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1. PURPOSE

The purpose of this document is to define the washroom services required for Eskom Rotek Industries (ERI) at Rosherville for a period of **five (5) years**.

2. BRIEF OVERVIEW OF OUR BUSINESS

Eskom Rotek Industries (ERI) Office Services provides the following services e.g., cleaning, deep cleaning, pest control, horticulture & washroom services etc. at Rosherville. Properties are scattered throughout Rosherville and all areas are stipulated on the matrix and notional stand number as per the map provided. All Safety, Health, Environmental and Quality requirements should be met by compiling a SHEQ file before work may commence.

3. PRIMARY OBJECTIVE OF THE CONTRACT

Procure and appoint the services of a Service Provider to provide a professional washroom and hygiene services that is compliant in terms of International Guidelines at ERI, Rosherville for a period of five (5) years **on an as and when required basis**. Personal hygiene services are expected to deal with and fight all kinds of bacteria e.g., COVID-19, Hantavirus etc.

4. AREA AND SERVICE SPECIFICATION

- 4.1 The areas / premises to be serviced are all located at ERI situated at Lower Germiston Road, Rosherville, Johannesburg.
- 4.2 The provision of washroom and hygiene services is specified in the services matrix.
- 4.3 The items e.g., wall bins, auto flush, foam soap dispenser etc., required will be installed in ablutions, kitchens, staircases and passageways.
- 4.4 All quantities on the matrix are subject to change depending on building availability and movement of staff.
- 4.5 Service schedules and proof of Service Certificate must be issued upon completion of the service by the Service provider.

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4.6 The service provider will be issued with a service task order / purchase order to render the service for the month prior to service delivery.

4.7 These quantities that will be specified on purchase order (PO) **may not be exceeded**.

5. MEMBERSHIP AND ACCREDITATION REQUIREMENTS

5.1 The service provider shall provide Proof of registration and accreditation at a recognised Cleaning Association such as the National Contract Cleaners Association (NCCA) and/or International Sanitary Suppliers Association (ISSA).

5.2 The service provider shall provide Proof of registration from the Institute for Waste Management of South Africa (IWMSA) or relevant regulatory bodies/ authorities.

6. TRAINING REQUIREMENTS

6.1 The service provider shall provide certified copies from accredited institutions and regulatory bodies for the hygiene specialist officers & technicians that will be allocated to ERI.

7. SHEQ requirements

7.1 The contractor must submit a valid SHEQ file **within 7 calender** days after the contract has been awarded and the queries with regards to the SHEQ (Safety, Health, Environment and Quality).

7.2 Non-compliance will have to be addressed within **14 days** after the contract has been awarded.

8. SCOPE OF WORK / TECHNICAL SPECIFICATION

Note: The service provider should ensure that any item installed on site is insured and must be removed at the end of the contract. Should anything happen to the specific item, ERI will not be held responsible for any loss, and the Service provider will be required to replace any loss / broken item.

8.1 **SHE Packet Dispenser:** Wall mounted unit to accommodate SHE packets in all ladies' ablutions.

8.2 **SHE Bin:** Floor standing unit to accommodate ladies' toxic waste.

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- 8.3 **Paper Towel Barrel Cabinet:** Lockable manual operated wall mounted unit to accommodate centre feed paper. These units must have a positive locking mechanism and all keys to be delivered to the Services department.
- 8.4 **Folded Paper Towel Dispenser:** Manual operated wall mounted unit to accommodate folded paper towels.
- 8.5 **Wall Bin:** Wall mounted bin to accommodate refuse paper.
- 8.6 **Auto Flush Unit:** Battery operated unit to assist with hands free flushing of urinals. Check batteries on regular basis to ensure that the unit is functional.
- 8.7 **Aerosol Dispenser:** Wall mounted unit to accommodate aerosol cans (75ml).
- 8.8 **Foam Soap Dispenser:** Wall mounted manual operated unit to accommodate foam soap refills (800 ml per unit).
- 8.9 **Shower Gel Dispenser:** Wall mounted manual operated unit to accommodate shower gel soap refills (1l per unit).
- 8.10 **Hand Sanitizer Dispenser:** Wall mounted manual operated unit to accommodate hand sanitizer refills (400ml per unit).
- 8.11 **Hand Blower with HEPA Filter:** Hand Blower shall be fully serviced.
- 8.12 **Seat Sanitizer Dispenser:** Manual operated unit to accommodate seat sanitizer refills (400ml per unit).
- 8.13 **Continuous Air Freshener Dispenser:** Wall mounted unit to accommodate a more efficient, continuous air freshener in high traffic ablutions.

Service Costs

The Costs for delivering the services are divided into two divisions

- 8.14 Monthly services.
- 8.15 Weekly services.

The service will only include the service cost to service the units by means of a consumable and checking the functionality of the unit. The unit must also be wiped with a disinfectant after every service. The installation must also be checked according to matrix provided for the month of service on an as and when required.

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9. Monthly Services

This service will only be done monthly and includes the following:

9.1 Air Freshener Dispenser (Consumable to be replaced).

9.2 Continuous Air Freshener Dispenser (Consumable to be replaced).

9.3 Service Urinal long lasting fragrance bio-enzyme disc (consumables to be replaced).

10. Weekly Services

The following services will be rendered on a weekly basis:

Services to be rendered on a weekly basis includes the following:

Description	Activity	Quantity
Seat Sanitizer Dispenser	Replenish Consumable	400 ml
Foam Soap Dispenser	Replenish Consumable	800 ml
SHE Packet Dispenser	Provide SHE packets	n/a
Sanitary Bin	Service bin	n/a
Shower Gel Dispenser	Replenish Consumable	n/a
Hand Sanitizer Dispenser	Replenish Consumable	400ml
Folded Paper towel Dispenser	Replenish folded paper towel	n/a

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11. Consumables to be provided

- 11.1 Consumables to be provided as per the pricing schedule and quantities are subject to usage.
- 11.2 All consumables removed during service intervals must be decanted for re-use daily as services commences.
- 11.3 Consumables to be provided monthly as per the pricing schedule and includes the following:
 - 11.3.1 Paper Towels folded performance (paper for the folded paper towel dispensers).
 - 11.3.2 SHE packets (to assist ladies to dispense personal items by means of a bag into the SHE bin provided to assist in eliminating odours).
 - 11.3.3 Seat Sanitizer refill (400ml per unit) to assist with personal hygiene and 70% alcohol-based to disinfect the toilet seats.
 - 11.3.4 Foam Soap refill (800ml per unit) and must be a COVID19 compliant with moisturiser.
 - 11.3.5 Shower Gel refill - A body wash Gel to be used in showers (1l per unit)
 - 11.3.6 Hand Sanitizer (400ml per unit) and must be COVID19 compliant with 70% alcohol-based hand sanitizer.
 - 11.3.7 Urinal long lasting fragranced bio-enzyme disc: to provide a long-lasting fragranced bio-enzyme in all urinals.

12. Service Monitoring

- 12.1 Additional items as per matrix, services and consumables will be authorised by the Services department.
- 12.2 All services should be on a service schedule and should be presented to the Services department.
- 12.3 All consumables used should be monitored and recorded.
- 12.4 All services should include labour and transport cost to deliver the service as specified in pricing schedule.
- 12.5 Female technician must service ladies' ablutions and male technician must service male ablutions.

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- 12.6 Stock take must be done at the end of the month to determine the usage for that month of which the list is to be provided to the Services department for invoicing. A representative from ERI should be present to verify the quantities / consumables used. Additionally, the quantities of stock issued must be provided by the service provider and approved by an ERI representative.
- 12.7 The service provider shall not store any hand or seat sanitizers with an alcohol content higher than 70% on our premises during the duration of the contract.
- 12.8 All sanitizers used by the service provider must be SABS approved products as per the Occupational Health and Safety Act and the recommendations of the Department of Health.

13. FUNCTIONAL SPECIFICATION

- 13.1 These items should assist all personnel using the areas to attend to personal hygiene and minimize cross contamination.
- 13.2 All dispensers should preferable be the same standard and colour.
- 13.3 The quality of all items provided must be of high standard and functionality guaranteed for the duration of the contract.
- 13.4 The service provider shall make sure that the chemicals used are properly labelled and refers to SDS's provided.

14. PERFORMANCE SPECIFICATIONS

- 14.1 Items installed should always be functional and properly installed against the walls.
- 14.2 Should any item be defective or malfunctioning, it should be replaced immediately.
- 14.3 Service provider is required to present different fragrances to Services department - PAS.

15. TECHNICAL SPECIFICATION

- 15.1 Hand Sanitizer must be a moisturizing hand spray and 70% alcohol based.

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- 15.2 Soap dispenser foam – This must be a lotion soap with moisturizer to minimise the spread of Covid-19 etc., other viruses and transmissible bacteria.
- 15.3 Shower Gel dispenser. The shower gel must be a neutral body soap and not an irritant to the skin.
- 15.4 Auto flush units to be fitted on all urinals.
- 15.5 Air fresheners must be a mist spray and activated during working hours. It must be pre-set to spray a tin in a month. The consumable must have a dominant smell.
- 15.6 SHE bins must be hands free unit with tablet installed for odour control.
- 15.7 SHE bins should be serviced every week.
- 15.8 Safety Data Sheets to be provided for chemicals used in all units.
- 15.9 All empty containers for shall be collected by the service provider and disposed it off at a registered facility. A copy of the waste manifesto and disposal certificate shall be provided to Eskom RoteK Industries (ERI).

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Annexure A

- Pricing Schedule

Annexure B

- Washroom Service Matrix

NB: The following documentation must be returned for the purpose of technical evaluation:

- Technical Evaluation Criteria document

A weighted score-card approach will be used to evaluate the technical compliance of the tenders against the specifications. Tenderers need to have a weighted score of 70% overall or more to technically qualify for further evaluation. Refer to **Appendix A**

The technical criteria and weighting are broken down as follows:

Track Record of the company – 25%

Technical compliance, technical skills and resources - ~~75%~~ Minimum Threshold: 70%

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APPENDIX A

Description	Technical Criterion	Scoring Criteria	Weight (%)
Track record of the company			
Experience – proven track record of successful provision of required services	Provide a certified copies of a previous contract and / or a certified copies of a purchase orders previously awarded (Minimum of two years’ experience)	25 = certified copies of a previous contract and / or a certified copies of a purchase order submitted with more than 2 years of services.	25
		10 = certified copies of a previous contract and / or a certified copies of a purchase order submitted with less than 2 years of services.	
		0 = certified copies not submitted.	
Technical compliance, technical skills and resources			
Registered Washroom Services	Provide a proof of registration / accreditation at a recognised Cleaning Association such as the National Contract Cleaners Association (NCCA) and/or The International Sanitary Association (ISSA)	30 = Certificate or proof of letter from the association submitted	30
		0 = No certificate or letter submitted	

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	Provide certified copies from accredited institutions and regulatory bodies for the hygiene specialist officers & technicians that will be allocated to ERI	30 = Certificate or proof of letter from the association submitted	
		0 = No certificate or letter submitted	
	Provide a proof of registration at the Institute for Waste Management of South Africa (IWMSA) or relevant regulatory bodies/ authorities.	20 = Certificate or proof of letter from the institution submitted	20
		0 = No certificate or letter submitted	
Skills - Competency of staff	Proof of training for Technicians in terms of hygiene protocols	25 = CV and certificate submitted with more than 5 years of service	25
		15 = CV and certificate submitted with less than 5 years of service	
		0 = Certificate not submitted	

Overall minimum threshold for qualification (70%)

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