

FOR THE PROVISION OF OFFICE CLEANING, HYGIENE AND GARDENING SERVICES FOR TRANSNET SOC LIMITED TRADING AS TRANSNET PROPERTY IN WORCESTER, LAINGSBURG AND BEAUFORT WEST IN THE WESTERN CAPE REGION ASSETS ON "AS AND WHEN REQUIRED BASIS" IN ALL REGIONS FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

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SPECIFICATIONS/ SCOPE OF WORK

The service required is for the office and domestic cleaning of various Transnet assets in Worcester, Laingsburg and Beaufort West in the Western Cape Region for a period of thirty-six (36) months on "As and When Required Basis".

MATERIAL AND EQUIPMENT

The successful service provider shall supply all necessary cleaning material and equipment for the proper cleaning of the offices and toilet facilities as required and as amplified in the scope of work.

Only SABS accredited chemicals/products must be used.

For quality control purposes, Transnet reserves the right to take samples from any consumables and/or cleaning agents supplied by the Service Provider for analysis at the cost of the Service Provider, if deemed necessary.

Maintenance of equipment shall be responsibility of the service provider, and all cost associated with maintenance of equipment shall be from service provider's own account.

The service provider shall ensure that defective equipment will either be replaced or repaired with 24 hours from the time that such defective equipment is reported by Transnet Property.

The Service provider must submit the specification and Material Safety Data Sheets of all consumables and cleansing agents two (2) weeks after the contract date and thereafter annually and/or as and when required.

Inter alia but not limited to, this consist of the following:

Toilets and washrooms

1st grade toilet paper (2 ply) (SANS approved)
Jumbo rolls (2 ply) (SANS approved) (120mmx1500mm)
Anti -bacterial soap (Pink soap)
Urinal Mats for urinals
Air freshener for toilets
Disinfectant liquid for toilets (similar product to Germitol)
S.H.E. Bins in each female toilet cubicles
Air freshener dispenser
Liquid soap dispensers
3 Tier lockable toilet paper holder
Toilet seat sanitizer
Toilet bowl cleaning kit
Wall mounted bin
Hand paper towel dispenser.

Kitchens

Jumbo rolls (2 ply) (SANS approved) (120mmx1500mm)
Dishwashing liquid (similar product to Sunlight)

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Liquid bleach
Dish cloths & sponges
Buckets and cleaning materials
Black plastic bags for waste removal
Plastic bin liners
Surface cleaner (similar product to Handy Andy)
Window cleaner (similar product to Windowlene)
Visible warning signage to inform tenants of work in progress.

Equipment

Low noise industrial vacuum cleaners
Mops (colour coded)/mop caddy
Janitorial trolleys
Buckets
Ladders (long and short)
Industrial cleaner
High pressure cleaner
Brooms (hard and soft)
Electrical extensions lead.
Wet floor/caution signs
Toilet brushes, spray bottle
Rubber pump/plunger
Dustpan sets
Feather duster (short and long)
Landscaping and gardening services tools i.e., spade, wheelbarrow, grass cutter, rake, etc.

Should a toilet, urinal, washbasin get blocked, the Service provider must attend to unblock it by means of a rubber pump or any other domestic equipment. If these attempts are unsuccessful, the Service provider's personnel will provide a sign "OUT OF ORDER" and immediately report this condition to the Transnet supervisor who will take responsibility for the removal of the obstruction.

Should there be water leak in the building due to rain and/or a defective water pipe, etc., the Service provider must ensure it is dried. However, should the above water leak occur outside the Service Provider's contracted working hours, the Service Provider is expected to attend to the issue first thing on the next shift.

WINDOW CLEANING

External and Internal windows of all buildings to be cleaned on a **quarterly** basis.

Glass panels of shopfronts and glass doors are to be cleaned on a **weekly** basis.

Internal glass partitions and glass panels above partitioning needs to be cleaned on a **monthly** basis.

In high rise buildings, the windows have to be cleaned on a quarterly basis externally and internally. The Requirement of rope access to clean the external windows has to be included in the contract price. As this is a specialist item the service provider is to outsource this service from a registered rope access

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supplier. The cost of such a service is to be added to the contended price. This agreement with the external supplier is for the cost of the bidder/tenderer and not Transnet directly.

In low rise buildings, wash window frames internally and externally with detergent and allow time to dry. Polish brass window fittings with brass cleaning agent / polish. Wipe glass surface with damp cloth to remove surface grime. Then clean glass surface with window cleaning agent, the buff till shining. This cleaning method is also to be applied to all internal glass panelling and glass door panelling.

DEEP CLEAN

Deep cleaning must be done every month on public surface and showers.

In showers and ablutions all tiled surfaces are to be stripped by using a recognized bacterial stripper.

Once the surface has been washed it must be allowed to dry.

Tiled surfaces must be sprayed with an antifungal spray.

Shower mats are to be disinfected in this cleaning process by washing / scrubbing with an Anti-fungal cleaner and being allowed to dry by leaving in sun for approximately an hour.

Carpet cleaning will be performed per scheduled quarters, as well as on request.

A schedule is to be handed over to the supervisor to schedule inspections.

WASHING OF DISHES

It is requested that the Service Provider makes allowance for cleaning of teacups and utensils for functions and/or meetings held at the premises affected. Cleaning of dishes is meant for functions and/or meetings, not for the normal tea and lunch breaks.

WASTE MANAGEMENT

Where colour coded bins are supplied for the management of waste and recycling purposes, the service provider is to separate all waste collected accordingly.

EMPTYING OF REFUSE BINS (WHEELIE BINS)

The emptying of refuse bins forms part of the duties of the service provider; these bins must be placed in a position where it can be collected by the municipal vehicle. The bins must be cleaned and sanitized on a weekly basis.

Service provider has to adhere to the Occupational Health and Safety Act – Act 85/1993 at all times during cleaning operation. ***Cleaning Supplies, Equipment & Heavy-Duty Plastic Bags to be supplied by cleaning service provider.***

DRAINS AND PAVEMENTS

The Service provider to clean all drains, pavements, and parking around all buildings of bird droppings, dirt, etc.

SUPPLY AND SERVICE SHE BINS

Sanitary bins are to be placed in each female toilet cubicle. It is to be noted that this is a **specialised hygienic service**, and the cost of such service is to be factored in with the contended price. It is specifically recorded that the agreement with the external supplier in this regard shall be for the **sole**

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cost of the service provider. A **disposal certificate /proof of service rendered** shall be provided on a monthly basis as per substantiation that such service was indeed delivered in the given month to the supervisor or his duly appointed representative. It is further recorded that under no circumstances and especially due to the hygienic nature of this function that sanitary towels shall merely be disposed of or be regarded as part of general waste. SHE bins roster/ schedule must be updated with each removal. All sanitary waste to be handled by a registered service provider. **Where the services are sub-contracted, the Service Provider shall provide the signed Service Level Agreement by both Parties to the Employer.**

CLEANING OF LIFTS

Special care should be given to the cleaning of the lifts, lifts should be cleaned a minimum of 3 times per day as this is a high use area. This includes the Service Lifts. Deodorisers or air fresheners should be used after each cleaning.

SUPERVISION, MANAGEMENT, AND KEY PEOPLE

The service provider has to have a supervisor on site at all times. This supervisor will be the person that reports and liaise with the Transnet supervisor on a daily basis. Transnet representative will communicate with only this delegated person regarding inspections and / or defective work / workmanship. Transnet's representatives will not be acting as supervisors to the service provider's staff.

The Service Provider shall provide a key list of personnel who will carry out the work on site with their roles and areas where they are deployed. An organogram shall be needed by the Employer to communicate accordingly.

The salaries or wages paid by the Service Provider to his/her employees must at all times comply with the applicable statutory requirements in respect of minimum wages and Unemployment Insurance Fund (UIF).

- Transnet reserves the right to request such evidence from the Service Provider in whichever form to the satisfaction of Transnet to confirm that the Service Provider complies with the latest National Minimum Wage and UIF.

All employees provided by the Service Provider in terms of this Contract shall at all times be neat and properly clothed to the satisfaction of the Employer, the Employer reserves the right to request such employees to wear a uniform or overall, of a type, cut and design approved by the Employer and purchased by the Service Provider. Employees must be identifiable as employees of the Service Provider by means of their uniforms:

- The Service Provider, or any agent or employee of his/hers, must wear protective clothing where necessary. The Service Provider must supply the relevant protective clothing at his own cost and included in the pricing of the Service.

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Meetings shall be convened as specified elsewhere in this document or if not so specified, shall be communicated by the Employer's representative and at times and locations to suit the Parties. Records of these meetings shall be submitted to the Service Provider by the person convening the meeting within five days of the meeting.

MANAGEMENT MEETINGS

Regular meetings of a general nature may be convened and chaired by the Employer's representative as follows:

Title and purpose	Approximate time & interval	Location	Attendance by:
Risk Reduction meeting	Discussions to take place as soon as a risk is notified	<i>Operational Contract Manager's office and/or Ms. Teams</i>	<i>Service Provider, Operational Contract Manager, Soft Services Supervisors, Contract Specialist</i>
Overall contract progress and feedback	Monthly basis and/or as requested	<i>Operational Contract Manager's office and/or Ms. Teams</i>	<i>Service Provider, Operational Contract Manager, Soft Services Supervisors, Contract Specialist, customers representative from depots and/or affected sites/buildings</i>

LANDSCAPING AND GARDENING SERVICES

The Service provider shall be responsible but not limited to the following:

- Removal and containment of weeds and maintenance of the borders/ edges of the flower beds, shrubs, and irrigation thereof, sufficient, and careful breaking of the soil surface with a garden fork to improve the absorption of water, renew seasonal flowering plants and disease.
- Mowing and trimming lawns around trees, shrubs and any other object/ obstruction that prevent mowing of the lawns with a conventional lawn mower. The Service provider is also responsible for disease, weed control, irrigation, and renewal of grass.
- Cutting and disposal of Veld-grass in and around the boundaries of the premises.
- The management of foreign plants and declared weeds on lawns, car shelters, roads and sidewalks, fences, substations, and paved/ covered surfaces.
- Support and binding of trees, disease / pruning, shaping, trimming and removal of branches, watering/ wetting and removing and replacing trees.
- Managing the grass against/underneath palisades, walls, perimeters, and other fences. The grass in these localities must be controlled through the applications of growth inhibitors and soil sterilisers. Grass to be kept two meters clear of the perimeter fence line.
- Where development is required, the Service provider shall ensure soil preparation, planting / establishing of plant material according to accepted gardening principles, composting of flower

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beds and lawns, and regular upgrading of flowers is in accordance with the gardening principles and the complies to the Green building Council of South Africa standards.

- Sweeping and Gardening and Landscaping of all roads, parking areas and all paved, concrete, and tarred surfaces, removal of weeds and empty waste bins.
- Supply, operate and maintain industrial type road sweeping machine. Provide separate quote.
- Remove and dispose of all refuse, rubble, vegetation, and growth at an authorised dumping site.
- Watering all container-grown outside and inside the building weekly or as needed.
- Replace all malfunctioning or damaged irrigation nozzles, report on malfunctioning of the irrigation system, report on irrigation water pipes leakages to the Transnet service/building manager or delegated person.
- The Service provider shall be obliged to supply all cleaning and hygiene service equipment plus other equipment required, at his own cost for the proper provision of the Service at the Premises.

STAFF COMPLIMENT, ALLOCATION, AND WORKING HOURS

The full staff compliment as quoted in the tender document must be present at all times on site. This means the number of people on duty from the service provider staff compliment on site during normal working hours. The normal working hours is between **07:30 to 16:00** and night shift from **18:00-22:00 daily. Any deviation and/or changes to these working hours due to operational requirements shall be put in writing to the responsible Transnet Contract representative. Any deviations that are not in writing shall be deemed null and void and Transnet reserves the right to recover all costs the Service Provider may have benefitted.**

It is the responsibility of the service provider to train the cleaning staff according to cleaning standards in relation to the use of Cleaning Chemicals, Equipment and maintenance issues and in accordance with Labour Laws

The first tasks in the morning should be dedicated to the cleaning of the common spaces (toilets, corridors).

The Company awarded the contract shall ensure the impeccable presentation of its cleaners at all times by means of uniforms. The company shall also provide each worker with a name badge of identification, which must be worn at all times.

STAFF COMPLIMENT (THESE QUANTITIES ARE INDICATIVE AND MIGHT INCREASE OR REDUCE DEPENDING ON DEMAND AND BUSINESS OPERATIONS).

Station	Supervisor	Day Cleaners	Night Cleaners	No. of Gardeners	Total number of Staff Required
Worcester	1	4		1	6
Laingsburg		2		1	3
Beaufort West	1	3		1	5

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RELIEF STAFF

The service provider is to provide temporary staff as relief for any period of absenteeism and illness. It is required that the replacement person be on site by 10H:00 on notice by supervisor.

Replacement during sick/local leave of cleaning personnel should be provided at all times. Failure to have a replacement person on duty will mean that the service provider will have to alter his tax invoice to make allowance for the period not covered by his personnel. It is in the interest of the service provider to keep accurate records of attendance of staff.

A list of names of employees that will be working on the Site / Affected Property during a given time must be made available to the Supervisor. Should any exchange of personnel take place, the Supervisor must be informed accordingly in writing. Unidentified employees, and employees whose names do not appear on the list, will not be allowed to enter the Site / Affected Property.

Requirement by Transnet from the successful service provider

- Code of Conduct, Disciplinary Conduct is the responsibility of the service provider in line with Labour laws, Bill of rights as set out in our South African constitution.
- Uniforms with identifiable company logo are to be worn at all times. Protective shoes and reflector vests are to be worn in areas where there are railway train operations.
- Service providers are to provide raincoats to their staff during the rainy seasons for outside based areas such as in the yards.
- Attendance registers to be kept daily, and in accordance with the SLA.
- Compliance with the BCEA, UIF, provident fund and Labour laws in South Africa.
- Provision of toilet paper during weekdays and weekends and ensure availability 24/7
- Cleaners are to sign on and off at the reception on Transnet register and undergo alcohol tests on a daily basis upon entering Transnet premises and/or admin buildings.
- All cleaners must undergo a safety induction.
- Supply all required cleaning materials/ consumables/products required to carry out the services.
- Working times must be adhered to
- Without limiting the liability of the Service Provider under this Agreement, the Service Provider shall take out insurance in respect of all risks for which it is prudent for the Service Provider to insure against, including any liability it may have as a result of its activities under this Agreement for theft, destruction, death or injury to any person and damage to property.

EXCLUSION OF CONSULTANTS

This exclusion clause is merely added to exclude any agencies from securing contracts and then sub-contracting the work to sub-contracting companies or private individuals; it is in the interest of Transnet and the contenders that are currently operating in the Hygiene and Domestic cleaning environment. Sub-contracting in this contract only refers to the supply and service of hygiene equipment and window cleaning.

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Information obtained from the site:

The prospective Service providers shall visit the site of the proposed Works and acquaint themselves with the nature of the *Works*, the conditions under which the work is to be performed, the means of access, any limitations, or other authorities and in general with all matters that influence or affect the contract. *Service providers* shall be deemed to have allowed in their tender for any additional cost to be involved due to the foregoing, it is specifically emphasised that no claims for any extras in connection with the position or nature of the work flowing there from will be entertained.

Housekeeping:

During the entire contract period the sites shall always be kept neat and tidy. The Supervisor may order the Service provider to stop all work, until such time as, in his opinion, this condition has been met and complied with.

Daily site diary and inspection book:

The *Service provider* shall provide an A4 size triplicate book to be used as a Daily Diary for the duration of the Contract. The Transnet Supervisor and/or appointed Operational Contract Manager or representative shall retain the original copy, and the Service provider shall retain the first and second copy. The diary shall be completed on a daily basis and on a monthly basis and kept on site up to 03 months after the expiry of this contract.

In addition to this, the Service provider shall provide an A4 size triplicate book to act as Site Instruction Book. The *Supervisor* shall retain the original copy, and the service provider shall retain the first and second copy. The diary shall be completed on a daily basis. Only the *Supervisor* or his delegated representative shall have the authority to issue site instructions to the *Service provider*. Under no circumstances shall personnel issue instructions to the service provider

AREAS OF DEPLOYMENT AND WHERE SERVICES ARE REQUIRED MONTHLY, THESE AMOUNTS ARE ESTIMATES AND MIGHT INCREASE OR REDUCE DEPENDING ON DEMAND AND BUSINESS OPERATIONS.

Depot	Asset Number	Asset Name	Square Meters	Frequency of Services
Worcester	02AFJ10C	PX Building	642	5 Days (Monday to Friday) / Day Shift
	02SFJ46	Diesel Depot	134	5 Days (Monday to Friday) / Day Shift
	02WJF01C	Suncity	501	5 Days (Monday to Friday) / Day Shift
	02AFK11	GVB	313	5 Days (Monday to Friday) / Day Shift
	02YFJ05C	Security Post	41	5 Days (Monday to Friday) / Day Shift
	02HFJ02C	Civil Workshop	118.4	5 Days (Monday to Friday) / Day Shift

Respondent's Signature

Date & Company Stamp

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Depot	Asset Number	Asset Name	Square Meters	Frequency of Services
	02BFJ01C	Security	223	5 Days (Monday to Friday) / Day Shift
	02DFJ01C	Station Building	222	5 Days (Monday to Friday) / Day Shift
	02HFK04C	Spoorbaan	166	5 Days (Monday to Friday) / Day Shift
	02BFK04C	Signals office	306	5 Days (Monday to Friday) / Day Shift
	02AFJ32C	Sun City Mess	187	5 Days (Monday to Friday) / Day Shift
	02WFJ01C	Shunters	283.1	5 Days (Monday to Friday) / Day Shift
	02AFJ30C	P & T Depot	63.2	5 Days (Monday to Friday) / Day Shift
	02AFJ31C	P & T Mess	163.3	5 Days (Monday to Friday) / Day Shift
	02AFJ43C	Mess and Ablution	84	5 Days (Monday to Friday) / Day Shift
	02AFJ76C	Shunters Office	12	5 Days (Monday to Friday) / Day Shift
	02HFK05C 02HFK07C	GBV Mess	281.3	5 Days (Monday to Friday) / Day Shift
	02AFK05C	Transtel	79	5 Days (Monday to Friday) / Day Shift
	02AFK06C	Transtel	128	5 Days (Monday to Friday) / Day Shift
	02AFK08C	Transtel	221	5 Days (Monday to Friday) / Day Shift
	02ZFK01C	Transtel	167	5 Days (Monday to Friday) / Day Shift
Laingsburg	02BFA04	Office	61.2	5 Days (Monday to Friday) / Day Shift
	02BFA05	Mess & Ablution	38.9	5 Days (Monday to Friday) / Day Shift
	02BFA06	Mess & Ablution	64.2	5 Days (Monday to Friday) / Day Shift
	02BFA08	Relay Room	67.35	5 Days (Monday to Friday) / Day Shift
	02NFA22	Workshop & Mess	65.7	5 Days (Monday to Friday) / Day Shift
	02NFA02C	Signals Stores Area	59.8	5 Days (Monday to Friday) / Day Shift
Beaufort West	02EGO03C	Administration Building Double Storey	347.6	5 Days (Monday to Friday) / Day Shift
	02EGO01C	Station Building	493.5	5 Days (Monday to Friday) / Day Shift
	02AGO77C	Offices	238	5 Days (Monday to Friday) / Day Shift
	02AGO75C	Mess & Ablution	163.3	5 Days (Monday to Friday) / Day Shift

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Depot	Asset Number	Asset Name	Square Meters	Frequency of Services
	02AGO78C	Mess & Ablution	79.1	5 Days (Monday to Friday) / Day Shift
	02AGO78C	Workshop Offices	139.6	5 Days (Monday to Friday) / Day Shift
	02AGO56C	Mess & Ablution	37.5	5 Days (Monday to Friday) / Day Shift
	02AGO56C	Offices	31.7	5 Days (Monday to Friday) / Day Shift
	02AG133C	Mess & Ablution	22.6	5 Days (Monday to Friday) / Day Shift
	02BG134C	Toilet	7.5	5 Days (Monday to Friday) / Day Shift
	02AGO63C	Office Control Cabin	14.9	5 Days (Monday to Friday) / Day Shift
	02AGO64C	Toilet	2.9	5 Days (Monday to Friday) / Day Shift
	02BG097C	Ambulance Office	307.8	5 Days (Monday to Friday) / Day Shift
	02BG097C	Security Offices	307.8	5 Days (Monday to Friday) / Day Shift
	02BG096C	Civil Workshop / office	47.24	5 Days (Monday to Friday) / Day Shift
	02BG098C	GBV	311.3	5 Days (Monday to Friday) / Day Shift
	02BG003	Buitepligte t/b	347.6	5 Days (Monday to Friday) / Day Shift
	02BG003C	Binnepligte	49.2	5 Days (Monday to Friday) / Day Shift
	02BG177C	Sitbok	28.1	5 Days (Monday to Friday) / Day Shift
	02BG130C	Telemeter Room	31.2	5 Days (Monday to Friday) / Day Shift
	02BG132C	Terrain Beampters	83.1	5 Days (Monday to Friday) / Day Shift
	02BG099C	Office Block	547.7	5 Days (Monday to Friday) / Day Shift
	02BG099C	Mess & Ablution	27.8	5 Days (Monday to Friday) / Day Shift
	02BG125C	A-Yard	584.7	5 Days (Monday to Friday) / Day Shift

PERFORMANCE REQUIREMENTS

Performances Measures

It is recorded and agreed that, in the event that the Service Provider fails to deliver the Services stipulated in this document, Employer shall be entitled to impose penalties on the Service Provider as indicated in Table 1 below.

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The Employer's right to impose penalties does not in any way detract the Employer's right to claim damages instead of penalties in the event of a breach by the Service Provider of any or all of the terms and conditions of this Agreement.

Table 1: Key Performance Indicators

Key Performance Indicator Description	Minimum Value of Penalty per occurrence	Maximum Value of Penalty per occurrence
Timeous payment of salaries/wages to the personnel (Unexplained and not communicated delays from the Service Provider to pay the cleaning/gardening personnel on site/s affected resulting in disruptions on the Employer's operations.)	5% of the Monthly invoice in which the issue was reported if the Service Provider did not resolve the issue within the stipulated time frames	10% of the Monthly invoice in which the issue was reported if the Service Provider did not resolve the issue within the stipulated time frames
National Minimum Wage compliance (Non-compliance to the gazetted National Minimum Wage) – Service Provider paying the employees' salaries and/or wages that do not comply to the gazetted National Minimum Wage	10% of each Monthly invoice in which the Service Provider did not comply to the latest Gazetted National Minimum Wage.	25% of each Monthly invoice in which the Service Provider did not comply to the latest Gazetted National Minimum Wage.
Delivery of the consumables and materials required to successfully provide the services (Delays by the Service Provider in delivering the requested consumables and materials within the specified time frame)	5% of the Monthly invoice in which the Service Provider failed to deliver the consumables and materials within the time frame requested.	10% of the Monthly invoice in which the Service Provider failed to deliver the consumables and materials within the time frame requested.
Supply, Installation, and regular servicing of the hygiene equipment (Delays by the Service Provider to install and/or service the hygiene equipment within the stipulated time frame)	5% of the Monthly invoice in which the Service Provider failed to supply, install, and/or service the hygiene equipment within the time frame requested.	10% of the Monthly invoice in which the Service Provider failed to supply, install, and/or service the hygiene equipment within the time frame requested.
Health and Safety compliance (<i>Service Provider's</i> delays in submitting the safety file within the stipulated time frame)	2.5% of the Safety file invoice	5% of the Safety file invoice
Adherence to the staff complement (Failure by Service Provider to deploy adequate resources on daily basis as requested by the Employer)	5% of the Monthly invoice in which the issue was identified and/or reported.	25% of the Monthly invoice in which the issue was identified and/or reported.
No response of Non-Conformance Report (NCR) within 3 days	1% of the Task Order value per day	10% of the Task Order value

The service provider's work must conform to domestic cleaning practices, standards and specifications and the work must be completed to the satisfaction of the *Supervisor or his delegated representative*.

The Service provider and sub-service providers if any shall have suitably qualified Supervisors in charge of the service. The names and qualifications of the Supervisors together with full details of their experience in this field of work must be furnished. The service providers must furnish the names and addresses of all proposed sub-service providers, which is subject to prior approval.

The Service provider shall not change the project team as detailed in the organogram submitted by the Service provider and accepted by the Transnet Supervisor without the prior written approval of the Supervisor, which approval will not unreasonably be withheld by the Supervisor.

Respondent's Signature

Date & Company Stamp

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INVOICING AND PAYMENTS

On a monthly basis and where necessary, inspections will be carried out by the Operational Contract Manager or appointed Employer's representative and the Service Provider, to affect quality assurance. If the service has been completed to the Operational Contract Manager or appointed Employer representative's satisfaction and/or upon agreement being reached on the quantities to be included in the invoice shall the Service Provider within one week (7 days), provide the Employer with a VAT invoice.

When making a claim for payment, the Service Provider shall submit to the Operational Contract Manager or appointed Employer representative a complete and correct tax invoice with all relevant supporting documents, invoices, any authorised additional work, schedules and reports properly complete setting out details of Services carried out and recommendations for any additional work for scrutiny and verification of the correctness.

The following information shall be reflected on the VAT invoices:

- Name and address of the Service Provider and the Employer's Operational Contract Manager.
- The contract number and title.
- Service Provider's VAT registration number (if applicable).
- The Employer's VAT registration number 4720103177.
- Full description of Service performed.
- Purchase Order Number.
- Site/Affected Property name.
- Detailed list, quantities, and description of labour, materials, and consumables showing unit prices, Service Provider's mark-up (if applicable), and sub-total.
- Total amount invoiced excluding VAT, the VAT (if applicable), and the invoiced amount including VAT.

The following supporting documentation must be furnished in respect of all invoices:

- Signed Proof of delivery of materials, consumables, and any sub-contract service brought out in the form of copies of supplier/s invoices or copies of priced delivery notes. Notwithstanding the foregoing, the Operational Contract Manager or appointed Employer representative shall have the right to call for invoices rendered by suppliers to the Service Provider in respect of sub-contract services.
- Where the Service Provider is required to provide hygiene services, signed proof of supply, delivery, and installation of the hygiene equipment (only applicable on the initial invoice),
- Sanitary waste disposal certificate,
- Signed proof of delivery of service, i.e. cleaning, gardening, and/or hygiene services, individually per service.
 - Proof of delivery shall contain the description of service/s rendered, name of the building/s and/or asset numbers where services were rendered, quantity of staff involved in rendering service/s, and period of service/s.

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- All proof of delivery must be signed by the affected site/building/s management and/or representative.
- Transnet reserves the right to scrutinise the proof of delivery and/or further inquire, where necessary.
- Transnet representative SAP number, name, and signature shall be visible. Only original copies and/or scanned copies of the original copies shall be accepted. No pictures, photos of the proof of delivery shall be accepted.
- Signed documents refers to documents signed by the Service Provider and the client/recipient of the service,

Payment will be made thirty (30) days from the date of receipt of the Service Provider's signed invoice and credit notes (where applicable).

All invoices must be signed by the Service Provider before submitted to Transnet for further processing.

The Employer reserves the right to hold on to the final invoice of the Service Provider should the Employer receive the reports and/or complaints that the Service Provider has not paid the employees at the last month of the contract period. The invoice shall only be paid upon the Service Provider providing evidence that the employees are paid in full.

Service Provider is required to follow the correct process to ensure the payment is effected in accordance with contractual payment terms.

OTHER REQUIREMENTS

Security:

The Service provider shall arrange for access permits to enter the Transnet site for its staff with Transnet Security. The company shall provide each staff member with a badge of identification.

Standard Specifications:

- All materials and quality of work shall comply with specifications.
- Transnet Health and Safety Specification.

Compliance with statutory requirements

The successful service providers shall comply with the provision of.

- Act 130 of 1993, Compensation of Occupational Injuries and Diseases act.
- Act 85 of 1993, Occupational Health and Safety Act.
- Basic Conditions of Employment Act (BCEA) No. 75 of 1997.
- Service provider must submit valid letter of Good Standing (COID-A) from department of Employment and Labour or its agencies.

Details of the conditions in which the Service provider must operate:

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Service providers must note that the facilities shall be occupied during working hours and that some areas operate on a 24/7 basis.

The successful service provider would be required to schedule his site work in such manner that it does not interfere with the operations or shall ensure there is minimal disturbance to operations.

The first task in the morning should be dedicated to the cleaning of common areas (toilets, corridors, stairwells, entrance and exit points).

The service provider shall be liable for any damages caused by him or his staff to any Transnet property or equipment.

Damage to Property and/or Services

The service providers shall take adequate precaution against damage to existing assets and injury to persons during the course of the contract. The successful tender will be responsible for the repairs and/or the costs incurred in such repairs to any damages caused to TRANSNET'S property by the successful service providers staff the carrying out of the required work.

CONSTRAINTS

The facilities shall be occupied during working hours with high volume of Transnet staff, therefore. working areas shall be properly demarcated.

Mops and dirty water shall not be flushed into the sewer system.

Working equipment should not be left lying around, must be removed to the designated storage areas.

HEALTH AND SAFETY

The Service provider shall submit a Health and Safety file according to Transnet Property requirements for approval and kept at depot for monthly audits.

The service provider shall ensure that it and its contracted staff and site manager shall at all times comply fully with any safety, fire, emergency and security procedures and policies applicable at the premises.

The Service provider to supply staff with PPE, i.e., safety boots, reflector vest, gloves, dust mask, etc.

LEGAL REQUIREMENTS FOR ALL CONTRACTS

- The Health and Safety specifications shall be based on the task at hand vs. task specific.
- It is a service provider requirement that the principal service provider demonstrates that adequate provisions have been made for the cost of Health and Safety. The cost of health and safety therefore specifically must be included in the price list.

FREQUENCY OF SERVICE

The list below is the frequency that Transnet requires the service provider to do the cleaning of the specified items. The list is not exhaustive and complete; the service provider has to use common sense when applying this list with the items listed.

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TOILETS AND MESSROOMS	DAILY	WEEKLY	MONTHLY
Clean basins & taps	Twice daily		
Clean toilet pans & seat	Twice daily		
Clean urinals	Twice daily		
Clean windows Internally			✓
Deep clean shower			✓
Clean shower	✓		
Dust walls		✓	
Dust windowsills		✓	
Empty "She bins" (by a registered supplier)			✓
Empty waste bins	✓		
Move and clean behind items			✓
Place Pee-pods and not deo-blocks (replace as required)			✓
Polish floors		✓	
Refill condom dispenser (replace as required)		✓	
Refill Roller towel (replace as required)			✓
Refill soap dispenser	✓		
Refill toilet paper	✓		
Remove cobwebs with duster	✓		
Shine doors		✓	
Shine polished surfaces - WOODEN		✓	
Strip floors – VINYL FLOOR SURFACES		once	Annually
Sweep floor surfaces	✓		
Wash floors - VINYL FLOOR SURFACES		✓	
Wipe skirting boards		✓	
Wipe wall tiles	✓		
Shine mirrors	✓		
KITCHEN	DAILY	WEEKLY	MONTHLY
Clean basins & taps	Twice daily		
Clean kitchen sink / wash dishes	Twice daily		
Clean windows Internally			✓
Dust furniture / polish		✓	
Dust walls			✓

Respondent's Signature

Date & Company Stamp

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Dust windowsills		✓	
Move and clean behind items			✓
Shine polished surfaces - WOODEN		✓	
Strip floors – VINYL FLOOR SURFACES		once	Annually
Sweep floor surfaces	✓		
Wash floors - VINYL / CERAMIC TILES		✓	
Shine doors		✓	
Shine polished surfaces		✓	
Wipe skirting boards		✓	
Wipe table surfaces	✓		
Wipe wall tiles		✓	
Empty waste bins	✓		
OFFICES, HALLWAYS, LIFTS, AND PASSAGES	DAILY	WEEKLY	MONTHLY
Clean windows Internally			✓
shopfronts and glass doors		✓	
Dust furniture		✓	
Dust walls			✓
Dust windowsills		✓	
Move and clean behind items			✓
Polish floors			✓
Remove cobwebs with duster		✓	
Shine doors		✓	
Shine polished surfaces		✓	
Strip floors – VINYL FLOOR SURFACES		once	Annually
Sweep floor surfaces	✓		
Vacuum carpets		✓	
Steam clean carpets		once	Annually
Wipe skirting boards		✓	
Wipe table surfaces	✓		
Wipe wall tiles		✓	
Empty waste bins	✓		
Cleaning of lifts	Twice daily		

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EXTERIOR OF BUILDING (PARKING, GARDEN AREAS, BALCONIES, STOOPS, ROOFS, GUTTERS, DOWN PIPES, AIR-CON, OTHER LOUVERS)	DAILY	WEEKLY	MONTHLY
Sweep roads, parking area and sidewalks	✓		
Pick up and remove all litter	✓		
Damp wipe building name, information, emergency, and route signs		✓	
Remove graffiti			Where applicable
Clean all storm water drains by removing all litter, sand, etc	✓		
Clean and damp wipe ashtrays	✓		
Sweep footpaths	✓		
Treat garden furniture			✓
Dust and damp wipe garden light fittings		✓	
Remove all litter from water ponds	✓		
Dust and damp wipe air-con louvers on ground floor			✓
Sweep, mop, treat balcony floor surfaces	✓		
Dust, clean all doors, doorframes, walls	✓		
Dust and damp wipe pot plant holders	✓		
Clean out all gutters			✓

WORKING HOURS

Working hours will include day shift, night shift, weekends and public holidays and this will be informed by the working schedule provided.

Respondent's Signature

Date & Company Stamp