

TERMS OF REFERENCE: ANNEXURE A

SCM /Tender Ref #:	DPME--04 2024-25
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Request for proposals for:	Provision of Cleaning and Hygiene services for the Department of Planning, Monitoring and Evaluation for a period of 36 months
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1. BACKGROUND / CONTEXT

The Department of Planning, Monitoring and Evaluation needs to appoint a service provider who will be responsible for cleaning and hygiene services at the following offices:

- 1.1. **330 Grosvenor Street (GS)**, Hatfield, Pretoria offices with approximately 3674 m² from basement to second floor and outside perimeter excluding landscaping.
- 1.2. **535 Johannes Ramokhoase Street (JR)**, Arcadia, Pretoria offices with approximately 3043 m² from ground floor to 3rd floor and the outside perimeter excluding landscaping.

2. PROBLEM STATEMENT / PURPOSE

Provision, supply, installation and maintenance of cleaning and hygiene services at DPME offices 330 Grosvenor & 535 Johannes Ramokhoase streets.

3. OBJECTIVES AND SCOPE OF PROJECT

- 3.1.1. The total floor space area to be cleaned at 330 Grosvenor Street, Hatfield, Pretoria is approximately 3674 m² and includes the basement, ground floor, 1st floor, 2nd floor and outside perimeter excluding landscaping.
- 3.1.2. The total floor space area to be cleaned at 535 Johannes Ramokhoase is approximately 3043 m² which includes ground floor 1st floor, 2nd floor, 3rd floor and outside perimeter excluding landscaping.
- 3.1.3. The service provider will be required to handle and dispose of sanitary waste as per the National Health Act, 2003 (act no. 61 of 2003) Health Care Risk Waste Regulation 375 of 2014

4. PROPOSED METHODOLOGY, DELIVERABLES AND TIME FRAMES

4.1. BUILDING DESCRIPTION & RESOURCE REQUIRED (JOHANNES RAMOKHOASE & GROSVENOR BUILDING)		
Building size	3674 m ²	330 Grosvenor Hatfield
	3034 m ²	535 Johannes Ramokhoase Arcadia
Staff/Cleaners required	Team Leader – 02	
	Cleaners - 06	
	Food aiders - 02	
Number of floors per building	03	330 Grosvenor Hatfield
	04	535 Johannes Ramokhoase Arcadia
Number of Kitchens per building	05	330 Grosvenor Hatfield
	04	535 Johannes Ramokhoase Arcadia
Reception areas	02	1 per building
Passages per building	03	330 Grosvenor Hatfield
	09	535 Johannes Ramokhoase Arcadia
Number of Ablution facilities (toilets & urinals) per building	24	330 Grosvenor Hatfield
	24	535 Johannes Ramokhoase Arcadia
Lifts/elevators	02	1 per building
Balconies	03	330 Grosvenor Hatfield

4.2. SUPPLY, INSTALLATION & MAINTENANCE OF HYGIENE EQUIPMENT & DISPENSERS (All the supplied equipment to be on a lease basis and remains the property of the bidder, replace and remove broken or dysfunctional equipment)		
Hand Paper Towel Dispensers (Bathrooms)	22 (11 X Grosvenor plus 11 at JR)	Supply, installation & Maintenance
Hand Paper Towel Dispensers (Kitchen)	09 (5 X Grosvenor plus 4 at JR)	Supply, installation & Maintenance
Hand Soap Dispensers - 800ml (Bathrooms)	20 (9 X Grosvenor plus 11 at JR)	Supply, installation & Maintenance
Soap Dispensers 800ml (Kitchen)	08 (4 X Grosvenor plus 4 at JR)	Supply, installation & Maintenance
Liquid Dish washing Dispensers Top Up 800ml (Kitchen)	07 (03 X Grosvenor plus 04 at JR)	Supply, installation & Maintenance
Sanitary Bins 12L (Infra-red- Touch Free)	24 (14 Grosvenor plus 10 at JR)	Supply, installation & Maintenance
Sanitary Bag Dispensers (50's)	24 (14 Grosvenor plus 10 at JR)	Supply, installation & Maintenance
Seat Sanitizer Dispensers 400ml	25 (14 Grosvenor plus 11 at JR)	Supply, installation & Maintenance
Waste Bins 27L	25 (14 Grosvenor plus 14 at JR)	Supply, installation & Maintenance
Toilet Brush Set	36 (19 Grosvenor plus 17 at JR)	Supply, installation & Maintenance
3 Tier Toilet roll Holders	36 (19 Grosvenor plus 17 at JR)	Supply, installation & Maintenance
Air Freshener Dispensers (75ml)	22 (11 X Grosvenor plus 11 X at JR)	Supply, installation & Maintenance
Urinal Dispensers	22 (11 X Grosvenor plus 11 at JR)	Supply, installation & Maintenance
Condom Dispensers	21 (11 X Grosvenor plus 10 at JR)	Supply, installation & Maintenance
Hand Sanitizer Dispensers (1000ml)	09 (5 X Grosvenor plus 4 at JR)	Supply, installation & Maintenance
Pedal Bins - 15L (Red)	11 (5 X Grosvenor plus 6 at JR)	Supply, installation & Maintenance
240L colour coded recycling bins marked: (Paper, Plastic, Glass and Tins per building)	8 (4 X Grosvenor plus 4 at JR)	Supply and Maintenance

4.3. Cleaning and Hygiene Consumables Monthly requirement (indicative - supplier will be paid based on actual usage)			
Cleaning chemicals/Consumables (SABS Approved chemicals)	Required Units/Quantity		
	GS	JR	Total
Handy Andy (Per 5 L)	3	3	6
Floor polish (Per 5L)	3	3	6
Toilet bowl cleaner (Per 5L)	3	3	6
Furniture Polish (Per 5L)	2	2	4
Air freshener liquid (Per 5L)	3	3	6
WHO accredited Disinfectant (Per 5L)	3	3	6
Pine Gel (Per 5L)	2	2	4
Dishwashing liquid (Per 5 L)	6	6	12
Thick bleach (Per 5 L)	4	4	8
Hi-Stripper	2	2	4
Hygiene Consumables (SABS Approved chemicals)	Required Units/Quantity		
	GS	JR	Total
Hand paper Towel (Pack of 6 rolls)	20	20	40
Toilet Paper white single ply (Per 48 rolls)	20	17	37
Transparent plastic refuse bags medium (Per pack of 20)	12	12	24
Transparent waste bin refuse bags (Per pack 20)	20	20	40
Transparent plastic refuse bags big (Per pack of 20)	4	4	8
Hand soap 800ml (White foam) (Per refill)	20	20	40
Air freshener 75ml (Per refill)	13	15	28
Urinals Sanitizer (Per refill)	8	8	16
Toilet seat spray sanitiser 400ml (Per refill)	10	10	20
Sanitizer bags for sanitary bins (Per refill)	13	10	23

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4.4. Objective	Task	Method & frequency	Quality Standard	Cleaning Assessment method	Inspection interval	Requirements
4.4.1. Carpet vacuum/ cleaning	Remove dirt / Soilage	Scoop and sweep dirt (Daily) Machine vacuum the carpet	Frequency: Daily and Minimum once per week After completion of cleaning the carpet must be free from spillage, stains & loose debris. The standard must be maintained throughout daily.	Visual inspection User satisfaction feedback	Daily Monthly or as required	Scoop and brushes Heavy duty vacuum cleaning machine
4.4.2 Floor Cleaning Ceramic tiles	Remove dirt / Soilage	Sweep and damp mop or wash Wipe behind sanitary fittings, bins, doors, edges & corners. Remove marks/staining on walls, skirting and surrounding surfaces. Remove surface dust with dry mop (dust control mop). Remove accumulated dirt	Frequency: Daily Monthly No soilage after completion of cleaning. After completion of cleaning the tiles must be free from dust, spillage, removable stains, superficial marks & loose debris. Dry & of uniform appearance.	Visual inspection User satisfaction feedback	Daily Monthly or as required	Microfibre Mops per cleaner Buckets per cleaner Brooms for offices and parking, per cleaner Wet floor signs Flat mop Rotary machine Stripping machine

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4.4. Objective	Task	Method & frequency	Quality Standard	Cleaning Assessment method	Inspection interval	Requirements
		through stripping.				
4.4.3. Cleaning of furniture	Remove smears, dirt and polish	<p>Wipe dirt with water.</p> <p>Wipe lifts, passages and glass areas</p> <p>Disinfect high contact areas.</p> <p>Remove dust</p> <p>Apply furniture polish.</p>	<p>Frequency:</p> <p>Daily</p> <p>Once per week</p> <p>After completion of cleaning the furniture must be free from spillage, stains & loose debris.</p>	<p>Visual inspection</p> <p>User satisfaction feedback</p>	<p>Daily</p> <p>Monthly or as required</p>	<p>Buckets per cleaner</p> <p>Microfibre cloths</p>
4.4.4. Cleaning of ablution facilities	Remove soilage, smears and dirt	<p>Wash, brush and sanitise urinals, toilets tubs, hand washing basins, seats and lids.</p> <p>Wipe toilet mirrors and floor.</p> <p>Wipe walls</p> <p>Replenish consumables.</p> <p>Deep disinfection all ablution facilities</p>	<p>Frequency:</p> <p>Three times per day at 7:00am, 11:00 am and 14:00 pm (as when required</p> <p>Monthly</p> <p>After completion of cleaning the ablution facilities must be free from dust, spillage, stains, superficial marks, loose debris and odour.</p>	<p>Visual inspection</p> <p>Odour inspection</p> <p>White cloth test - no discoloration</p> <p>User satisfaction feedback</p> <p>Completed cleaning schedule</p>	<p>Daily</p> <p>Monthly or as required</p>	<p>Microfibre Mops per cleaner</p> <p>Wet floor signs</p> <p>Trolleys to load and transport cleaning materials</p>

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4.4. Objective	Task	Method & frequency	Quality Standard	Cleaning Assessment method	Inspection interval	Requirements
		components.				
4.4.5. Waste collection and bins cleaning	Remove general and segregated waste.	<p>Empty waste office bins.</p> <p>Place wheelie bins at the entrance for municipal collection.</p> <p>Disinfect the waste bins</p>	<p>Frequency:</p> <p>7:00am, 11:00am & 14:00pm</p> <p>Every Tuesday/ Thursday</p> <p>After collection office and wheelie bins must be odour free and clean.</p>	<p>Visual inspection</p> <p>Odour inspection</p> <p>Completed cleaning schedule.</p>	<p>Daily</p> <p>Random - weekly</p>	<p>Hard brooms</p> <p>30 m Hose pipe</p> <p>8 X 240L colour coded recycling bins marked: (Paper, Plastic, Glass and Tins per building)</p>
4.4.6. Cleaning and setting of boardrooms	Clean and prepare boardrooms in the morning and after every meeting	<p>Scoop and brush /sweep dirt</p> <p>Machine vacuum the carpet</p> <p>Setting of boardrooms</p> <p>Wash bottles, glasses and cutlery</p> <p>Provide clean, cold and hot water</p> <p>Empty and clean dustbins.</p>	<p>Frequency:</p> <p>Morning and afternoon</p> <p>Adhoc (after every meeting)</p> <p>After completion of cleaning the carpet must be free from spillage, stains & loose debris.</p> <p>Set the boardroom as per requests</p>	<p>Visual inspection</p> <p>White cloth test - no discoloration</p> <p>User satisfaction feedback</p> <p>Completed cleaning schedule.</p>	<p>Daily</p> <p>or as required</p>	<p>2 X Tea trolleys (for use at boardrooms)</p> <p>Heavy duty vacuum cleaning machine</p> <p>Scoop and brush</p> <p>Buckets per cleaner</p> <p>Microfibre cloths</p>
4.4.7. Basement deep cleaning.	Remove soilage, smears and dirt	Clean and strip basement floor.	<p>Frequency:</p> <p>Monthly</p> <p>After completion of cleaning the</p>	Visual inspection	<p>Monthly</p> <p>as required</p> <p>By exception -</p>	<p>Rotary machine</p> <p>Stripping machine</p>

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4.4. Objective	Task	Method & frequency	Quality Standard	Cleaning Assessment method	Inspection interval	Requirements
		Clean windows from the inside.	basement floor must be free from spillage, stains & loose debris.	User satisfaction feedback	lack of satisfaction.	
4.4.8. Kitchens & toilet deep cleaning.	Remove scaling and accumulated dirt.	Soak toilets and urinals Scrub basins and sinks	Frequency: Monthly After completion of cleaning the toilets, urinals must be free from spillage, stains & loose debris.	Visual inspection User satisfaction feedback Odour inspection Completed cleaning schedule	Daily Monthly or as required	Toilet brushes Disinfectants
4.4.9. Carpet deep cleaning.	Remove soilage, smears and dirt	Wet/shampoo clean the carpet.	Frequency: Quarterly After completion of cleaning the carpet must be free from spillage, stains & loose debris.	Visual inspection User satisfaction feedback Odour inspection	Quarterly By exception - lack of satisfaction.	Heavy duty carpet cleaning machine
4.4.10. Cleaning interior windows and blinds.	Remove soilage, smears and dirt	Wipe with damp cloth Dust the blinds and wipe with damp cloth.	Frequency: Once weekly After completion of cleaning the windows and blinds must be free from soilage & smears.	Visual inspection	Daily Random - weekly	Microfibre cloth Feather duster.
4.4.11. Collection and disinfection of sanitary waste.	Remove sanitary pads and decontaminate bins	Empty sanitary bins Decontaminate Sanitary bins	Frequency: Twice weekly After collection and decontamination, the sanitary bins must be free from stains & odour.	Visual inspection User satisfaction feedback Odour inspection	Daily Random - weekly By exception - lack of satisfaction (as when is required) Collection note.	Red plastics Gloves Masks Sanitary deodorizer/disinfectant (Health care risk waste management must be provided)

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4.4. Objective	Task	Method & frequency	Quality Standard	Cleaning Assessment method	Inspection interval	Requirements
					Disposal certificate must be submitted monthly.	
4.4.12. Cleaning of kitchens	Remove soilage, smears and dirt	Clean kitchen countertops and sinks Wash dish cloths Clean fridges, microwaves and kitchen cupboards	Frequency: 7:00 am,11:00 am & 14:00 Adhoc No soilage after completion of cleaning. After completion of cleaning the kitchen must be free from dust, spillage, removable stains, superficial marks & loose debris.	Visual inspection Odour inspection User satisfaction feedback Completed cleaning schedule	Daily Monthly or as required	Micro fibre cloths Disinfectant
4.4.13. Provision of hygiene and kitchen dispensers	Refill and maintenance of dispensers	Refill and maintain dispensers	Frequency: Daily Adhoc Quarterly Monitor functionality of dispensers.	Visual inspection Functionality test User satisfaction feedback.	Daily Monthly or as required	White foam Hand soap Toilet paper Hand paper towel Air freshener Toilet seat spray sanitiser Urinals Sanitizer

4.4.15. Successful bidder must provide the following documentation & ensure that all activities/duties are conducted/performed:

- 4.4.15.1. Daily inspection sheet.
- 4.4.15.2. Toilet & kitchen Inspection sheet.
- 4.4.15.3. Conduct monthly Operations inspection.
- 4.4.15.4. submit Monthly reports on the 5th of each month.
- 4.4.15.5. Standard operating procedures within 60 days.
- 4.4.15.6. Submit Site OHS compliance file within 60 days.

4.4.16. The monthly invoices must be submitted on or after 25th of every month.

4.4.17. The employees must be paid on or before the date stipulated on the service level agreement and employment contracts.

5. PROJECT MANAGEMENT / REPORTING ARRANGEMENTS

- 5.1. The service provider must perform cleaning and hygiene services as per proposed methodology, deliverable and timeframes.
- 5.2. Monthly report must be submitted on the 5th of each month
- 5.3. Monthly meeting

6. OTHER