

SERVICE LEVEL AGREEMENT (SLA) FOR LOW SERVICE DAMAGES

Party*	KPA	SAMPLE	PENALTIES				
			LOW RISK SITE	MEDIUM RISK SITE	HIGH RISK SITE	AVERAGE RISK SITE	FREQUENCY
Service Provider	1. GENERAL CLEANING						
	a. OFFICES						
	• Carpets to be vacuumed	Weekly	R 200.00	R 300.00	R 400.00	R 300.00	Per service
	• Waste paper baskets and ashtrays to be emptied, cleaned and washed	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• Window blinds, Furniture and fixtures to be dusted	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• Telephones to be cleaned and sanitized	Weekly	R 200.00	R 300.00	R 400.00	R 300.00	Per service
	• Doors, light switches and general fittings to be cleaned	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• Furniture and movable fittings to be moved and the area cleaned	Monthly	R 500.00	R 1 000.00	R 1 500.00	R 1 000.00	Per service
	• Separate general waste and paper for recycling	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• Separate recyclables from general waste and to recycling stations within the premises.	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per Service
	• Sanitize all common areas that are normally used by individual people daily.	3 times a day	R 1 000.00	R 2 000.00	R 3 000.00	R 2 000.00	Per Service

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	b. ABLUTIONS						
	• Mop hard floors	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• Toilet bowls, urinals, washbasins and showers to be cleaned and sanitized	Twice a day	R 150.00	R 300.00	R 450.00	R 300.00	Per service
	• Wall tiles in shower areas to be washed down	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• Wall tiles in shower areas to be scrubbed	Weekly	R 200.00	R 300.00	R 400.00	R 300.00	Per service
	• Walls to be washed	Monthly	R 500.00	R 1 000.00	R 1 500.00	R 1 000.00	Per service
	• Shower mats to be removed outdoors and scrubbed	Weekly	R 200.00	R 300.00	R 400.00	R 300.00	Per service
	• Toilet paper and hand towels to be replenished	As necessary	R 300.00	R 400.00	R 500.00	R 400.00	Per service
	• All other fixtures and fittings to be wiped down	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• Waste bins to be emptied and cleaned	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• All shower curtains to be washed	Daily	R 500.00	R 1 000.00	R 1 500.00	R 1 000.00	Per service
	• Deep cleaning of all ablutions (shower & toilets, etc.)	Monthly	R 2000.00	R 4000.00	R 8 000.00	R 4000.00	Per service
	• Roof trusses and windows to be wiped	Monthly	R 500.00	R 1 000.00	R 1 500.00	R 1 000.00	Per service
	• A minimum of 3m wide area around the ablution is to be inspected and any litter removed	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• The surrounding area/garden as listed in Clause 6.8 if grassed shall be trimmed to ensure the site as well as the surrounding area is kept hygienically clean	As necessary	R 1 500.00	R 3 000.00	R 4 500.00	R 3 000.00	Per service
	• All dustbins to be washed and cleaned with disinfectant	Weekly	R 200.00	R 400.00	R 800.00	R 400.00	Per service
	• Litter to be collected	Daily	R 100.00	R 200.00	R 300.00	R 200.00	Per service
	• Sanitize all common areas that are normally used by individual people daily.	3 times a day	R 1 000.00	R 2 000.00	R 3 000.00	R 2 000.00	Per service

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	c. KITCHENS, STORES AND MESS ROOMS						
	<ul style="list-style-type: none"> Floors to be swept and mopped Floors to be stripped and polished Wall tiles to be washed Wall tiles to be scrubbed Furniture, fixtures and fittings to be wiped down Paper towel rolls to be replenished Waste bins to be emptied and cleaned Recyclables to be separated from general waste and be moved to the recycling stations on the premises The Service Provider shall ensure that all utensils, cups, sauces, jugs and teapots are washed dried and placed in the cupboards. All surface areas, sink, stove, microwave ovens and fridges are to be kept hygienically clean. In the event of office flooding due to burst pipe or any circumstance the Service Provider will be required to assist to dry up the carpets using their equipment, machinery and right tools. There are occasions whereby the Service Provider will be requested to assist cleaning one of our boats. e.g. iSponono Sanitize all common areas that are normally used by individual people daily. 	Daily As per schedule Daily Weekly Daily As necessary Twice a day Daily Daily Within 6 hours As and When required 3 times a day	R 200.00 R 500.00 R 100.00 R 200.00 R 100.00 R 300.00 R 150.00 R 100.00 R 100.00 R 1 500.00 R 1 000.00 R 1 000.00	R 300.00 R 1 500.00 R 200.00 R 300.00 R 200.00 R 400.00 R 300.00 R 200.00 R 3 000.00 R 2 000.00 R 2 000.00	R 400.00 R 2 000.00 R 300.00 R 400.00 R 300.00 R 500.00 R 450.00 R 300.00 R 300.00 R 4 500.00 R 3 000.00 R 2 000.00	R 300.00 R 1 500.00 R 200.00 R 300.00 R 200.00 R 400.00 R 300.00 R 100.00 R 200.00 R 3 000.00 R 2 000.00	Per service Per service Per service Per service Per service Per service Per service Per service Per service Per service Per service

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	d. CORRIDORS AND STAIRWAYS <ul style="list-style-type: none"> Floors and stair treads to be swept and mopped Floors and stair treads to be scrubbed Stairs which are carpeted must be vacuumed Sanitize all common areas that are normally used by individual people daily 	Daily Monthly Weekly 3 times a day	R 100.00 R 500.00 R 200.00 R 1 000.00	R 200.00 R 1 500.00 R 300.00 R 2 000.00	R 300.00 R 2 000.00 R 400.00 R 3 000.00	R 200.00 R 1 500.00 R 300.00 R 2 000.00	Per service Per service Per service Per service
	e. COMMON AREAS <ul style="list-style-type: none"> Floors to be swept and mopped Waste bins to be emptied, cleaned and washed Furniture, fittings and fixtures to be wiped Sanitize all common areas that are normally used by individual people daily. In the entrances of some buildings we have disinfectant mats that need to be cleaned and refilled with chemicals that contain a minimum of 80% alcohol. 	Daily Daily Daily 3 times a day As and When necessary	R 100.00 R 100.00 R 100.00 R 1 000.00 R 300.00	R 200.00 R 200.00 R 200.00 R 2 000.00 R 400.00	R 300.00 R 300.00 R 300.00 R 3 000.00 R 500.00	R 200.00 R 200.00 R 200.00 R 3 000.00 R 400.00	Per service Per service Per service Per service Per service
	f. WINDOWS <ul style="list-style-type: none"> All internal and external windows below 3 meters in height are to be cleaned. All internal and external windows over 3 meters but below 6 meters to be cleaned using a method approved by TNPA 	Monthly Twice a year	R 1 500.00 R 2 000.00	R 1 500.00 R 4 000.00	R 1 500.00 R 8 000.00	R 1 500.00 R 4 000.00	Per service Per service

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	2. Deep Cleaning	As per frequency mentioned in the pricing schedules for each buildings, boats, tugs	R 3 000.00	R 5 000.00	R 7 000.00	R 4 000.00	Per service
	3. Garden Maintenance <ul style="list-style-type: none"> All internal/external area/garden surrounding or within the building must be maintained such as plants, trees and grass. Weeds must be removed from floor beds, hard surfaces and concrete planters. Also they must be cleaned to remove debris, cigarette butts, bottles and plastics etc. All this should be covered within a radius of 10m around the buildings. 	Once a week	R 1 000.00	R 2 000.00	R 3 000.00	R 2 000.00	Per service
	4. Provide decontamination services as an emergency response on buildings, boats and tugs that may have positive cases	As per frequency mentioned in the pricing schedules for each buildings, boats and tugs	R 5 000.00	7 000.00	R 9 000.00	R 7 000.00	Per service

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	5. Office Carpet and Chair cleaning	Twice per year	R 2 000.00	R 4 000.00	R 8 000.00	R 4 000.00	Per service
	6. Heavy Duty High Pressure Cleaning - Paving & Tar	Twice per year	R 2 000.00	R 4 000.00	R 8 000.00	R 4 000.00	Per service
	7. Stainless Steel Cleaning internally and externally in all buildings	Twice per year	R 2 000.00	R 4 000.00	R 8 000.00	R 4 000.00	Per service
	8. Supply and service our sanitary fittings with consumable soft paper to various office/depot buildings	As and When necessary	R 300.00	R 400.00	R 500.00	R 500.00	Per service
	9. Mobile Car Wash	Once every two weeks	R 2 000.00	R 4 000.00	R 8 000.00	R 4 000.00	Per service

PENALTIES

Should the Contractor fail to carry out the activities as stipulated in the SLA, the Contractor will be required to pay Transnet National Port Authority a penalty charge equal the above-mentioned breakdown per service as low service damages.

Low Risk Sites – Non-Operational

Medium Risk Sites – Moderately operational

High Risk Sites – Highly Operational

PROVISION OF CLEANING SERVICES TO TNPA BUILDINGS (DEPOTS, BOATS, OFFICES, TUGS AND VEHICLES) IN THE PORT OF DURBAN FOR A PERIOD OF TWELVE (12) MONTHS