

**SCOPE OF WORK FOR SUPPLY OF CLEANING CHEMICALS, CONSUMABLES,
BRUSHWARE AND EQUIPMENT**

1. BACKGROUND

Universities has “insourced” their cleaning staff who had been previously employed by suppliers of outsourced cleaning services. This now requires, amongst others the provision of cleaning material (including chemicals and Brushware) and equipment in order for the university to provide an in-house service to its community and visitors.

2. PROPOSED SCOPE FOR CLEANING PRODUCTS AND EQUIPMENT

- The successful supplier(s) shall provide the University with products, including but not limited to:
 - Cleaning solutions, floor care products, paper products, plastic products, tools, dispensers and other related industrial cleaning equipment and consumable as well as the maintenance thereof.
- The successful supplier(s) must provide a description of the manufacturer's intended method for dispensing and storing products.
- The successful supplier(s) will need to identify procedures, methods, techniques and systems that will increase productivity.
- The successful supplier(s) will need to provide technical support, initial, ongoing and annual training and repair services for their equipment for the full contract period.
- The Suppliers will provide recommendations for solving cleaning problems, and make recommendations for reducing costs and maximizing the utilization of labor.
- The successful supplier(s) must provide a description of the equipment required for the cleaning systems recommended.
- Suppliers should consider the environment (Eco Preferred or Bio Based) and as far as possible provide environmentally sustainable solutions.
- All proposals shall include the dilution ratios for each cleaning chemical proposed.
- A listing of the University's current cleaning supplies will be provided to successful supplier (s) as a guideline.
- The Universities may consider alternate products that would be cost-effective and environmentally friendly at any time in the future.
- Any alternate must meet or exceed the specifications of the approved products

3. ALL SUPPLY OF PRODUCTS WHEN SUPPLYING AT THE UNIVERSITY MUST, AT A MINIMUM, INCLUDE THE FOLLOWING

Written statement of the product specifications including but not limited to:

- Manufacturer Spec Sheet
- Applicable Product Brochures
- Model number
- Warranties
- Material Safety Data Sheets (MSDS)
- Dilution Ratio
- University will be the sole determiner of whether or not any proposed equals are equal in construction quality and aesthetic.
- University shall have the right to accept alternatives in any order or combination from any alternate supplier.
- All substitutions must be clearly identified as such within submission documents.
- Supplier(s) may be required to provide samples of the proposed product(s) upon request from the Universities
- All materials supplied shall be of quality and fit for purpose.
- Items which are used, demonstrators, obsolete, seconds or which have been discontinued are unacceptable.
- All Suppliers must provide documentation to certify they are authorized dealers of the products submitted.

4. TRAINING:

- Comprehensive training programs, packages and training material shall be provided, at no additional cost to the University, by the Supplier and made available as needed to ensure that all University's employees are properly trained in the use of chemicals, floor care systems, materials, and equipment on an annual base.
- Supplier shall provide hands on training concerning preventive maintenance on equipment, individual training on trouble areas, and new employee training when required.
- Monthly Maintenance Reports
- Scheduled monthly preventative maintenance
- Supplier shall provide an annual training meeting with all custodians to cover the following items:
 - OSHA training and compliance
 - Bio-hazardous training
- Proper cleaning methods, tools, techniques, and any other issues deemed necessary by the University.
- The training program will include, but not be limited to, activities that address the economical use of the chemicals, safety procedures in the use of equipment and chemicals, time management/scheduling, and compliance with current law and regulations including SHE and university OHS&E requirement
- Supplier(s) shall provide at each Campus or Building (depending on requirements) a comprehensive safety file containing Material Safety Data Sheets (MSDS) of all chemicals issued procedure sheets and updated and inspected quarterly with the relevant Managers.

5. ADMINISTRATIVE

5.1. ORDERING & REPORTING:

- The Supplier shall have ordering procedures that are efficient and user friendly and in line with the universities procurement procedures and policies.
- The Supplier shall partner with the relevant University representative in determining replenishment quantities and stock holding.
- The Supplier shall provide a catalog containing all contract items, with product descriptions, detailed icons/pictures and their recommended usage.
- The Supplier shall generate monthly and annual activity reports reflecting the supplies ordered and expenses incurred by the University.

5.2. INVENTORY:

- The Supplier will store and inventory sufficient quantities of all occurring products and supplies at their facilities.
- If a proposed product does not have the availability requested or becomes unavailable, the Supplier must notify the University in advance or immediately.
- The university will place monthly orders and will expect full delivery within 5 working days of placing the order.
- Adhoc orders and lesser quantities are expected to be delivered within 48 hours of ordering

5.3. WARRANTIES:

- All Suppliers must submit/include any/all warranty information with submissions whether it is expressed or implied.
- Supplier shall guarantee the original purchase of equipment for a period of not less than one year and on all electrical equipment and machinery for a minimum of two years from the date of acceptance by owner, that Supplier will replace or repair any defective product during the guarantee period, excluding any item which has been subjected to accident, alterations, abuse, misuse or neglect by the University or its employees or that is caused by normal wear and tear.
- All defective equipment will be replaced with similar or better within 48 hours of it being reported with loan units until the equipment is repaired or replaced.

5.4. PRODUCT DELIVERY AND DISPENSER INSTALLATION REQUIREMENTS:

- If any additional equipment, proposed requires removal of existing system and installation of a new equipment the removal and installation costs shall be the responsibility of the awarded Supplier.
- Awarded Supplier shall provide all labor for delivery and installation.
- Delivery costs are the responsibility of the awarded Supplier and must be included in bid pricing.
- It shall be the responsibility of the awarded Supplier to be aware of delivery days and receiving hours for all University locations (Delivery Monday to Friday from 7:00am to 13:00pm). The University shall not be responsible for any additional charges should the contractor fail to observe specific delivery days and receiving hours.
- Supplier shall deliver all equipment, accessories and supplies within the required turn-around time from date of approval. In the event the contractor is unable to comply with this time frame, the Supplier shall contact the end-user immediately and obtain written approval to extend the delivery time.
- Supplier shall properly package and handle all items ordered under the resulting contract, in accordance with all applicable regulations.
- Supplier shall deliver equipment, accessories and supplies pursuant to the resulting contract in accordance with the terms and conditions stated in this RFP. Repeated failure to meet specified delivery requirements may result in contract termination, or the University may pursue any other remedies that might be available, at its discretion.

5.5. INSTALLATION:

- The Supplier shall not enter or have access to any space in the buildings in order to perform the work without first having given timely notice to the University so that the necessary arrangements may be made to enter or to have access to such space.
- In entering, passing through, or working on any such space in the building in the performance of the work, the Supplier shall at all times furnish and maintain proper protection for the floor, ceilings, walls, fixtures, equipment, furniture, and/or other property of the University including but not limited to landscaping, paving and interior finishes.
- The Supplier shall maintain their areas free of debris and other safety codes and regulations.
- All protective coverings are to be removed from items once all installation is completed and all items are to be wiped clean.
- Freight Damages: Immediately upon the delivery of product by the Carrier, the awarded Supplier shall inspect the outside of all containers for dents, tears, crushing, or other indication of damage and shall have notation of same made by the Carrier on the delivery receipt. The Supplier shall open all containers, inspect contents, process, and remedy all freight claims and damages.
- Supplier shall replace all damaged items at their own expense.
- All permanent fixtures that are damaged must be removed from building and repaired off site. No damaged items to be left on site for repairs.
- No machinery or equipment may be removed from site without the written consent of the relevant managers.
- As far as possible all trollies, machinery and electrical equipment should be repaired on site and workshop areas if available may be negotiated with the university. All cost for rental space, shop fittings and equipment will be for the supplier.