number of toilets (Ground Floor):</u></p> <ul style="list-style-type: none"> ▪ Disabled = 1 (cubicles: 0) ▪ Female = 1 (cubicles: 6) ▪ Male = 1 (cubicles: 6) ▪ Urinals = 2 <p><u>Number of wash basins = 8</u></p> <ul style="list-style-type: none"> ▪ Female= 4 ▪ Male= 3 ▪ Disabled= 1 <p>▪ <u>Number of toilets (7th of Floor):</u></p> <ul style="list-style-type: none"> ▪ Female= 1 (cubicles :6) ▪ Male= 1 (cubicles :6) ▪ Urinals= 2 (cubicles :2) <p><u>Number of wash basins =7</u></p> <ul style="list-style-type: none"> ▪ Female= 4 ▪ Male= 3