



## **Independent Communications Authority of South Africa**

Pinmill Farm, 164 Katherine Street, Sandton

Private Bag X10002, Sandton, 2146

### **REQUEST FOR OFFICE CLEANING, HYGIENE, PEST CONTROL & WASTE RECYCLING & REMOVAL SERVICES**

#### **1. Purpose**

The supply, delivery, installation and maintenance of office cleaning, hygiene, pest control and waste removal and recycling services at ICASA's Head Office in Centurion, for a period of five (5) years, starting from 01 November 2018, with the option to renew for a further twelve (12) months.

#### **2. Service Definition**

The Independent Communications Authority of South Africa (ICASA) intends to outsource the supply, delivery, installation and maintenance of office cleaning, hygiene, pest control and waste removal and recycling services to external service providers at ICASA's Head Office in Centurion. Qualified and interested companies with a presence in the Gauteng Province, specialising in providing these services are invited to submit a proposal for ICASA's offices as mentioned below.

#### **3. Contract Period**

- 1<sup>st</sup> November 2018 – 31<sup>st</sup> October 2023

#### **4. Building**

- Ecopoint Office Park, 350 Witchhazel Avenue Centurion 0046
- 2 Building Blocks, namely Block B, and Block C.
- Occupants: approximately 400 employees.

#### **5. Floors/Areas**

- Six (6) floors – all 2 office blocks combined (Block B and Block C)

- 310 Basement parking – all 2 office blocks combined
- 90 Covered parking - all 2 office blocks combined
- **Current total square metres: 9320 square metres (all 2 blocks)**

## 6. Restrooms

- Each building block has rest rooms for Women, Men, Paraplegic and Urinal facilities. Below is the breakdown per floor:

### 6.1 Block B Ground floor

#### Male

Toilets	Toilet cubicles	Urinals	Basins
Toilet 1	2	2	2
Toilet 2	3	3	3
<b>Total</b>	<b>5</b>	<b>5</b>	<b>5</b>

#### Female

Toilets	Toilet cubicles	Basins
Toilet 1	3	3
Toilet 2	4	3
<b>Total</b>	<b>7</b>	<b>6</b>

#### Paraplegic

Toilets	Toilet cubicles	Basins
Toilet 1	1	1

#### Shower

Shower	Basins
Toilet 1	1

### 6.2 Block B First floor

#### Male

Toilets	Toilet cubicles	Urinals	Basins
Toilet 1	2	2	2
Toilet 2	3	3	3
<b>Total</b>	<b>5</b>	<b>5</b>	<b>5</b>

#### Female

Toilets	Toilet cubicles	Basins
Toilet 1	5	3
Toilet 2	4	3
<b>Total</b>	<b>9</b>	<b>6</b>

**Shower**

<b>Shower</b>	<b>Basins</b>
Toilet 1	1

**6.3 Block C Ground floor****Male**

<b>Male Toilets</b>	<b>Toilet cubicles</b>	<b>Urinals</b>	<b>Basins</b>
Male toilet 1	2	2	2
Male toilet 2	3	3	3
<b>Total</b>	<b>5</b>	<b>5</b>	<b>5</b>

**Female**

<b>Toilets</b>	<b>Toilet cubicles</b>	<b>Basins</b>
Toilet 1	3	3
Toilet 2	4	3
<b>Total</b>	<b>7</b>	<b>6</b>

**Paraplegic**

<b>Toilets</b>	<b>Toilet cubicles</b>	<b>Basins</b>
Toilet 1	1	1
Toilet 2	1	1
<b>Total</b>	<b>2</b>	<b>2</b>

**6.4 Block C First floor****Male**

<b>Toilets</b>	<b>Toilet cubicles</b>	<b>Urinals</b>	<b>Basins</b>
Toilet 1	2	2	2
Toilet 2	3	3	3
<b>Total</b>	<b>5</b>	<b>5</b>	<b>5</b>

**Female**

<b>Toilets</b>	<b>Toilet cubicles</b>	<b>Basins</b>
Toilet 1	4	3
Toilet 2	5	3
<b>Total</b>	<b>9</b>	<b>6</b>

**Paraplegic**

<b>Toilets</b>	<b>Toilet cubicles</b>	<b>Basins</b>
Toilet 1	1	1

## **7. Occupational Health and Safety**

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, which includes, but not limited to:

- Safety procedure with regard to equipment, stepladders and machinery.
- Procedure with regard to reporting injury on duties.
- Procedure with regard to identifying safety risk and resolving safety risk in workplace as required by law.

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.

## **8. Compliance with Labour Regulations**

The service provider must strictly adhere to all acts and regulations relating to human resources, and remunerate all its employees in line with legislation and statutory requirements. ICASA shall not tolerate any unfair labour practices that happen within its premises and/or outside its building or close to its premises. Labour disputes are the sole responsibility of the service provider.

## **9. Damage Compensation**

The service provider will be held responsible for any damage or theft by its employees or due to their neglect whether in the normal execution of their duties or otherwise.

## **10. Damages to ICASA Property**

In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the cleaning service, the service provider undertakes to rectify/repair the damage immediately after notification by the Contract Section and/or Facilities division of the Authority. If the service provider fails to act after notification, ICASA

will rectify the damages and costs will be recovered from the service provider.

## **11. Consumables & Related Facilities**

ICASA shall provide water, electricity, storeroom for cleaning materials & equipment and changing area. The cost of the cleaning consumables, chemicals, detergents and disinfectants shall be for the account of the service provider. The service provider must also supply and replenish anti-splash urinal sanitizers to all urinals, which should last for 30 days and the cost thereof must be incorporated in the monthly costs.

**ANNEXURE A:**

**SCOPE OF WORK FOR**

**OFFICE CLEANING SERVICES**

## **SCOPE OF WORK: CLEANING SERVICES**

### **12. Supervision**

At least one competent fully trained and experienced supervisor is required, to be part of fourteen (14) personnel mentioned below. The supervisor will conduct daily inspections to ensure that the cleaning is conducted at the required standard. The service provider shall do all inspections and ad hoc inspections by supervisor and an ICASA official.

### **13. Number of personnel**

The service provider must provide ICASA with the fourteen (14) permanent personnel, inclusive of the supervisor, who have been trained with the relevant experience will be deployed as follows:

Block B: 5 cleaning personnel

Block C: 5 cleaning personnel

All Blocks (B – C) basements/parking/balconies/high areas: 1 cleaning personnel

All Blocks (B – C) waste removal and recycling: 2 cleaning personnel

All Blocks (B – C) Supervisor: 1 cleaning personnel

### **14. Offices and related areas, entrances, foyers, reception areas, public areas, lift foyers, wheel chair lift and stairs**

These areas must be cleaned/maintained at least once a day, but more often if necessary. The contract's supervisor must monitor the situation continuously and make arrangements for cleaning services as required.

The following proper cleaning cloths are required for various areas in different colour codes:

- Yellow – for workstations and equipment
- Blue – for lifts, staircases, walls, windows, paintwork, glass
- Red – for bathrooms
- Green – for kitchens

## 15. STANDARD CLEANING ACTIVITIES

### 15.1. Dusting

The following should be cleaned and dusted daily, with a soft cloth or duster:

- a) Contents of each room.
- b) All surfaces (including, but not limited to desks, credenzas and bookcases) and partitions.
- c) All vertical surfaces to be dusted up to a height of 2 metres.
- d) All artwork and frames.
- e) Wooden panels and partitions.
- f) Dust all window ledges and skirting boards.
- g) Wipe all light switches.
- h) Dust ceiling lights (weekly).

### 15.2. Doors

- a) Remove all dirty spots on wooden and aluminium doors – **daily**.
- b) Polish door knobs with an approved metal polish, where applicable – **daily**.
- c) 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**.

### 15.3. Furniture & Electronics

- a) Polish wooden furniture with a SABS certified or equivalent 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 – **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 (SABS certified or equivalent) – **monthly**.
- f) Vacuum those parts of furniture covered with fabric – **weekly**.
- g) Wipe telephones with a damp cloth using a suitable diluted disinfectant – **daily**.



- h) Wipe all the electronics/equipment external surfaces (e.g. computers laptops, biometric readers) with a lightly dampened microfibre cloth. Don't spray the cleaner directly onto any surface. Any damage to the electronics resulting from directly spraying the cleaning chemical onto the computers/laptops/biometric readers, the service provider will be responsible for full replacement of the damaged electronics/equipment at their own cost.

#### **15.4. Inside walls**

Remove all spots such as fingerprints on walls, paintwork, and electric switches – **daily**.

#### **15.5. Blinds**

- a) Dust blinds – **weekly**.
- b) Clean blinds – **monthly**.

#### **15.6. Glass partitioning and patios**

- a) Wash all full-height and low-level glass partitioning – **weekly**.
- b) Mop and polish all the patios - **weekly**.

#### **15.7. Stairs**

- a) Wipe banisters with a damp cloth – **daily**.
- b) Use polish on wooden banisters that will not scratch the surface – **monthly**.
- c) Clean all visible pipes – **daily**.
- d) Clean main entrance stairs - **daily**

#### **15.8. 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 before office hours.
- c) Wash floors with an appropriate disinfectant – **daily**.

#### **15.9. Carpets**

- a) High traffic areas like passages – **daily**.
- b) Boardroom facilities – **daily**.
- c) Clean spots or stains immediately on a daily basis. Guard 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 - **quarterly**. 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 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/weekends.

#### **15.10. Outdoors and concrete surfaces (marble, ceramics, terrace, tiles, excluding those in toilets)**

- a) Balconies, passages, pathways should be swept with appropriate brooms and dirty spots removed – **daily**.

#### **15.11. Waste Removal**

- a) Empty all waste bins at offices, kitchen, bathrooms and general areas – twice a day or as when required.
- b) All rubbish bins should be washed with an approved disinfectant.
- c) Sufficient rubbish bags need to be provided daily to line the bins at the kitchens, bathrooms or general areas.
- d) All rubbish bags will be removed from the containers with the rubbish intact and the containers will be lined with new bags **daily**.
- e) 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.
- f) Rubbish bags may not be dragged across floors or carpet tiles as the bags may be damaged.
- g) The service provider will be responsible for sorting waste paper for rendering to waste paper dealers. The manner of disposal will be indicated – **daily**.

#### **15.12. Kitchens and Open Plan Serving Areas**

- 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.
- d) Clean fridges, including those in offices – **weekly**

- e) Clean microwaves and other kitchen appliances – **daily**

### **15.13. Toilets**

- a) Toilet walls and floors to be washed **daily**.
- b) Counters tops to be washed **daily, or as and when required**.
- c) Toilet pans, covers, urinals, basins, and taps are to be cleaned with SABS certified disinfectant & waste removed – **three times a day at 07h00; 11h00 & 14h00**.
- d) An approved cleaning agent should be put in toilet pans to prevent deposits forming – cweekly.
- e) All mirrors should be cleaned and polished **daily**.
- f) An approved cleaning agent should be put in basins and urinals to prevent clogging – **weekly**.
- g) Glazed and enamel surfaces should be washed with an approved liquid agent, no abrasives or scouring materials may be used.
- h) Toilet papers, hand towels and hand-wash foam soap to be replenished during the day **(at 07h00; 11h00 & 14h00)**.
- i) Deep cleaning of toilets and urinals - **monthly**

Stock items in storerooms should be dusted on request, or at least **once a month**.

### **15.14. Pictures**

- a. Dust frames **daily**
- b. Damp wipe frames **weekly**
- c. Clean glass with glass cleaner **monthly**

### **15.15. Every worker must have access to the following:**

- Broom
- Long/short dusters
- Mops
- Scrubbing brushes
- Buckets
- Buffing machine, buffing liners (where necessary)
- Vacuum cleaners
- Furniture polish
- Multipurpose cleaner

- Toilet cleaner
- Pine gel for toilets
- Urinary basins deodorizers
- Disinfectant hand soap
- Hand washing soap for toilets
- Dusters
- Scourers
- Dust pans
- Cleaning gloves
- Plastic bags for waste collection
- Wet floor warning sign boards, where necessary
- And all other necessary cleaning material/equipment, in line with approved cleaning industry regulations

#### **15.16. Warning Boards**

- Clearly readable warning boards or signs shall be exhibited where the rendering of the service may cause injury to any person(s).

#### **16. Staff Requirements/Working Hours**

- 16.1. The service provider must provide proof that cleaning personnel have undergone skills and knowledge based training and qualifications in the professional cleaning industry, by an approved and accredited Services SETA organisation(s).
- 16.2. The service provider shall also be responsible for the provision of supervision. This supervision shall be carried out by a **competent and experienced** person with the necessary skills, knowledge and qualification at supervisory level. The details of the supervisor shall be provided before the service provider commences with any work on the premises.
- 16.3. The service provider shall also inform the designated Representative of ICASA of any changes in supervisory and cleaning personnel. The supervisor shall also be contactable at **all times**.
- 16.4. The Supervisor shall be responsible for the accurate attendance and/or replacement of cleaning staff. Attendance register signed by all cleaners & supervisor must be submitted to the Facilities division for record-keeping.

- 16.5. The supervisor shall also be responsible for monitoring the quality of work and the completion of the daily, weekly, fortnightly and monthly check sheets.
- 16.6. The supervisor must report on daily basis to ICASA any defects identified and to area concerned e.g. broken mirrors, blocked toilets/urinals, non-functional hygiene equipment, broken windows etc. during the cleaning of the building.
- 16.7. The service provider will ensure a full staff complement between 06h30 – 15h30 on all working days (Monday – Friday), in order to maintain an efficient cleaning service at all times to all areas.
- 16.8. The official working hours the cleaners will be present for cleaning and/or hygiene purposes will be during ICASA's office hours (no nightly cleaning will be entertained).
- 16.9. Relief or replacement staff must be made available within 2 hours, with proof of training/cleaning knowledge, otherwise penalties will be incurred.
- 16.10. The cleaning staff must have good communication and people skills as they will be in regular contact with clients and observe ICASA's protocols and office rules.
- 16.11. Cleaning personnel must maintain a professional level of client service at all times.
- 16.12. Cleaning personnel must ensure safe handling of all office equipment, official documents and any other items when cleaning and should maintain high levels of confidentiality.
- 16.13. Cleaning staff complement and levels of expertise will change continually according to demand and occupancy and will be communicated to the contracted service provider when the need arises.
- 16.14. Cleaning staff will be responsible for keeping the refuse area reasonably clean and ensuring the refuse is correctly sorted into the relevant bins.
- 16.15. The cleaners will ensure that the pre-sorted waste coming out of the building is placed into the correct recycling bins.
- 16.16. ICASA reserves the right to request the successful service provider and their staff to undergo a security vetting process.

## **17. Uniform Clothing**

- 17.1. Attention should be given to the good presentation and appearance of cleaning personnel.
- 17.2. All personnel are to be dressed in good quality uniform, with name/identification badges, shoes, gloves etc. supplied by the service provider.
- 17.3. All worn-out uniform and name/identification badges must be replaced with immediate effect at the service provider's cost.
- 17.4. Identification badges must be worn to be visible at all times while on the premises.
- 17.5. The service provider must have sufficient control over the permits to prevent any unauthorised use thereof.
- 17.6. A list of names of all employees, who are to be employed on this contract, as well as their replacements, must be furnished beforehand.

## **18. Cleaning Material/Chemicals & Equipment(s)**

- 18.1. Service provider to state specific types of cleaning materials/chemicals and equipment(s) to be used, as well as required quantities on a monthly basis, which will be made available for the duration of this tender/contract by the service provider.
- 18.2. Service provider to provide/list alternative products and/or equipment(s) that will be supplied for cleaning purpose if different from those mentioned below.
- 18.3. Cleaning staff should be trained on every aspect relating to the handling of all equipment that they use with regard to this contract. The service provider 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.
- 18.4. Service provider to include items that might have been omitted on the blank spaces in Table 1 provided below. All items listed below must be part of the monthly cost and not billed separately.

**Table 1: MINIMUM CLEANING MATERIALS & CHEMICALS**

<b>No.</b>	<b>Description</b>	<b>Quantity</b>
1	Disinfectant	
2	Black bags (heavy duty)	
3	Liquid hand soap	
4	Acceptable glass and mirror cleaner	
5	Degreasing Agents	
6	Furniture Polish	
7	Insecticide	
8	Deep Clean Chemical	
9	Bin Liners	
10	Anti-splash Urinal Sanitizers	
11	Air-fresheners	

**Table 2: MINIMUM CLEANING EQUIPMENT**

<b>EQUIPMENT(S)</b>		
<b>Numbering</b>	<b>Description</b>	<b>Quantity</b>
1	Brooms (Exterior/Interior)	
2	Buckets (industrial)	
3	Scrubbing brushes	
4	Vacuum Cleaners	
5	Mops	
6	Buffing Machine/Scrubbing Machines	
7	Dusters /Cloths	
8	Toilet brushes & other cleaning equipment	
(Please add, if any)		
9	Safety Signs/Boards	
10	Dust Pans	
11	Polishers	

12	Carpet cleaning machines	
13	Janitorial trolleys	
14	Ladder (long)	
15	Ladder (short)	
16	Industrial steam cleaner	
17	Waste recycling bins	20 recycling bins

- 18.5. All equipment should 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 (e.g. Karcher, Hoover, Wap, Wetrok, etc. or equivalent)
- 18.6. ICASA will inspect the condition of the cleaning equipment that is needed (before the contract starts).
- 18.7. The successful service provider must ensure that enough back-up cleaning material and equipment, specifically toilet papers, is available.

## **19. Fire Extinguishers**

The service provider and his/her employees shall not, under any circumstances, make use of fire hose reels or other fire extinguishers on the site in the activities attached to the rendering of the services.

## **20. Flammable and/or poisonous substances**

The service provider shall not use or store any poisonous or highly inflammable substances on the premises without the written consent of the ICASA for the rendering of the services or any other purposes.

## **21. Training**

- 21.1. Cleaning staff should be trained on every aspect relating to the handling of all equipment that they use with regard to this contract.
- 21.2. The service provider 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 member.
- 21.3. The cleaners will be trained in the correct sorting of waste, importance and procedures in recycling and the impact this has on the environment.
- 21.4. Cleaning staff must undergo in-house training that covers OHS compliance at ICASA's premises.



# **ANNEXURE B**

## **SCOPE OF WORK FOR HYGIENE SERVICES**

## **22. SCOPE OF WORK: RESTROOMS**

Provision of the following services/items:

- Supply, deliver, install, commission provision of hygiene services, which includes installation of hygiene equipment
- Supply and replenishment of hygiene service consumables
- All equipment to be kept in safe and good working condition at all times, and must comply with all health and safety regulations
- Any faulty equipment to be replaced/maintained at the service provider's cost in the event of mechanical breakdown/malfunction.

### **22.1. Air Fresheners**

- 22.1.1. Must be mounted on the toilet/bathroom walls;
- 22.1.2. Air fresheners must be maintained monthly and refilled at all times;
- 22.1.3. Air freshener should spray at intervals of 5-10 minutes in restrooms and must work at all times;
- 22.1.4. Size: 100ml or equivalent;
- 22.1.5. Colour: White
- 22.1.6. Each air freshener to be fitted with an antitheft bracket

### **22.2. Foam Soap Dispenser**

- 22.2.1. Sealed cartridge system with reliable, user friendly pump mechanism;
- 22.2.2. Must have 800ml - 1 litre tank, with 2ml nozzle, providing at least 1000 single 'shot' washes or equivalent;
- 22.2.3. Must have an inspection window for an easy and convenient method of determining soap levels;
- 22.2.4. Must be fully lockable by means of an easy key operated open/close lock mechanism;
- 22.2.5. Must be refilled with high quality, foam hand soap (monthly);
- 22.2.6. Hand wash foam soap must be drip free and not harsh/irritable to the skin (non ammoniated), leaving skin soft and smooth;
- 22.2.7. Foam soap must be easily dispensed by means of a gentle hand operation;

- 22.2.8. Hands wash foam soap to be available for every two (2) wash basins or in areas where there is one wash basin;
- 22.2.9. Foam soap dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction;
- 22.2.10. Colour: White

### **22.3. Auto Cut Paper Towel Dispenser**

- 22.3.1. Paper towels dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction;
- 22.3.2. Auto cut dispenser in which paper is cut at equal lengths, taking 2 ply soft paper towels;
- 22.3.3. Must have viewing window of the dispenser to check paper levels;
- 22.3.4. The paper towel dispenser must have a paper towel capacity of 500+, plus a reservoir capacity, reducing the risk of running out of paper;
- 22.3.5. Tamper-proof, lockable cover to reduce theft of paper towel;
- 22.3.6. Paper towels must automatically advance, with no need to touch the dispenser or equivalent;
- 22.3.7. Auto cut must have an emergency feed button;
- 22.3.8. The paper towel holder must be easy to fill;
- 22.3.9. To be refilled with luxurious, soft premium quality 2 ply laminate paper, 42gsm with superb wet strength with EU Ecolabel certification (supplied and refilled by the service provider).
- 22.3.10. Colour: White

### **22.4. Automatic/No Touch Sanitary Bins (Hand sensor)**

- 22.4.1. For hygienic disposal of non-flushable waste material;
- 22.4.2. A safe, discreet, easy to use, and hygienic sanitary disposal solution;
- 22.4.3. Sanitary bins must have self-opening and closing tight fitting lids with trap doors, with non-touch opening/closing mechanism;
- 22.4.4. Bins are treated with SABS tested chemicals which will sanitize, sterilize and deodorize

- 22.4.5. Service provider to supply/refill fragranced sachet, which combats the unpleasant odours inside sanitary bins;
- 22.4.6. 7-day service cycle, per bin per month is required;
- 22.4.7. Clean and disinfect the bins and replace the bin liner and disinfecting agent used to kill bacteria;
- 22.4.8. The service provider must remove the waste from the ICASA's premises in discrete SHE bags/trolleys, and dispose of it in an environmentally friendly manner
- 22.4.9. Size: 17 litres or equivalent;
- 22.4.10. Colour: white

## **22.5. Toilet Sanitizer Seat Cover Dispenser**

- 22.5.1. To be positioned next to the toilet roll holder, inside the dispenser, the user can dispense the alcohol-based sanitizer onto a sheet of toilet paper to wipe and clean around the toilet seat before use. This helps to improve hygiene confidence and considerably reduce the risk of contamination.

## **22.6. Toilet Sanitiser Dispenser**

- 22.6.1. Sanitizing solution with ingredients that are clinically proven to kill **99.99%** of bacteria and germs commonly found in the toilet;
- 22.6.2. Ideal for combating odour in the restrooms and poorly ventilated rooms;
- 22.6.3. Must prevent/reduce stains on surfaces;

## **22.7. Auto Flush Urinal Dispensers (stainless steel)**

- 22.7.1. To clean and clear the build-up of uric acid, bad odour and bacteria/germs in the urinals;
- 22.7.2. To provide consistent chemical dosing into urinals and provide fresh fragrance;

## **22.8. Electronic Hot Air Dryer (stainless steel)**

- 22.8.1. Wall mounted turbo electronic hand drier required;
- 22.8.2. Must be maintenance free & activated by infrared sensor;

- 22.8.3. Must dry hands comfortably in 15-45 seconds;
- 22.8.4. Must switch on and off and automatically & vandal proof;
- 22.8.5. Power must cut off automatically in 90 seconds, in case of irregular use;

## **22.9. Waste Wall Bins**

- 22.9.1. Must be wall mounted;
- 22.9.2. Easy to remove waste in disposable liner;
- 22.9.3. Width: 310mm or equivalent;
- 22.9.4. Height: 300mm or equivalent;
- 22.9.5. Depth: 200mm or equivalent

## **22.10. Toilet Roll Holders**

- 22.10.1. Must be wall mounted and lockable;
- 22.10.2. 3 tier toilet roll holders;
- 22.10.3. Must be vandal proof;

## **23. CONDITIONS**

- 23.1. It is a condition of this bid that any damages caused by the successful service provider during maintenance or replacement of any equipment, the cost of repairs thereof will be recouped from the successful service provider.
- 23.2. The successful bidder shall at its own cost maintain public liability insurance for accidents, injury or death during the execution of its contract. Proof of such valid insurance must be submitted with bid before closing time.
- 23.3. The service provider will at all times use good quality materials and in accordance with SABS specification.
- 23.4. Any electrical equipment used must comply with SABS, SANS and CKS specifications/certification requirements. (Compliance certificate(s) from SABS must be submitted)

- 23.5. All installations and removals of the equipment will be subject to written consent from ICASA. The successful service provider is liable for any damages of the premises when equipment is to be removed for example any repairs, which includes but not limited to the replacement of wall tiles, patching/fixing drilled holes etc. to the premises.
- 23.6. Where necessary, all batteries to be provided and replaced by the service provider, at their own cost.
- 23.7. Service provider must submit material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.

# **ANNEXURE C**

## **SCOPE OF WORK FOR PEST CONTROL & WASTE MANAGEMENT SERVICES**

## **24. Pest Control Services**

- 24.1. Correctly identify pests and assessing the degree of infestation. Pest control measures should include spraying, rodent bait, chemicals and fogging (i.e. treatment measures methods) – **quarterly**
- 24.2. Pest control coverage should include, but not limited to fish moths, cockroaches, mosquitoes, ants, mice, rats, flies, termites, booklice, spiders, fruit flies etc.
- 24.3. Areas of treatment should include, but not limited to the offices, kitchens, boardrooms, meeting rooms, storerooms, filing rooms, library, main entrance areas, fire hydrant closets, toilets, cabling & pipe duct closets, and surrounding areas.
- 24.4. At the completion of every quarterly service, the service provider must provide ICASA with a written report and/or logbook, with accurate records of all services.
- 24.5. Mild and odourless chemicals and equipment used must be user - friendly, taking into consideration employees with respiratory medical conditions (e.g. asthma etc.).
- 24.6. These services must be rendered without impacting the daily operations and activities of ICASA, and compromising the health and safety of employees, by unnecessarily exposing them to pesticides.

## **25. Waste Recycling**

- 25.1. ICASA supports the National Waste Management Strategy, a legislative requirement of the National Environmental Management: Waste Act, 2008 (Act No. 59 of 2008)
- 25.2. The strategy encourages the separation at source of recyclable materials from the general waste stream and the reuse of these materials. The



objective of recycling is to save resources as well as reduce the environmental impact of waste by reducing the amount of waste disposed at landfills.

- 25.3. The cleaning personnel shall separate waste (i.e. paper, tins, bottles, food, plastics, toners, light bulbs etc.) collected from emptying of dustbins and put them in the recycling bins on a daily basis (once in the morning and once in the afternoon).
- 25.4. The service provider shall either have the waste collected by a recycling company or taking it to a registered waste management drop-off centres/disposal sites, in line with applicable municipal by-laws and legislation.
- 25.5. The service provider must be registered with the local authority or approved relevant authority as the waste handler/transporter – please provide valid proof
- 25.6. The service provider must comply with all relevant legislation pertaining to waste management and the environment, including, but not limited to Waste Information Regulations (Government Notice No R 625 of 2012). Failure to comply with these requirements may constitute an offence in terms of the National Environmental Management: Waste Act, 2008 (Act 59 of 2008).
- 25.7. The service provider shall maintain their knowledge and skills at levels consistent with development in technology, legislation and management of waste.
- 25.8. The service provider must ensure that the waste permit from the registered disposal site to be used is available, if so requested, and suitable for waste disposed there.
- 25.9. The service provider to supply ICASA with waste recycling bins, to be placed at identified common areas within each floor of the building.

25.10. The waste recycling bins must be clearly marked for each type of refuse.

**Table 3: Waste Recycling Schedule**

<b>Service Description</b>	<b>Service Task</b>	<b>Intervals</b>
Wet waste removal/collection	Removal of recyclable wet waste from offices to temporary storage Removal of recyclable wet waste from the building premises to a recognised waste recycling/disposal site	Daily, at 09h00 & 14h00 Every 2 <sup>nd</sup> business day
Dry waste removal/collection	Removal of recyclable dry waste (e.g. paper, newspapers, card boxes, plastic, bottles etc.) from the offices Removal of recyclable dry waste (e.g. paper, newspaper, card boxes, plastic, bottles etc.) from the building premises to a recognised waste recycling/disposal site	Daily, at 09h00 & 14h00 Once a week
Waste-to-landfill (non-recycled) removal/collection	Removal of non-recyclable waste materials to a recognised waste recycling, landfill and/or disposal site (e.g. irreparable assets – approved for disposal)	Once a week, or as & when required

## 26. EVALUATION CRITERIA

CRITERIA DESCRIPTION			WEIGHT
<b>Evaluation Criteria: Affiliation/training/equipment and green environment</b>			30
1. Proof of affiliation with relevant cleaning bodies/associations (e.g. NCCA, BEECA or equivalent);proof of compliance with government requirements (valid COIDA; UIF; letter(s) of good standing etc.); proof of staff training for your current staff (certificates), preferably SAQA or Services SETA accredited; type of equipment to be used in cleaning of offices and provision of hygiene services and clarity on how green/organic are the cleaning chemicals to be used.			
No	Functionality	Score	
1	Attached proof of NCCA/ BEECA or equivalent;valid COIDA,UIF;Training Certificates;type of equipment to be used (cleaning and hygiene) and clarify on green/organic of chemicals	5	
2	Attached proof of NCCA/ BEECA or equivalent;valid COIDA,UIF;Training Certificates and type of equipment to be used (cleaning and hygiene)	4	
3	Attached proof of NCCA/ BEECA or equivalent;valid COIDA,UIF and Training Certificates	3	
4	Attached proof of NCCA/ BEECA or equivalent;valid COIDA and UIF	2	
5	Attached proof of NCCA/ BEECA	1	
<b>2. Cleaning Work Methodology/Plan</b>			15
Provide details/ comprehensive health & safety work plan/work methodology; contingency plan (e.g. dealing with absenteeism during strikes); monitoring cleaning procedures; evaluating & maintaining quality of service and material safety data sheet, OHS compliance.			

No	Functionality	Score		
1	Provide details/ comprehensive health & safety work plan/work methodology with OHS compliance; contingency plan (e.g. dealing with absenteeism during strikes); monitoring cleaning procedures; evaluating & maintaining quality of service and material safety data sheet	5		
2	Provide details/ comprehensive health & safety work plan/work methodology with OHS compliance; contingency plan (e.g. dealing with absenteeism during strikes); monitoring cleaning procedures; evaluating and maintaining quality of service	4		
3	Provide details/ comprehensive health & safety work plan/work methodology with OHS compliance and contingency Plan(e.g. dealing with absenteeism during strikes)	3		
4	Provide details/ comprehensive health & safety work plan/work methodology with OHS compliance	2		
5	No Cleaning Work Methodology/Plan provided	1		
<b>3. Hygiene Work Methodology/Plan</b> Service provider must submit detailed work methodology or plan on the provision of hygiene services (i.e. weekly & monthly); showing how replenishment will be done; how consumables are stored in line with regulatory requirements; replenishment of sanitary bins and disposal of sanitary waste. Service provider submitted material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.			15	

No	Functionality	Score		
1	Provide detailed work methodology or plan on the provision of hygiene services (i.e. outlining installation time frames 1 November 2018); showing how replenishment will be done; how consumables are stored in line with regulatory requirements; replenishment of sanitary bins and disposal of sanitary waste and service provider submitted material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.	5		
2	Provide detailed work methodology or plan on the provision of hygiene services (i.e. weekly & monthly); showing how replenishment will be done; how consumables are stored in line with regulatory requirements; replenishment of sanitary bins and disposal of sanitary waste.	4		
3	Provide detailed work methodology or plan on the provision of hygiene services (i.e. weekly & monthly); showing how replenishment will be done and how consumables are stored in line with regulatory requirements.	3		
4	Provide detailed work methodology or plan on the provision of hygiene services (i.e. weekly & monthly) and showing how replenishment will be done.	2		
5	No Hygiene Work Methodology/Plan provided	1		

#### 4. References

Provided at least 3 recent, contactable references, with recent reference letter where you performed similar work (corporate environment), specifying work done (e.g. cleaning, hygiene, pest control etc.) and indicate years of experience in the provision of these services. Attach reference letters, not older than 2 years, from your current/ex clients as proof of service rendered, contract amount/value; start & end dates to be mentioned.

No	Functionality	Score
1	Provide 3 recent reference letters with contactable telephone where you performed similar work (corporate environment); Attach reference letters not older than 2 years from your current/ex clients as proof of service rendered; Specify work done (e.g. cleaning, hygiene, pest control etc.) ;indicating years of experience in the provision of these services and Contract amount/values with start and end dates to be mentioned.	5
2	Provide 3 recent reference letters with contactable telephone where you performed similar work (corporate environment); Attach reference letters not older than 2 years from your current/ex clients as proof of service rendered; Specify work done (e.g. cleaning, hygiene, pest control etc.) and indicating years of experience in the provision of these services	4
3	Provide 3 recent reference letters with contactable telephone where you performed similar work (corporate environment); Attach reference letters not older than 2 years from your current/ex clients as proof of service rendered and specify work done (e.g. cleaning, hygiene, pest control etc.)	3

4	Provide 3 recent reference letters with contactable telephone where you performed similar work (corporate environment); Attach reference letters not older than 2 years from your current/ex clients as proof of service rendered	2	
5	No recent letters attached only contable telephone numbers provided	1	

<p><b>5. Pest Control</b></p> <p><b>Provide/Specify:</b> Valid proof of registration as Pest Control Operator; details of fumigation procedures, according to legislation &amp; operational requirements; proof of registration/affiliation with Pest Control Industries Service Board or similar association (e.g. South African Pest Control Association etc.); type of chemicals &amp; equipment to be used when rendering pest control services and clarity on how green/organic are the cleaning chemicals to be used.</p> <p><b>Evaluation Criteria</b></p> <table><tr><th>No</th><th>Functionality</th><th>Score</th></tr><tr><td>1</td><td>Valid pest control operator; fumigation procedures; affiliation with Pest Control Industries Service Board; type of chemicals &amp; equipment to be used <b>and</b> clarity on how green/organic cleaning chemicals are used</td><td>5</td></tr><tr><td>2</td><td>Valid pest control operator; fumigation procedures ; affiliation with Pest Control Industries Service Board; type of chemicals &amp; equipment to be used</td><td>4</td></tr><tr><td>3</td><td>Valid pest control operator; affiliation with Pest Control Industries Service Board and type of chemicals &amp; equipment to be used</td><td>3</td></tr><tr><td>4</td><td>Valid pest control operator and fumigation procedures</td><td>2</td></tr><tr><td>5</td><td>Valid pest control operator</td><td>1</td></tr></table>	No	Functionality	Score	1	Valid pest control operator; fumigation procedures; affiliation with Pest Control Industries Service Board; type of chemicals & equipment to be used <b>and</b> clarity on how green/organic cleaning chemicals are used	5	2	Valid pest control operator; fumigation procedures ; affiliation with Pest Control Industries Service Board; type of chemicals & equipment to be used	4	3	Valid pest control operator; affiliation with Pest Control Industries Service Board and type of chemicals & equipment to be used	3	4	Valid pest control operator and fumigation procedures	2	5	Valid pest control operator	1	15
No	Functionality	Score																	
1	Valid pest control operator; fumigation procedures; affiliation with Pest Control Industries Service Board; type of chemicals & equipment to be used <b>and</b> clarity on how green/organic cleaning chemicals are used	5																	
2	Valid pest control operator; fumigation procedures ; affiliation with Pest Control Industries Service Board; type of chemicals & equipment to be used	4																	
3	Valid pest control operator; affiliation with Pest Control Industries Service Board and type of chemicals & equipment to be used	3																	
4	Valid pest control operator and fumigation procedures	2																	
5	Valid pest control operator	1																	

## 6. Waste Management

Provide/Specify: details of waste management plan: procedures to be followed in collecting waste in offices, handling, temporary storage, transportation and disposal of waste, according to legislation & operational requirements; please indicate registered disposal site(s) to be used for final disposal ;valid proof of registration/affiliation with the local authority or similar association (e.g. South African Waste Information System (SAWIS); Institute of Waste Management of Southern Africa; etc.); type of chemicals & equipment to be used when rendering waste management services clarify how green/organic are the waste management resources to be used.

15

### Evaluation Criteria

No	Functionality	Score
1	Details of waste management plan; procedures to be followed in collecting waste in offices; indicate registered disposal site(s) to be used for final disposal; valid proof of registration/affiliation with the local authority or similar association; type of chemicals and equipment to be used and clarify how green/organic are the waste management resources to be used	5
2	Details of waste management plan; procedures to be followed in collecting waste in offices; indicate registered disposal site(s) to be used for final disposal; valid proof of registration/affiliation with the local authority or similar association and type of chemicals and equipment to be used	4
3	Details of waste management plan; procedures to be followed in collecting waste in offices; indicate registered disposal site(s) to be used for final disposal and valid proof of registration/affiliation with the local authority or similar association	3
4	Details of waste management plan; procedures to be followed in collecting waste in offices and indicate registered disposal site(s) to be used for final disposal	2
5	Details of waste management plan	1

Grand Total

100



## **CUT-OFF POINT: 70**

### **General**

The service provider must provide the following:

- a. Guaranteed workmanship
- b. Prompt service at all times
- c. Reliable and trustworthy staff with knowledge of all aspects of the service to be provided
- d. Supervisor to be on site whilst cleaning is taking place
- e. Safety data sheets of all chemicals / products to be made available
- f. Certification of disposal of ex-chemicals (dumping of waste) to be made available.
- g. SABS Approved chemicals shall be used
- h. Environmental friendly chemicals shall be used
- i. Non toxic chemicals shall be used
- j. All relevant safety equipment for staff to be in place and used at all times.
- k. All equipment to be in a sound state of use no exceptions (electrical extension cords etc.)
- l. All staff to be clearly identifiable by means of uniform with an identifying logo
- m. All staff to be compensated within the legal labour rate

**Table 4: PRICE SCHEDULE: OFFICE CLEANING**

	A	B	C		D		E		F		G	
Description	Total Number of Staff	Monthly hours per staff member	Monthly Rate per Staff Member		Total Price of Labour (monthly) =AxBxC		Overheads (Monthly) (i.e. admin costs, transport costs etc.)		Total Price per month (excl. VAT) = D+E		Total Price per month (incl. VAT)	
			R	c	R	C	R	C	R	c	R	c
Cleaners	Fourteen (14)											
TOTAL												

**Table 5: EQUIPMENT LIST: INSTALLATION & MAINTENANCE OF HYGIENE EQUIPMENT**

Qty	Item Description	Unit Price	Frequency/number of times per month
35	100ml Air Fresheners + Monthly Refills		Monthly
35	Antitheft bracket		
50	800ml Foam Soap Dispenser + Monthly Refills		Monthly
22	Auto cut Paper Towel Dispensers +		
200	2 ply laminate paper towel, 42gsm with superb wet strength with EU Ecolabel certification		Monthly
12	Auto cut Paper Towel Dispensers for the Kitchens Tork Elevation Hand Towel Centerfeed Pro Dispenser Sizes:MaterialPlastic, Width9-1/2" (23.9 cm), Heigh14-1/2" (36.6 cm) & Depth9" (22.9 cm)		
22	Paper Towel Waste Bins (white)		
12	Kitchen Towel Waste Bins (White)		
38	Automatic/No-Touch Sanitary Bins + weekly service + SHE tablet: 7 day service cycle		Weekly
58	400ml Toilet Seat Cover Sanitizer Dispenser/Spray + Monthly Refills		Monthly
58	310ml Toilet Sanitiser Dispenser + Monthly Refills		Monthly
20	Auto Flush Urinal Dispenser (stainless steel)		

20	Auto Urinal Sanitiser Dispenser (white) + Monthly Refills (twice per month)		Monthly
58	3 Tier Toilet Roll Holders (white)		
40	+ 2-Ply soft toilet paper/consumables (intact 48 packet each)		Monthly
20	Electronic Hand/Hot Air Driers (stainless steel)		
16	Touchless Hand sanitizers 500ml + Monthly refills (size 8.5" x 8.5" x 12" LxWxH)		Monthly
	<b>GRAND TOTAL (per month)</b>		

#### PRICE SCHEDULE A

Description	Contract Period	Total Contract Price (excl. VAT) R	VAT Portion R	Total Contract Price (incl. VAT) R
Office Cleaning & Waste Management Services <b>(Monthly)</b> at R_____ per month (VAT inclusive)	5 years			

#### PRICE SCHEDULE B

Description	Contract Period	Total Contract Price (excl. VAT) R	VAT Portion R	Total Contract Price (incl. VAT) R
Hygiene Services <b>(Monthly)</b> at R_____ per month (VAT inclusive)	5 years			

#### PRICE SCHEDULE C

Description	Contract Period	Total Contract Price (excl. VAT) R	VAT Portion R	Total Contract Price (incl. VAT) R
Pest Control Services <b>(Quarterly)</b> at R_____ per month	5 years			

Description	Cost per year (Including VAT)
Total Cost Including VAT (A)	

Total Cost Including VAT (B)	
Total Cost Including VAT (C)	
<b>Total Bid Price (A+B+C)</b>	