



## **SPU CLEANING SCOPE OF WORK**

- This is a scope of work that will be provided to SPU by the appointed service provider for a period of three years.
- The cleaning services will be provided for 6 days a week, from Monday to Saturday excluding Sundays and Public Holidays.
- Below are the standard minimum cleaning requirements:

### **1. FLOOR MAINTENANCE:**

#### **a) Resilient Floors:**

- Sweep or damp mop – Daily.
- Machine burnish - As necessary.

#### **b) Stone Floors (ceramic tiles):**

- Sweep – Daily.
- Damp Mop – Daily.
- Machine Buff - As Necessary.
- Machine scrub - As Necessary.
- Strip and Seal - As Necessary.

#### **c) Rugs and Carpeting:**

- Vacuum clean thoroughly:
  - Heavy traffic areas – Daily.
  - Medium traffic areas – Daily.
  - Light traffic areas – Daily.

### **2. DUSTING:**

- Dust all surfaces (low level) - Daily
- Dust all high ledges and fittings - Weekly
- Dust all surfaces (wall, cabinet, etc.) - Weekly

- Dust all window ledges - Daily
- Dust telephones - Daily
- Clean and disinfect telephones - Weekly

### **3. WASTE DISPOSAL:**

- Provide refuse bags for the bins - Daily and when required
- Empty and clean all waste receptacles - Daily
- Remove all waste to specified areas - Daily
- Remove all waste papers - Daily
- Wipe clean the waste bins in common areas - Weekly and when required

### **4. WALLS AND PAINTWORK:**

- pot clean all low surfaces, i.e. glass, walls, doors, and light switches - Daily

### **5. GLASS AND METALWORK:**

- Spot clean glass doors - Daily

### **6. ENTRANCE AND RECEPTION AND PASSAGEWAYS:**

- Sweep entrance steps and entrance - Daily
- Clean doormats and walls - Daily
- Wash steps - Daily
- Wash Floors and Skirtings - Daily

### **7. SHOWERS, TOILETS AND RESTROOMS:**

- Wash Showers (inside and shower rooms) – Daily.
- Provide toilet brushes for all toilets - Once off /when required.
- Maintain floors according to types – Daily.
- Deep clean normal usage toilets – Quarterly.
- Damp mop floors with disinfectant – Daily.
- Empty and clean all waste receptacles – Daily.
- Clean and sanitize all bowels, basins, urinals, showers, and baths (where applicable) – Daily.
- Clean all mirrors – Daily.
- Clean all metal fittings – Daily.
- Spot clean walls, doors, partitions, and lockers where applicable – Daily.
- Replenish consumables i.e. toilet paper, soap, and towel cabinets – Daily.

**8. LIFTS AND LIFT FOYERS:**

- Completely clean interior of all lifts including indicator boards – Daily.
- Clean lift door tracks – Daily.

**9. STAIRCASES:**

- Dust and sanitize handrails and fittings – Daily.
- Maintain landings, treads, and risers according to finish – Daily.
- Clean fire escape routes – Weekly.

**10. WINDOW CLEANING:**

- Clean partition glass – Weekly.
- Cleaning of window seals – Weekly.
- Clean interior and faces of all accessible windows – Quarterly.
- Cleaning of high-rise windows - Clean all interior and exterior of exterior facing windows and glass panels in all buildings of the University- Ad hoc request.

**11. BLINDS:**

- Dust - Twice a week.
- Ensure that blinds are in place – Daily.
- Wipe using a blind cleaner – Weekly.

**12. STOREROOMS:**

- Scrub the floor - Twice a month/ when required.
- Dust all areas - Twice a month/ when required.
- Remove all unwanted papers and other items - Twice a month/when required.

**13. WALKWAY / BUILDING SURROUNDINGS:**

- Pick up litter and remove to the agreed area – Daily.
- Sweep – Daily.

**14. DINING ROOMS:**

- Maintain and clean floors according to type – Daily.
- Dust all vertical and horizontal surfaces to a height of 2.5m – Daily.
- Damp wipe furniture – Daily.
- Empty and clean receptacles - Twice a day.
- Collect dirty dishes and wash them in the kitchen - As and when required (offices only).

**15. KITCHEN/COMMUNES:**

- Maintain and clean floors (inside and outside) - Daily
- Clean the fridges (defrosting) - Fortnightly and when required.
- Clean the microwaves - Twice per week and when required.

**16. BOARDROOMS/ MEETING ROOMS:**

- Maintain and clean floors – Daily.
- Dust all boardroom tables and chairs – Daily.
- Collect dirty dishes and wash them in the kitchen - As and when required.

**17. EXTERNAL OFFICES**

- Clean floors – Weekly.
- Wipe furniture and fixtures – Weekly.
- Clean walls – Monthly.
- Empty bins – Daily.

**18. SERVICE TIMES:**

a) Day cleaning - Monday to Saturday. Public Holidays and Sundays will be on an ad-hoc basis as the need is required by the University.

- Monday to Friday 07h30 to 15h30 or as practical in the environment
- Saturday and Public Holidays 08h30 to 13h00 or as practical in the environment.
- Night cleaning is not allowed.

b) Ad-hoc additional staff requirements.

**19. MISCELLANEOUS:**

- Polish desk and office furniture – Fortnightly.
- Wash vinyl-covered furniture – Monthly.
- Vacuum cloth-covered furniture – Monthly.
- Removal of empty boxes - When required.

**20. QUARTERLY CLEANING EXERCISES**

- Deep Cleaning of floors - Twice a year (June and December).
- Deep Cleaning of Toilets - Twice a year (June and December).
- Deep Cleaning of Showers and Curtains - Twice a year (June and December).
- Deep Cleaning of Urinals - Twice a year (June and December).
- Deep Cleaning of Student rooms - Twice a year (June and December).

- Deep Cleaning of Mattresses -Once a year (December).
- Deep Cleaning of Soft Furniture (couches, chairs, etc.) - Once a year (December).
- Deep Cleaning of Room Curtains - Once a year (December)

## **21. GENERAL REQUIREMENTS**

- The Service Provider shall comply with the standards laid down by SPU;
- Individual Staff are consistently allocated to work on a specific floor with minimal changes, save to the extent reasonably required to maintain the Service Standards;
- The Service Provider shall ensure safe working practices are followed in public areas, corridors stairwells, and other relevant areas;
- Appropriate signage is used for warnings of wet floors, etc.;
- The Service Provider shall ensure that meeting rooms are cleaned as necessary and all waste promptly removed, efficiently, and in any event before the commencement of the next meeting;
- The Service Provider shall liaise frequently with SPU to confirm access times to the meeting rooms and notice of meetings ending;
- The Service Provider shall provide the routine Cleaning Service to all areas of SPU during the Access Times, to be agreed upon, provided that the Service Provider has due regard to the operation of SPU;
- SPU may advise more detailed access times in writing from time to time;
- All equipment complies with the relevant SABS Specifications and code of practice;
- Cleaning procedures and schedules are in place and up to date;
- Discard procedures are in place and applied concerning disposable cleaning equipment;
- Cleaning equipment is clearly defined for specific usage;
- Cleaning equipment is clean and correctly stored;
- All cleaning materials as may at any time be necessary for the provision of the Cleaning Services are supplied and issued to Staff;
- Cleaning materials used safely and properly, in compliance with Health and Safety Regulations;
- Cleaning materials are selected and used so as not to cause any damage to surfaces;
- Hard floors are free from dust, debris, removable soil, stains and build-up;
- Soft floors are free from debris, removable soil, stains, and odours;
- Furniture, fixtures, and fittings are free from dust, removable soil, smears, spots, and spillages;

- Paintwork, walls, and doors are free from dust, removable stains, grease, smears, spots, and spillages;
- Sanitary ware is free from dust, removable soil, and stains on inside and outside surfaces. Taps, overflows, outlets, chains, and plugs are free from grease, scum, debris, and deposits;
- High and low-level surfaces are free from dust, cobwebs, removable soil, grease, spots, and splashes. All types of refuse holders are free from soils, grease, spots, and spillages on both inside and outside surfaces;
- Windows, internal glass, panels, and partitions are free from dust, grease streaks, smears, spots, splashes, marks, and sticky deposits to their full height.;
- Venetian/vertical and roller blinds are free from dust, grease, streaks, smears, spots, and splashes. Due care must be taken while handling and operating blinds.
- Telephones are free from dust, grease, smears, and streaks and are disinfected daily.
- Refiling of soup dispensers and containers – must be done by the service provider
- Cleaning material and chemicals needed to perform the services must be supplied by the successful contractor.
- Respondents need to provide proof and certification documentation concerning adherence to all Local and National health regulations.
- Provision of SABS-approved chemicals/equipment or equivalent or higher than SABS standards. MSDS Sheets and List of Chemicals.

## **22. HEALTH & SAFETY**

Occupational Health, Safety and Environment (OHS&E) SPU OHS&E, Contractor OHS&E File Requirement included as an annexure of this bid document. Service Providers are required to adhere to these requirements.

### 23. CLEANING STANDARDS & NORMS

The Service Provider needs to consider the following cleaning standards and norms that need to be applied during the service:

Cleaning detergents	Ammoniated liquid detergent cleaners shall comply with SABS 1225. Acidic water bowl cleaner in powder or granule form shall comply with SABS 1256, and Liquid acidic cleaners for sanitary ware shall comply with SABS 1257.
Disinfectants	Disinfectant liquids of the coal tar type shall comply with SABS 47. Disinfectants containing stabilized chlorine shall comply with SABS 643 Detergent disinfectants based on stabilized inorganic chlorine compound shall comply with SABS 1032. Disinfectants used for automatic dispensers to toilets and urinals shall comply with CKS 459.
Polish	The Service Provider will be advised by the SPU representative which furniture, if any may be polished.
Finishes (Walls and floors)	Flooring shall be cleaned in accordance with SABS 1224. Wipe wooden wall finishes with approved detergent complying with SABS standards. Tile surfaces are to be cleaned with approved detergent complying with SABS 525. All cleaning and maintenance of the floor shall be carried out in accordance with SABS Code of Practice 0170.
Carpets and carpet tiles	Carpets must be vacuumed and cleaned with industrial standard equipment.
Dusting, Wiping, Clean, etc.	Wipe all surface areas with a clean damp cloth. All ornaments and windowsills need to be dusted. Turnstiles are to be cleaned with a damp cloth.
Bin Bags	Ensure that clear bin bags are used at all times.

Respondents entering an offer for the Hygiene Services need to forward confirmation of the method and site that is used for the disposal of the material removed. A certified copy of the official permit granted MUST be attached to this proposal document.

#### **24. PREMISES, & EQUIPMENT (INSERT TABLE OF EQUIPMENT)**

The Service Provider shall have the use of water and electricity, a storage room, and a restroom. The exact allocation of facilities will be agreed upon once the needs of both SPU and other Service Providers have been determined. The Service Provider's use of the facilities is subject to the following conditions:

- The premises are maintained in a clean and orderly manner, in keeping with good housekeeping principles.
- The premises are not used for any activities other than those relating to the rendering of the service as specified by this document.
- SPU retains the rights of inspection.
- The Service Provider must supply all furniture and equipment required.
- The Service Provider shall ensure that their entire staff complies with the regulations in terms of use of the facilities.
- Upon termination and/or conclusion of the contract the Service Provider shall remove all its equipment and material from the premises and hand back keys to SPU.

#### **25. CLEANING SERVICE PERSONNEL**

- **Identification**

It will be the responsibility of the Service Provider to ensure that all cleaning personnel on site always display their identity tags in such a way as to be fully visible. Subject to satisfying the foregoing, staff failing to display their identification tags may be removed from the site. The Service Provider must take responsibility for the deactivation of such cards in cases where staff is no longer in the service of the Service Provider or at the expiry of the contract.

- **Medical fitness**

SPU reserves the right to require that all Service Provider personnel be certified fit for duty.

- **Uniforms**

All Service Provider staff is to wear protective uniforms, headgear and masks, and fully covered shoes and/or boots (appropriate to their tasks and functions) whilst on duty. The Service Provider shall supply all uniforms, which shall be of good quality and in a style approved by SPU. All uniforms must bear the name and logo of the Service Provider.



The Service Provider shall ensure that all its personnel employed in rendering of the Service are always whilst on duty neatly dressed, presentable, and hygienic.

The Service Provider must issue a full protective uniform including gloves.

- **Relief staff**

The Service Provider shall provide relief-staff, in the event of labour unrest, seasonal workload peaks or to replace staff on training, leave, or sick leave provided that SPU is given reasonable notice and details of this. The Service Provider will bear all costs related to the provision of relief staff.

- **First Aid**

The Service Provider shall be responsible for the provision and replenishment of first aid boxes, which shall be under the control of a trained first aid provider. In cases of emergency, the supervisor on site shall refer the incident to the Manager or the Assistant Manager: Supply Chain Management and Assets, to assess the situation or assistance. Where possible, SPU will offer assistance. If there is a cost involved for the provision of such medical emergencies, then the Service Provider must bear the costs. The Service Provider must always comply with the health and safety policy of SPU. Failure to comply poses a higher risk to SPU and could constitute a breach of contract which may lead to the termination of the contract.

## **26. COMPLAINTS REGISTER**

A complaint register, in which complaints in respect of the service have been recorded, will be made available at an agreed point or points. The supervisor must check the entries in the book(s) daily to ascertain what complaints have been made and to ensure that these receive attention within 24 hours at the most. Complaints must be resolved within 48 hours. All complaints must be registered in writing with the Manager.

## **27. GENERAL CLEANING SERVICE**

- The Service Provider shall provide general and ad hoc services relating to the Cleaning Services on a day-to-day basis to meet the requirements of SPU.
- Posters on walls, doors, etc. – No pamphlets, posters notices, or any other advertising material are allowed to be displayed on any wall inside or outside buildings, lifts, or glass entrance doors. Only notice boards are to be used for this purpose. Supervisors have to remove all such materials continuously. Exceptions to this rule will be pointed out to the Service Provider.
- The Service Provider shall ensure:-
  - That Staff is assigned to all offices and/or other accommodation and such other specific departments within SPU, as the Manager shall advise and agree with Service Provider, and shall ensure continuity in the deployment of such Staff is maintained;
  - Individual Staff are consistently allocated to work in a specific area or with a specific department with minimal changes, save to the extent reasonably required to maintain the Service Standards.

- The Service Provider shall not use less than the human resources complement set out in the tender submission document.
- The Service Provider shall provide services of high quality and standard to the satisfaction of the Manager. The persons employed shall be able to communicate in English, be of good character, physically fit, and of good habits, and shall be well-conducted, civil, and obliging at all times.
- Employees of the Service Provider shall not idle about aimlessly or use the seating in the public areas for relaxation.
- The Service Provider shall ensure fair labour practice by complying with the industrial relations and personnel policies of SPU, where they do not breach the parties' joint labour practices.
- The employees of the Service Provider who are required to be on or in SPU premises shall always be neatly and appropriately attired to the satisfaction of the Manager. Employees of the Service Provider shall be clearly identifiable using their uniforms or badges. Uniforms are to be always worn, without any exception.

## **28. WASTE REMOVAL & RECYCLING**

- The Cleaning Service Provider shall carry out procedures for the removal of all waste from SPU buildings to the designated waste removal area. The Service Provider shall undertake a process of recycling all possible waste into the various standard categories as per requirements from SPU.

## **29. CONTROL OF MATERIALS, EQUIPMENT AND CONSUMABLES**

- The Service Provider shall be responsible for the replenishing, safe storage, distribution, and control of consumables, to agreed inventory levels, of consumables and some non-consumables required by the staff in the provision of the Cleaning Services.
- The Service Provider shall be responsible for the safe storage of all consumables. Should any of its staff members be found to be pilfering the cost shall be recoverable from the Service Provider.
- The Service Provider's supervisor to maintain records of receipts and issues which should be reconciled and reports submitted to the Cleaning manager on a monthly basis.
- The Service Provider will be responsible for the safe storage and use of materials and equipment required for the provision of the cleaning services and all costs incurred in their safe storage and use.
- The Service Provider shall:
  - Ensure any non-compliant cleaning equipment is not used by any person whomsoever in the provision of the cleaning services;

- Ensure all cleaning materials are designed for specific use in specific areas of SPU premises;
- Ensure all cleaning equipment to be used in a particular area only is clearly designated for such area and under no circumstances used elsewhere;
- Ensure that their staff is properly trained in the use of cleaning materials and equipment.
- Ensure that equipment used is safe and does not endanger the operator / s or member of the public in the surrounding areas where the equipment is being used.
- Ensure the standards of the equipment shall comply with the following:-
  - All products shall be “fit for the purpose”. In the case of electrically operated equipment, products shall comply with the applicable SABS standard:

### **30. CODE OF CONDUCT**

- The Service Provider and his employees agree not to give any gifts, gift vouchers, or any advantages to SPU employees either directly or indirectly unless market-related prices are paid for it. This includes “kick-backs” and “spotter fees”. The Service Provider further agrees not to grant any loans, money or otherwise, to SPU employees, and vice versa. Contravention of this clause may result in the immediate cancellation of the contract.
- The Service Provider is not allowed to hold any social functions on SPU premises unless permission for it is obtained beforehand from the Manager.
- Social interaction between the Service Provider and SPU employees during working hours is prohibited.
- No labour union meetings, either in house or with union officials, on SPU premises will be permitted.
- The Service Provider shall not use SPU address or Logo internally or externally for his or her own correspondences.
- Service Providers staff shall not hold unauthorized meetings, involve in industrial action within SPU premises, incite or and participate in any industrial action within the premises.