

PROVISION OF DOMESTIC CLEANING SERVICES AT THE Terminal OF CAPE TOWN

SERVICE LEVEL AGREEMENT

No.		PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT		
		SUPPLIER	TPT							WEIGHT	MONTHLY RATING	
1	Planning	a) Provide cleaners at the Terminal as per scope of work.	X		10min prior to shift start	Daily	Timeous provision cleaners	100% availability		Facilities Manager		
		b) Provide equipment and chemicals to cleaners for the proper performance of the cleaning services	X		prior to shift start	Daily	Timeous and accurate quantities of equipment & chemicals to be delivered	100% availability		Facilities Manager		
		c) Provide notification of any cancelation and replacement of cleaners.	X		prior to the assigned reTerminaling time	As and when necessary	Accurate amount of cleaners provided	100% availability	Verbal or telephonic	Facilities Manager		
2	Delivery of labour	a) Provide cleaners with transTerminal and deliver to relevant /area in a closed top vehicle	X		10 minutes prior to shift start	For each shift	Cleaners ready to begin work on time per shift	100% on time delivery of cleaners	N/A	Facilities Manager		
		b) Provide TPT's supervisor with the Timesheet (which must clearly display company name) per week	X		Every Monday	Weekly	Accurate recording of time worked by each employee	100% availability on request	Hand deliver	Facilities Manager		
		c) Ensure that all cleaners are provided with the relevant Protective Clothing (which must be supplied by the Supplier)	X		10 minutes prior to shift start	For each shift	All employees arriving on duty with the relevant Protective Clothing	0% of non-compliance	N/A	Facilities Manager		
		d) Ensure that all cleaners are provided with ID Cards and the ID Cards must be displayed at all times	X		10 minutes prior to shift start	For each shift	All employees reTerminaling on duty displaying their Identity Tags.	0% of non-compliance	N/A	Facilities Manager		
4	Invoicing and Payments	a) Invoice TPT and submit with supTerminaling documentation for all activities undertaken to execute agreed services	X		30 days	Monthly	Submit accurate invoice(s) with clear item details, and supTerminaling documentation. Provide a monthly statement to reflect all payments made and outstanding.	100% on time submission of invoices with accurate and reconciled supTerminaling documents. Monthly statement to supTerminal invoices.	Monthly statement and hard copy of invoice(s) with supTerminaling documentation hand delivered monthly.	Facilities Manager		
		b) Receive and check documentation, arrange electronic payment, and TPT Finance to advise Service Provider via remittance advice of payment details.		X	Documents submitted during the month will be paid, 30 days from date of statement	Monthly	Authorisation of invoices for payment within 30 days.	Monthly statement to confirm payment of invoices.	Telephonic and e-mail to facilitate payment queries.	Service Provider's Finance Dept		
5	ReTerminaling	a) Provide reTerminals of non-performance of individual workers		X	Weekly/Monthly	Ongoing	ReTerminaling of all non-performance issues regarding individual performance	100% incidents reTerminalled	E-Mail/Fax	Service Provider		
		b) Provide feedback of disciplinary action taken		X	7 days after reTerminalled date	Ongoing	Feedback reTerminals on corrective action taken	100% feedback reTerminals	E-Mail/Fax	Contracts Department		

6	Documentation	a) Provide valid Insurance Certificate & COVID 19 checks Register & procedure & SOP contingency plan	X		The valid documentation must be sent at least 1week prior to expiry of existing documentation	Annually & Monthly	Submit and maintain valid Insurance Certificate. Fumigations; Covid 19 ReTerminals monthly	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department		
		b) Provide valid IRP30 certificate	X		The valid documentation must be sent prior to expiry date	Annually	Submit valid and certified IRP30 Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department		
		c) Provide valid Workmen's Compensation Certificate	X		The valid documentation must be sent prior to expiry date	Bi-annually	Submit valid and certified Workmen's Compensation Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department		
		d) Provide proof that each employee has undergone the necessary medical examination	X		The valid documentation must be sent prior to expiry date	Annually	Submit medical examination certificates	0% documentation outstanding	Hand deliver	Facilities Manager		
		e) Provide proof of provincial licenses and competency certificates of drivers	X		Duration of the contract	As and when required	Submit relevant documents	0% documentation outstanding	Hand deliver	Facilities Manager		
7	Training and Safety	a) Furnish a list of all employees who require induction	X		All new employees must be conducted prior to working on TPT's premises	As and when required	Submit accurate records of all employees inducted prior to any work done on all premises of TPT	100% records available on request by TPT	E-Mail and/or Hand delivery	Facilities Manager		
		b) Ensure that all employees have completed the safety awareness training	X		Every 6 Months	Every 6 Months	Submit accurate records of safety awareness training. Records shall be readily available and accession for inspect/audit by TPT	100% records available on request by TPT	E-Mail and/or Hand delivery	Facilities Manager		
		Maintain a comprehensive and current up to date safety file with Business Licenses, Certificate of acceptability and insurance Policy	X		Weekly/Monthly	Ongoing	File is maintained and updated with all information	100% records available on request by TPT	E-Mail and/or Hand delivery	SHEQ		
		Relevant PPE, is worn whilst attending to Domestic cleaning activities	X		Daily	Ongoing	File is maintained and updated with all information	100% records available on request by TPT	E-Mail and/or Hand delivery	SHEQ		
8	Damage & Claims	a) ReTerminal any accidents and notifiable incidents.	X		Within 24 hours of the occurrence	As and when required	Timeous notification of details of damages and/ or incidents	100% notification of damages and incidents	E-Mail	Contracts Department		
		b) Continuous Improvement		X	Ongoing	Ongoing	Areas of improvement in the delivery of service	At lease one idea/suggestion for improvement of service every 2 months	Meeting	Facilities Manager		
Legends:				1 = Poor	2 = Not Acceptable	3 = Acceptable	4 = Good	5 = Excellent				
Notes:												

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