



ANNEXURE C:

GENERAL CLEANING SERVICES

SCOPE OF WORKS (SOW)

FOR VARIOUS BUILDINGS

1. Purpose

The purpose of this Scope of Work (SOW) is to appoint a qualified cleaning service provider/s to deliver comprehensive cleaning services across various commercial and retail buildings, ensuring that all facilities are maintained in a clean, hygienic, safe, and professional condition that supports tenants, customers, visitors and employees.

2. Objectives

The service provider will be required to:

- Maintain a clean, safe, hygienic and professional environment for tenants, employees, customers and visitors.
- Ensure all common areas, offices, ablution facilities and external areas are cleaned and maintained to agreed service standards.
- Preserve and enhance the appearance, image and value of the properties through proactive cleaning and maintenance practices.
- Support tenant satisfaction and customer experience through continuous cleanliness and rapid response to service requests and incidents.
- Ensure compliance with all applicable health, safety, environmental and statutory requirements.
- Provide adequately trained personnel, supervision, equipment, consumables and management systems to deliver the required services effectively.
- Maintain vacant units in a clean, presentable and move-in-ready condition to support leasing activities.
- Implement quality assurance measures and performance monitoring processes to ensure continuous improvement and achievement of contractual service levels.
- Deliver measurable service outcomes through agreed Key Performance Indicators (KPIs), regular audits, reporting and client satisfaction assessments.

3. Scope of Services

The appointed service provider shall provide all labour, supervision, equipment, cleaning consumables, machinery, PPE, transportation and management required to perform the cleaning services.

The services shall include but not be limited to:

3.1. Common Areas

- Entrance foyers
- Reception areas
- Lift lobbies
- Corridors and passageways
- Stairwells
- Elevators/lifts
- Shared kitchens
- Shared meeting rooms
- Public seating areas
- Parking
- External walkways
- Security control rooms

3.1.1. Cleaning Activities

- Sweeping and mopping
- Vacuuming carpets
- Dusting all reachable surfaces
- Spot cleaning walls and glass
- Cleaning doors and door handles
- Cleaning handrails
- Waste removal
- Sanitising touch points
- Polishing applicable surfaces

3.2. Vacant Offices

The service provider shall ensure vacant units are maintained in move-in ready condition.

Activities include but no limited to:

- Regular maintenance cleaning
- Window cleaning
- Floor scrubbing
- Carpet cleaning
- Cobweb removal
- Waste removal
- Sanitisation

3.3. Ablution Facilities

- Toilets
- Bathrooms
- Shower facilities where applicable
- Change rooms

3.3.1. Cleaning Activities include but not limited to:

- Cleaning and disinfecting toilets
- Cleaning urinals
- Cleaning basins
- Cleaning mirrors
- Sanitising touch points
- Refilling consumables
- Floor scrubbing and mopping
- Odour control

3.4. Retail Mall Common Areas (where applicable)

- Mall passages
- Food courts
- Public seating
- Public toilets
- Information desks
- Customer service areas

3.4.1. Activities include but not limited to:

- Continuous cleaning patrols
- Waste removal
- Spill response
- Touch-point disinfection
- Floor maintenance

3.5. External Areas

- Building entrances
- Sidewalks
- External staircases
- Loading bays
- Refuse holding areas

3.5.1. Activities include but not limited to:

- Sweeping
- Litter picking

- Bin cleaning
- Pressure cleaning (scheduled)
- Graffiti removal

4. Service Frequencies

Activity	Frequency
Waste removal	Daily
Dusting	Daily
Vacuuming	Daily
Toilet cleaning	Continuous/Daily
Sanitising touch points	Minimum 3 times daily
Common area mopping	Daily
Carpet spot cleaning	As required
Internal glass cleaning	Weekly
Deep cleaning of vacant offices	Quarterly
High-level dusting	Monthly
Machine scrubbing	Quarterly
External pressure cleaning	Quarterly
Window cleaning	Quarterly or as required

5. Staffing Requirements - Additional information can be found in Annexure D (Pricing Schedule).

The contractor shall provide:

Site Supervisor (Where required)

Responsible for:

- Daily supervision
- Quality inspections
- Client liaison
- Monthly reporting

Cleaning Staff

The contractor to provide adequate staffing levels based on:

- Building size
- Occupancy levels
- Operating hours
- Retail traffic volumes

Relief Staff

The service provider shall provide replacement personnel for:

- Leave
- Sickness
- Absenteeism

Within 24 hours.

6. Cleaning Equipment - Additional information can be found in Annexure D (Pricing Schedule).

The contractor shall provide and maintain:

- Industrial vacuum cleaners
- Scrubber dryers
- High-pressure cleaners
- Buffing machines
- Carpet cleaning machines
- Cleaning carts
- Warning signage
- Consumable dispensers

All equipment shall be maintained in safe working condition.

7. Cleaning Consumables - Additional information can be found in Annexure D (Pricing Schedule).

The service provider shall supply:

- Toilet paper
- Hand soap
- Paper towels
- P-mats

All consumables must be replenished before depletion.

8. Health, Safety and Compliance

The service provider shall:

- Comply with Occupational Health and Safety legislation.
- Ensure all personnel are trained.
- Supply PPE.
- Conduct risk assessments.
- Maintain incident registers.
- Ensure safe chemical storage.
- Provide Safety Data Sheets (SDS).

9. Quality Assurance

The contractor shall implement a quality assurance programme including:

- Daily inspections
- Weekly audits
- Monthly management reviews
- Corrective action plans
- Client satisfaction surveys

10. Key Performance Indicators (KPIs)

KPI	Measure	Target
Cleaning Quality Score	Monthly quality inspections using an agreed inspection checklist.	≥ 95%
Ablution Facility Standard	Weekly inspections (availability of toilet paper, soap, and paper towels)	100%
Customer complaints	Number of valid cleaning-related complaints.	≤ 2 substantiated complaints per building per month.
Complaint resolution	Time to resolve logged complaints. (Critical -30 min response time=4 hours resolution time, High -1 Hr response time=8 hours resolution time, Normal -4 Hr response time=24 hours resolution time)	95%
Staffing levels	Attendance records.	100%
Inspection failures	Failed quality audits.	Not more than 1 failed audit per quarter.
Response to spillages	Incident logs. (Retail areas= ≤ 10 minutes and Commercial sites= ≤ 15 minutes)	95%
Preventative deep cleaning	Scheduled maintenance records.	100%
Health and Safety Compliance	Monthly compliance audits. (Zero fatalities, Zero major OHS violations, 100% PPE compliance, 100% staff induction compliance)	100%
Client Satisfaction	Quarterly client survey.	Minimum satisfaction rating of 4.5/5.
Vacant units	Regular inspection by FM	100%

11. Service Location and Frequency of Service

Monthly	
Quarterly	

Number of Properties	Property Name	Asset Class	GLA	Number of Cleaners Required		Service Frequency
				Day Shift	Night Shift	
18 Properties						
	The Wedge (WED2)	Retail	15 439	5	2	Monthly
	47 van Buuren (BMS1)	Industrial	4 578	0	0	Quarterly
	10 Junction Avenue (BPH1)	Office	10 817	0	0	Quarterly
	Constantia Kloof (CON2)		1 845	0	0	Quarterly
	Gijima AST Holdings (GIJ1)		21 313	0	0	Quarterly
	Greenoaks (GRE1)		4 974	2	0	Monthly
	3 M (3M01)		8 466	0	0	Quarterly
	UCB House (UCB1)		11 262	2	0	Monthly
	Uunet (UUN1)		7 493	0	0	Quarterly
	Waterfall Close (WAT4)		3 638	0	0	Quarterly
	Wedgfield Phase 111 (WED1)		4 928	0	0	Quarterly
	10 Queens Road (AIG1)		7 934	0	0	Quarterly
	10 Fricker Road (WEB2)		10 701	0	0	Quarterly
	11 Fricker Road (FRI1)		8 870	0	0	Quarterly
	6A Sandown Valley Crescent (PER1)		9 544	0	0	Quarterly
	72 Grayston Drive			0	0	Quarterly
	Rochester Place (ROC2)		10 565	5	0	Monthly
	27 Fredman Drive (SUN1)		8 513	0	0	Quarterly

Additional information can be found in Annexure D (Pricing Schedule).

12. Contractor Qualification Requirements

Bidders shall provide the following:

- Health & Safety Policy
- Public Liability Insurance
- Waste Disposal Licences/Permits (where applicable)
- Waste Disposal Certificates and Chain of Custody Records
- Material Safety Data Sheets (MSDS/SDS) for chemicals used
- Environmental Management Policy
- Proof of Staff Training in OHSA Compliance
- Valid NCCA registration Certificate
- Valid COIDA letter of good standing issued by the Compensation Fund.