**“CLEANING SPECIFICATION”**

**FOOD AID ASSISTANTS**

**FOR**

**THE SOUTH AFRICAN REVENUE SERVICE**

**RFP38/2015**

**(TECHNICAL SPECIFICATION)**

1. **Introduction:**
   1. The purpose of this document is to detail the scope of work, incorporating the tasks and responsibilities of the potential Service Provider(s) required by the South African Revenue Service for the provisioning of Food Service Aids at all SARS offices Nationwide as indicated in Annexure C.
2. **Background:**
   1. The South African Revenue Service intends to outsource the Food Service Aids, to a Service Provider for the South African Revenue Service Offices. Please refer to Annexure C, indicating which offices require Food Aid Assistants.
3. **Scope of work:**
   1. The Service Provider(s) will be required to provide the following services:

* *Provision of Food Aid Services*. This is an all-inclusive Food Service Aid service that includes the provision and maintenance of equipment as well as the provision of consumable supplies (cleaning detergents/disinfectants/polishes/finishes, etc.) required for the intended service.

1. **Duration of Service:**

**4.1** The provision of Food Aid Assistants at the South African Revenue Service, is for a period of **36** **(thirty six) and 41 (forty one) months,** with the option to extend the contract for a further **12 (twelve) months**. Please refer to the main RFP document for offices and related periods of the contract .The South African Revenue Service reserves the right to terminate this service, at any given time, with a notice period of 1 (one) calendar month

**4.2** SARS reserves the right to accept a Bids as a whole or partially or not at all. SARS will not be obliged to accept any particular Bids for whatever reason. SARS also reserves the right to request further references.

1. **Adjustments of Service:**
   1. SARS reserves the right to amend the requirement should the situation changes during the contract term
2. **Service Provider’s normal working hours:**

|  |  |
| --- | --- |
| **WORKING DAYS/HOURS (EXCLUDING**  **PUBLIC HOLIDAYS)** | **SITE ACCESSIBILITY** |
| Monday to Friday - 06h00 to 16h00 | Monday to Friday - 06h15 to 16h00 |

* 1. The above table will assist the Service Provider to plan their activities to undertake tasks (such as mopping of tiles in the public areas) in order to be least disruptive during the core working hours of the South African Revenue Service. The South African Revenue Service reserves the right to request ad-hoc cleaning services outside the above mentioned hours within reasonable limits.

1. **Service Conditions:**
   1. The contract includes all Food Aid Services:

* that requires the provision and maintenance of equipment and the provision of consumable supplies (cleaning detergents/disinfectants/polishes/finishes, etc, excluding tea, coffee and other beverages) required for the intended use;
* it is further associated with the cleaning of premises / working environment, and all supplies and equipment associated therewith.

1. **This Scope of Work:**
   1. Is subject to all conditions and requirements as stated in this document as well as any other accompanying documents in this pack.
   2. Recommended minimum number of cleaners/supervisors

|  |  |  |
| --- | --- | --- |
| **NAME OF BUILDING** | **NUMBER OF FOOD AID ASSISTANTS** | **SUPERVISORS** |
| Various SARS offices, nationwide | Refer to Annexure C | Refer to Annexure C |

1. **Tasks & Activities:**
   1. **General Requirements**

| **Description** | **Noted** |
| --- | --- |
| Tasks not specified in this document will be identified by the Service provider/s and any associated costs will be mutually agreed between the Service Provider/s and the South African Revenue Service. |  |
| The Bids specifications supplied in this document are minimum specifications. Notwithstanding any shortcomings or omissions in these specifications, it will be expected of the successful Service Provider to deliver a viable, complete, and fully functional solution. Any shortcomings in the specifications must be pointed out by the Service Provider and provided for in the Bids price. |  |
| Estimated quantities are furnished, but no guarantee is given with regard to the actual quantities that will be required. |  |

**9.5 Mandatory tasks and associated deliverables**

| **DESCRIPTION** | **FUNCTION** | **STANDARD** | **FREQUENCY** | **NOTED** |
| --- | --- | --- | --- | --- |
| *Kitchen, Fixtures and Appliances, incl. Meeting and boardrooms* |  |  |  |  |
|  | Dry wipe and sanitise all fixtures to ensure they are free of grease, dirt, dust, marks, stains and cobwebs. | Hygienic and dirt free | Daily |  |
|  | Wash refrigerators/freezer’s internal surfaces to remove dirt, food smudges and smears. | Dirt free and hygienic | Weekly |  |
|  | Dry wipe and sanitise the insides and outsides of electrical equipment, i.e., microwaves, toasters, coffee machines, etc | Dirt Free and hygienic | Weekly |  |
|  | Defrost freezer and fridge and remove unwanted food, smells, etc | Clean, hygienic and dirt free | As Required |  |
|  | Empty waste bins and wipe if required and replace bin liners if required. | Odourless and clean | Twice daily |  |
|  | Wash crockery and cutlery, dry and store after every meeting and store away at the end of the day. | Hygienic and clean | As required |  |
|  | Clean and sanitise all basins. | Hygienic and dirt free | Daily |  |
|  | Mop clean floors with disinfectant. | No visible marks | Daily |  |
|  | Damp wipe and disinfect countertops. | Dust free | Daily |  |
|  | Feather dust ceiling and extractor fans-if required. | Clean and dust free | Monthly |  |
|  | Damp wipe and disinfect cupboards storage areas | Hygienic and clean | Weekly |  |
|  | Damp wipe and sanitise tables and chairs. | No visible marks | Daily |  |
|  | Clean out and refill hot water Urns when required | No visible marks/Hygienic and clean | Weekly |  |
|  | Damp Wipe tables and set up boardrooms with glasses and water jugs per booking schedule of boardrooms | No visible marks/Hygienic and clean | On demand |  |
|  | Set up tables in pause areas with cutlery, crockery, tea coffee, etc as per booking schedule of boardrooms | No visible marks/Hygienic and clean | On demand |  |
|  | Clear boardrooms of used cutlery, etc after every meeting | No visible marks/Hygienic and clean | On demand |  |
|  | Refresh boardrooms as per booking schedule | No visible marks/Hygienic and clean | On demand |  |
|  | Vacuum carpets of boardrooms | Clean and dirt free | On demand |  |
|  | Replenish hand towels |  | On demand |  |
| *Waste Disposal and Refuse room* |  |  |  |  |
|  | Empty, clean, wash and disinfect all waste bins, receptacles and ash trays. | Hygienic and clean | Daily |  |
|  | Remove waste in clear plastic bags to disposal area. | Clear bog in accordance with SARS’ security requirements | Daily |  |
|  | Recycled waste should not be mixed with non-recyclable waste. | Correct recycling procedures | Daily and as required |  |

1. **Cleaning Standards & Norms:**
   1. The Service Provider(s) needs to take into account the following cleaning standards and norms which needs to be applied during the duration of the contract:

| **DESCRIPTION** | **STANDARD/ NORM** | **Noted** |
| --- | --- | --- |
| *Cleaning detergents* | * Bid Companies must be certified by SABS as using the correct cleaning detergents as per SABS standards. **Please supply Material Safety Data Sheets (MSD) on award.**  SARS encourages the bidders to strive to move towards a totally “green” solution |  |
| *Disinfectants* | * Bid Companies must be certified by SABS as using the correct cleaning disinfectants per SABS standards.  **Please supply Material Safety Data Sheets (MSD) on award.**  SARS encourages the bidders to strive to move towards a totally “green” solution |  |
| *Polish* | **No polish** will be allowed on the furniture desks and counters unless otherwise directed or advised by the Service Provider or by the South African Revenue Service representative which furniture, if any may be polished.SARS encourages the bidders to strive to move towards a totally “green” solution  ***To clean: Office Furniture(Laminate Covering)***  ***Use clean cotton cloth dampened slightly (not wet) with warm water only.***  ***To dry:***  ***Wipe over with a clean dry cotton cloth.***  ***No cleaning agents, abrasives, chemicals, acids or waxes should be used when cleaning laminated furniture.*** |  |
| *Finishes (Walls and floors)* | * Bid Companies must be certified by SABS as using the correct wall and floor finishes per SABS standards. **Please supply Material Safety Data Sheets (MSD) on award.**  SARS encourages the bidders to strive to move towards a totally “green” solution |  |
| *Carpets and tiles* | * Carpets must be vacuumed cleaned daily with industrial standard equipment. * Bid Companies must be certified by SABS as using the correct carpet and tile chemicals per SABS standards. **Please supply Material Safety Data Sheets (MSD) on award.**  SARS encourages the bidders to strive to move towards a totally “green” solution * Porcelain tiles are not allowed to be scrubbed.   ***Refer to Belgotex website in terms of using correct detergents and processes for cleaning carpets-www.belgotexcarpets.co.za*** |  |
| *Dusting, Wiping, Clean, Etc.* | * Wipe all surface areas with a clean damp cloth * All ornaments, window sills needs to be dusted * Turnstiles to be polished with turnstile polish * Non-slip polishes to be used for the granite top at reception. |  |
| *Bin Bags* | * Ensure that clear bins bags are used at all times |  |

1. **Notes to Prospective Service Providers:**
   1. It shall be the Service Provider responsibility to maintain clean, safe, healthy facilities and eliminate contaminants that affect SARS employees’ health, performance and attendance.
   2. The Service Provider shall purchase and utilise environmentally sensitive cleaning products as far as possible.

* *General purpose and hard floor surface cleaners* – products used for routine cleaning of hard surfaces, including impervious flooring such as concrete or tile. This category does not include products intended primarily to strip, polish or wax floors and it does not include cleaners intended primarily for cleaning toilet bowls, dishes, laundry, upholstery or wood.
* *Paper Products* – paper towels or other paper used for cleaning excluding toilet paper, facial tissue paper or paper towels used for drying hands.

1. **General Conditions:**
   1. The Service Provider(s) is required to:

| **Description** | **Noted** |
| --- | --- |
| Conduct business in a courteous and professional manner. |  |
| Comply with all relevant employment legislation including Unemployment Insurance Fund (UIF), Pay as you Earn (PAYE), Skills Education Training Authority (SETA), Workman’s Compensation Act (WCA), etc. |  |
| Ensure that all personnel working under this contract are in good health and pose no risk to any South African Revenue Service employees. |  |
| Comply with the South African Revenue Service security and emergency policies, procedures and regulations. |  |
| Maintain their equipment in good order so as to comply with the South African Revenue Services’ occupational health and safety standards. |  |
| Provide all personnel working under this contract with uniforms, which state the name of the Service Provider as well as the personnel’s name and surname and that can be clearly identified from other Service Providers, South African Revenue Service staff, etc. The South African Revenue Service reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement. |  |
| Ensure that replacement staff is available should the need arise. |  |
| Ensure that the South African Revenue Service is informed of any removal and replacement of personnel. For security reasons, the South African Revenue Service reserves the right to vet all personnel working under this contract. |  |
| Provide management reports to the South African Revenue Service’ Facilities Manager on a monthly basis. The document shall report on various services and shall cover all work performed and completed during the month. |  |