

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING SERVICES AT THE DEPARTMENT'S STATE PROTOCOL LOUNGES AT O.R. TAMBO, CAPE TOWN AND KING SHAKA INTERNATIONAL AIRPORTS FOR A PERIOD OF THREE (3) YEARS

CATEGORY A: STATE PROTOCOL LOUNGES AT OR TAMBO INTERNATIONAL AIRPORT

CLEANING SPECIFICATIONS

NO	ITEM/SERVICE	DESCRIPTION OF SERVICE	FREQUENCY
	CARPETS: 450sqm LOOSE RUGS: 300sqm	Carpets must be vacuumed	Daily
		Cleaning of stains	weekly
		Shampooing (sponge down) of carpets	weekly
		Professional (deep) cleaning of carpets, loose rugs, and upholstered furniture (couches)	every six months
		Loose rugs to be straightened.	daily
		Furniture must be removed for vacuuming and cleaning.	daily
	92 FABRIC SCATTER CUSHIONS	Scatter Cushions and covers to be washed (laundry)	every three months
		Removable Covers: Normal wash using cold water and a gentle cycle.	
		Non-Removable Covers: Spot cleaning is recommended using a soft cloth, mild detergent, and warm water	
		Leather covers: The service provider should be able to treat and clean leather materials	
		Additionally, the service provider should follow and always check the care label for specific instructions	
	WALLS/GLASS DOORS / WINDOWS	<ul style="list-style-type: none"> Painted walls: To clean painted walls with sugar soap or similar products that are accredited with quality assurance institutions, which contains low foaming wetting agents, effectively degreases, Safe, non-flammable formulation, non-corrosive, Ammonia Free and contains no abrasive substances. 	Daily
		<ul style="list-style-type: none"> TEN (10)Wallpaper: The service provider must be able to determine the types of wallpapers installed and how to clean and care for them, they should have experience in cleaning different types of wallpapers and the relevant products to be used. Washable wall papers should be cleaned with warm water dye-free dish soap and a Non-Abrasive sponge; other wall papers may require dry dusting and vacuuming. 	daily
		<ul style="list-style-type: none"> Fibre glass panels and screens: Dusting: Use a microfiber cloth to remove dust and light debris.Spot Cleaning: Wipe down fingerprints and smudges with a glass cleaner and a soft cloth. 	daily
		<ul style="list-style-type: none"> Natural stone cladding: a soft-bristle brush or a low-pressure hose should be used to remove dirt and debris. Avoid using acidic cleaners, as they can damage the stone. 	weekly
		<ul style="list-style-type: none"> Wooden partitioning's: use wood cleaner or dust cloth. Avoid using harsh chemicals such as ammonia-based cleaners, or abrasive substances that might strip the protective coating or discolour the wood. Use a soft, lint-free cloth or sponge to wipe. Use non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood. 	weekly
		<ul style="list-style-type: none"> SIX Glass doors: To be cleaned with streak-free product that effectively eliminates dirt, grime, and water spots. 	DAILY
		<ul style="list-style-type: none"> Windows: To be cleaned with streak-free products that effectively eliminates dirt, grime, and water spots. The service provider should be able to use power cleaner Scrubber and have professional experience in using and providing window cleaning machines. Be able to use and supply thermite scrubber and steamer. 	no windows
		Stainless steel door handles must be cleaned with micro-fibre cloth and kept spotless.	
	9 MIRRORS / 8 PAINTINGS / PICTURES / 4 PLAQUES	Mirrors: must be cleaned with products that contain plant-based surfactants and natural solvents, which is easy to apply and contain an anti-fogging agent.	daily and as when required
		<ul style="list-style-type: none"> Painting, Pictures and Portraits: Must be gently dusted with a dry, soft cloth or a soft brush to remove loose dust. 	daily
		Plaques: No usage of chemical or abrasive cleaners as they may react with the anodized surface. Regular wiping down with a damp cloth and drying with a soft dry cloth will help prevent build-up of dust and grease and so prolong the life and quality of the anodized aluminium surface. Must be dusted regularly and kept clean, and free of marks.	weekly

	EQUIPMENT All equipment must be dusted, wiped, and kept free of marks. 4 monitors, 2 printers, 14 computers, 21 office cupboards, 15 telephone	Monitors must be wiped clean with a damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating	daily
		Computers and printers cleaned and wiped with damp microfibre cloth and avoid using household cleaners, paper towels, or abrasive materials that can damage the screen coating	daily
		Desk Telephones must be cleaned with a disinfectant wipe or a cloth sprayed with a 70% isopropyl alcohol solution.	daily
	WOODEN SURFACES	All wooden surfaces and furniture must be dusted, polished with a non-toxic, biodegradable product for keeping wood surfaces looking good that is also gentle enough to use every day, but powerful to remove dirt, grime and grease without drying out the wood and kept free of marks with thermite scrubber and steamer (<i>Approved Thermite Chemical</i>)	daily
	TILED FLOORS	A hygienic and neutral cleaner for frequent tile cleaning. It should contain antibacterial additives and be easy and safe to use on any tile and hard surface including sealed surfaces. It should be streak free biodegradable with no harmful chemicals.	daily
	BLINDS AND CURTAINS	Blinds should be dusted daily with a microfibre cloth or a vacuum cleaner with a brush attachment for removing dust from slats.	no blinds
		Provide curtain dry cleaning/washing (the service provider should have an experience of washing and handling heavy duty and all types of curtain materials and be able to dry clean).	no curtains
	HEAD OF STATE/PRIVATE LOUNGES; MINISTERS LOUNGES: Regular check to ensure that: (9 closed lounges and 2 open lounges)	All pillows are fluffed	. Throughout the day
		Furniture that was moved by delegates must be moved back to their original position as soon as the delegation has left.	
		All crockery must be removed from tables immediately after usage.	
	OFFICES; One BOARDROOM; ONE STOREROOM TWO COMMUNAL AND ONE RECEPTION AREAS; THREE RECEIVING ROOMS; TWO COMMUNAL AREA; ONE AIRSIDE AND ONE LANDSIDE LOBBIES	Bins must be emptied and washed.	1 boardroom, 1 store room, 1 reception area, 3 receiving rooms, 2 communal areas, 1 airside lobbies, 1 landside
		Boardrooms to be kept clean.	
		Meeting materials to be removed	
		Litter to be removed from boardrooms	
	BATHROOMS AND TOILETS	<ul style="list-style-type: none"> • ORTIA- cleaning of 10 toilets, 4 urinals, 11 basins and 5 showers. 	ORTIA- cleaning of 10 toilets, 4 urinals, 11 basins and 5 showers.
		<ul style="list-style-type: none"> • All bathroom's toilets, showers urinals and basins in all the 3 lounges must be kept clean and sanitised with products that are suitable to use on any surface, in compliance with quality assurance institutions. Tested formulation, proven to kill bacteria, Ideal for deodorising while disinfecting, controls moulds and odours and its noncorrosive, the product should also contain active ingredients such as Surfactants, 3% Sodium Hypochlorite, Bactericidal, Fungicidal, Sporicidal and Viricidal. Toilets and urinals to be checked continuously for stains, smells and scrubbed. 	three times a day
		Marble surfaces, mirrors and taps must be spotless and shiny (no soap and water stains) to be cleaned with microfibre cloth and a disinfectant that contains antibacterial, non-toxic formulation and Odour eliminator	through the day

		<ul style="list-style-type: none"> Floors, hand basins, cisterns, toilet seats (both on top and underneath) must be washed and disinfected with an antibacterial, non-toxic formulation and Odour eliminator product. Contain a natural germicidal properties, deodorizes and cleans all in one process, it should be free rinsing, user-friendly and not irritating to the skin and it shall not contain any ingredients in a quantity that is toxic to human beings and in addition shall not contain any constituent, in its working concentration (s) that is deleterious to the environment 	through the day
		Doors and door handles must be cleaned and disinfected.	through the day
	KITCHENS (Staff and VIP in all 3 lounges)	Regular disposal of trash to prevent odours and to also minimize the risk of germ buildup	Daily
		<ul style="list-style-type: none"> Wiping down all kitchen counters and surfaces with a disinfectant cleaner to maintain hygiene. Countertops, cupboard handles, and drawer fronts should be wiped down with antibacterial spray and microfibre cloths at least once daily. 	through the day
		<ul style="list-style-type: none"> Sanitize Sinks and Faucets ensuring hygiene by using a disinfectant spray. 	daily
		<ul style="list-style-type: none"> Clean Appliances such as microwaves and other equipment with a disinfectant cleaner. 	through the day
		<ul style="list-style-type: none"> Shelves and drawers should be wiped down using a mild detergent or antibacterial spray. 	weekly
		<ul style="list-style-type: none"> Clean kitchen floors by sweeping or vacuuming to remove loose dirt and debris, and mopping using a disinfectant solution. 	through the day
		<ul style="list-style-type: none"> Provide new dish towels in all the 3 lounges that are soft, have a luxurious feel and enhances the kitchen experience, the towels should be designed for streak-free drying of glassware and tableware. 	set of three for each kitchen every 2 months
		<ul style="list-style-type: none"> Loom-woven fabric for durability and for resisting pilling and also perfect for everyday use. 	set of three for each kitchen every 2 months
		<ul style="list-style-type: none"> Washing and packing of dishes 	Daily
		<ul style="list-style-type: none"> Daily supply of a degreasing dishwashing liquid detergent with bioenzymes for clean and fresh-smelling dishes. 	Daily
		<ul style="list-style-type: none"> Cupboards / storerooms to be unpacked and cleaned regularly with a disinfectant solution. 	regularly
		<ul style="list-style-type: none"> Fridges to be cleaned inside and outside. 	Daily
		Defrost ice in the refrigerator	when required
		GARBAGE BIN	<ul style="list-style-type: none"> Provide three (3 per lounge) 120Lt garbage bins (General, Paper, Recycle). For all Three (3) lounges.
	<ul style="list-style-type: none"> Provide additional 1 Corporate kitchen black plastic bin with wheels (70lt) per lounges. (For all three lounges) 		Six (3 + 1 per lounge) at start of the contract and replace as and when required.
	GARBAGE REMOVAL	<ul style="list-style-type: none"> All refuse bins and surrounding areas where the bins are kept must be cleaned and scrubbed with soapy water or a disinfectant that kills germs and eliminate odours. 	twice a day
		<ul style="list-style-type: none"> Removal of refuse from the offices to a dedicated dumping site provided by Landlord (ACSA) 	twice a day
		To provide disinfecting services to sterilize the lounge with alcohol and hydrogen peroxide base sanitisers.	daily
	Disinfecting of Lounges as per Covid-19 requirements	Disinfecting by wiping and cleaning of all surfaces i.e. reception counters, desks, computers, keyboards, telephones, copier and fax machines, chairs etc.	twice a day
		Provide fumigation service to target pests such as, cockroaches, rodents' termites etc. according to the occupational health and Safety Act. The products should be environmentally safe and typically include pyrethroid-based insecticides for general pest control.	every three months
	Airport Company South Africa (ACSA) Access Permits	To obtain the required ACSA access permits to cleaning staff deployed at the lounges as per ACSA requirement and bear the cost of issuing of permits.	as per requirements
PROVISION OF SUPPLIES OF SANITARY ITEMS			
NO	ITEM/SERVICE	DESCRIPTION OF SERVICE	QUANTITY
	Toilet Paper	Provision of Twin ply luxury soft, 500 sheets per roll, firmly rolled, white in colour and all sheets should be firmly and of high quality	Minimum of 54 rolls per day and be replenished as and when needed.

	Wall mounted seat wipe holders: Supply and maintenance of wall mounted seat wipe holders	<ul style="list-style-type: none"> Must contain 99% Bacteria Kill Formula: Effectively wipes away bacteria build-up, providing a clean and safe surface for every use. 	30 at the start of contract and to be repaired/replaced when damaged and replenish when depleted
		<ul style="list-style-type: none"> Must contain quick drying formulation to ensure surfaces are clean and dry within seconds, enhancing user convenience and hygiene. 	
		<ul style="list-style-type: none"> Must have one-shot foaming System: to deliver the perfect amount of sanitiser with each use, promoting efficiency and reducing waste. 	
		<ul style="list-style-type: none"> Unique Sealed Sachet: to prevent contamination of contents, ensuring increased hygiene and safety. 	
		<ul style="list-style-type: none"> Have lockable Unit: Designed to prevent theft, ensuring the sanitiser is always available when needed. 	
		<ul style="list-style-type: none"> The service provider to supply foam seat sanitiser. 	
	Hand paper towel cabinet and paper rolls	Supply and maintenance of Paper Towel Cabinet multifoil. Must have robust dispenser to prevent vandalism, lockable to prevent pilferage, one-sheet dispensing and supply 2 ply folded hand towels.	10 hand paper towel cabinets 2 full 2 ply hand paper towel per cabinet on a daily basis
	Facial tissue box cover	The holder must be able to fit standard tissue boxes, be 100% waterproof, highly durable, and rust-proof.	10 facial tissue box cover
	Facial tissue	3 Ply Luxury White Facial Tissues 160 pk, suitable for everyday facial tissue needs, be gentle on the skin, and suitable for all skin types	2 boxes 3 ply white facial tissues per box cover per day
	Wall mounted Aerosol Dispensers: Supply and maintenance of wall mounted aerosol dispensers	<ul style="list-style-type: none"> Stainless Steel materials specifically designed to eliminate the unavoidable odours caused by normal washroom use, delivers metered sprays of concentrated fragrance, mist must consist of super fine odour neutralising fragrance molecules, have odour eliminator, consistent level of long-lasting designer freshness that are high impact and long lasting, must consist of an antibacterial aerosol, effective against bacteria, Fungi, mould, yeast and viruses. 	30 at the start of the cleaning service contract; and to be replaced immediately upon breakage. (in each toilet)
		<ul style="list-style-type: none"> Batteries and refills fully serviced by the service provider. 	
	Soap dispensers	<ul style="list-style-type: none"> Total of 25 soap dispensers to be filled with an anti-bacterial, hypoallergenic soap. 	Total of 25 soap dispensers to be filled with an anti-bacterial, hypoallergenic soap on daily basis
		<ul style="list-style-type: none"> The unit must have a closed cartridge system to ensure no cross contamination when decanting, hidden locking system to prevent pilferage, have a large view window for at-a-glance maintenance, unit should be neatly installed against the wall no leaking or dripping. 	
	Soap	anti-bacterial, hypoallergenic soap.	
	She-bins	Supply and manage the disposal of she-bins and waste as follows: 10 at ORTIA . The bins capacity should be 20lt, have touch free pedal model allows for hands free operation, have a large, central opening for easy disposal, fully lined and sealed for increased hygiene, fully serviced with waste disposed in an environmentally friendly manner.	10 she bins
		<ul style="list-style-type: none"> Manage the disposal of she-bins and waste. 	
	Hand lotion	Wall-mounted hand lotion, with a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic. The lotion should have a rich texture that provides deep, no-greasy hydration using nourishing ingredients.	500 ml hand lotion 10xORTIA
		All products must be hypoallergenic soap.	
	Towels	Premium white towels made from 100% cotton	
		Sizes:	
		Face Cloth 30(W) x 30(L) cm	6x5
		Guest Towel 30(W) x 50(L) cm	6x5
		Hand Towel 50(W) x 90(L) cm	6x5
		Bath Towel 70(W) x 140(L) cm	6x5
		The towels must be washed and individually wrapped when returned.	
	Hospitality packs	<ul style="list-style-type: none"> Packets of toiletries including, toothbrush, soap, toothpaste. Shampoo, conditioner shaving razors and cream. Cotton wool, earbuds (grooming products) 	5 packs for ORTIA at the start of the contract and supply as
		<ul style="list-style-type: none"> The pack should consist of the following: 	
		1 x 20ml Shampoo	
		1 x 20 ml Body Wash	
		1 x 20ml body lotion	
		1 x 15g Guest Soap	
	1 x Shower Cap (boxed)		

		1 x Individually wrapped disposable dental kit (toothbrush and toothpaste)	and when required
		1 x Vanity kit (3 x Cotton wool, 3 x earbuds and 1 Nail Emri board)	
		1 x Individually wrapped shaving Kit (Shaving Cream & Razor)	
		All products must be hypoallergenic soap.	
	Bathroom mats	White in colour. Toilet pot and shower cubicle Made from 100% pure BCI cotton. Size:70 x 120cm.	2 sets for 16 bathrooms. Regularly changed and cleaned (100% cotton)
	Refuse Bins	240 litre Plastic Refuse Bins with wheels	3 at the start of the contract, to be increased whenever necessary and to be replaced when damaged
	Air Purifier	<ul style="list-style-type: none"> 550ml remote controlled essential oil aroma diffuser and air humidifier (replace batteries by the cleaning contractor). 10ml essential oil pure Aroma fragrance oil air humidifiers 	20 ORTIA 10X10MLS ORTIA
	Toilet Brushes	<p>Supply and maintain toilet brushes</p> <p>The brush holder should be stainless steel material to be wall-Mounted with double sided tape or similar , have a sturdy Storage Container securely mounted to the wall to prevent movement from cubicle traffic, the container should hold cleaning chemicals, ensuring improved hygiene and odour elimination, concealed for convenience, the brush should be stored in a container with a lid, keeping it out of sight and maintaining a tidy appearance.</p> <p>Aesthetic and practical be simple, compact, and visually pleasing, in the bathrooms. Have durable and High-quality bristles to ensure the brush performs effectively in promoting better cleanliness.</p>	30 toilets at the start of the contract and to be replaced yearly or when necessary
	Sanitizers and dispensers	<p>Provide adequate sanitizer at the entrance of each lounge,</p> <p>Be able to sanitise hands without water, soap, and towels Proven 99.9% kill of pathogenic microorganisms on the skin, reducing cross-contamination and helping prevent the spread of diseases. Dries quickly and leaves a soft, non-sticky feel. Natural moisturising ingredients help retain the skin's moisture</p> <p>All products must be hypoallergenic soap.</p>	2 sanitizers and full of dispensers

DESCRIPTION OF ITEM	TYPE OF MATERIAL	QUANTITY
Carpets		450sqm
Scatter cushions	Fabric	92
Number of chairs (dining)		40 leather chairs
1 seater couch	fabric	28
2 seater couch	n/a	
3 seater couch	leather	23
Ottomans	Fabric	24
Dining Tables		3
Coffee tables		15
Loose rugs/carpets		300sqm