

ANNEXURE A4

Provision for office cleaning, hygiene and gardening services for Transnet Property in East London for a period of thirty-six (36) months.

SPECIFICATIONS

SCOPE OF WORK

The service required is for the office and domestic cleaning of various Transnet properties for a period of thirty-six (36) months.

MATERIAL AND EQUIPMENT

The successful service provider shall supply all necessary cleaning material and equipment for the proper cleaning of the offices and toilet facilities as required and as amplified in the scope of work.

Only SANS or NCA accredited chemicals/products must be used.

Service provider must submit valid letter of Good Standing (COID-A) from department of Employment and Labour or its agencies.

Maintenance of equipment shall be responsibility of the service provider and all cost associated with maintenance of equipment shall be from service provider's own account.

The service provider shall ensure that defective equipment will either be replaced or repaired with 24 hours from the time that such defective equipment is reported by Transnet Property.

The Service provider must submit the specification and Material Safety Data Sheets of all consumables and cleansing agents two (2) weeks after the contract date and thereafter annually.

Inter alia but not limited to, this consist of the following:

Toilets and washrooms

1st grade toilet paper (2 ply) (SANS approved)
Jumbo rolls (2 ply) (SANS approved) (120mmx1500mm)
Anti -bacterial soap
P. Mats for urinals
Air freshener for toilets
Disinfectant liquid for toilets (similar product to Germitol)
S.H.E. Bins in each female toilet cubicles
Install /refill/ maintain/ replace broken air freshener dispensers
Install / refill / maintain / replace broken soap dispensers

Kitchens

Jumbo rolls (2 ply) (SANS approved) (120mmx1500mm)
Dishwashing liquid (similar product to Sunlight)
Liquid bleach
Dish cloths & sponges
Buckets and cleaning materials
Black plastic bags for waste removal
Plastic bin liners
Surface cleaner (similar product to Handy Andy)
Window cleaner (similar product to Windowlene)
Visible warning signage to inform tenants of work in progress.

Equipment

Low noise industrial vacuum cleaners
Mops (colour coded)/mop caddy
Janitorial trolleys
Buckets
Ladders (long and short)
Industrial cleaner
High pressure cleaner
Brooms (hard and soft)
Electrical extensions lead.
Wet floor/caution signs
Toilet brushes, spray bottle
Dustpan sets
Feather duster (short and long)
Landscaping and gardening services tools i.e., spade, wheelbarrow, grass cutter, rake, etc.

Should a toilet, urinal, washbasin get blocked, the Service provider must attend to unblock it by means of a rubber pump or any other domestic equipment. If these attempts are unsuccessful, the Service provider's personnel will provide a sign "OUT OF ORDER" and immediately report this condition to the Transnet supervisor who will take responsibility for the removal of the obstruction.

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 which are on the Premises at that stage will dry up the water and clean the damages.

WINDOW CLEANING

External and Internal windows of all buildings to be cleaned on a **quarterly** basis.
Glass panels of shopfronts and glass doors are to be cleaned on a **weekly** basis.
Internal glass partitions and glass panels above partitioning needs to be cleaned monthly.

In high rise buildings, the windows must be cleaned on a quarterly basis externally and internally. The Requirement of rope access to clean the external windows has to be included in the contract price. As this is a specialist item the service provider is to outsource this service form a registered rope access supplier. The cost of such a service is to be added to the contended price. This agreement with the external supplier is for the cost of the contender and not Transnet directly.

In low rise buildings, Wash window frames internally and externally with detergent and allow time to dry. Polish brass window fittings with brass cleaning agent / polish. Wipe glass surface with damp cloth to remove surface grime. Then clean glass surface with window cleaning agent, the buff till shining. This cleaning method is also to be applied to all internal glass panelling and glass door panelling.

DEEP CLEAN

Deep cleaning must be done every month on public surface and showers.
In showers and ablutions all tiled surfaces are to be stripped by using a recognized bacterial stripper.
Once the surface has been washed it must be allowed to dry.
Tiled surfaces must be sprayed with an antifungal spray.
Shower mats are to be disinfected in this cleaning process by washing / scrubbing with an Anti-fungal cleaner and being allowed to dry by leaving in sun for approximately an hour.
Carpet cleaning will be performed per scheduled quarters, as well as on request.

All tiled surfaces are to be stripped by using a recognized bacterial stripper, and then treated with an antifungal spray.
A schedule is to be handed over to the supervisor to schedule inspections.

WASHING OF DISHES

It is requested that the service provider makes allowance for cleaning of teacups and utensils at two periods where possible. The times are not set but requested to be at **11h00 and 14h00** each day. Cleaning of dishes for functions and meetings other than the normal tea breaks are required by service provider.

WASTE MANAGEMENT

Where colour coded bins are supplied for the management of waste and recycling purposes, the service provider is to separate all waste collected accordingly

EMPTYING OF REFUSE BINS (WHEELIE BINS)

The emptying of refuse bins forms part of the duties of the service provider; these bins must be placed in a position where it can be collected by the municipal vehicle. The bins must be cleaned and sanitized on a weekly basis.

Service provider has to always adhere to the Occupational Health and Safety Act – Act 85/1993 during cleaning operation. ***Cleaning Supplies, Equipment & Heavy-Duty Plastic Bags to be supplied by cleaning service provider.***

DRAINS AND PAVEMENTS

The Service provider to clean all drains, pavements, and parking around all buildings of bird droppings, dirt etc.

SUPPLY AND SERVICE SHE BINS

Sanitary bins are to be placed in each toilet cubicle. It is to be noted that this is a **specialised hygienic service**, and the cost of such service is to be factored-in with the contended price. It is specifically recorded that the agreement with the external supplier in this regard shall be for the **sole cost** of the service provider. A disposal certificate /proof of service rendered shall be provided monthly as per substantiation that such service was indeed delivered in the given month to the supervisor or his duly appointed representative. It is further recorded that under no circumstances and especially due to the hygienic nature of this function that sanitary towels shall merely be disposed of or be regarded as part of general waste. The bins roster/ schedule must be updated with each removal. All sanitary waste to be handled by a registered service provider.

CLEANING OF LIFTS

Special care should be given to the cleaning of the lifts, lifts should be cleaned a minimum of 3 times per day as this is a high use area. This includes the Service Lifts. Deodorisers or air fresheners should be used after each cleaning.

SUPERVISION

The service provider must always have a supervisor on site. This supervisor will be the person that reports and liaise with the Transnet supervisor daily. Transnet representative will communicate with only this delegated person regarding inspections and / or defective work / workmanship. Transnet's representatives will not be acting as supervisors to the service provider's staff.

LANDSCAPING AND GARDENING SERVICES

The Service provider shall be responsible but not limited to the following:

- Removal and containment of weeds and maintenance of the borders/ edges of the flower beds, shrubs, and irrigation thereof, sufficient, and careful breaking of the soil surface with a garden fork to improve the absorption of water, renew seasonal flowering plants and disease.
- Mowing and trimming lawns around trees, shrubs and any other object/ obstruction that prevent mowing of the lawns with a conventional lawn mower. The Service provider is also responsible for disease, weed control, irrigation, and renewal of grass.
- Cutting and disposal of Veld-grass in and around the boundaries of the premises.
- The management of foreign plants and declared weeds on lawns, car shelters, roads and sidewalks, fences, substations, and paved/ covered surfaces.
- Support and binding of trees, disease / pruning, shaping, trimming and removal of branches, watering/ wetting and removing and replacing trees (ad-hoc).
- Managing the grass against/underneath palisades, walls, perimeters, and other fences. The grass in these localities must be controlled through the applications of growth inhibitors and soil sterilisers. Grass to be kept two meters clear of the perimeter fence line.
- Where development is required, the Service provider shall ensure soil preparation, planting / establishing of plant material according to accepted gardening principles, composting of flower beds and lawns, and regular upgrading of flowers is in accordance with the gardening principles and the complies to the Green Building Council of South Africa standards.
- Sweeping and Gardening and Landscaping of all roads, parking areas and all paved, concrete, and tarred surfaces, removal of weeds and empty waste bins.
- Supply, operate and maintain industrial type road sweeping machine. Provide separate quote.
- Remove and dispose of all refuse, rubble, vegetation, and growth at an authorised dumping site.
- Watering all container-grown outside and inside the building weekly or as needed.
- Replace all malfunctioning or damaged irrigation nozzles, report on malfunctioning of the irrigation system, report on irrigation water pipes leakages to the Transnet service/building manager or delegated person.
- The Service provider shall be obliged to supply all cleaning and hygiene service equipment plus other equipment required, at his own cost for the proper provision of the Service at the Premises.

STAFF COMPLIMENT, ALLOCATION AND WORKING HOURS

- The full staff compliment as quoted in the tender document must be always present on site. This means the number of people on duty from the service provider staff compliment on site during normal working hours.
- It is the responsibility of the service provider to train the cleaning staff according to cleaning standards in relation to the use of Cleaning Chemicals, Equipment and maintenance issues and in accordance with Labour Laws.
- The first tasks in the morning should be dedicated to the cleaning of the common spaces (toilets, corridors).
- The Company awarded the contract shall always ensure the impeccable presentation of its cleaners by means of uniforms. The company shall also provide each worker with a name badge of identification, which must be always worn.

STAFF COMPLIMENT

Station	Supervisor per area	Day Cleaners per area	Night Cleaners	No. of Gardeners	Total number of Staff Required
Weekdays	1	11	0	0	12
Weekends	0	0	0	0	0

RELIEF STAFF

The service provider is to provide temporary staff as relief for any period of absenteeism and illness. It is required that the replacement person be on site by 10H:00 on notice by supervisor. Replacement during sick/local leave of cleaning personnel should be always provided. Failure to have a replacement person on duty will mean that the service provider will have to alter his tax invoice to make allowance for the period not covered by his personnel. It is in the interest of the service provider to keep accurate records of attendance of staff.

A list of names of employees that will be working on the Site / Affected Property during a given time must be made available to the Supervisor. Should any exchange of personnel take place, the Supervisor must be informed accordingly in writing. Unidentified employees, and employees whose names do not appear on the list, will not be allowed to enter the Site / Affected Property.

Requirement by Transnet from the successful service provider

- Code of Conduct, Disciplinary Conduct is the responsibility of the service provider in line with Labour laws, Bill of rights as set out in our South African constitution.
- Uniforms with identifiable company logo are to be always worn. Protective shoes and reflector vests are to be worn in areas where there are railway train operations.
- Service providers are to provide raincoats to their staff during the rainy seasons for outside based areas such as in the yards.
- Attendance registers to be kept daily, and in accordance with the SLA.
- Compliance with the BCEA, UIF, provident fund and Labour laws in South Africa.
- Sufficient vacuum cleaners to be provided by the service provider (one vacuum cleaner per floor in high-rise buildings)
- Provision toilet paper during weekdays and weekends and ensure availability 24/7.
- Cleaners are to sign on and off at the reception on Transnet register and undergo alcohol tests daily upon entering Transnet premises and/or admin buildings.
- All cleaners must undergo a safety induction.
- Supply all required cleaning materials/ consumables/products required to carry out the services.
- Working times must be adhered to.
- Leave planning must be done upon awarding of the contract and submitted to the Supervisor no later than 6 weeks after the contract is awarded.
- service provider to ensure that the cleaning certificate is valid.
- Without limiting the liability of the Service Provider under this Agreement, the Service Provider shall take out insurance in respect of all risks for which it is prudent for the Service Provider to insure against, including any liability it may have as a result of its activities under this Agreement for theft, destruction, death or injury to any person and damage to property.

EXCLUSION OF CONSULTANTS

This exclusion clause is merely added to exclude any agencies from securing contracts and then sub-contracting the work to sub-contracting companies or private individuals; it is in the interest of Transnet and the contenders that are currently operating in the Hygiene and Domestic cleaning environment. Sub-contracting in this contract only refers to the supply and service of she bins and window cleaning.

Information obtained from the site:

The prospective Service providers shall visit the site of the proposed Works and acquaint themselves with the nature of the *Works*, the conditions under which the work is to be performed, the means of access, any limitations, or other authorities and in general with all matters that influence or affect the contract. *Service providers* shall be deemed to have allowed in their tender for any additional cost to be involved due to the foregoing, it is specifically emphasised that no claims for any extras in connection with the position or nature of the work flowing there from will be entertained.

Housekeeping:

During the entire contract period the sites shall always be kept neat and tidy. The Supervisor may order the Service provider to stop all work, until such time as, in his opinion, this condition has been met and complied with.

Daily site diary and inspection book:

The *Service provider* shall provide an A4 size triplicate book to be used as a Daily Diary for the duration of the Contract. The Supervisor shall retain the original copy and the Service provider shall retain the first and second copy. The diary shall be completed daily.

In addition to this the Service provider shall provide an A4 size triplicate book to act as Site Instruction Book. The *Supervisor* shall retain the original copy and the service provider shall retain the first and second copy. The diary shall be completed daily. Only the *Supervisor* or his delegated representative shall have the authority to issue site instructions to the *Service provider*. Under no circumstances shall personnel issue instructions to the service provider.

**AREAS OF DEPLOYMENT AND WHERE SERVICES ARE REQUIRED MONTHLY,
THESE AMOUNTS ARE ESTIMATES AND MIGHT INCREASE**

EAST LONDON AREA

<u>NAME</u>	<u>TOILET PAPER</u>	<u>ROLLER TOWEL</u>	<u>SHE BINS</u>	<u>SOAP DISPENSER</u>
02AA012-Risk Building & 02AA013-Fire Department	96	3	1	0
02XA009-Infra Building CBE 02BA086&02BA087-Infra M&A, CBE	144 240	6	2	4
02BA230-Transtel Admin Building 02BA232-Transtel Entertainment area, workshop	144 144	6	3	2 6
02XA008,02BA077,02BA052 &02BA053-Operations Yard Master Cambridge	144	5	1	2
02ZA001-Operations Train Movement Cambridge	96	2	1	2
02BA012-Operations Train Drivers Admin, Diesel Depot, Cambridge 02BA021- Locker Rooms	96	2	1	0
0202XA001-Operations- Ablution Facility, Diesel Depot, Cambridge 02BA012- Operations (one office)	144	2		0
03BA010, 02BA064, 02BA063 & 03BA101L-REM & Supply chain services, Cambridge	144	4		3
TOTAL				

Respondent's Signature

Date & Company Stamp

OTHER CONSUMABLES

Annexure 1

PERFORMANCE REQUIREMENTS

The service provider's work must conform to domestic cleaning practices, standards and specifications and the work must be completed to the satisfaction of the *Supervisor or his delegated representative*.

The Service provider and sub-service providers if any shall have suitably qualified Supervisors in charge of the service. The names and qualifications of the Supervisors together with full details of their experience in this field of work must be furnished. The service providers must furnish the names and addresses of all proposed sub-service providers, which is subject to prior approval.

The Service provider shall not change the project team as detailed in the organogram submitted by the Service provider and accepted by the Transnet Supervisor without the prior written approval of the Supervisor, which approval will not unreasonably be withheld by the Supervisor.

OTHER REQUIREMENTS

Security:

The Service provider shall arrange for access permits to enter the Transnet site for its staff with Transnet Security. The company shall provide each staff member with a badge of identification.

Standard Specifications:

- All materials and quality of work shall comply with specifications.
- Health and Safety Specification TFR-ISM-RN-R&C-FM009.

Compliance with statutory requirements

The successful service providers shall comply with the provision of.

- Act 130 of 1993, Compensation of Occupational Injuries and Diseases act.
- Act 85 of 1993, Occupational Health and Safety Act.
- Basic Conditions of Employment Act (BCEA) No. 75 of 1997.

Details of the conditions in which the Service provider must operate:

Service providers must note that the facilities shall be occupied during working hours and that some areas operate on a 24/7 basis.

The successful service provider would be required to schedule his site work in such manner that it does not interfere with the operations or shall ensure there is minimal disturbance to operations.

The first task in the morning should be dedicated to the cleaning of common areas (toilets, corridors, stairwells, entrance and exit points).

The service provider shall be liable for any damages caused by him or his staff to any Transnet property or equipment.

Damage to Property and/or Services.

The service providers shall take adequate precaution against damage to existing assets and injury to persons during the course of the contract. The successful tender will be responsible for the repairs and/or the costs incurred in such repairs to any damages caused to TRANSNET'S property by the successful service providers staff the carrying out of the required work.

CONSTRAINTS

The facilities shall be occupied during working hours with high volume of Transnet staff, therefore.

working areas shall be properly demarcated.

Mops and dirty water shall not be flushed into the sewer system.

Working equipment should not be left lying around, must be removed to the designated storage areas.

HEALTH AND SAFETY

The Service provider shall submit a Health and Safety file according to Transnet Property requirements for approval and kept at depot for monthly audits.

The service provider shall ensure that it and its contracted staff and site manager shall at all times comply fully with any safety, fire, emergency and security procedures and policies applicable at the premises.

The Service provider to supply staff with PPE, i.e., safety boots, reflector vest, gloves, dust mask, etc.

LEGAL REQUIREMENTS FOR ALL CONTRACTS

- The Health and Safety specifications shall be based on the task at hand vs. task specific.
- It is a service provider requirement that the principal service provider demonstrates that adequate provisions have been made for the cost of Health and Safety. The cost of health and safety therefore specifically must be included in the price list.

WINDOW CLEANING

Window cleaning has been separated from the monthly cleaning and will be done on a quarterly basis. Here the service provider may use own staff or a window cleaning company. If a window cleaning company is used that invoice is for the service provider's account and not Transnet directly. A separate invoice must be submitted for the quarterly window cleaning.

Windows must be washed and gutters to be cleaned every three (3) months.

All bird nests and droppings must be removed from the windowsills, pavement, parking around all buildings.

FREQUENCY OF SERVICE

The list below is the frequency that Transnet requires the service provider to do the cleaning of the specified items. The list is not exhaustive and complete; the service provider must use common sense when applying this list with the items listed.

TOILETS AND MESSROOMS	DAILY	WEEKLY	MONTHLY
Clean basins & taps	Twice daily		
Clean toilet pans & seat	Twice daily		
Clean urinals	Twice daily		

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Clean windows Internally			✓
Deep clean shower			✓
Clean shower	✓		
Dust walls		✓	
Dust windowsills		✓	
Empty "She bins" (by a registered supplier)			✓
Empty waste bins	✓		
Move and clean behind items			✓
Place Pee-pods and not deo-blocks (replace as required)			✓
Polish floors		✓	
Refill condom dispenser (replace as required)		✓	
Refill Roller towel (replace as required)			✓
Refill soap dispenser	✓		
Refill toilet paper	✓		
Remove cobwebs with duster	✓		
Shine doors		✓	
Shine polished surfaces - WOODEN		✓	
Strip floors – VINYL FLOOR SURFACES		once	Annually
Sweep floor surfaces	✓		
Wash floors - VINYL FLOOR SURFACES		✓	
Wipe skirting boards		✓	
Wipe wall tiles	✓		
Shine mirrors	✓		
KITCHEN	DAILY	WEEKLY	MONTHLY
Clean basins & taps	Twice daily		
Clean kitchen sink / wash dishes	Twice daily		
Clean windows Internally			✓
Dust furniture / polish		✓	
Dust walls			✓
Dust windowsills		✓	
Move and clean behind items			✓
Shine polished surfaces - WOODEN		✓	
Strip floors – VINYL FLOOR SURFACES		once	Annually
Sweep floor surfaces	✓		
Wash floors - VINYL / CERAMIC TILES		✓	
Shine doors		✓	
Shine polished surfaces		✓	
Wipe skirting boards		✓	
Wipe table surfaces	✓		
Wipe wall tiles		✓	
Empty waste bins	✓		
OFFICES, HALLWAYS, LIFTS, AND PASSAGES	DAILY	WEEKLY	MONTHLY
Clean windows Internally			✓
shopfronts and glass doors		✓	

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Dust furniture		✓	
Dust walls			✓
Dust windowsills		✓	
Move and clean behind items			✓
Polish floors			✓
Remove cobwebs with duster		✓	
Shine doors		✓	
Shine polished surfaces		✓	
Strip floors – VINYL FLOOR SURFACES		once	Annually
Sweep floor surfaces	✓		
Vacuum carpets		✓	
Steam clean carpets		once	Annually
Wipe skirting boards		✓	
Wipe table surfaces	✓		
Wipe wall tiles		✓	
Empty waste bins	✓		
Cleaning of lifts	Twice daily		
EXTERIOR OF BUILDING (PARKING, GARDEN AREAS, BALCONIES, STOOPS, ROOFS, GUTTERS, DOWN PIPES, AIR-CON, OTHER LOUVERS)	DAILY	WEEKLY	MONTHLY
Sweep roads, parking area and sidewalks	✓		
Pick up and remove all litter	✓		
Damp wipe building name, information, emergency, and route signs		✓	
Remove graffiti			Where applicable
Clean all storm water drains by removing all litter, sand, etc	✓		
Clean and damp wipe ashtrays	✓		
Sweep footpaths	✓		
Treat garden furniture			✓
Dust and damp wipe garden light fittings		✓	
Remove all litter from water ponds	✓		
Dust and damp wipe air-con louvers on ground floor			✓
Sweep, mop, treat balcony floor surfaces	✓		
Dust, clean all doors, doorframes, walls	✓		
Dust and damp wipe pot plant holders	✓		
Clean out all gutters			✓

Respondent's Signature

Date & Company Stamp

WORKING HOURS

Working hours will include day shift, night shift, weekends and public holidays and this will be informed by the working schedule provided:

<u>NAME</u>	<u>WORKING DAYS</u>	<u>WORKING TIMES</u>
02AA012-Risk Building & 02AA013-Fire Department	Monday - Friday	07:30- 16:00
02XA009-Infra Building CBE 02BA086&02BA087-Infra M&A, CBE	Monday - Friday	07:30- 16:00
02BA230-Transtel Admin Building 02BA232-Transtel Entertainment area, workshop	Monday - Friday	07:30- 16:00
02XA008,02BA077,02BA052 &02BA053- Operations Yard Master Cambridge	Monday - Friday	07:30- 16:00
02ZA001-Operations Train Movement Cambridge	Monday - Friday	07:30- 16:00
02BA012-Operations Train Drivers Admin, Diesel Depot, Cambridge 02BA021- Locker Rooms	Monday - Friday	07:30- 16:00
0202XA001-Operations- Ablution Facility, Diesel Depot, Cambridge 02BA012- Operations (one office)	Monday - Friday	07:30- 14:00
03BA010, 02BA064, 02BA063 & 03BA101L- REM & Supply chain services, Cambridge	Monday - Friday	07:30- 16:00

Please Note that A supplier can be based anywhere however they should have an office in Eastern Cape, to ensure prompt and reliable service delivery, minimizing any potential delays or complications. If the supplier is called to attend a meeting, they should be able to respond within 24 hours.

Respondent's Signature

Date & Company Stamp