**ANNEXURE A - SPECIFICATIONS**

**APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING, HYGIENE AND PEST CONTROL AT OUR SITES**

1. **ROLE AND OBJECTIVES**
	1. Provide cleaning services to the interior of the buildings including all interior and External windows to ensure all the offices are kept free from dust, dirt, smudges fingers marks, stickers, litter, stains, chewing gum in order to provide a safe, clean, tidy and healthy working environment for all occupants in accordance with business requirements and industry best practice.
	2. Provide cleaning, hygiene, pest control services, provide cleaning and hygiene consumables and necessary equipment to operate; and conduct regular operational reviews to ensure continuous innovation and improvement in service delivery, and identify opportunities for reducing costs.
2. **DURATION OF THE CONTRACT**
	1. Service providers are herewith invited to submit tender application for CLEANING, HYGIENE AND PEST CONTROL for a period of 60 Months at the ATNS FACT Site.
3. **THE PROPOSALS SHOULD BE FOR THE FOLLOWING:**
	1. Development of the risk based five year rolling plan for CLEANING, HYGIENE AND PEST CONTROL at the following sites
	2. All necessary cleaning supplies and products, paper towels, trash bags, toilet paper and dispenser soap
4. **DETAILED SERVICE REQUIREMENTS**
	1. **Cleaning Services**
		1. The cleaning services shall be provided so that:
* Cleaning is carried out within times agreed by ATNS for the building to suit the business needs
* The suppliers will notify ATNS in the event that effective cleaning might result in any surface or other damage;
	+ 1. The supplier will put in place and manage appropriate cleaning regimes in accordance with industry best practice, and to:
* Protect cleaned surfaces to provide a uniform finish as appropriate
* Ensure minimum business disruption
* Provide appropriate cleaning signage
* The supplier shall ensure that the service and all incidental and related activities are at all times performed in compliance with all applicable South African Law and all statutory requirements including Health and Safety legislation and best practice guidelines.
1. **ATNS AREAS**
	1. **OFFICE AREAS**
		1. **Carpets**
* Vacuum and spot clean.
* Six monthly washing of carpets in all offices.
	+ 1. **Unpolished hard floors**
* Free from litter, spillage and chewing gum.
* Free from dust/dirt build up, scuff marks and dry spillages. No build up in corners, edges and behind doors.
	+ 1. **Polished Hard Floors**
* Free from litter, spillage and chewing gum.
* Free from dust/dirt build up, scuff marks and dry spillages. Floor plates to be dust, stain and smear free. No build up in corners, edges and behind doors.  No splash marks on skirting boards.
	+ 1. Conduct regular operational reviews to ensure continuous innovation and improvement in service delivery, and identify opportunities for reducing costs
		2. **Walls**
* Free from removable marks and spillages.
* Smear free.
* No build-up of dust and dirt.
	+ 1. **Doors**
* Door push plates and handles to be free from fingers marks and smears.
* Free from smears and general soiling.
* No accumulation of dirt.
	+ 1. **Glass To Doors, Furniture, Artwork And Partitions**
* Free from fingers marks.
* Clean and free from any smears and visible dust. (Including internal partitions).
* Glass partitions to be clean and free from any smears and visible dust.
	+ 1. **Visible Surfaces e.g. Office Furniture, Windowsills, Tables, Ledges, screens etc.**
* Free from dust and stain build up. Grease free to touch. Uniform appearance suitable to its finish.
* Furniture bases and framework to be free from dust and dirt.
	+ 1. **Chairs and desks**
* Spot clean all the dirty chairs to be free from visible dust, stains and chewing gum. No accumulation of dust and debris on chair seams, bases and legs, desk tops or legs. Leather chairs to be smooth and grease free. No accumulation of dirt on chair backs.
* Annual washing of all upholstery.
	+ 1. **Mirrors**
* Free from streaks and smears.
	+ 1. **Low Level Ledges/Surfaces**
	+ Free from visible dust and removable marks. No accumulation of dust/dirt.
		1. **High Level Ledges/Surfaces**
	+ No accumulation of dust/dirt.
		1. **Window Blinds/curtains**
	+ No build up dirt, dust and stains.
		1. **Waste Bins**
	+ Unsoiled bin liner.
	+ External surface to be free from stains.
	+ No build-up of dirt.
		1. **Plants**
* Any plant debris to be cleared away as required
	+ 1. **Directional, information, brand and statutory signage**
* Free of dust and smears and other marks
	1. **TOILET AREAS**
		1. **Unpolished Hard Floors**
* Free from dust, stains, debris, spillage and chewing gum.
* No accumulation of dust, dirt in corners, edges, bases of sanitary fittings and behind doors. Floor plates to be dust stain and smear free.
	+ 1. **Polished Hard Floors**
* Free from dust stains, debris, spillage and chewing gum. Uniformed gloss appearance.
* No accumulation of dust, dirt and polish in corners, edges, bases of sanitary fittings and behind doors. Floor plates to be dust, stain and smear free. Skirting boards to be free from splash marks.
* Spills to be cleared as soon as they are identified.
	+ 1. **Tiled Walls, Walls, Partitions**
* Free from fingers marks and removable marks.
* Tops of partitions to be free from visible dust.
* No accumulation of dust, stains and general soiling. Uniform appearance, smear free. No build-up of staining and mildew in tile grouting.
	+ 1. **Doors**
* Door push plates to be free from fingers marks, smears and stains.
* No accumulation of dirt. Surface to be free from smears.
* Inspection sheets to be mounted behind each toilet door.
	+ 1. **Glass to Doors**
* Free from fingers marks.
* Clean and free from any smears and visible dust.
	+ 1. **Sanitary Fittings**
* Toilet bowls, washbasins and urinals to be free from scum, stains, uric acid.
* No build-up of cleaning agent.
* No build-up of dirt, debris around base of taps, overflows, traps and plugholes.
* Outside surfaces of toilet bowls, urinals and wash hand basins to be clean and free from soil. All other surfaces to be dust, dirt and smear free. No soap deposits.
* No build-up of lime scale. No evidence of watermarks inside of toilet bowl. No accumulation of stains on hinges, stoppers, chains and cisterns.
	+ 1. **Mirrors**
* Free from streaks and smears.
	+ 1. **Low Level ledges/Surfaces**
* Free from visible dust and marks.  No accumulation of dust and dirt.
	+ 1. **High Level Ledges/Surfaces**
* No accumulation of dust and dirt
* No accumulation of body fats etc. in sports changing rooms
	+ 1. **Other Furniture, Fixtures and Fittings**.
* Free from visible dust and marks.
* No accumulation of dust and dirt
	+ 1. **Waste Bins/ Swing Bins**
* Unsoiled bin liner. External surface to be free from stains.
* No build-up of dirt
	+ 1. **Consumables**
* No shortage of any consumable items in appropriate dispensers at any time.
	1. **SPOT CHECKS**

Regular checking of toilets for spillages and spot cleaning where necessary, re-stocking of toilet consumables (soap, toilet paper, paper towels) to avoid run-outs, reactive response to clean up spillages, casually discarded litter throughout the building, spot cleaning of high visibility, prestige areas and other ad hoc cleaning tasks as they arise.

* 1. **WINDOW CLEANING**
		1. Internal glazing (which includes the inside of an external window) and window frames to be cleaned periodically to ensure that glazing is free from fingers marks, smears, and excessive build-up of dirt.
		2. Internal window frames to be cleaned periodically to ensure that they are free from excessive build-up of dirt
		3. External windows and frames to be cleaned periodically to ensure that they are free from excessive build-up of dirt
	2. **CARPETS AND UPHOLSTERY**
		1. Carpets for all offices are to be cleaned **2 times a year**.
		2. Upholstery for all offices is to be washed (cleaned) once a year.
	3. **REACTIVE CLEANING SERVICE**
		1. The reactive cleaning service will be in THE GPAA normal operating hours to respond to spillages in response to a communication made to a central point. All stains and markings reported to the service desk will be remedied as part of the regular cleaning service.
	4. **CONSUMABLES**
		1. Provide services so that no shortage of consumable items in appropriate dispensers i.e. toilet rolls, liquid or solid soap, hand towels where this is applicable etc.
		2. No shortage of consumable items for the delivery of service i.e. bin liners (as appropriate), and cleaning products.
		3. Supply of consumables - These will include toilet paper, soap, paper hand towels, air fresheners, toilet seat wipes and toilet brushes for use in toilets and shower rooms

***Chemical assessment data sheets for all cleaning substances to be used shall be provided by the Supplier.***

* 1. **EQUIPMENT**
		1. The supplier shall provide and maintain all equipment including specialist equipment, considered necessary by the supplier 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.
	2. **GENERAL REQUIREMENT**
* The Supplier shall ensure that the service and all incidental and related activities are at all times performed in compliance with all applicable South African Law and all statutory requirements including all Health and Safety legislation and best practice guidelines.
* The Supplier shall ensure that the service and all incidental and related activities are at all times performed in compliance with ATNS policies and procedures including H&S, Environmental and Security.
	1. **Consumables and cleaning equipment**
* The service provider shall supply all cleaning consumable and equipment required to render

 the daily cleaning services. The service provider must quote enough to cover monthly

 consumables. The service provider shall be responsible for the maintenance of all cleaning

 equipment. The service Provider shall ensure that defective equipment will either be replaced

 or repaired within 24 hours from the time that such defective equipment is reported by ATNS

 and/or the service providers.

* 1. **Equipment**

|  |  |
| --- | --- |
| **Equipment** | **Description** |
| Low noise industrial Vacuum cleaners | Easy to operate and movables machines  |
| Mops(Color-coded) | One mop for the bathroom and the other for the general area |
| Buckets/Janitorial trolleys | Single and double bucket |
| Stepladders | (Long & short) |
| Color-coded cloth (3 per cleaner) | Microfiber |
| Brooms  | (Hard and soft brooms) |
| Window cleaner 6m  | 6m extendable pole with double sides head (squidgy & cloth) |
| Electrical Extensions | Long extensions and adapters |
| Wet Floor /Caution Sign | Plastic stand-alone signs  |
| Toilet Brushers, spray bottle Dustpan sets etc | Plastic bins |

* 1. **Cleaning consumables (Biodegradable)**

|  |  |  |
| --- | --- | --- |
| **Product Name** | **Description** | **Area of use** |
| General Purpose Cleaner | A universal neutral cleaning concentrate for removing dirt and from all washable surface | Use clean washable surfaces including, floors, ash trays |
| Toilet Bowl Cleaner (Disinfectant) | Liquid toilet bowl discolour and sanitizers | For use in toilet area |
| Heavy Duty Stripper | Floor stripper for extremely soiled  floor surfaces | Stripping tiled areas |
| Floor Sealer  | Hard wearing high acrylic floor dressing | Sealing  tiled areas |
| Air freshener | A  non-marking cherry air accented air  freshener | All areas to sanitize the air |
| Carpet cleaner  | Water based carpet spot remover | Areas |
| Window cleaner | General window and Glass cleaner | Washing windows and doors |
| Dishwashing liquid | Clear general purpose cleaner | For use in the kitchen |
| Furniture polish | A liquid durable liquid furniture polish | For use on all wooden furniture |
| Leather Furniture | Leather care cream | All Leather furniture |
|  |  |  |

* 1. **Consumables**
* Supply 2 ply toilet paper.
* Supply hand towels.
* Supply sanitary bins
* Supply hygienic hand wipes
* Heavy Duty Clear Refuse Bags
* 100% ETHANOL – 20 Litre per month
* Sanitizer
	1. **HYGIENE SERVICES: SPECIFICATION**

The service provider is required to provide a comprehensive hygiene service to ensure a neat, clean and healthy working environment. These must be costed under SBD 3.1 -3.10. This includes the following:

* Monthly deep cleaning of the ablution facilities
* Installation and maintenance of automatic toilet sanitisers (including refills)
* Installation and maintenance of automatic air fresheners for ablution facilities (including refills)
* Provision of good quality 2 ply toilet papers
* Provision and maintenance of toilet roll holders (TR3)
* Provision of enough monthly hand towels for each office
* Provision and maintenance of hand towel dispensers with hand sensors
* Provision of wall bins under hand towel dispensers
* Provision of bin- liners for hand towel dispensers
* Provision of toilet seat wipe dispensers (including refills)
* Provision and maintenance of hand soap dispensers (including refills)
* Provision and fortnightly service of the she-bins

Hygiene equipment installed is to be of good quality, clean and presentable in all offices.

1. **PEST CONTROL SPECIFICATION**

The service provider is to provide a comprehensive Pest Control service to ensure a neat, clean and healthy working environment. Re-act to calls logged on the helpdesk for any Pest Control request.

* Use environmentally friendly products to spray for cockroaches, ants and all other flying and crawling insects, including rats and cats
* Install and manage rodent baits in and outside building
* Install insecticides sprays and ensure that these sprays perform the function that they are installed for. Presence of flying insects will be reported to the service provider and treatment will be at no extra cost to ATNS.
* All pest control units to be of good quality, clean and presentable.
* Service Schedules to be issued for the year and updated accordingly. More service schedules will result in a higher score.
* The service provider is to ensure that only non-hazardous chemicals are used on site and correct HSE practises are followed to protect both operator and staff).The table below shows pest control requirements:
1. **OFFICE SPACE**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office** | **Estimated m2**  | **Duration**  | **Frequency**  | **Start date** | **End date**  |
| **Spray and gel for cockroaches, ants, bees and all other flying insects, poison for mice and rats (rodents)** |
| Western Cape Regional office  | 3000 m2   | 60 months | Monthly |  |  |
|  |  |  |  |  |  |
| **Insecticides Sprays**  |
| Western Cape Regional Office  | 3000 m2 | 60 months | Monthly |  |  |
|  |  |  |  |  |  |

## Extent of Work

In describing the understanding of work to be done, the potential service provider will:

* 1. Explain their approaches to performing CLEANING, HYGIENE AND PEST CONTROL service, including audit methodology, nature, timing and extent of approaches to be followed;
	2. Demonstrate experience and expertise of CLEANING, HYGIENE AND PEST CONTROLsystem service and compliance with applicable laws and regulations;
	3. Provide details of the core team;
	4. Maintain the core team throughout the duration of the contract.
1. **GENERAL**
	1. Contractor shall provide all staff PPE.
	2. Provide all materials, labour, and transport to complete the activities, the removal of existing items/units and the installation of the new items/units.
	3. Provide quoted prices which is inclusive of all items (preparation, material, labour and transport costs).
	4. Provide quoted price which Include VAT and be valid for 180 days or more from closing date of the quotation.
	5. The supplier must create and submit an OHS Safety file.
2. **QUALITY**
	1. **Quality Standards**
		1. The delivery of services to ATNS Shall be carried out with best quality and to a high class of workmanship.
		2. All work shall conform to all relevant standards, OHS ACT regulations and all other legislation that might be relevant to this Contract and the execution thereof.
		3. All work shall be carried out in accordance with prevailing industry norms and best practice and will at all times comply with OEM requirements.
		4. The Company reserves the right to inspect all equipment/tools at any time and to prevent/prohibit their use, without any penalty to the Company and without affecting the terms of the Contract in any way.
3. **CONTRACTORS’ RESPONSIBILITIES**
	1. **The Contractor shall**
		1. Provide all the necessary skills, resources, tools, equipment, and experts, to carry out the works.
		2. Review, familiarize and understand the proposed sites including all constraints and environmental factors
		3. Review, familiarize and understand the operational requirements of the facilities at all ATNS sites.
		4. Conduct any other reasonable works required to successfully deliver the services to the Employer on time, on budget, at the accepted quality.
		5. The Contractor will be responsible for holding all tools and/or special equipment that might be required for the execution of the works.
		6. Use Safety equipment where applicable (e.g. safety, goggles, boots, harness, etc.) The Contractor, at his/her own expense shall provide such equipment, for his/her employees.
		7. The Contractor shall maintain good housekeeping standards in the area where he is working for the duration of the contract.
		8. Ensure that no person performs an unsafe / unhygienic act or operation whilst on Company premises.
		9. Ensure that no unsafe/dangerous equipment or tools may be brought onto or used on Company premises.
		10. Ensure that at no time must the Contractor interfere with, or put at risk, the functionality of any fire prevention system. Care must also be taken so as to prevent fire hazards.