

## **C3 SCOPE OF WORK (ECC3)**

### **PROVISION OF OFFICE CLEANING SERVICES INCLUDING INTERNAL WINDOWS, GENERAL WORK AND TEA SERVICES AT THE TRANSNET PIPELINES BUILDING SITUATED AT 202 ANTON LEMBEDE STREET, DURBAN**

**TPL/2022/11/0003/17088/RFP**

## **APPLICABLE STANDARDS AND SPECIFICATIONS**

### **1. EXTENT OF WORK – Part A**

#### **GENERAL**

- a) The Contractor's supervisor will report directly to the Facilities Manager.
- b) All cleaning staff must at all times be attired in the contractor's corporate clothing or uniforms, including a jersey or jacket for winter, with ID tags. These uniforms must clearly identify the wearer, as being a cleaner must bear the name of the company for whom the wearer is working.
- c) Cleaning staff shall not clean computer terminals or any related computer equipment.
- d) A room is available for use as a storeroom. The Contractor shall maintain this storeroom(s) in a neat and tidy condition to the satisfaction of the Facilities Manager. The Contractor must ensure that cleaning equipment is stored in the designated storeroom/s. The Contractor shall not be permitted to store any item not required for the execution of the contract.
- e) MDS for all chemicals used must be provided and displayed in the storeroom where chemicals are stored.
- f) The Contractor shall be responsible for the security of the Works until completion and hand-over, and shall make his/her own arrangements for security and safekeeping of his/her property.
- g) Relevant signage relating to safety and cleaning in progress i.e. (Slippery when Wet) must be visible at all times in the cleaning process.

- h) Cleaning equipment, i.e. mops, brooms, brushes, buckets, vacuum cleaners, etc. must be in safe storage at all times when not in use in the storage area provided by Transnet Pipelines. A cleaners' trolley with wheels must be provided to each cleaner which will be used while cleaning is in progress during the day. Transnet Pipelines will not be liable for any loss or damage to such equipment.
- i) Electrical equipment must conform to SABS standards must have documented records of regular inspections by the Contractor Area Manager and shall be subjected to spot inspections by Transnet Pipelines Health and Safety Representative.
- j) Minor or major building defects that are noticed by the cleaner on their respective floors must be brought to the attention of the Facilities Manager – this include defects such as defective plug points, light switches, leaking taps, pipes, urinals, etc.
- k) The cleaning company must provide SABS safety harnesses and attachments for the safe cleaning of windows. A risk assessment must be carried out and submitted in the safety file, for the washing of windows and a solution put forward for window washing, as this is an old building and does not have the facility to secure safety harnesses during window washing. Added extensions may be required due to window cleaning hooks not being available.
- l) A two-way radio, including a charger will be provided to the cleaning supervisor; window cleaners and tea people, which should be carried at all times. The supervisor must ensure that this radio is in working condition, is charged and switched on at all times. Loss or negligent use of the radio that could result in damage or breakage will be recovered from the Contractor. Should the radio become faulty, it must be reported to the Facilities Manager to facilitate the relevant repairs.
- m) Consumables provided by Transnet Pipelines are not to be abused or misused in any way. The Contractor will sign stock sheets on receiving consumables and will need to provide explanations on variances regarding consumables. The Contractor will also mention in these stock sheets the eventual destination of these consumables.
- n) Extension cords must be of the acceptable amperage and subject to inspection by Transnet Pipelines Health and Safety Representative.
- o) Safety File to be provided to include organogram, training, material safety data sheets, equipment inspection and checklists, tool-box talks.
- p) First aider from Cleaning team to be trained and appointed
- q) Electricity and Water from the building is to be used sparingly and conscientiously and is not to be wasted.
- r) If plug points have TPL equipment plugged into the points, these are not to be unplugged without the permission of the relevant TPL person.

### **DESCRIPTION OF BUILDINGS**

- a) Basement.
- b) Ground Floor.
- c) Floors 1- 9 (offices, ablutions, kitchens, storerooms, filing rooms, etc)
- d) Mezzanine Floor.
- e) Roofs.
- f) External areas under the Cantilever
- g) Courtyards
- h) Verandahs
- i) Smoke-decks

### **NUMBER OF STAFF**

- a) 2 x Supervisor
- b) 5 x Male Cleaners (wash windows, move furniture etc.)
- c) 4 x Tea Ladies
- d) 12 x Cleaners

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#### **2. SPECIFICATION – Part B**

##### **FOYERS**

- a) The foyers are to be kept clean at all times
- b) One cleaner to begin at 05h30 every morning to ensure that entrances, lifts and main foyers are clean.
- c) Scrub, Strip and Seal floors (as and when required)
- d) Relevant signage relating to safety and work in progress i.e. (Slippery when Wet) must be visible at all times whilst cleaning.

##### **STAIRWAYS AND LANDINGS**

- a) To be kept clean at all times
- b) Sweep, vacuum and mop landings
- c) Relevant signage relating to safety and work in progress i.e. (Slippery when Wet) must be visible at all times whilst cleaning.
- d) Dust and clean handrails, walls and pictures.

##### **PASSAGES**

- a) To be kept clean at all times
- b) Clean doors and light switches (as required)
- c) Dust windowsills, frames etc. (daily)
- d) Sweep and mop floors.

- e) Vacuum carpets
- f) Relevant signage relating to safety and work in progress i.e. (Slippery when Wet) must be visible at all times whilst cleaning.
- g) Scrub, strip and seal whole floor area (as and when required)

### **OFFICES: INCLUDING BOARDROOM**

#### **All offices must be kept clean at all times**

- a) Vacuum clean carpets and all other types of floors thoroughly.
- b) Dust windowsills, frames etc.
- c) Dust all furniture, power skirtings' and light switches, including items standing on the furniture, wall hangings and telephones. Under no circumstances must computers (monitors, keyboards and other computer related equipment) be cleaned.
- d) Sweep and buff vinyl floors.
- e) Polish vinyl floors.
- f) Boardrooms, Training Rooms and Meeting Rooms must be cleaned after each meeting and prepared for the next meeting.

### **OTHER OFFICE EQUIPMENT**

- a) Clean and disinfect telephones.
- b) Polish and clean all wooden and vinyl furniture.
- c) Clean all doors, partitions and air conditioning diffusers (monthly).
- d) Clean ashtrays, rubbish bins (twice daily).
- e) Scrub, strip and seal whole area (vinyl floors only once a year)

### **CARPETS AND UPHOLSTERY**

- a) Rugs must be kept clean at all times and must be vacuum cleaned at least once a week.
- b) Boardroom carpets must be kept clean at all times and must be vacuum cleaned at least once a week, or after each meeting as required.
- c) Office carpets must be kept clean at all times and must be vacuum cleaned once a week.
- d) Carpets will be steam cleaned and deodorized annually and ad-hoc in those areas that are identified by the Caretaker. The carpet machine and consumable used in the machine to be

provided by Transnet Pipelines.

- e) If there are flooding incidents where water has soaked into the carpets, the carpet machine must be used immediately to suck up the water. If excessive, a specialized contractor will be called out separately.
- f) All upholstery to be steam cleaned at least once in 12 months and ad-hoc when required.

### **WALLS**

- a) Walls to be kept clean at all times.
- b) High level cleaning to be done regularly.

### **SMOKING AREAS**

- a) All ashtrays to be emptied and cleaned twice a day.

### **KITCHENS**

- a) Sweep and mop floors
- b) Counters to be disinfected and cleaned
- c) Clean and disinfect kitchen sinks
- d) Dirty dishes to be washed and sinks to be clean and neat at all times.
- e) All water that is not used in meetings or collected from offices must be retained in a bucket or in the sink and used for washing of dishes or floors.
- f) Clean and disinfect all drains
- g) Dust windowsills, clean doors and light switches.
- h) Keep cupboards clean and tidy
- i) No unauthorised storage is permitted in any kitchen
- j) Comply with and complete Transnet Pipelines Health and Safety Standard 1.14 in respect of Kitchens and Canteens.

### **KITCHEN EQUIPMENT**

- a) Fridges to be cleaned at all times.
- b) Deep freezers to be defrosted and cleaned at least once a year or when necessary.
- c) Microwave ovens to be cleaned daily
- d) Comply with and complete Transnet Pipelines Health and Safety Standard 1.14 in respect of Kitchens and Canteens.
- e) Kitchen bins to be emptied regularly and kept clean at all times.

### **LIFTS – to be kept clean at all times**

#### **Supervisor to inspect lifts and monitor that a,b, c and d are adhered to at all times**

- a) All lifts to be cleaned first thing in the morning.
- b) Sweep and mop daily
- c) Mirrors and paneling to be cleaned daily
- d) The Contractor must ensure that the sensor rails are cleaned of all debris on a regular basis
- e) Sliding doors to be wiped down daily

### **BRAAI AND COURTYARDS**

- a) Braai areas to be cleaned at least every fortnight and before and after a function
- b) Courtyards to be cleaned weekly or as and when required
- c) Must be deep cleaned at least two monthly.
- d) The area must be soaked overnight with a solution of HTH and water so as not to waste water unnecessarily.

### **BASEMENTS PARKING AREA**

- a) Sweep and clean
- b) Deep clean (pressure hose) floors, including walls once every 6 months (on Saturdays)
- c) All oil that are leaked from vehicles onto the basement floors must be immediately cleaned to prevent incidents and injuries and must be reported to the Facilities Manager so as to address with the relevant parker.

### **WINDOWS**

- d) The windows and entrance doors at the main entrance to the building must be cleaned on the first working day of each week and wiped clean daily.
- e) All windows must be cleaned once a month or as directed by the Facilities Manager.
- f) Glass security enclosure and screen on the ground floor must be cleaned on the first working day of each week and wiped clean daily.

### **TOILETS**

#### **Toilets must be kept clean at all times**

- a) Sweep and mop floors.
- b) Wash hand basins and wipe down vanity slabs.
- c) Wipe down toilets / urinals (NB report any unhygienic condition to the Facilities Manager).
- d) Clean and disinfect all drains.
- e) Wipe clean and shine all mirrors.

- f) All hygienic dispensers provided by Transnet Pipelines are to be kept full with the relevant consumables at all times.
- g) Comply with and complete Transnet Pipelines Health and Safety Standard 1.14 in respect of Toilets and Change Rooms.

### **WASTE**

- a) All waste collected from offices and kitchens to be deposited into waste containers in the Refuse Area in the basement.
- b) Organic waste must be separated from normal waste and disposed of in respective waste containers
- c) General waste must be weighed and recorded on a daily basis and submitted to the Facilities Manager on the 25<sup>th</sup> of each month.
- d) The contractor must ensure that the DSW bins are put out for collection on specified days
- e) Waste removed from the building should be done only via the Service lift and not the passenger lift
- f) Waste should not be discarded down drainpipes or storm water drains
- g) Waste paper should be discarded in the bins and bags provided by the relevant recycling company ready to be take away for recycling
- h) Recyclable waste must be sorted as per the direction from Transnet Pipelines Management and sorted according to the Recycling Centre arrangement. Once full, this must be reported to the Facilities Manager for collection.
- i) Refuse area must be neat and tidy at all times with each type of waste in its own allotted area.

### **MAIN ENTRANCE**

- a) The windows and doors at the main entrance of the building must be cleaned on the first working day of the week and wiped daily.
- b) The Contractor must ensure that the entrance foyer is clean at all times.
- c) The glass security enclosure and screen on the ground floor must be cleaned on the first working day of the week and wiped daily.



### **CONSUMABLES**

- a) The Contractor must ensure that a good quality black refuse bag (equivalent to the quality provided by DSW) , office bin refuse bags and toilet paper is provided.
- b) Toilet paper must be to the equivalent of a two-ply Twin-saver type.
- c) Price must include consumables (i.e. black bags, office bin bags) and also all chemicals, cleaning equipment, uniforms, Personal Protective Equipment and safety signages required to perform said duties.
- d) Toilet paper to be provided by Transnet.

### **AREAS UNDER THE CANTILEVER**

- a) The Contractor should ensure that the area directly under the cantilever is clean and tidy at all times
- b) The Contractor must ensure that all flags are de-hoisted and clean and hoisted when instructed.

### **ROOF**

- a) The Contractor must ensure that the roof is swept regularly and always kept clean.
- b) The roof has to be scrubbed once a month with a soft brush, so as not to damage the waterproofing.
- c) The Contractor has to use suitable cleaning equipment and cleaning agent, approved by the Facilities Manager.
- d) The roof garden must be inspected and cleaned daily.

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#### **PART C**

#### **APPLICABLE STANDARDS AND SPECIFICATIONS FOR TEA SERVICES**

##### **3. EXTENT OF WORK – Part C**

##### **GENERAL**

- a) All tea staff must at all times be attired in the contractor's corporate clothing or uniforms and with ID tags. These uniforms must clearly identify the wearer, as being a tea service provider and must bear the name of the company for whom the wearer is working.
- b) All tea staff must at all times be attired in the contractor's corporate clothing or uniforms and have good hygienic habits.
- c) All tea staff must wear stockings with closed shoes and hair must be neatly covered at all times.
- d) Utensils and cleaning equipment must be in safe storage at all times when not in use. Transnet Pipelines will not be liable for any loss or damage to such equipment.
- e) The Contractor should bring to the attention of the Facilities Manager any minor defects during their daily duties; this includes defects such as defective plug points, light switches, leaking taps and pipes, etc.
- f) Stock inventory of crockery and cutlery must be carried out between the Contractor and relevant reporting authority per section or floor on a monthly basis.
- g) Any losses or breakages will be recovered from the Contractor where negligence can be proven.
- h) The Contractor will diarise meetings and functions for the day, thus ensuring that adequate time is provided to plan and meet the requirements of Transnet Pipelines. In the case of unscheduled meetings, the Contractor has to advise the relevant authority of expected delays in providing of service to that meeting.

- i) A two-way radio, including a charger will be provided to the tea staff. The staff must ensure that this radio is in working condition, charged and switched on at all times. Loss or negligent use of the radio that could result in damage or breakage will be recovered from the Contractor.
- j) Left over food from meetings and functions are not to be taken by the cleaning team before the Departmental Secretary or reporting authority gives proper authorization.
- k) The supervisor must ensure that the tea staff are punctual, that all tea, coffee, milk, Kim Wipes, dishwashing soap and sponges are stocked and replenished at all times.

## **PART D**

### **COVID-19 & RELATED PANDEMICS CLEANING AND DISINFECTION**

The goals for cleaning and disinfection (C&D) are as follows: -

- Ensuring that C&D is conducted on any premises where: -
  - a disease agent is presumed or confirmed to exist,
  - there was a presence of a person confirmed COVID-19 positive
- Ensuring rapid removal and disposal of contaminated material.
- Removing, inactivating, reducing or destroying pathogens at infected premises.

These COVID 19 guidelines do not replace the routine cleaning that is conducted on a planned basis; however, it is enhanced cleaning conducted aligned to Covid19 requirements in the building.

### **CLEANING**

The frequency of cleaning for high touch surfaces shall be increased, see table below. High touch surfaces include tables, buttons, doorknobs, countertops, handles, desks, phones, shared keypads, toilets, faucets, sinks, etc. Increased cleaning to these areas will assist in removing bacteria and minimizing the spread of viruses including COVID-19.

All persons within the precinct shall practice good hand hygiene after cleaning by washing their hands often with soap and water for at least 20 seconds or provided hand sanitizers that contains at least 70% of alcohol.

- **CLEANING OF SURFACES:**
  - Surfaces and objects that are visibly dirty shall be cleaned first with soap and water or approved detergent before disinfecting.
  - Surfaces where there was a person presenting with respiratory symptoms, i.e. coughing, sneezing, etc. shall be disinfected as soon as possible.

- Only approved (SABS or equivalent) disinfection agent shall be used against the COVID-19 virus.

- National Regulator for Compulsory Specifications (NRCS) approved list (South Africa) of disinfectants:

<https://www.nrcs.org.za/siteimages/CMM/LOA/Disinfectant/Registration%20Database%20Chemical%20Disinfectants%202009-2020.pdf>

- Follow the manufacturer's instruction for safe and effective use of all disinfection products, i.e. dilution concentration, application method and contact time, required ventilation and use of PPE.

- **Electronic Equipment:**

- Manufacturer's recommendations shall be followed for cleaning of electronics equipment such as keypads, laptops, phones, etc.
- Whenever possible, wipeable covers shall be used for electronic equipment.
- Alcohol based wipes or sprays containing at least 70% alcohol shall be sprayed on a soft cloth for electronic equipment.
- The surfaces shall be dried thoroughly to avoid pooling of liquids.

- **Non-porous/hard surfaces:**

- For non-porous/hard surfaces, a 10% bleach solution and alcohol with at least 70% and/or an approved COVID-19 disinfectant shall be used.

- **Soft/porous surfaces:**

- Remove visible contamination and clean with appropriate cleaners indicated for use on such surfaces.
- After cleaning, launder items in accordance with the manufacturer's instructions. Should laundering be impossible, an approved disinfectant for COVID-19 shall be used.

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##### **SPECIFICATION - Part E**

- a) Provide tea service to various Transnet Pipelines departments at Transnet Building, 202 Anton Lembede Street, Durban on an as and when required basis.
- b) The Contractor is responsible for maintaining the quality and cleanliness of Transnet crockery and cutlery as well as the boardrooms and kitchens.
- c) Kitchen sinks to be cleared of unused crockery and cutlery and must be stored in a safe place at all times.
- d) Comply with and complete Transnet Pipelines Health and Safety Standard 1.14 in respect of Kitchens and Canteens.

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#### **PENALTIES FOR LATE COMPLETION AND NON – COMPLIANCE** *(should be read in conjunction with contract data parts 1 and 2)*

If the Contractor fails to effect delivery of any portion of the services within the period stipulated in the contract or by the Service Manager, or such extended period as may be allowed, Transnet Pipelines shall have the right to retain as a minimum penalty of Five Hundred Rand (R500, 00) per day until such delivery of service is properly rendered or conduct is rectified.

The penalties stated in the contract data will be negotiated with the Contractor at the introduction of the service prior to the commencement of the contract. These penalties will be graded in a scale of high, medium and low risk in terms of service excellence and compliance.

The following definitions should be noted in terms of the penalty categories and performance appraisals;

i. Poor Performance

Looks at ***whether the job***, which the employee is being paid to do, ***is being done properly***.

ii. Misconduct

Misconduct relates to the ***problems of behaviour*** in the work place.

iii. Negligence

Causing ***injury or harm to another person or to property*** as the result of doing something or ***failing to provide a proper or reasonable level of care***.

The high, medium and low grading represent the performance respectively.

The Service Manager will complete the attached Annexure on a quarterly basis and occasionally on a spot-check basis, in terms of performance and non-compliance and will forward this information to the relevant Contractor Regional Supervisor. Corrective action, if any should be carried out immediately. If no corrective action is taken, the Service Manager may then impose the penalty clause.

**Supplier Performance Assessment Report**

**Provision of Cleaning and Tea Services Contract for Transnet Building -202 Anton Lembede Street for a Period of three (3) years.**

	Category of Penalty		Sub-Category of Penalty	Grading High	Grading Medium	Grading Low	Managers Comments
<b>1.</b>	<b>Poor Performance</b>	<b>1.1</b>	Sufficient output				
		<b>1.2</b>	Acceptable quality				
		<b>1.3</b>	(Company Transnet Pipelines) Operating Procedure being followed				
		<b>1.4</b>	Cost of free issues kept within the budget				
		<b>1.5</b>	Sufficient effort put by the employees				
			Ability to perform given task at the required level				
		<b>1.6</b>	Attention to details				
		<b>1.7</b>	Sufficient quota of cleaners or tea persons for the required task				
		<b>1.8</b>	Adequate equipment material i.e Vacuum cleaners, brooms etc.				
		<b>1.9</b>	Always wear the relevant uniform				

<b>2</b>	<b>Negligence</b>			<b>Grading High</b>	<b>Grading Medium</b>	<b>Grading Low</b>	<b>Managers Comments</b>
		<b>2.1</b>	(No) Breakage of crockery				
		<b>2.2</b>	(No) Loss of cutlery				
		<b>2.3</b>	(No) Damage of furniture and equipment				
		<b>2.4</b>	(No) Misuse of Chemicals				
		<b>2.5</b>	(No) Cause of injuries on duty				
<b>3</b>	<b>Misconduct</b>			<b>Grading High</b>	<b>Grading Medium</b>	<b>Grading Low</b>	<b>Managers Comments</b>
		<b>3.1</b>	(No) Assault				
		<b>3.2</b>	(No) Swearing of the client				
		<b>3.3</b>	(No) Disregarding a direct instruction				
		<b>3.4</b>	(No) Drugs and Alcoholism				
		<b>3.5</b>	(No) Theft				
		<b>3.6</b>	(No) Gossip with internal and external clients				
		<b>3.7</b>	(No) Late arrival and early departure				

**Category and subcategory grading.**

<b><u>Grading</u></b>	<b><u>High</u></b>	<b><u>Medium</u></b>	<b><u>Low</u></b>
The grading is specific to the overall satisfaction level of the subcategory which impacts on the category of penalty.	High level of performance in the subcategory	Medium level of performance to the subcategory due to quantifiable minor deviations	Low Level of performance in the subcategory due to quantifiable deviations.



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### **Cleaning and Tea Services Check List**

[illegible]

Kitchens		√	√	√	√	√	√	√	√	√	√	√	
Offices, filing rooms, store rooms, boardrooms		√	√	√	√	√	√	√	√	√	√	√	

Description	Basement	Ground	Mezzanine	1	2	3	4	5	6	7	8	9	Roof
Security Kiosks		√											
Delivery areas	√	√											
Change rooms		√	√									√	
Gym			√										
Sauna			√										
Offices (ex-creche)			√										
Boardrooms				√	√	√	√	√	√	√	√	√	
Bar				√									
Landing to braai area					√								
Braai area					√								
Roof											√		√
Computer rooms		√		√	√	√	√	√	√	√	√	√	
Verandah											√	√	
Full surface roof													√
Area by cooling towers and lift motor room landing													√

