FOR THE PROVISION OF CLEANING SERVICES WITHIN TRANSNET NATIONAL PORTS AUTHORITY NMB PORTS FOR A PERIOD OF (5) FIVE YEARS - SERVICE LEVEL AGREEMENT (SLA)

No.			PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT			
			Service Provider	TNPA							WEIGHT	MONTHLY RATING	Service Provider	TNPA
1	Planning	Provide a detailed cleaning program per facility. This program should cover daily, weekly and monthly activities. Provide Material Safety Data Sheet for chemicals to be used	X		Friday at 08H00	Weekly	Submitted program should cover specification	Signed copy	Written	Supervisor	10			
		Verify cleaning program and sign it off and hand it over to the Service Provider		X	Friday at 12H00	Weekly	Sign document and return to Service provider on time	Copy on file	Written	TNPA	0			
		Provide a consumable requirement list timeously	X		5 days before	continously	End user to sign off replenish document	Sufficient supplies	Written	Supervisor	10			
		Asses and provide required consumable within reasonable time		X	3 days after request	continously		Sufficient supplies	Written	Supervisor	0			
2	Delivery of labour	Ensure that all employees on duty are provided with uniform, blouse, shirt or smock which indicate the company name and/or logo with the relevant PPE (which must be clearly marked with company name)	X		Daily	Daily	monthly inpsection reports	all employees wearing uniform	Written	Supervisor	10			
		Ensure that all employees are on duty on time displaying their ID Tags with their face and full names(initials and full surname)	X		Daily	Daily	signed time and attendence	0% of non-compliance	Written	Supervisor	10			
		Ensure that all employees start working at stipulated times per facilty. Ensure that a full staff compliment is mantained at all times and all replacement must be done on or before 10H00	X		Daily	Daily	signed time and attendence	0% of non-compliance	Written	Supervisor	10			
3	Invoicing and Payments	Submit invoices as per Schedule of Rates Quantities and Prices as per agreed rates per building	X		On or before the 10th	Monthly	All invoices are to be acturate and reflect worked and the month for service rendered	Statement of invoices submitted	Written	Supervisor	5			
		Receive and check documentation, process payment and send to Finance/procurement for payment.		X	Monthly	Monthly	Submit an accurate signed invoice(s) to Finance / procurement for payment.	Effect payment by month end	comply with financial requirements	Finance Department	0			
4	Office Cleaning	Perform cleaning duties as per submitted and approved cleaning program	X		Daily	Daily	Clean offices and continuous improvement	100% customer / end user satisfaction	Written	Supervisor	5			
		Ensure that cleaning equipment such as ladders are periodical inspected and certified fit for usage.	X		In compliance with OSH Act time frames	In compliance with OSH Act time frames	submission of inspection program for the duration of the contract	Each treport must be linked to each ladder	Written	Supervisor	10			
		Perform deep cleaning duties as per submitted and approved cleaning program from a competent person/entity	X		Once	after three months	submission of a program and competence document(s) from a competent entity/person.	Before and after reports	Written	Supervisor	5			
5	monthly meeting with the management	Provide a report on labor, attendancy, compliance with PPE	X		By the 1st week of each month	Monthly	Timeous and accurate data	100% on time submission of reports	Written	Supervisor	5			
		Provide feedback of disciplinary action taken	X		Immediately after incident	Ongoing	Reporting of all non-performance issues regarding individual performance	100% incidents reported	Written	Supervisor	5			
		Timeous arrival of staff	X		Immediately	Daily	Reporting of late arrival of staff		Written	Supervisor	5			
		Ensure all employees have completed induction training and Safety Awareness Training	X		7 days after reported date	Ongoing	Feedback reports on corrective action taken	100% feedback reports	Written	Supervisor	5			
		All communication must be submitted to contracts manager e.g. late arrivals and late supplies of cleaning materails and equipment etc	X	X	Immediately	Ongoing	Reporting on all incidents	100% reporting	Written	Supervisor	5			
		Overall Score:									**100**			
	Random Site visit to supplier premises to be done by TNPA Representatives to verify documents													
		<50% = Unacceptable (Breach Notice) / >75% = Room for Improvement / >85% = Acceptable / 100% = Excellent									**100**			
		On behalf of TNPA			On behalf of The Specialists									
		Name:			Name:									
		Designation:			Designation:									
		Signature:			Signature:									
		Date:			Date:									