



**PROVISION OF CLEANING AND HYGIENE
SERVICES AT PROVISION OF CLEANING AND
HYGIENE SERVICES AT THE DURBAN MAIN
CENTRE FOR 4 MONTHS.**

**311 SOLOMON MAHLANGU DRIVE,
ROSSBURGH.**

REFERENCE No: FAI_ASSET_DBN_SOW_032

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1. Purpose of this document

Appointment of a contractor to provide the cleaning and hygiene services that covers the cleaning of offices, auditorium, lecture rooms, boardrooms, foyers, guard rooms, permit offices, kitchens, shops/canteens, stores (offices and toilets situated inside stores, not the area where the stock is kept), workshops (offices, Letsemas, urinal units and toilets situated inside workshops), Mess & ablutions, toilets, windows, passages, stairs, glass facades, basement, library, gym areas, lifts and all other areas listed in the Frequency list for three years.

2. Definitions

In this document: -

- **“Cleaning”** means removal of gross contamination, organic material, and debris from the premises or respective structures, via mechanical means like sweeping (dry cleaning) and/or the use of water and soap or detergent (wet cleaning). The goal is to minimize organic material so disinfection can be effective.
- **“Specifications”** the document which is referred to in the contract in which the method and standards applicable to the rendering of the Service, as well as the materials to be provided and used, are described;
- **“Deep cleaning of building”** means the process of cleansing a building or part of a building to remove contaminants such as microorganisms or hazardous materials. The cleaning involves application of disinfectant to all touch points, working surfaces as well as walls and floors. This includes passages and inside work areas (such as offices, boardrooms, toilets, park homes, ablution facilities, file rooms, stock rooms, etc.).
- **Stripping** is the complete removal of any finish on the floor by means of a harsh stripping solution (cleaning detergent) and aggressive stripping pad.
- **“Disinfection”** means methods used on surfaces to destroy or eliminate a specific species of infectious microorganism through physical (e.g. heat) or chemical (e.g. disinfectant) means. A combination of methods may be required.
- **“Routine cleaning”** is when offices and operational areas are cleaned continually and regularly with the sole purpose of keeping the area neat and clean from visible dirt, dust, spills, hazardous materials.
- **“Service”** means the work, functions, tasks, services to be rendered , and / or goods to be supplied by the Service Provider, including any subsequent variations or changes to such work, functions, tasks, services, or goods as may be agreed in terms of this the contract (Deliverables);
- **“Supervisor”** means any person appointed by the Service Provider from time to time to be on-site and responsible for the management of the Service Provider’s staff and service provided in terms of this Agreement;

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3. Technical requirements/ Standards

The standards, codes, legislations and regulations listed below shall be adhered to and made part of this document. They shall be read in conjunction with this specification:

- Occupational Health and Safety Act (Act 85 of 1993).
- The Hazardous substance Act (Act 15 of 1973).
- The Environmental Conservation Act (Act 73 of 1989).
- The Compensation of Occupational Injuries and Diseases Act (Act 130 of 1993).
- The Basic Conditions of Employment Act (Act 75 of 1997) and Sectoral Determination 1: Contract Cleaning Sector.
- The South African National Standards (SANS) 235 and 238 for toilet soaps.
- National Minimum Wage Act (Act 9 of 2018), and subsequent amendments.
- The National Regulator for Compulsory Specifications (NRCS) in South Africa (Act 5 of 2008): V8054
- Any other applicable legislation, regulation, standard, and subsequent amendments.

Any other applicable legislation, regulation and standard. Except where otherwise provided for in the specification, all equipment to be used will comply with the requirements of the relevant standard specifications of the SABS / SANS.

- 3.1 Where equipment complies with the recognized standards of the country of manufacture and not specifically with the standards required by this specification, such equipment will be considered at the discretion of Management. In this case, tenders shall state fully all respects in which the equipment departs from the standard laid down in this specification.
- 3.2 The successful tender will at the conclusion of the installation provide a document along the lines “that the installation complies with national/international requirements and that all selected /designed items are compliant with Act 85 of 1995 and SABS practices applicable to the installation.

4. Scope of work

This specification is for the:

#	TASK	REQUIRED
1	Cleaning and hygiene including deep cleaning	✓
2	Supply of consumables	✓
3	Wash and vacuum pool cars	✓
4	Documentation	✓

- The cleaning and hygiene services will be required for the duration of 4 months.
- **Any omissions or sub-standard requirements of this specification shall be brought to the attention of TE at tender stage.**

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4.1 Specific requirements

Any person with the intention of tendering for cleaning and hygiene services contract shall ensure that the information below is complied with. The specification requirements are binding and shall be complied with.

4.2 Services

- Cleaning, Health & Hygiene services, including providing cleaning equipment and consumables.
- Routine cleaning, disinfection, 1 monthly deep cleaning.
- High touched areas cleaning.
- Distributing toilet paper rolls, tissues and hand towels to selected toilet cubicles and kitchens.

- Servicing the SHE bins once a week.
- Supply and replenishing consumables and cleaning agents such as dish washing soap, detergents, polish, lining bags for bins, plastic/refuse bags, toilet liquid, bar soap, and disinfectants.

- Supply and replenishing tissues at the clinic and slim rolls.
- Washing, polishing the interior and vacuuming vehicles, once a week.
- This specification states the minimum requirements relating to the contract and in no way absolves the contractor from the responsibility for acceptable cleaning and hygiene practices.

- **All premises shall be cleaned and equipment serviced, the contractor shall not leave premises uncleaned.**

4.3 Requirements for the disinfectant chemical;

- a) Must be a disinfectant with proven activity against enveloped viruses to minimize the risk of transmission for SARS-CoV-2.
- b) Must contain any of the following as an active ingredients which have been approved by the World Health Organization (WHO), and Centers for Disease Control and Prevention (CDC):
 - Chlorine-containing disinfectant, peroxyacetic acid and chloroform except for chlorhexidine.
 - 70 % Alcohol recommended.
 - Hydrogen Peroxide.
 - Phenolic compounds.
 - Quaternary ammonium compounds.
 - And any other chemical that is listed under **List N** of the approved chemicals under the **Environmental Protection Agency (EPA)**.
- c) Must be adequately diluted to actively work against the virus and any other micro-organisms on porous and non-porous surfaces.
- d) Must be completely safe to use on any surface including soft furnishings, sensitive electronic and electrical equipment.

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- e) Must not cause any harm to humans, animals or plants.
- f) Must provide for the elimination of bacteria, germs and viruses.

4.4 The following tables provide more details on areas to be serviced:

4.4.1 Durban Main Centre

Item no.	Area	Number of Managers during week days (7h00 to 15h30)	Number of supervisors during week days (7h00 to 15h30)	Number of cleaners during week days (7h00 to 15h30)
4.4.1.1	Durban Main Centre	1	1	48

Item no.	Location	Description	Area m ²	Offices	Basins	Showers	Urinals	Sink	S/Bins	S/Disp	Female toilets	male toilets	
4.4.1.2	Main Centre	Ground	6078		3	0	0	0	1	3	1	2	
4.4.1.3	Admin. A	1st Floor			4	0	2	1	2	2	2	2	2
4.4.1.4		2nd Floor			4	0	2	1	3	2	3	2	2
4.4.1.5		3rd Floor			4	0	2	1	2	2	2	2	2
4.4.1.6		4th Floor			4	0	2	1	2	2	2	2	2
4.4.1.7		5th Floor			4	0	2	1	2	2	2	2	2
4.4.1.8		6th Floor			4	0	4	1	3	2	3	2	2
4.4.1.9		7th Floor			4	0	2	1	2	2	2	2	2
4.4.1.10	Admin. B	1st Floor		2312		5	0	2	1	2		2	3
4.4.1.11	Main Centre	2nd Floor			4	0	2	1	2		2	2	
4.4.1.12	Main Centre	Aud/Rec			0	0	0	0	0		0	0	
4.4.1.13	Main Centre	Records			0	0	0	1	0		0		
4.4.1.14	Main Centre	CCTV area			1								
4.4.1.15	Main Centre	Library			2	0	0	0	1	1	1	1	0
4.4.1.16	Main Centre	Clinic			6	0	1	0	1	2	1	1	2
4.4.1.17	Main Centre	H/Capital	708		4	0		0	3	2	3	2	
4.4.1.18	Main Centre	Canteen	394		4	0	1	0	2	4	2	2	

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Item no.	Location	Description	Area m ²	Offices	Basins	Showers	Urinals	Sink	S/Bins	S/Disp	Female toilets	male toilets
4.4.1.19	Main Centre	Electronics Room	194		0	0	0	0	0		0	0
4.4.1.20	Main Centre	Quality Office			0	0	0	0	0		0	0
4.4.1.21	Main Centre	Wellness Centre	144		3	0	0		2	2	2	2
4.4.1.22	Main Centre	Examiners office	122			0	0					
4.4.1.23	Main Centre	Permit Office	18		2	0	0	1	2	1	2	0
4.4.1.24	Main Centre	Parking Garage	####		0	0	0	0	0	0	0	0
4.4.1.25	Main Centre	Guard House bay1	4		0	0	0	0	0	0		0
4.4.1.26	Main Centre	Guard House parking	9		0	0	0		0	0		0
4.4.1.27	Main Centre	Main Guard House	13.5		1	0	0		0	0		0
4.4.1.28	Main Centre	A10	1017		36	39	6	3	1	12	1	20
4.4.1.29	Main Centre	A12	292		8	8	0	2	8	5	8	0
4.4.1.30	Main Centre	A13	339		11	13	3	1	0	6	0	7
4.4.1.31	Main Centre	A14	296		6	9	2	3	4	7	4	6
4.4.1.32	Main Centre	A15	678		24	18	0	2	9	9	15	0
4.4.1.33	Main Centre	A16 (Admin)	678		10	11	3	2	2	7	2	9
4.4.1.34	Main Centre	A17	678		22	18	6	2	0	14	0	14
4.4.1.35	Main Centre	A18	1017		27	27	3	2	6	10	6	9
4.4.1.36	Main Centre	A20	295		10	18	3	1	0	6	0	5
4.4.1.37	Main Centre	A34	678		34	18	6	2	0	12	0	14
4.4.1.38	Main Centre	A35	678		11	8	0	2	6	4	6	0

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Item no.	Location	Description	Area m ²	Offices	Basins	Showers	Urinals	Sink	S/Bins	S/Disp	Female toilets	male toilets
4.4.1.39	Main Centre	A39	678		6	0	0	6	2	3	2	12
4.4.1.40	Main Centre	A4	678		5	3	3	7	1	5	1	10
4.4.1.41	Main Centre	A5	678		24	18	6	2	0	11	0	14
4.4.1.42	Main Centre	A40	1017		24	36	9	3	0	10	0	21
4.4.1.43	Main Centre	A42	1017		33	39	9	3	0	12	0	21
4.4.1.44	Main Centre	A44	296		11	12	3	1	0	5	0	5
4.4.1.45	Main Centre	A45	678		32	23	0	2	12	14	14	0
4.4.1.46	Main Centre	A46	678		16	16	6	2	0	10	0	14
4.4.1.47	Main Centre	A47	678		16	16	0	2	6	5	12	0
4.4.1.48	Main Centre	A48	1017		36	39	9	3	0	11	0	21
4.4.1.49	Main Centre	A50	339		6	12	0	2	5	4	6	0
4.4.1.50	Main Centre	A9	678		22	14	4	2	1	10	1	13
4.4.1.51	Main Centre	Bay 1	246	8	6		0	0	2	4	2	0
4.4.1.52	Main Centre	Bay 2	165	13			0	0				
4.4.1.53	Main Centre	Bay 1 parkhomes	256		2				1	2	1	1
4.4.1.54	Main Centre	Bay 3			30	1	2	2	3	12	3	0
4.4.1.55	Main Centre	Bay 4	45	5		0	2	2				
4.4.1.56	Main Centre	Bay 5	28.8	2		0	2	2				
4.4.1.57	Main Centre	Bay 7	9	4			0					
4.4.1.58	Main Centre	Bay 6	75.1	5		0	1	2				
4.4.1.59	Main Centre	Bay 8				0	1	1				
4.4.1.60	Main Centre	Bay 9		5			1	0				
4.4.1.61	Main Centre	Bay 16	45	5	16	0	1	0	3	6	3	0

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Item no.	Location	Description	Area m ²	Offices		Showers	Urinals	Sink				male toilets
4.4.1.62	Main Centre	Bay 17	53	3		0	1	1				0
4.4.1.63	Main Centre	Bay 18	79.7	5		0	1	1				0
4.4.1.64	Main Centre	Bay 19	75.6	5		0	2	2				0
4.4.1.65	Main Centre	Bay 10		6	2	0	1	1	1	2	1	0
4.4.1.66	Main Centre	Bay 32			1		1			1		
4.4.1.67	Main Centre	Bay 33			3		2			1		
4.4.1.68	Main Centre	Bay 34			53		1	1	5	17	5	0
4.4.1.69	Main Centre	Bay 36	98.9	5		0	2	0				
4.4.1.70	Main Centre	Bay 37	26.7	2		0	1	0				
4.4.1.71	Main Centre	Bay 38	55.3	3		0	3	0				
4.4.1.72	Main Centre	Bay 39	76	2		0	1	0				
4.4.1.73	Main Centre	Bay 40	68.8	3		0	1	0				
4.4.1.74	Main Centre	Bay 41	16.5			0	0	0				
4.4.1.75	Main Centre	Bay 42	68.1	3		0	0	0				
4.4.1.76	Main Centre	Bay 43		11			1	0				
4.4.1.77	Main Centre	Bay 44	52.1	4			1	0				
4.4.1.78	Main Centre	Bay 45	333	10			2	0				
4.4.1.79	Main Centre	Bay 46		12			2	0				
4.4.1.80	Main Centre	Bay 47	196	11			0	0				
4.4.1.81	Main Centre	Bay 48			0	0	1	0				0
4.4.1.82	Main Centre	Bay 49		2	16	0	0	0	1	2	1	0
4.4.1.83	Main Centre	Bay 50		0								0

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Item numbers	Location	Description	Area m ²	Offices		Showers	Urinals	Sink				male toilets		
4.4.1.84	Main Centre	Bay 51		17		0	1	0				0		
4.4.1.85	Main Centre	Bay 52		8	0	0	2	0				0		
4.4.1.86	Main Centre	Bay 53		11	13	0	0	0	3	5	3	4		
4.4.1.87	Main Centre	Bay 55-56	148	8	11	0	2	0	1	3	1	0		
4.4.1.88	Main Centre	Bay 58	549	19	38	0	1	0	7	11	7	3		
4.4.1.89	Main Centre	Bay 59	283	6			0	0						
4.4.1.90	Main Centre	Bay 60	319	12			2	0						
4.4.1.91	Main Centre	Bay 61	213	9			2	2						
4.4.1.92	Main Centre	Bay 63	132	12	20				4	9	4	1		
4.4.1.93	Main Centre	Bay 64											1	2
4.4.1.94	Main Centre	Bay 65	126	7									1	1
4.4.1.95	Main Centre	Bay 66	107	10									2	3
4.4.1.96	Main Centre	Bay 68	141	2									0	0
4.4.1.97	Main Centre	Bay 21	202	10									24	
4.4.1.98	Main Centre	Bay 22	15.2	1	2	2								
4.4.1.99	Main Centre	Bay 23			0	0								
4.4.1.100	Main Centre	Bay 24	18	2	1	1								
4.4.1.101	Main Centre	Bay 25	23	4	1	0								
4.4.1.102	Main Centre	Bay 26	122	5	2	0								
4.4.1.103	Main Centre	Bay 28	43.6	2	2	0								
4.4.1.104	Main Centre	Bay 32	72.9			0						0		
4.4.1.105	Main Centre	Bay 33	89.3	4			0					0		
4.4.1.106	Main Centre	New SOE	144	7	16	0	6	1	9	10	9	6		

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Item no.	Location	Description	Area m ²	Offices	Basins	Showers	Urinals	Sink	S/Bins	S/Disp	Female toilets	male toilets
4.4.1.107	Main Centre	CNR parkhomes opp SOE	144		3				2	3	2	2
4.4.1.108	Main Centre	Admin Wagons CW1	300		2	0	1	0	1	2	1	1
4.4.1.109	Main Centre	Admin. Aux	47		3	0	0	0	1	2	1	1
4.4.1.110	Main Centre	Admin Bay 1	495		2	1	0	2				3
4.4.1.111	Main Centre	Parkhome Wheels	72		0	0	0	0				0
4.4.1.112	Main Centre	Parkhome Wagons	31		0	0	0	0				0
4.4.1.113	Main Centre	Parkhome Wagons	33.9		1	0	0	0	1		1	1
4.4.1.114	Main Centre	Parkhome Wagons	31.3		0	0	0	0				0
4.4.1.115	Main Centre	Parkhome Wagons	37.8		0	0	0	0				0
4.4.1.116	Main Centre	Parkhome Wagons	19.5		0	0	0	0				0
4.4.1.117	Main Centre	Parkhome Wagons	31.3		0	0	0	0				0
4.4.1.118	Main Centre	Parkhome Shunters	17.1		0	0	0	0				0
4.4.1.119	Main Centre	Parkhome BT bay 42	387	16	0	0	0	0				0
4.4.1.120	Main Centre	Parkhome bluff of bay 39			0	0	0	0				0
4.4.1.121	Main Centre	PD parkhomes	18	1								

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4.4.2 Main centre toilets and she bins quantity

Item no.	Area	Male toilet	Disabled toilets	Female toilet	She bins
4.4.2.1	Admin A 1 st floor	2	0	02	02
4.4.2.2	Admin A 2 nd floor	2	0	03	03
4.4.2.3	Admin A 3 rd floor	02	0	02	02
4.4.2.4	Admin A 4 th floor	02	0	02	02
4.4.2.5	Admin A 5 th floor	02	0	02	02
4.4.2.6	Admin A 6 th floor	02	0	03	03
4.4.2.7	Admin A 7 th floor	02	0	02	02
4.4.2.8	Admin A foyer	01	01	01	01
4.4.2.9	Admin B 1 st floor	02	01	02	02
4.4.2.10	Admin B 2 nd floor	02	0	02	02
4.4.2.11	Library	0	0	01	01
4.4.2.12	Clinic	01	0	01	01
4.4.2.13	A18 ablution	07	02	06	06
4.4.2.14	A48 ablution	18	03	0	0
4.4.2.15	A20 ablution	04	01	0	0
4.4.2.16	A50 ablution	0	01	05	05
4.4.2.17	Bay 58 – 61 ablution	03	0	07	07
4.4.2.18	Auxiliary building RSE	01	0	01	01
4.4.2.19	Bay 65 -68	01	0	04	04
4.4.2.20	A17 ablution	12	02		
4.4.2.21	Bay 58 A and B Offices	02	0	02	01
4.4.2.22	A47 ablution	0	0	12	06
4.4.2.23	Bay 53	04	0	03	03
4.4.2.24	Canteen	02	0	02	02
4.4.2.25	A16 ablution and offices	08	01	02	02
4.4.2.26	Bay 50	0	0	01	01
4.4.2.27	A15 ablution	0	03	12	09
4.4.2.28	A45 ablution	0	02	12	12
4.4.2.29	A10 ablution	18	02	01	01
4.4.2.30	A46 ablution	12	02	0	0
4.4.2.31	A14 ablution	06	0	04	04
4.4.2.32	A44 ablution	04	01	0	0
4.4.2.33	Bay 56 offices	0	0	01	01
4.4.2.34	Bay 36 – 47	0	0	05	05
4.4.2.35	A13 ablution	06	01	0	0
4.4.2.36	A42 ablution	18	03	0	0
4.4.2.37	A12 ablution	0	0	8	8
4.4.2.38	Wagons admin offices	1	0	1	1
4.4.2.39	Wagons park homes	1	0	1	1
4.4.2.40	Bay 21 – bay 28	0	0	3	3
4.4.2.41	A40 ablution	18	3	0	0

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Item no.	Area	Male toilet	Disabled toilets	Female toilet	She bins
4.4.2.42	A39 ablution	12	0	2	2
4.4.2.43	A9 ablution	12	1	1	1
4.4.2.44	Bay 17 – bay 19	0	0	3	3
4.4.2.45	Bay 04 – bay 09	0	0	3	3
4.4.2.46	A34 ablution	12	2	0	0
4.4.2.47	A5 ablution	12	2	0	0
4.4.2.48	A4 ablution	10	0	1	1
4.4.2.49	Bay 10	0	0	1	1
4.4.2.50	A35 ablution	0	0	6	6
4.4.2.51	New SOE	5	1	9	9
4.4.2.52	Bay 01 – bay 02	0	0	2	2
4.4.2.53	Bay 01 park homes	1	0	2	1
4.4.2.54	New SOE park homes	2	0	2	2
4.4.2.55	HR offices	2	0	3	3
4.4.2.56	Permits office	0	0	2	2

- Number of vehicles to be washed and vacuumed once a week is 50.

4.1 Operating environment Indoors and outdoors

4.2 Special requirements

- Windows (including windows for high buildings) shall be cleaned every third month (4 times a year).
- The contractor shall have certification to work at heights. The valid certificates for every employee who would work at heights shall be submitted to TE, as part of the safety file.
- This contract includes washing and vacuuming 50 vehicles.
- When the need arises for night shift work, the contractor shall avail its staff members as per the requirements of TE.
- The contractor shall submit a quote for ad hoc night shift work.
- 1 tea lady and a supervisor (included in 48 main centre employees) are required.
- Supply and replenish Scotts (15 x 274), 2 boxes of 15's tissues per month at the clinic and Scotts (6 x 190m = 1140m) , 198mm wide (product code 6697) in Nobuhle's Kitchen.

4.3 Operating environment Indoors and outdoors

4.4 Special requirements

- Windows (including windows for high buildings) shall be cleaned quarterly (4 times a year).
- The contractor shall have certification to work at heights. The valid certificates for every employee who would work at heights shall be submitted to TE, as part of the safety file.
- When the need arises for night shift work, the contractor shall avail its staff members as per the requirements of TE.
- The contractor shall also submit a quote for ad hoc night shift work.

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5. Quality controls

- The contractor shall contact the Risk & Safety office and arrange with the Transnet Contracts Manager for SHE induction training and ensure that all his/her staff and new staff attend this training before he/she allows them to commence working inside Transnet Premises. This also applies to sub-contractors that may be used. The principal contractor is responsible for sub-contractors they use.
- Relieve workers shall be part of safety file.
- The Contractor shall comply with the Occupational Health and Safety Act 85 of 1993 and its regulations.
- The supervisor, a responsible employee of the contractor shall be present on site at all times (fulltime on site) to manage day-to-day activities. This representative shall be able to prove possession and proficiency in the use of a cellular phone on which he/she may be contacted at all reasonable hours. He/she shall also be able to contact the owner in the event of an emergency or for the purpose of urgent reporting. He/she shall be proficient in English and be literate and able to communicate with Transnet Management when necessary. The responsible person will be required to be able to manage the staff of the contractor on site and ensure all Transnet requirements are met including submission of reports required by Transnet.
- The contractor shall maintain the Health and Safety management file and provide a cleaning checklist to be used by cleaning personnel to ensure that work is carried out according to specified cleaning schedule.
- The Contractor shall provide a first aid box with applicable medical sundries for his/her staff. Contractor's staff is not accommodated by the Transnet clinic. In the event of an emergency the clinic will assist and costs incurred will be for the account of the Contractor.
- The contractor shall maintain the Health and Safety management file and provide a cleaning checklist to be used by cleaning personnel to ensure that work is carried out according to specified cleaning scheduled.
- The Contractor shall have a trained first aider and a SHE representative trained in health and safety, at least 5% of total workforce shall be trained in first aid. Certificates shall be attached in the safety file.
- MSDS sheets (which are in accordance with hazardous chemical substance regulations framed under the occupational health and safety act, Act 85 of 1993) of all chemicals used shall be provided by the Contractor to Transnet Management prior to commencement of this contract.
- The contents of such MSDS's shall be explained to the contract staff.
- It shall be in the prescribed 16-point format and a copy shall be kept by the contractor's
- responsible person on site.
- It is the contractor's responsibility to provide the appropriate safety wear/equipment to his employees.

Signature of Bidder/s: _____

Date: _____

6. General requirements

6.1 The following list the recommended personal protective equipment (PPE) to be used.

- Uniform clothing
- Goggles/Face shields.
- Nuisance Dust masks.
- Appropriate respirators for chemicals.
- Hearing Protection.
- Sun Hats.
- Sunscreen.
- Overalls.
- Steel toecap gum boots/safety boots & socks.
- Aprons (full length).
- Gloves.
- Rain gear.
- Reflective jackets.

The Service Provider shall be responsible for the following:

- a. Ensuring that all employees under his employment wear disposable gloves and masks for all tasks in cleaning process, including handling trash.

Additional Personnel Protective Equipment (PPE) might be required based on the cleaning/disinfectant products used and whether there is a risk of splash.

- b. Ensuring that employees under his or her employment are trained adequately on correct use of the above-mentioned PPE to protect the surrounding areas.
- c. Should a toilet, urinal or washbasin get blocked, the Service Provider must attempt to unblock it by means of a rubber pump or any other domestic equipment.

If his attempts are unsuccessful the Service Provider's personnel will provide an "out of order" and immediately report this condition to TE Service Manager who will take responsibility for the removal of the obstruction

- d. Should water in a building leak due to rain or defective water pipes etc., the Service Provider must dry it. However, it shall not be expected of the Service Provider to send personnel to the Premises outside normal working hours for such a task, but the personnel of the Service Provider who are on the Premises at that stage, will dry up the water and clean the damage.

6.2 Equipment and Facilities

- The contractor is responsible for providing all the necessary equipment to carry out the service requested
- The contractor shall provide material safety data sheets (MSDS) for chemicals that are used.
- Facilities provided by Transnet for Contractor staff shall be kept clean by the contractor staff.

Signature of Bidder/s: _____

Date: _____

6.3 General litter and rubbish

- The contractor is responsible for the day-to-day collection of litter at all sites and the placement thereof in waste bins.
- All litter and rubbish (including papers, cans, cigarette butts etc.), which accumulate on site from whatever source shall be removed and thrown into the bins or skips provided.
- The contractor shall not be responsible for the removal of litter or rubbish from another contractor or sub-contractor.
- The contractor will be responsible to ensure that all areas are kept clean and that the litter is removed daily Monday to Friday and on weekends (where applicable).

6.4 Site walk and inspections

- Site walks and inspections shall be carried out monthly by a senior representative of the contractor together with a representative from Plant, Equipment and Machinery Maintenance (PEMM) business unit.

6.5 Site plan

- A site plan will be issued if required.

6.6 Risk and responsibility

- The contractor shall accept full responsibility for its staff's actions and will ensure that such actions at no time place the staff or property of Transnet in danger. Should the contractor's workers participate in strikes, marches, riots or any other actions which fall outside their duties, it is the contractor's responsibility to control its personnel, restore order or, if necessary, to remove them from Transnet premises.
- The contractor shall discourage its workers from participating in any actions, such as mentioned above, whether these are initiated by staff of the institution concerned, or by any other outside body.
- In the case of any strike, stay-away or action where no, or only partial service is rendered, and where the contractor is not responsible for remuneration (no work, no pay) of such personnel, the contract price for the period concerned shall be adjusted accordingly.
- In the event of actions such as mentioned above, it is the responsibility of the contractor to calculate revised invoices and present them for payment at the end of the month in which only partial service was rendered.
- The contractor shall accept responsibility for any losses, which will occur during the provision of services, if it is established beyond reasonable doubt that the contractor's employees were responsible.
- Where keys for access to areas of the site are required and keys are given to the contractor, necessary care and responsibility for their safekeeping will be observed. The contractor shall ensure that keys are not misused or used to allow access by unauthorized persons.

7. Contractor affiliation

There is no requirement for contractor affiliation with any formal bodies.

Signature of Bidder/s: _____

Date: _____

- 8.1 This specification states the minimum requirements relating to the work and in no way absolves the contractor from responsibility for sound practice.
- 8.2 Any omissions or sub-standard requirements of this specification shall be brought to the attention of TE at tender stage and optional prices for addressing such omissions shall be provided.
- 8.3 Any matter relating to this work, which requires a decision from TE shall be presented to the manager in charge.
- 8.4 All offers shall be completed in every respect with this specification. Only completed tenders shall be considered.
- 8.5 The technical officer reserves the right to have the proposal checked independently by a 3rd party.

9. Health and safety requirements

- 9.1 All equipment and installation whether detailed in this specification or not shall comply with the requirements of the Occupational Health and Safety Act 85 of 1993 as amended and all other applicable legislation including specific set of regulations and local authority bylaws where applicable.
- 9.2 The contractor shall hold monthly safety meetings with staff and records of minutes shall be kept on file on site.
- 9.3 The contractor shall be available for monthly meetings with Transnet Management. A schedule for these meetings may be agreed upon.
- 9.4 SHE specification

- Prior to commencement of contract, the contractor shall be issued with a SHE specification in order to compile a SHE file in line with TE requirements.
- Prior to establishing on site, it is an explicit requirement of this contract that all of the Contractor's personnel directly involved with this contract, including those of sub-contractors, attend a **Safety induction course**. Transnet will provide the course free of charge and attendance is compulsory for all personnel under the control of the Contractor who, during the duration of the contract, will be present on site whether on a full time or adhoc basis.
- The contractor must allow for all additional charges because of these requirements as no claims for extras will be accepted in connection with the foregoing.

- 9.5 As part of the legislative and TE SHE requirements.

- The successful contractor is required to conduct a Risk assessment to ascertain all potential risks associated with this project. The completed risk assessment is to potential risks associated with this project. The completed risk assessment is to be formally submitted to the Risk department via the project manager at least two weeks prior to the commencement of the actual project.

Signature of Bidder/s: _____

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- A safety file and associated documents will be required from a successful tenderer and such will be communicated by the Risk department.

9.6 Contractor's responsibilities

9.6.1	The contractor shall provide Medical records of employees having the necessary vaccination against infectious diseases.
9.6.2	The Contractor shall provide material safety data sheets for the chemicals to be used.
9.6.3	Non-conformance reports will be issued if the contractor fails to comply with the agreed terms of the contract.
9.6.4	The contract will be terminated if Transnet is not satisfied with the service provided.
9.6.5	The contractor shall confine his work on Transnet property to normal working hours.
9.6.6	The contractor shall provide his employees with outer clothing that will permit ready identification as well as certificate of identity.
9.6.7	Employees must wear the required protective clothing whilst working with chemicals.
9.6.8	The Contractor shall confine his work on to working hours from 07h00 to 15:30 and 18h00 to 6h00.
9.6.9	The Contractor shall provide supervision, labour, transport, consumables and chemicals of every description required for the carrying out of the work included in this contract.
9.6.10	The Contractor must report all accidents in which his staff is involved immediately to the Transnet Engineering Risk & Safety Manager in charge.
9.6.11	The Contractor shall provide employees with outer clothing that will permit ready identification as well as a certificate of identity. (Company logo to be displayed).
9.6.12	The Contractor shall co-operate with the officers of Transnet Engineering and shall comply with all instructions issued and restrictions imposed with respect to the works which bear on the operation of Transnet Engineering.
9.6.13	The Contractor shall not interfere in any manner whatsoever with production nor shall he carry out any work or perform any act which affect production, security or Transnet Engineering's property.
9.6.14	The Contractor shall nominate representative of whom at least one shall be available at any hour for call-out in cases of emergency. The Contractor shall provide the Plant Engineer with names, addresses and telephone numbers of the representatives.
9.6.15	Should an inspection visit reveal any fault, neglect or shortcoming in the service on the part of the Contractor such fault, neglect or shortcoming shall immediately be remedied by the Contractor at his own expense and to the entire satisfaction of the Plant Engineer or his authorized representative.
9.6.16	Transnet Engineering reserves the right to arrange itself for another Contractor to carry out the service if the service is not adhered to. All costs including supervision in which Transnet Engineering is involved shall be borne solely by the Contractor.
9.6.17	The company must ensure that employees have had an annual medical examination and that they have been immunised against Hepatitis B.

Signature of Bidder/s: _____

Date: _____

10. Specialist sub-contractor

10.1 Only specialist sub-contractors who have previously successfully completed work of the type and extent specified in this document should be engaged.

The tenderer shall provide the supervisor / manager with sufficient proof of having suitable experience of work specified in this tender. To this end, complete and detailed reference list shall be submitted with the tender.

Reference list shall include addresses as well as contact person who may be visited for inspection of the equipment during the adjudication period.

10.2 The tenderer shall submit a complete list of proposed sub-contractors and suppliers of major components with his tender.

10.3 The tenderer shall be prepared to commit themselves in writing to the technical officer with an adequate, experienced and stable project team for the duration of the contract.

10.4 TE will not consider any Tenderer's offer that, in the sole opinion of TE, does not have adequate experience in the design and manufacture of such equipment.

11. General requirements

Operation will be in the following condition.

Altitude	Sea level
Ambient temperature	0°C to 45°C
Relative humidity	50% to 100%
Atmosphere	Heavy saline

11.1 Tenderers shall indicate clause-by-clause either that they comply in every respect with the specific requirements, or if not, exactly how it differs.

12. Site establishment

12.1 The contractor shall be solely responsible for the safety of his/her staff and for providing security to safeguard his works and material on site, until such a time.

12.2 The contractor shall be required to attend site meetings when convened by the project leader controlling the contract.

12.3 The contractor will be responsible for any damages caused by his staff to the building and civil works on site.

13. Penalty clauses

- Due to the criticality of this contract, penalties will be levied for non-conformances.
- Should the performance of the contractor fall below the required standards, and the fails to take elementary precautions to avoid the losses for poor services, then the contractor will be penalized accordingly.

Signature of Bidder/s: _____

Date: _____

13.1 Schedule of penalties

- The following penalties shall apply which shall be deducted by the client from the fees payable to the contractor
- These penalties will be levied per incident which shall be accompanied by an NCR where a contractor will be expected to respond within 48hrs from the time such NCR is received

<u>Offence</u>	<u>Penalty/ incident</u>
a) None-attendance of meetings by the main contractor	R1000.00
b) Identity discs/cards not available	R50.00
c) Uniform/PPE not provided or in a poor condition	R1000.00
d) Uniform/PPE not bearing company name and logo	R1000.00
e) Cleaning equipment not in a proper working condition	R1000.00
f) SABS approved chemicals not available for cleaning	R1000.00
g) SHE Quarterly Meeting Minutes not submitted	R1000.00
h) No daily visits from the Manager to the various sites	R1000.00
i) No weekly visit by the Contractor to the various sites	R100.00
j) Monthly meeting not attended by the Contractor	R500.00
k) None availability of a site diary	R300.00
l) Failure to do any cleaning as per contract requirement	R1000.00
m) Violation of TE SHEQ specification and SHE legal requirement	R1000.00
n) Failure to pay the cleaner his/her monthly salary/wage on agreed date and time per incident (per unpaid cleaner).	R1000.00
o) Failure to pay the cleaner his/her bonus on agreed date and time per incident (per unpaid (bonus)).	R1000.00

13.2 Penalty payable by the Contractor for losses as a result of assets or goods having been lost or stolen at a particular site shall be 100% (Hundred percent) of the current value (as at the date of the loss) of TE's or thirds party's assets or goods that are missing from the site.

13.3 TE will not pay for any cleaning service personnel, uniforms, and protective clothing or cleaning equipment that have been tendered/quoted contractor. In the event that TE has already paid in advance, it (the client) shall be entitled to deduct the charges for these items from any subsequent payment that it makes to the Contractor.

13.4 Rates tendered for shall be based on a monthly charge per site (tender item) and must include all costs such as labor costs, uniform, transport, chemicals, UIF and any other costs for which the Contractor is responsible for in terms of Legislation.

13.5 The determination of the current value of the assets or goods shall be undertaken by the Value of TE, shall be done on an objectively ascertainable basis and shall be final and binding.

13.6 The penalties shall be deducted on a monthly basis, from any amounts owing to the contractor.

Signature of Bidder/s: _____

Date: _____

- 13.7 Notwithstanding any other provisions of this agreement, the penalty deduction shall be limited to a maximum of 50% (Fifty percent) of the monthly fee payable to the Contractor in respect of any particular site.
- 13.8 TE shall be entitled to recover damages from the Contractor in lieu of the penalties mentioned above.
- 13.9 Persistent poor performance, and/or accumulation of penalties by the contractor, including violation of uniform or dress code shall be viewed in a serious light by the client and can serve as a basis for termination of this agreement
- 13.10 Action Plan: Where a Contractor has received a non-conformance report, an action plan must be submitted to TE immediately. Where the Contractor fails to comply with this, it will be regarded as a breach of the agreement, the Client thereof may terminate the contract.
- 13.11 Transnet Engineering reserves the right to withhold payment if the contractor does not attend meetings that are scheduled by Transnet Engineering. The contractor shall not send the supervisor or any representative to attend the monthly meeting.

14. Frequency List

No.	Activities	Frequency
14.1	PPE.	
14.1.1	Supply and issue PPE (including dust masks, safety boots, overalls – pants and tops, t-shirts / golf shirts bearing the contractor’s name and logo).	First working day
14.2	Health and safety talks.	
14.2.1	Conducting health, safety and environmental talks	Daily
14.2.2	Safety and quality controls.	Weekly
14.3	FLOOR MAINTENANCE: HARD FLOORS	
14.3.1	Sweep all floor areas with dust control mops or hard brooms according to situation	Daily
14.3.2	Buff vinyl or linoleum floor areas with high speed floor machines	Daily
14.3.3	Buff parquet or wooden areas with high speed floor machines where required	Daily
14.3.4	Damp mop marble or ceramic floors	Daily
14.3.5	Buff terrazzo or quarry tile areas with high speed floor machine	Weekly
14.3.6	Sweep and mop all outside sealed concrete areas	Daily
14.3.7	Apply polish and burnish with floor machine	Monthly
14.4	FLOOR MAINTENANCE: CARPETED AREAS	
14.4.1	Vacuum clean all carpeted areas	Weekly
14.4.2	Steam clean all carpeted areas	Quarterly
14.5	STAIRCASES	
14.5.1	Clean staircases according to type of floor covering in frequencies as specified above	Daily

Signature of Bidder/s: _____ Date: _____

No.	Activities	Frequency
14.6	MISCELLANEOUS	
14.6.1	Empty and clean all ashtrays (smoke room) Smoking area	Daily
14.6.2	Empty and clean all waste paper baskets and receptacles	Daily
14.6.3	Remove rubbish to area provide in black bags supplied by you.	Daily
14.6.4	Dust all window ledges to a height of 2 meters	Daily
14.6.5	Dust all office furniture, e.g. desks, tables, filling cabinets and chairs.	Daily
14.6.6	Dust accessible light fittings	Monthly
14.6.7	Polish all desk tops and tables	Weekly
14.6.8	Damp wipe vinyl covered furniture	Weekly
14.7	FLOOR MAINTENANCE: HARD FLOORS	
14.7.1	Hygienically clean all telephones	Weekly
	Floor Maintenance: Hard Floors	
14.7.2	Clean both faces of glass doors	Daily
14.7.3	Polish all bright metal fittings	Weekly
14.7.4	Wash walls to height of 2 meters	Quarterly
14.8	Toilets and Change Rooms	
14.8.1	Clean floors according to type of floor covering	Daily
14.8.2	Empty and clean all waste receptacles	Daily
14.8.3	Hygienically clean basins, bowls and urinals (disinfect)	Daily
14.8.4	Clean tiles, walls, doors and partitions	Daily
14.8.5	Dry polish toilet seats and covers	Daily
14.8.6	Clean showers (including duckboards)	Daily
14.8.7	Polish all bright metal fittings	Daily
14.8.8	Replenish all toilet consumables i.e. toilet paper, paper towels and hand soap.	Daily
14.8.9	Fill liquid hand soap.	Daily or when required
14.8.10	Sanitary bins to be emptied and sanitised	Bi- monthly
14.8.11	Wash shower floors with disinfectant	Daily
14.9	Windows and Partitions	
14.9.1	Clean both sides of partition glass	Monthly
14.9.2	Clean exterior and interior faces of all windows	Bi-annually
14.9.3	Clean display windows in entrance areas	Monthly
14.10	Kitchens	
14.10.1	Clean and disinfect sinks	Daily
14.10.2	Clean outside of refrigerator, stoves and microwave ovens	Daily
14.10.3	Clean cupboards, refrigerator, stoves and microwave ovens, wet wipe and disinfect	Monthly
14.11	Deep Cleaning	
14.11.1	High pressure vacuum cleaning of the carpeted floors, using low foam chemical. Disinfecting of chairs, tables and all contact surfaces. Disinfecting using SANS approved sanitizer, grouped as class 3 in terms if flammable content, with propanol at 70% alcohol content.	Quarterly
14.11.1	Disinfectant hygiene bins: as indicated above.	weekly
14.11.2	Disinfectants for men's urinals and toilets (including installation)	weekly

Signature of Bidder/s: _____ Date: _____

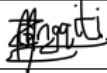


No.	Activities	Frequency
14.11.3	Disinfectant for female's toilets	weekly
14.11.4	Replenish liquid soap in dispensers. Any additional dispenser must be quoted for separately.	
14.12	Stripping	
14.12.1	Strip floor to remove old buildup wax in preparation for re-coating.	Quarterly
14.13	Window cleaning including windows of high rise / multi storey buildings	
14.13.1	Use detergents, clean and rinse window glasses and frames inside and outside.	Quarterly

15. ANNEXURE B - Frequency List, Car wash

No.	Activities	Frequency
	Exterior	
15.1.1	Use the appropriate car shampoo not the dishwashing soap. Washing the exterior of the car should include the following steps:	During each car wash
15.1.2	Rinse all the loose dirt from the exterior, including the windshield wipers, hubcaps, and wheel wells	During each car wash
15.1.3	Using a clean cloth or mitt, start with the roof, then the hood, sides, and tires.	During each car wash
15.1.4	For particularly dirty areas, use a sponge or soft cloth for scrubbing.	During each car wash
15.1.5	Clean the tires and rims.	During each car wash
15.1.6	Carefully use a towel / soft cloth to dry the surface	During each car wash
15.1.7	Save the window for last. You can use a regular glass cleaner.	During each car wash
	Interior	
15.1.8	Vacuum the gearshift and then wipe it down.	During each car wash
15.1.9	Shake out the floor mats and vacuum them	During each car wash
15.1.10	Vacuum the seats and the floor carpeting	During each car wash
15.1.11	Be sure to move the seats all the way back and then all the way forward so that all the debris is exposed and removed.	During each car wash
15.1.12	Ensure that the entire interior is vacuumed.	During each car wash
15.1.13	Clean the head rests, entire seats, under the seats, boot or inside the canopy area.	During each car wash
15.1.14	Clean and polish the dashboard, radio, air conditioner's controls, steering, gearshift area, door handles and head rests.	During each car wash
15.1.15	Use shampoo to wash any vinyl, rubber and plastic materials inside the cars, e.g. mats, door interiors, etc.	During each car wash
15.1.16	Use polish to polish any vinyl, rubber and plastic materials inside the cars, e.g. mats, door interiors, etc.	During each car wash

Signature of Bidder/s: _____ Date: _____

16. Approvals

Department	Facilities and Infrastructure
Effective Date	March 2025
Compiled by	Zolani Mngqithi
Designation	Engineering Technician
Signature	 06.03.2025
Reviewed by	Motsabi Ramothathaki
Designation	Assets Manager
Signature	 06.03.2025
Approved by	Mhlonipheni Nxumalo
Designation	Executive Manager
Signature	 06/03/2025

Signature of Bidder/s: _____

Date: _____