

PROVISION OF CORPORATE OFFICE CLEANING SERVICES FOR TRANSNET NATIONAL PORTS AUTHORITY BUILDINGS AND FACILITIES AT THE NELSON MANDELA BAY (NMB) PORTS (NGQURA AND PORT ELIZABETH) FOR A PERIOD OF THIRTY-SIX (36) MONTHS

SCOPE OF SERVICES

PRE-QUALIFICATION:

- 1. REGISTRATION WITH THE NATIONAL CONTRACT CLEANING ASSOCIATION(NCCA) OR BEECA CLEANING ASSOCIATION**
- 2. VALID LETTER OF GOOD STANDING THAT IS ALIGNED TO THE SERVICES REQUIRED IE: CLEANING SERVICES**

3. GENERAL DESCRIPTION OF WORK AND OBJECTIVE

The work to be carried out on this contract consists of the cleaning of offices and other facilities such as mess and ablution facilities and stores that form part of the Transnet National Port Authority (TNPA) facilities in the Nelson Mandela Bay Ports. The intention of this cleaning contract is to ensure that all NMB facilities are kept clean, hygienic, and sanitized at all times. The facilities are:

- Recreational areas
- Office Space
- Mess rooms
- Basement parking
- Ablution Facilities
- Kitchens
- Guardhouses
- Windows

The service provider is to provide cleaning personnel (including Supervisors), cleaning equipment and tools and cleaning consumables/chemicals for the duration of the contract. Service provider to ensure that they provide reliever staff whenever their employees are not able to come to work. The service provider must ensure that all sites always have cleaners available at all times.

4. SCHEDULE OF PRICES AND ESCALATION

Service Provider must complete the accompanying Schedule of Prices in black ink and must submit it with their proposal. The total prices and rates submitted in the Schedule of Prices shall be deemed to be fixed and shall not change for the duration of the contract.

Notes to pricing:

- Split award is envisioned. The Service Provider can quote for one port, or both ports as each port will be evaluated independently.

- Costing submitted to be all inclusive - please ensure that all cost for chemical, materials, equipment, uniform, PPE, transport, supervisor, labour etc. are included in monthly price submitted per building for both Ports.
- Shared resources will not be costed.
- No price increase will be accepted / considered after award. All annual escalations to be included in pricing submitted.
- All prices must be quoted in South African Rand.
- Should any of the buildings and facilities serviced by this contract be vacated or should the service for any other reason become unnecessary the service provider agrees to claim no payment in respect of such buildings and facilities. All those sites or line items will be considered as terminated within the contract and total costs (monthly) will be amended accordingly. The contract will be valid for a period of 36 months (3 YEARS) from the contract start date.
- To facilitate like-for-like comparison service provider must submit pricing strictly in accordance with this pricing schedule and not utilize a different format. Deviation from this pricing schedule **will** result in a bid being disqualified.
- All labour rates should be aligned with the government gazette rates for the duration of 3 YEARS.
- Service providers are obliged to submit tenders for all buildings listed in the Schedule of Prices. If a building is not priced, it will be considered that it is priced under another building.
- Service providers are also requested to provide a rates only for specific items listed on the rates only tab of the BOQ. These rates will only be used if the service provider is requested to clean, on a once off basis on any TNPA buildings.

5. DURATION OF CONTRACT

The contract(s) to be concluded with the successful service provider will be valid for a period of thirty-six (36) months from the contract start date.

6. TIME AND ATTENDANCE

The working hours are from 07:30 am to 3:30 pm, making a total of eight (8) working hours. The service provider planned cleaning programme must take into consideration that the areas to be cleaned are always operational.

7. SITES TO BE CLEANED WITHIN THE NMB PORTS (NGQURA AND PE)

7.A. BUILDINGS AND FACILITIES TO BE CLEANED AT PORT OF PORT ELIZABETH

| Site | Areas to be cleaned | Size of Area to be cleaned | Numbers of Cleaners |
|-------------------------------------|---|-----------------------------------|----------------------------|
| Procurement Office including Stores | <ul style="list-style-type: none">• All offices• Ablution Facilities including showers• Kitchen• Mess Room | Approximately 737 m ² | 1 |

| | | | |
|--|--|-----------------------------------|---|
| | <ul style="list-style-type: none"> • Passages • Change Rooms • Garages • Stores • Store-room <p>Reachable windows (inside and outside)</p> | | |
| Marine Services Building including Fire Department | <ul style="list-style-type: none"> • All Offices • Ablution Facilities including showers • Kitchen • Mess Room • Passages • Change Rooms • Garages • Stores • Store-room <p>Reachable windows (inside and outside)</p> | Approximately 1025 m ² | 2 |
| Lighthouse Building | <ul style="list-style-type: none"> • All Offices • Ablution Facilities including showers • Kitchen • Mess Room • Passages • Change Rooms • Garages • Stores • Store-room <p>Reachable windows (inside and outside)</p> | Approximately 557 m ² | 1 |
| Port Control Tower | <ul style="list-style-type: none"> • All offices • Ablution Facilities including showers • Kitchen • Mess Rooms • Passages • Change Rooms • Garages • Stores • Storeroom • Reachable windows (inside and outside) • All lifts • Windows (All reachable windows inside and out) | Approximately 672 m ² | 1 |

| | | | |
|--|---|-----------------------------------|--|
| Port Administration Building | <ul style="list-style-type: none"> All floors as follows: (5th floor, 4th floor, 3rd floor, 2nd floor, 1st floor, ground floor, customer service, security entrance including lift area and lower ground including the canteen) All offices Ablution Facilities including showers Kitchen Mess Rooms Passages Change Rooms Store-room All lifts Reachable windows (inside and outside) | Approximately 5890 m ² | 9 |
| Engineering Depot (Civil Department) | <ul style="list-style-type: none"> All offices Ablution Facilities including showers Kitchen Mess Room Passages Change Rooms Reachable windows (inside and outside) | Approximately 1500 m ² | 4 |
| All Guardhouses (Port Entrances, Tug Jetty, FPT Entrance, Baakens Entrance, Footbridge Entrance, Slipway Entrance, Red Ground Entrance, Clinic, Employee Relations Office. | <ul style="list-style-type: none"> Offices Toilets Floors Reachable windows (inside and outside) | Approximately 75 m ² | 1 |
| Fire Office at Tanker Berth | <ul style="list-style-type: none"> Locker Room Toilets including showers Floors Reachable windows (inside and outside) | Approximately 30 m ² | 0 - Shared resources with guard houses |

| | | | |
|-----------------|---|---------------------------------|--|
| Slipway Offices | <ul style="list-style-type: none"> • Offices • Toilets including showers • Floors Reachable windows (inside and outside) | Approximately 65 m ² | 0 - Shared resources with Engineering depot (Civil Department) |
| Clinic | <ul style="list-style-type: none"> • Offices • Toilets including showers • Floors Reachable windows (inside and outside) | | 0 - Shared resources with guard houses |

7.B. BUILDINGS AND FACILITIES TO BE CLEANED PORT OF NGQURA

| Site | Areas to be cleaned | Size of Area to be cleaned: | No. of cleaners |
|---|--|---|-----------------|
| Brenton House | <ul style="list-style-type: none"> • All Offices (floors, doors, blinds and furniture) • Passages / balcony and railings • Stairs (exterior) and railings • Kitchen • Ablutions/ Change Rooms • Windows (interior) | <ul style="list-style-type: none"> • Brenton House = 346.54 m² | 1 |
| Containers outside Brenton House i. Civil team container 10m ii. Electrical team container 12m iii. AMS Office Container 12m | <ul style="list-style-type: none"> • Offices (floors, doors, walls, blinds and furniture) • Windows (inside and outside) • Kitchen | <ul style="list-style-type: none"> • Total floor area for containers outside Brenton house = 102 m² | 1 |
| Port Control | <ul style="list-style-type: none"> • All offices and boardrooms (floors, doors, blinds and furniture) • Ablutions | <ul style="list-style-type: none"> • Port Control = 1263.743 m² | 1 |

| Site | Areas to be cleaned | Size of Area to be cleaned: | No. of cleaners |
|--|--|---|-----------------|
| | <ul style="list-style-type: none"> • Passages • Balcones and Verandas • Railings • Interior stairs • Kitchens • Lifts • Fire equipment cabinets • Stores | | |
| Sand Bypass Offices, Including Outside Office Containers (Main Pump Station site) | <ul style="list-style-type: none"> • All Offices (floors, doors , blinds and furniture) • Workshop • Kitchen Area • Ablutions • Passages • Stores • Windows (internal and external) | <ul style="list-style-type: none"> • Sand Bypass Main Pump Station = 463.122 m² • 12m Container = 36 m² • 6m Container = 18m² | 1 |
| Port Entrance Plaza Buildings (North Entrance Building, South Exit Building, Guard House in the middle, and SAPS containers) | <ul style="list-style-type: none"> • All Offices (floors, doors, blinds and furniture e.g. cupboard, cabinets) • Ablutions • Passages and verandas • Mess Room • Kitchens • Stores • Change Rooms • Windows (interior) | <ul style="list-style-type: none"> • North Entrance Building = 362.863 m² • South Exit Building = 212.33 m² • Entrance Plaza Guard House = 31.526 m² • 12m SAPS Office Container = 36m² • 6m SAPS Ablution Container=18m² | 2 |

| Site | Areas to be cleaned | Size of Area to be cleaned: | No. of cleaners |
|--|---|---|-----------------|
| | <ul style="list-style-type: none"> • Forecourt cameras & scanners • Forecourt railings and turnstiles • Fire equipment cabinets | | |
| All 8 chromadec guardhouses (8 Guard houses are around the port.) | <ul style="list-style-type: none"> • Offices (floors, doors, ventilation ducts and furniture) • Veranda • Windows (inside and outside) | <ul style="list-style-type: none"> • Each chromadec guard house = 12.3 m² | 1 |
| eMendi Admin Building | <ul style="list-style-type: none"> • Offices (floors, doors, walls, blinds and furniture), • Video conference room/s (VC) • Boardrooms • Gym • Entrance stoop and verandas • Passages • Balconies to each floor • Toilets • Kitchens • Windows (inside only) • Staircases and lifts • Basement surfaces, security area & toilets • Fire equipment cabinets • Storerooms | <ul style="list-style-type: none"> • eMendi Admin Building = 10 000 m² • Building layout drawings to be issued to the supplier when he/she requested them • The building consist of five (5) floors in total and has the basement | 14 |

| Site | Areas to be cleaned | Size of Area to be cleaned: | No. of cleaners |
|---|--|---|-----------------|
| | <ul style="list-style-type: none"> Canteen (floors, doors, walls, inside windows, tables and chairs) | | |
| Admin Craft Basin Buildings (Marine/Berthing and Fire Services Building) | <ul style="list-style-type: none"> Offices (floors, doors, blinds and furniture) Veranda and passages Staircases and lifts Toilets Kitchens Change rooms Windows (inside and outside where accessible) Fire equipment cabinets Storeroom Game room | <ul style="list-style-type: none"> ACB buildings = 1480.27 m² The building layout drawings to be issued to the supplier when he/she requested them The ACB building is a 2-storey building. | 3 |
| Fire Control Room – MPT Including 6m Fire Container at MPT | <ul style="list-style-type: none"> Offices (floors, doors, walls, blinds and furniture) Veranda and Passage Windows (inside and outside) Ablutions Kitchen | <ul style="list-style-type: none"> Fire Control Room = 94 m² Fire container = 18 m² | 1 |
| Joorst Park Offices | <ul style="list-style-type: none"> Offices (floors, doors, walls and furniture) Windows (inside and outside) Toilets Kitchen | <ul style="list-style-type: none"> Joorst Park Offices = 754.824 m² | 2 |

| Site | Areas to be cleaned | Size of Area to be cleaned: | No. of cleaners |
|--|--|--|-----------------|
| | <ul style="list-style-type: none"> Wipe blinds | | |
| Recreational/Function Facilities (To be converted to a canteen) | <ul style="list-style-type: none"> Floors, doors, walls, blinds and furniture Windows (inside) | <ul style="list-style-type: none"> Recreational area = 70m² | 1 |
| East Bank Entrance Plaza buildings (North Building, South Building and Guard House in the middle) | <ul style="list-style-type: none"> All Offices (floors, doors, blinds and furniture e.g. cupboard, cabinets) Ablutions Passages and verandas Mess Room Kitchens Store rooms Change Rooms Windows (internal and external) Forecourt cameras & scanners Forecourt railings and turnstiles Fire equipment cabinets | <ul style="list-style-type: none"> North Building = 78 m² South Building = 390 m² Entrance Plaza Guard House = 18 m² | 1 |

7.C. ONCE-OFF CLEANING AS AND WHEN REQUIRED FOR NMB PORTS (NGQURA AND PE)

Notes: The service provider must provide his own methods of deep cleaning of carpets including moving of office furniture as required.

| Site | Areas to be cleaned | Size of Area to be cleaned: |
|----------|---|--|
| Any Site | <ul style="list-style-type: none"> Unreachable Windows (inside and outside) Walls Cleaning/Dusting of the ceilings, walls, and floors Glass partitions (unreachable portions) | <ul style="list-style-type: none"> To be determined on request of quote |

| | | |
|--|--|--|
| | <ul style="list-style-type: none"> • Chairs • Carpet cleaning • Sanitisation of buildings | |
|--|--|--|

7.D. SCOPE OF REQUIREMENTS FOR ALL AREAS, AT ALL SITES AS INDICATED ABOVE FOR NMB PORTS (NGQURA AND PE)

The scope of the services to be rendered shall include but shall not be limited to the following general specifications:

| Type of Area | Frequency |
|--|--|
| <u>Resilient Floors:</u> -Sweep or damp mop -Machine Burnishes | -Daily -As necessary |
| <u>Stone Floors (Marble, Terrazzo, Ceramic Tiles, etc.):</u> -Sweep -Damp Mop -Machine Scrub | -Daily -Daily -As necessary |
| <u>Rugs and Carpeting – Vacuum clean thoroughly:</u> -Heavy traffic areas -Medium traffic areas -Light traffic areas | -Daily -Alternate days -Twice per week |
| <u>Dusting:</u> -Dust all horizontal surfaces (low level) -Dust all ledges and fittings (to a height of 2 meters) -Dust all vertical surfaces (wall, cabinets, etc. – to a height of 2 meters) -Dust all window ledges (high and low) -Clean and disinfect all telephones | -Daily -Weekly -Weekly -Daily -Daily |
| <u>Waste Disposal:</u> -Empty and clean all ashtrays -Empty and clean all waste receptacles -Remove all waste to specified areas | -Daily -Daily -Daily |
| <u>Walls and Paint Work:</u> -Clean all reachable surfaces (ie: glass, walls, doors, paintings and light switches) | -Daily |
| <u>Glass and Metal Work:</u> -Spot clean glass doors -Clean and polish all bright metal fittings | -Daily -Weekly |
| <u>Entrances and Reception Areas:</u> -Sweep entrance steps and entrance | -Daily |

| | |
|---|---|
| -Clean doormats and wells Wash steps | -Daily -Daily |
| <u>Window Cleaning:</u> -Clean interior and exterior faces of all accessible windows -Clean partition glasses -Port Control Tower - above head height cleaning windows | -Monthly -Monthly -As requested |
| <u>Miscellaneous:</u> -Polish desk and office furniture -Wash vinyl covered furniture -Vacuum cloth covers furniture -Vacuum free-standing cloth partitions | - Weekly -Monthly -Monthly -Monthly |
| <u>Dining Room/Boardrooms/Kitchens:</u> -Maintain floor according to type -Dust all vertical and horizontal surfaces to a height of 2.5m -Damp wipe furniture -Empty and clean ashtrays and waste receptacles -Clean dishes, cutlery, pots, pans, etc. | -Daily -Daily -Daily -Daily -Daily as requested |
| <u>All lifts:</u> -Sweep/Damp mop for the floor -Clean interior and exterior of all lifts -Clean interior and exterior door faces -Clean all mirrors | -Daily -Daily -Daily -Daily |

7.E. WINDOW CLEANING SERVICES FOR NMB PORTS (NGQURA AND PE)

Please note that the areas indicated below are reachable with the cleaner working with a 2.5m window squeegee.

| Building | Windows Covered |
|----------------------------------|--|
| eMendi Admin | <ul style="list-style-type: none"> • All balcony windows inside • All windows inside offices • All glass and frame of office doors and passages • All glass and frame of lifts doors • All sliding door glass and frame • All glass walls to offices |
| Recreational/Function Facilities | <ul style="list-style-type: none"> • None |
| Port Control | <ul style="list-style-type: none"> • All windows inside offices • All windows and glass walls at balcony • All inside windows in passages and emergency stairs • All glass doors and frames |
| Admin Craft Basin Building | <ul style="list-style-type: none"> • All windows inside offices • All inside windows and glass walls at balcony |

| Building | Windows Covered |
|--------------------------|--|
| | <ul style="list-style-type: none"> All inside windows in passages and emergency stairs All glass doors and frames |
| All other buildings | <ul style="list-style-type: none"> All exterior and interior windows, glass brick windows, glass doors and their frames inside (they are all reachable) |
| Port Admin Building | <ul style="list-style-type: none"> All ground floor/foyer entrance windows inside and out All glass and frame of office doors and passages All glass and frame of lifts doors All glass walls to offices |
| Civil Depot Office Areas | <ul style="list-style-type: none"> All sliding door glass and frame All reachable windows inside and outside offices |
| Procurement Offices | <ul style="list-style-type: none"> All ground floor/foyer entrance windows inside and out |
| Marine and Fire Offices | <ul style="list-style-type: none"> All exterior and interior reachable windows. All sliding door glass and frame |
| Entrance guard houses | <ul style="list-style-type: none"> All exterior and interior reachable windows. |
| Light houses | <ul style="list-style-type: none"> All exterior and interior reachable windows. All sliding door glass and frame |

- Special equipment requirements for the TNPA Admin Building (eMendi) Port of Ngqura:**
Due to the large area inside the building that need to be cleaned, the following equipment must be used to clean the building effectively:

| Special Equipment for eMendi Admin Building | | |
|---|---|---|
| Item No. | Equipment | Areas to use on |
| 1 | Push Sweeper – Walk behind | Sweeping basement and parking bays |
| 2 | Window Cleaning Equipment: | |
| 2.1 | Window Cleaning Telescopic Pole / Scratcher 2.5 m | Cleaning window cleaning inside offices and balconies. Reach shall be not more than 2.5 m |
| 2.2 | Window Cleaning Bucket 25 Lt | Working together with the window cleaning scratcher to drain water |

7.F. BELOW ARE ALL THE BUILDINGS AND FACILITIES NOT TO BE CLEANED NMB PORTS
Do not clean unreachable windows of buildings:

- Outside windows of eMendi Admin building
- Outside windows of Port Control building
- Outside windows of Admin Craft Basin building
- Any other unreachable windows of buildings

Do not attend to all other facilities not mentioned on this contract e.g.:

- Parking bays and carports (excluding the eMendi Admin Building basement parking)
- Roads

7.G. WEEKEND CLEANING TO HIGH TRAFFIC AREAS FOR PORT OF NGQURA

- a) The weekend cleaning service is only required to be done at the following building(s):
- Entrance Plaza Buildings (including North Entrance Building, South Exit Building and Guardhouse only)
 - New Entrance Plaza buildings
 - Port Control building
 - Admin Craft Basin (Berthing/Marine and Fire services).
 - Fire Control room
 - eMendi building – Basement_2 and 3rd floor West wing
- b) The weekend is including both Saturday and Sunday
- c) The cleaners will only work for half day (4 hours) starting from 8:00 am for both Saturday and Sunday.

8. CLEANING ASSOCIATION

- The service provider is required to be a valid member of the National Contractors Cleaning Association (NCCA) or BEECA Cleaning Association and continue to maintain is membership for the duration of this contract.

9. EQUIPMENT AND CLEANING CHEMICALS FOR NMB PORTS (NGQURA AND PE)

- All equipment necessary as listed below for the proper performance of the cleaning services must be supplied and maintained by the service provider.
- TNPA will provide **dishwashing liquid soap, hand wash liquid soap, toilet paper, towel paper and hand sanitiser**. All other cleaning chemicals and essentials must be supplied by the service provider.
- All cleaning chemicals to be used shall be environmentally friendly and approved by TNPA before use.
- Service provider to adhere to the OHSAct requirements and to submit Material Safety Data Sheets (MSDS) for TNPA's approval of their proposed cleaning chemicals with the SHE file. Any changes that are made to the SHE file must be preapproved by TNPA before implementation.

9.1 LIST OF THE MINIMUM BUT NOT LIMITED EQUIPMENT AND CHEMICALS

| CLEANING EQUIPMENT FOR EACH SITE: | CLEANING CHEMICALS FOR EACH SITE: |
|--|--|
| Wet floor signage | Bleach |
| Broom for carpet | Multi-purpose cleaner |
| Broom for soft platforms | Furniture polish |
| Colour coded gloves | Floor cleaner/ polish |
| Large wire broom with wooden stick | Tile cleaner / polish |

| | |
|--|-----------------------|
| Walk behind sweeper | Carpet cleaner/polish |
| Duster synthetic | Etc |
| Feather duster | |
| Carpet brush | |
| String mops | |
| Flat mops | |
| Trolley bucket with a wringer and colour coded buckets | |
| Vacuum cleaner | |
| Long handle scoop and dustpan | |
| Colour coded Micro fibre cloths | |
| Dustbin cloths | |
| Bin liners | |
| Window cleaning squeegee | |

10. DUTIES OF THE CLEANING CONTRACT SUPERVISOR FOR NMB PORTS (NGQURA AND PE)

The role of the supervisor is not limited to supervision of the cleaning staff but also include:

- Control of chemicals and training on equipment usage.
- Training and communication of MSDS, risk assessments & safe working procedures.
- On site liaison between TNPA representative and service provider.
- Discipline of staff.
- Monitor time keeping.
- Issuing and monitor of uniform & PPE usage. specs.
- Perform inspections and monitoring the cleaning staff.
- Managing and rotation of cleaning staff within the different locations.
- Must be on site for 8 hours and be independent of the cleaners as they will be expected to visit all sites **twice a day** for supervisory functions only.
- Will be required to attend regular meetings with TNPA.
- Weekly inspections on the quality and standard of cleaning and hygiene services rendered and report weekly to TNPA.
- Monitor that all check list templates are displayed in all buildings
- Reporting of any damages that may occur during cleaning of the facilities e.g., broken glasses, plates, windows etc.
- Be responsible for any injuries that may occur to staff during working hours.
- Update the SHE files onsite.

11. DUTIES OF CLEANERS FOR NMB PORTS (NGQURA AND PE)

| Area | Duties |
|-------------|---|
| Floors | Carpeted, tiled, epoxy coated and paved floors |

| Area | Duties |
|---------|--|
| | <p>High Traffic:</p> <ul style="list-style-type: none"> - Remove dust with mop, vacuum cleaner or disposable cloth sweeper three times a week. - Wash floors for spoilage as necessary. - Spray clean or burnish using mechanised system three times a week. - Lightly scrub and apply maintenance coat as necessary. - Strip clean and re-seal as required. <p>Low traffic:</p> <ul style="list-style-type: none"> - Remove dust with mop, vacuum cleaner or disposable cloth sweeper daily. - Wash floors for spoilage as necessary. - Spray clean or burnish mechanised system weekly. - Light scrub and apply maintenance coat as required. - Strip clean and re-seal as required. <p>Entrance and Reception:</p> <ul style="list-style-type: none"> - Sweep, vacuum clean or wash floors daily. - Polish on Mondays, Wednesday and Friday. |
| Toilets | <p>Male and Female</p> <p>Toilet:</p> <ul style="list-style-type: none"> - Ensure usability (report faults to TNPA engineering or TNPA cleaning project manager immediately). - Replenish consumables (toilet paper, etc.) daily. - Remove spoilage from bowl and under-flush rim with hard surface cleaner and brush daily. - Remove mineral deposits on a monthly basis. - Wet wipe seat and lid, cistern, pipes etc. on a daily basis. - Disinfect all components on a daily basis. - Wet wipe doors and walls twice weekly. <p>Drying Facilities:</p> <ul style="list-style-type: none"> - Ensure that all hand dryers /hand towels dispensers are usable at all times. <p>Urinals:</p> <ul style="list-style-type: none"> - Remove litter as necessary. - Wet wipe with hard surface cleaner and disinfect daily. - Wet wipe and dry wipe flush mechanism daily. - Wash step or floor at urinal with disinfectant as necessary. - Remove mineral deposits from gullies and drains monthly. <p>Basins:</p> <ul style="list-style-type: none"> - Wet wipe with hard surface cleaner daily. - Remove mineral deposits monthly. - Fill liquid soap holders and paper hand towel dispensers daily. <p>Taps:</p> |

| Area | Duties |
|---------|---|
| | <ul style="list-style-type: none"> - Wet wipe with hard surface cleaner and disinfectant daily. - Remove mineral deposits monthly. <p>Mirrors:</p> <ul style="list-style-type: none"> - Wet wipe and dry daily. - Ornamental – use glass cleaner weekly. |
| Offices | <p>Partitions:</p> <ul style="list-style-type: none"> - Spot clean as necessary. - Wet wipe washable surfaces monthly. - Clean glass (on partition) with glass cleaner quarterly. <p>Lockers:</p> <ul style="list-style-type: none"> - To be cleaned inside bi-monthly. - Wet wipe outside to remove built-up grime on a weekly basis. <p>Rubbish bins:</p> <ul style="list-style-type: none"> - Damp wipe daily. - Remove stains and disinfect weekly or as necessary. - Bins to be emptied twice a day (once in the morning and once in the afternoon). <p>Blinds:</p> <ul style="list-style-type: none"> - Vertical – remove dust weekly. - Horizontal – Damp wipe weekly. <p>Carpets:</p> <ul style="list-style-type: none"> - Vacuum (with low noise equipment) twice weekly or as is necessary. - Remove spots and stains as necessary. - Interim clean as required. - Restorative clean as required. <p>Ceilings:</p> <ul style="list-style-type: none"> - Dust and wipe air vents twice annually. <p>Couches/Chairs etc.:</p> <ul style="list-style-type: none"> - Cloth/Material – vacuum fortnightly, spot clean as necessary and shampoo as required. - Vinyl/Leather – dust daily and damp wipe fortnightly. <p>Desks:</p> <ul style="list-style-type: none"> - Natural, unsealed wood – dust daily - Sealed wood/glass/Formica – dust or damp wipe/disinfect daily and polish monthly. <p>Doors:</p> <ul style="list-style-type: none"> - Remove finger marks on glass and push plates daily. - Dust or damp wipe fortnightly. - Damp wipe/ disinfect door handles weekly. |

| Area | Duties |
|---------------------------|--|
| | <p>Telephones:</p> <ul style="list-style-type: none"> - Dust daily. - Damp wipe with disinfectant/deodorizer weekly. <p>Electrical Equipment:</p> <ul style="list-style-type: none"> - Light switches – dust daily and damp wipe weekly. <p>Radiators/air-conditioners:</p> <ul style="list-style-type: none"> - Dust daily. - Damp wipe weekly. |
| Kitchens | <p>All surface areas, sink, stove, microwave oven and fridge are to be kept hygienically clean.</p> <p>Oven/Stoves/Urns/Kettles:</p> <ul style="list-style-type: none"> - Wet wipe hot plates with hard surface cleaner or as necessary. - Use caustic aerosol spray on baked-in dirt on oven surfaces monthly. - Wet wipe and rinse inside microwave surfaces daily or as necessary. - Wet wipe kettles/urns on exterior surface daily. <p>Refrigerators:</p> <ul style="list-style-type: none"> - Damp wipe top, doors and sides of refrigerator daily. <p>Shelves:</p> <ul style="list-style-type: none"> - Dust those that are empty weekly. - Damp wipe when shelves are cleared as necessary. <p>Skirting and windowsills:</p> <ul style="list-style-type: none"> - Dust and wet wipe weekly. <p>Sinks:</p> <ul style="list-style-type: none"> - To be cleaned and wet wiped daily. - Wash dishes, dry and pack away. |
| Boardrooms | <p>General:</p> <ul style="list-style-type: none"> - Make and serve tea/coffee when requested. - Wet wipe all white boards when requested. - Dust/polish/wet wipe/disinfect boardroom table before and after use or as requested. - Vacuum/clean carpets/floors once a week or as and when required. - Dust/wet wipes all chairs. - Clean blinds. - Clean all doors/glass partitions. - Dust wall frames. |
| Walls/Windows/windowsills | <p>General:</p> <ul style="list-style-type: none"> - Spot clean as necessary. - Dust, wet wipe weekly. - Clean reachable windows monthly (inside). |

| Area | Duties |
|--|--|
| Shower/Change Rooms | <p>General:</p> <ul style="list-style-type: none"> - Remove fats and grease from walls, doors, floors using hard surface cleaner daily. - Clean glass and metal work daily or as necessary. - Ensure that all windows are opened and dry wiped daily. - Wash shower mats weekly. - Clean lockers (inside and outside) as necessary. - Clean rubbish bin daily. |
| Stairs and Handrails | <p>General:</p> <ul style="list-style-type: none"> - Sweep staircase daily. - Wet wipe/disinfect handrails daily. - Scrub floor surface monthly or as necessary/requested. |
| Lifts | <p>General:</p> <ul style="list-style-type: none"> - Sweep and damp mop floors daily. - Clean interior and exteriors (walls/doors/handrails/mirrors etc.) daily. |
| <p>The following tea/coffee duties must be carried out by cleaners.</p> <ul style="list-style-type: none"> - Make tea/coffee for TNPA meetings. - Collect dirty crockery from boardrooms to kitchen, wash and store them. - Provide water and glasses for meetings. - Make of tea/coffee will be made for executive management as and when required. <p>(Mineral water bottles, water dispensers and tea / coffee material will be supplied by TNPA)</p> | |
| <p><u>CLEANERS MUST NOT DO THE FOLLOWING:</u></p> <p>Note: The cleaners will only wash dirty crockery of TNPA assets</p> <p>The following must not be done by cleaners:</p> <ul style="list-style-type: none"> - Do not warm or cook personal lunches of TNPA staff members - Do not perform personal assistance services to TNPA staff members e.g. fetching personal items from cars to offices or office to office. - Do not wash or collect dirty crockery from the canteen room at the Port of Ngqura. | |

12. WORKMEN FOR BOTH PORTS

- The service provider shall exercise supervision over the carrying out of the work and shall for this purpose have a suitably qualified supervisor to inspect the sites included in the contract as frequently as twice a day per site to ensure that high work standards are maintained.

- All persons employed by the service provider for carrying out the work shall be competent and responsible for their respective working areas. If in the opinion of TNPA that any person employed by the service provider is inefficient, negligent, disrespectful, or objectionable such person shall be removed by the service provider and shall not be re-employed on the contract work.
- Employees must be:
 - ✓ Neat
 - ✓ Reliable
 - ✓ Timeous
- The service provider and its employees will be subject to standard TNPA security checks and substance abuse monitoring.
- **All workers while on duty shall be identified by uniform shirt, blouse or smock indicating the company name or logo in print large enough to be easily read with the ID tags for identification purposes.**
- Service provider to provide transport for the cleaning staff at own cost for the Port of Ngqura employees, as sites are located at a distance from each other from the Port Entrance.

13. UNIFORMS

- All cleaning staff will be required to be neatly dressed in uniforms at all times with company name clearly displayed. The service provider shall remain with their uniform branding / style, but shall not be too different from the following typical minimum uniform:
- Uniform to be supplied by the service provider and the cost to be included in the pricing schedule.
 - Jersey
 - Golf shirts
 - Socks
 - Winter jackets (warm)
 - Skirts for women (or trousers when weather conditions are cold)
 - Trousers for men
 - Safety shoes (comfortable and light)
 - Head gear for women

14. MANAGEMENT

TNPA will have a Project Manager Department to liaise with the service provider during the contract period. Any queries or problems which the service provider may have in the execution of the contract work shall be directed to the Facilities Department. The service provider has a duty to confirm with the Facilities Department for any additional work that is requested by any TNPA employees (which is outside the scope of work or will require additional payment) before commencing with it. The service provider shall attend regular contract meetings, including SHE meetings set up by the appointed Facilities Department.

15. SAFETY HEALTH AND ENVIRONMENTAL REQUIREMENTS

- The service provider needs to comply with all respects with current and future relevant SHE applicable laws.
- The service provider to comply with any requirements that may include communicable diseases that exist or may be identified during the contract period.

16. GENERAL

- For the purpose of on-going cleanliness of TNPA Facilities, the service provider shall provide same day replacement of staff due to absenteeism of any kind within the first hour of the shift.
- The service provider shall ensure that its employees and agents obey all road traffic regulations and the signage displayed in the common areas, or as may be directed by an authorized Transnet National Ports Authority employee or its agent, for the purpose of safe and efficient port working.
- Waste collection and disposal shall be in line with the requirements of TNPA, which would include disposal of waste as per waste recycling programme of the Port. Waste recycling facilities are provided by TNPA.
- **TNPA reserves the right to exercise Rotation of Suppliers to promote opportunities for other suppliers.**
- The service provider needs to comply with all respects with current and future relevant labour laws. To ensure that the service provider abides by the laws, TNPA reserves the right to request proof of UIF payment, provident fund and pay-slips. Pay-slips must also show the leave/ sick days given to the cleaners.

17. INDEMNITY

Service providers enters the property at own risk and thus waive any claim for any nature against TNPA or their employees, agent and /or mandatories in respect of any loss, damages and/or injury whether same is as a result of any negligent act on the part of TNPA and/or their employees, agent and/or mandatories or other independent contractors, or by third person, or by the way of defective equipment or materials supplied by TNPA and any of their contractors or suppliers, nothing at all exempted.

The service provider indemnifies the Transnet National Ports Authority , its successors and assigns from and against any and all liabilities, injury, loss, damage, forfeitures, cost or expense, claims or causes of action caused by, resulting from, or relating in any way whatsoever to any release or threatened release of any pollutant, or contaminant into the environment, or exposure of any person thereto, or any adverse effect on the environment or injury to any person or property caused by or resulting from such pollutant or contaminant, including noise, chemicals, waste and etc. where such release, threatened release, exposure, adverse effect, or injury results or resulted in whole or in part from the use of the premises by the service provider, or as a result of the service provider violation of any legislation which administers the protection of the environment.

18. COMPLIANCE WITH STATUTES

Service provider is expected to comply with the following:

- **BASIC CONDITIONS OF EMPLOYMENT ACT**

- **LABOUR RELATIONS ACT**

18.1. COMPLIANCE MONITORING:

- It recommended that the potential service provider considers absorbing atleast fifty (50) percent of the existing cleaners.
- The service provider will be required to submit confirmation that they will pay all the cleaners for the duration of the contract which is 36 months.