



**APPOINTMENT OF A SERVICE PROVIDER TO
SUPPLY, DELIVER, INSTALL AND MAINTAIN
HYGIENE SERVICES FOR NORTH WEST REGIONAL
OFFICE**

1. PURPOSE

The supply, delivery, installation and maintenance of hygiene services at ICASA's North West Regional Office, in Mahikeng for a period of (17) months, from November 2021.

2. SERVICE DEFINITION

The Independent Communications Authority of South Africa (ICASA) intends to outsource the supply, delivery, installation and maintenance of hygiene services to external service providers at ICASA's North West Regional Office in Mahikeng. Qualified and interested companies with a presence in the North West Regional Office, specialising in providing hygiene services are invited to submit a proposal to provide these services for ICASA as mentioned below:

OFFICE	SERVICES
761 Dr James Moroka Drive, SABC Broadcast Centre, Unit 1 Mmabatho , Mahikeng, North West Province Building size: 394 square meters	- Hygiene Services (daily)
Contact persons	- Nozipho Nkosi : 082 944 0019 - Refilwe Ramatlo: 072 574 7164 - Mzi Walaza: 082 414 9144

2.1. TECHNICAL MANDATORY

- Valid proof of waste management certificate
- Valid pest control certificate from Dept of Forestry, Fisheries and the Environment must be attached

3. SPECIFICATIONS

3.1. BUILDING

- Office Park Building: SABC Mahikeng
- Occupants: 9 staff members

4. SCOPE OF WORK

4.1 Provision of the following services/items:

- 4.1.1 Supply, deliver, install, commission of hygiene services, which includes installation of hygiene equipment;
- 4.1.2 Supply and replenishment of hygiene service consumables;
- 4.1.3 All equipment to be kept in safe and good working condition at all times, and must comply with all health and safety regulations;
- 4.1.4 Any faulty equipment to be replaced/maintained at the service provider's cost in the event of mechanical breakdown/malfunction;
- 4.1.5 The equipment will be installed in various locations.

4.2 Auto hand sanitizers dispensers x 6(Rental)

- 4.2.1 Must be mounted on the drywall partitions in the **corridor and entrances** with bracket and door frames;
- 4.2.3 Auto hand sanitizers must be maintained monthly and refilled at all times;
- 4.2.4 Size: 500ml;
- 4.2.4 Colour: White;
- 4.2.5 The complete touch free operation/delivery will eliminate and help to reduce the spread of the germs;
- 4.2.6 Dose size 0.4ml per hand wash allows the dispenser to give you 2750 shots of hand sanitizers per refill
- 4.2.7 Must have an inspection window for an easy and convenient method of determining foam soap levels;
- 4.2.8 Each refill has its own pump, ensuring that the pump does not clog or break;
- 4.2.9 Controlled usage reduces servicing costs;
- 4.2.10 Optimized dosing reduces usage up to 60%;
- 4.2.11 Industry leading battery life of 3 years or 120 000 shots of hand sanitizers (Alkaline batteries only);
- 4.2.12 Dimensions: 11.2 (D) x 11.2 (W) x 20 cm(H);
- 4.2.13 The dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction;
- 4.2.14 Waterless application (just spray into hands and rub in);

- 4.2.15 SABS Approved;
- 4.2.16 500ml with alcohol-based sanitizer (70% alcohol);
- 4.2.17 99.99 % germ protection;
- 4.2.18 Non-sticky foaming formulation;
- 4.2.19 Soft on hands, this formula will not dry out your hands no matter how often it is used;
- 4.2.20 Waterless application (just spray onto hands and rub in);
- 4.2.21 The refill is hygienically sealed to prevent leaking.

4.3. Auto hand sanitizers with mobile stand x 7 (Rental)

- 4.3.1 The mobile stands with sanitizers will be placed in the boardroom ,offices, open plan areas, reception area, toilets and sick bay room ;
- 4.3.2 Colour white;
- 4.3.3 Auto hand sanitizers must be maintained monthly and refilled at all times;
- 4.3.4 Dispensers with a touch-free operation;
- 4.3.5 Must have an inspection window for an easy and convenient method of determining soap levels;
- 4.3.6 Dose size 0.4ml per hand wash allows the dispenser to give you 2750 shots of hand sanitizers per refill;
- 4.3.7 The dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction.

4.4. Mobile wipes stand and bins (2 in 1 combination) x 3 (Rental)

- 4.4.1 The stand will be placed next to photocopier machine, pause area and boardroom;
- 4.4.2 Mobile wipe stand must be cleaned and refilled on a weekly basis at all times;
- 4.4.3 Floor Stand Dispenser Dimensions 29" H x 10" W (each canister body);
- 4.4.4 Floor Stand Materials Aluminium;
- 4.4.5 Wipes Bucket Dimensions 10" H x 10" W;
- 4.4.6 Waste Basket Capacity 8 Gallons.

4.5. Auto sensor/touch free bins x 1 (Rental)

- 4.5.1 The bin will be placed in the kitchen; Dispensers with a touch-free operation;
- 4.5.2 Sensor bin must be on a warranty for the duration of the contract and in the event when its damaged they must be repaired by the service provider at his cost and refilled at all times (refill plastics must be provided);
- 4.5.3 Dustbin dimensions W 4.8 mm x H 6 mm;
- 4.5.4 Capacity 40 litres;
- 4.5.1 Colour white.

4.6 Auto Cut Paper Towel Dispenser x 2 (Rental)

- 4.6.1 Paper towels dispenser to be replaced at no cost to ICASA in the event of mechanical malfunction;
- 4.6.2 Auto cut dispenser in which paper is cut at equal lengths, taking 2 ply paper towels;
- 4.6.3 Must have viewing window of the dispenser to check paper levels;
- 4.6.4 The soft paper towel dispenser must have a paper towel capacity of 500+, plus a reservoir capacity, reducing the risk of running out of paper;
- 4.6.5 Tamper-proof, lockable cover to reduce theft of soft paper towel;
- 4.6.6 Soft paper towels must automatically advance, with no need to touch the dispenser;
- 4.6.7 Auto cut must have an emergency feed button;
- 4.6.8 The soft paper towel holder must be easy to fill;
- 4.6.9 To be refilled with luxurious, soft premium quality 2 ply laminate paper, 42gsm with superb wet strength with EU Ecolabel certification (supplied and refilled by the service provider);
- 4.6.10 **4 per month;**
- 4.6.11 Colour: White

4.7 Office and vehicles disinfection

- 4.7.1 ICASA seeks to appoint a qualified service provider to render office and vehicle disinfection services for its Head Office, which includes but not limited to:
 - the removal of dirt and impurities, including germs/viruses, from surfaces;

- removing the germs/viruses, thereby decreasing their number and any risk of spreading infection;
 - to limit the survival of novel coronavirus in ICASA's office premises.
- 4.7.2 This is in line with the public recommendations made by the Department of Health and the National Institute of Communicable Diseases (NICD) to curb any potential spread of COVID-19 within the workplace.
- 4.7.3 The services will be required **on a monthly basis** even as and when a need arises in **an event a COVID-19 case occurs**.

4.5 Office disinfection

- 4.5.1 The offices and vehicles must be treated with a Steri-Fog solution, using a mechanical applicator/spray(s) that atomizes the solution and cover all surfaces. The solution must have a residual effect that provides continuous disinfection for 30 days. Where possible, hard surfaces must be wiped down and disinfected with the appropriate sanitization products.
- 4.5.2 Areas of treatment should include, but not limited to the offices, kitchens, boardrooms, meeting rooms, storerooms, filing rooms, library, main entrance areas, fire hydrant closets, toilets, cabling & pipe duct closets, and surrounding areas.
- 4.5.3 Mild and odourless chemicals and equipment used must be user - friendly, taking into consideration employees with respiratory medical conditions (e.g. asthma etc.).
- 4.5.4 The service provider should wipe high touch areas using a cloth with appropriate sanitizer or other related disinfectant (such as door frames, table tops, keyboards, mouse pads, telephones and air conditioner controllers).
- 4.5.5 In the restrooms disinfect and wipe all touch points with a cloth and sanitizers (toilet seats, flush handles, toilet rolls holders, soap, paper dispensers and hand blow dryers).
- 4.5.6 Apply knock down treatment to all areas using ULV Fogger or motorized sprayer to perform a total "volume application" e.g. all walls, carpets, tiles, skirtings on top of cupboards, cabinets, hidden corners and, shelves including all open spaces between furniture and fittings
- 4.5.7 Ensure all work top and hard areas are covered with the disinfectant mist.

4.6 Disinfection of vehicles

- 4.6.1 Wipe the interior of the vehicle e.g. steering wheel, dashboard, gears, seats, boot and arm rests, etc.;
- 4.6.2 Perform a total "volume application" within the vehicle ensuring all surfaces are covered with the disinfect mist;
- 4.6.3 Disinfect the exterior of the vehicle e.g. handles, windows and tyres;
- 4.6.4 All waste including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be disposed of in line with COVID-19 regulations.

4.7 Damages to ICASA property

- 4.7.1 In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the cleaning service, the service provider undertakes to rectify/repair the damage immediately after notification by the Contract Section and/or Facilities division of the Authority. If the service provider fails to act after notification, ICASA will rectify the damages and costs will be recovered from the service provider.

4.8 Detailed methodology

- 4.8.1 A detailed methodology should be provided on how the disinfection process will be done including the disposal of waste as guided by NICD for workplace disinfection.
- 4.8.2 The appointed service provider should provide a certificate once the disinfection service has been conducted.

4.9 Office and vehicle disinfection compliance

- 4.9.1 The successful service provider will be required to comply with the requirements of the Occupational Health and Safety Act, Act 85 of 1993 and regulations as amended, which includes, but not limited to:
 - 4.9.1.1 Safety procedure with regard to wearing and use of PPE, equipment and machinery and disposal thereof;
 - 4.9.1.2 Procedure to identifying safety risk and resolving safety risk in workplace as required by law;

- 4.9.1.3 The appointed service provider is responsible to ensure that the services rendered meet all Occupational Health and Safety requirements, at all times;
- 4.9.1.4 The products to be used should be SABS approved disinfectants for viruses; including COVID-19 which kills 99.9% of all micro-organisms, bacteria, germs, and viruses while removing biofilm mould and organic residue;
- 4.9.1.5 Abide with any other legislation relating to the provision of OHS services, employment practices and (e.g. Electricity Act, OHS Act, SANS standards, SABS specifications, Codes of Practice etc.);
- 4.9.1.6 An MSDS/safety data sheet on products to be used should be provided prior the commencement of the service;
- 4.9.1.7 Follow the directions on the product label, e.g. some disinfectants require more time to kill the virus than others.
- 4.9.1.8 Avoid cross contamination and the movement of bacteria from one surface to another;
- 4.9.1.9 Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash;
- 4.9.1.10 Gloves and gowns should be compatible with the disinfectant products being used.
- 4.9.1.11 Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash;
- 4.9.1.12 Gloves and gowns should be removed carefully to avoid contamination of the cleaning staff and the surrounding area;
- 4.9.1.13 Be sure to clean hands immediately after removing gloves, by washing hands with soap and water for 20 seconds or with an alcohol-based hand sanitizer, containing a minimum of 60% alcohol;
- 4.9.1.14 Cleaning staff should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor.

4.10 Additional Notes

- 4.10.1 Cleaning materials and chemicals (with a minimum of 70% alcohol) shall not pose a health risk to personnel or clients and shall be cost-effective;
- 4.10.2 All products supplied must be environment friendly.

5 SPECIAL CONDITIONS

- 5.1 It is a MANDATORY condition to this RFQ that any damages caused by the successful service provider during maintenance or replacement of any equipment, the cost of repairs, including damaged walls, will be recouped from the successful service provider.
- 5.2 The successful service provider/s are expected to provide training to a 3rd party (on site cleaning company) to replenish consumables regularly, especially in high volume consumption buildings.
- 5.3 The successful SERVICE PROVIDER shall at its own cost maintain public liability insurance for accidents, injury or death during the execution of its contract. Proof of such valid insurance must be submitted with bid before closing time.
- 5.4 The service provider will at all times use good quality materials and in accordance with SABS specification.
- 5.5 Any electrical equipment used must comply with SABS, SANS and CKS specifications/certification requirements or equivalent. (Compliance certificate(s) must be submitted/attached)
- 5.6 All installations and removals of the equipment will be subject to written consent from ICASA. The successful service provider is liable for any damages of the premises when equipment is to be removed. The successful service provider will be responsible for any repairs, which includes but not limited to the replacement of wall tiles, patching/fixing drilled holes etc. to the premises (where applicable).
- 5.7 Where necessary, all batteries to be provided and replaced by the service provider, at their own cost.
- 5.8 Service provider must submit material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.
- 5.9 Contracted service provider will be expected to supply a plan of training and skills transfer to 3rd party staff in the replenishment of consumables, e.g. cleaning staff.
- 5.10 Service provider to provide proof of registration/affiliation with Pest Control Industries Service Board or similar association (e.g. South African Pest Control Association etc.)
- 5.11 ICASA reserves the right to increase or decrease quantities due to budgetary constraints e.g. if new vehicles procured or office space has

increased from the current existing space. The rates remain the same for the duration for the contract.

6 CONTRACT PERIOD

- 6.1 Although within the discretion of ICASA, the minimum period that will be given to the successful SERVICE PROVIDER will be seventeen (17) months.
- 6.2 A Service Level Agreement will be signed between ICASA and the successful SERVICE PROVIDER

7 ADDITIONAL REQUIREMENTS

The information supplied in this RFQ will form the basis of a contract with the successful SERVICE PROVIDER and will be legally binding.

8 SITE VISITS

Service providers may visit ICASA premises per appointment. To arrange an appointment kindly liaise with Mzi Walaza 082 414 9144 or Refilwe Ramatlo: 072 574 7164.

9 INSURANCE

- 9.1 Without limiting the obligations of the service provider in terms of this Agreement, the service provider shall effect and maintain the following insurances, covering:
- 9.2 Public liability insurance, in the name of the service provider, covering the service provider and ICASA against liability for the death of / or injury to any person, or loss of / or damage to any property, arising out of / or in the course of this agreement.
- 9.3 The service provider shall insure all its own possessions and equipment kept on the premises, in its own name.
- 9.4 All insurance must remain in force for the duration of this agreement
- 9.5 The service provider hereby guarantees that it shall make the necessary submissions of insurance to the satisfaction of the ICASA (copies of which policies shall be provided to the ICASA annually, within 7 (seven) days of awarding/acceptance of this contract, as proof that the required insurances

exist and that it will comply with all terms, requirements and conditions in respect of insurance applicable to this agreement.

10 Compliance with Legislation

- 10.1 The successful service provider, tendering on items where labour and/or equipment are included, shall enter into an agreement with ICASA, indemnifying ICASA from the provisions of the Health and Occupational Safety Act (85 of 1993);
- 10.2 The service provider is to ensure compliance with the provisions of the OHS Act & all relevant regulations, by all employees of theirs & other contractors on the site. The service provider shall provide a suitable **comprehensive health and safety work plan** appropriate for the contract tendered for. All equipment to be kept in good and safe working condition at all times and to comply with all safety regulations, including all extension cords, etc.
- 10.3 The service provider shall register with the Department of Labour under Sectoral Determination 1: Contract Cleaning Sector, South Africa (Government Gazette No. 32741 and/or 29385), or an applicable sector within the Hygiene Services.
- 10.4 The service provider shall describe the firm's quality control system and demonstrate briefly that the firm has established adequate quality control policies and procedures that comply with international standards such as ISO 9000.
- 10.5 The service provider shall supply and use only non-hazardous solvents preferably of a biodegradable and environmentally friendly nature. Where hazardous chemical substances are to be used these shall be submitted together with their chemical data sheets as required by the relevant regulations contained in the Occupational Health and Safety Act (Act 85 of 1993),

PRICE SCHEDULE: INSTALLATION OF HYGIENE EQUIPMENT

Qty	Item Description	Unit Price	Frequency/number of times per month
6	500 ml Auto hand sanitizers installation		Monthly
6	Refill of auto hand sanitizers on a monthly basis		Monthly
2	Auto cut Paper Towel Dispensers +		Monthly
2	2 ply laminate paper towels, 42gsm with superb wet strength with EU Ecolabel certification		
7	Mobile hand sanitizer with stands		Monthly
7	Refill of mobile hand sanitizer stands on a monthly		Monthly
1	Sensor bin (kitchen) and maintenance (40 litres)		Monthly
3	Hand sanitizing wipes with floor stand dispenser (photocopier machine, pause area and boardroom)		Monthly
3	500 sheets of wet wipes bucket per stand/ in each bucket		Monthly
	Office disinfection (394 square meters) and 2 vehicles		Monthly
	TOTAL Services are rendered monthly		

GRAND TOTAL: Total Contract Price for Provision of Hygiene & Disinfection Services for 17 months	
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Images of hygiene equipment

1. Mobile hand sanitizer with stand



2. Automated hand sanitizers to be installed at the entrance doors (Touchless)



3. Sensor bins



4. Hand towel dispensers



5. Hand sanitizing wipes with floor stand dispenser

