

**PROVISION OF CLEANING SERVICES FOR TRANSNET NATIONAL PORTS AUTHORITY BUILDINGS AND FACILITIES AT THE NELSON MANDELA BAY PORTS (NGQURA AND PORT ELIZABETH) FOR A PERIOD OF 5 YEARS.**

**Pre-qualification documents**

**a) Letter of Good Standing**

Tenderer to submit a valid letter of good standing with the nature of business aligning with scope of work.

**SCOPE OF WORK**

**1. 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 and any other work arising out of or incidental to the foregoing which may be required for the proper completion of the work in accordance with the true meaning and intent of the contract documents.

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:

- Office space
- Mess rooms
- Storage rooms
- Basement parking
- Kitchens
- Etc.

The service providers are to provide cleaning personnel (including Supervisors), cleaning equipment and tools and cleaning consumables/chemicals for the duration of the contract. They are also to ensure that they provide reliever staff whenever their employees are not able to come to work. They are to adhere to the OHSAct requirements and to submit Material Safety Data Sheets (MSDS) for TNPA's approval of their proposed cleaning chemicals, beforehand.

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 and the contract shall be considered cancelled in respect of such buildings and facilities. The contract will be valid for a maximum period of 5 years from the contract start date. TNPA reserves the right to give a one (3) months' notice period for cancellation of the contract within the period of five (5) years, should the need arise.

## **2. SCHEDULE OF PRICES AND ESCALATION**

Tenderers must complete the accompanying Schedule of Prices in black ink and must submit it with their tenders.

- The prices and rates submitted in the Schedule of Prices shall be deemed to be fixed and shall not be subject to escalation during the contract period.
- Yearly escalations should be aligned with the government gazetted prices.
- Tenderers are required to quote for all buildings stipulated.
- Tenderers are obliged to submit tenders for all buildings listed in the Schedule of Prices.
- Tenderers are also required to provide a rate for the once-off cleaning of each of the buildings listed. This rate will be used if the contractor is requested to clean, on a once off basis, a building which was excluded from the contract.

### **Notes to pricing:**

- The Service Provider can quote for one port, or both ports as split award is envisioned.
- Costing submitted to be all inclusive - please ensure that all cost chemical, materials, equipment, uniform, PPE, transport, supervisor, labour etc. are included in monthly price submitted per building for both Ports.
- No price increase will be accepted / considered after award.
- All prices must be quoted in South African Rand, exclusive of VAT
- To facilitate like-for-like comparison bidders must submit pricing strictly in accordance with this pricing schedule and not utilize a different format. Deviation from this pricing schedule could result in a bid being disqualified.

## **3. PAYMENT**

- The prices and rates to be inserted in the pricing schedule are to be the full inclusive prices to be paid by the Employer for the work described under the several items. Such prices and rates shall cover all costs and expenses that may be required in and for the execution of the work described, and shall cover the cost of all general risks, liabilities, and obligations set forth.
- The prices and rates submitted in the pricing schedule shall be deemed to be fixed and shall not be subjected to escalation during the contract period. The rates shall be exclusive if VAT. VAT shall be shown separately on invoices.
- The service provider must invoice TNPA in a form approved by the TNPA representative (quoting the purchase order number), for all payments under the contract after completion of works.
- Payments will be made by TNPA within 30 days and at the end of the month from receipt of the service providers invoice, provided that the content of the invoice has been certified as correct by the TNPA representative and nothing is the invoice is in dispute.
- All invoices before submission shall be sent to the Facilities Manager for scrutiny and approval.
- All invoices shall be addressed to:
  - Finance Office
  - Port Administration Building
  - Green Street
  - Port of Port Elizabeth

#### **4. DURATION OF CONTRACT**

The contract(s) to be concluded with the successful tenderer will be valid for a maximum period of 5 years from the contract start date. TNPA reserves the right to give a notice period of three (3) month for cancellation of the contract within the period of five (5) years, should Transnet National Ports Authority desire to do so.

#### **5. WORKING HOURS**

The working hours are from 07:30 am to 4:00 pm, making a total of eight (8) working hours and thirty (30) minute break which shall start at 12:00 pm.

The service provider must take cognisance that the buildings and facilities will be occupied during the cleaning operation and care must be taken to minimize the disruption. It is possible that certain departments may have requirements that conflict with the service providers planned program, in which case the service provider must allow adapting its program to suit the needs of the department, if Transnet National Ports Authority considers this reasonable.

#### **6. SITES TO BE CLEANED WITHIN THE NELSON MANDELA BAY PORTS**

##### **6.A. BUILDINGS AND FACILITIES TO BE CLEANED PORT OF PE**

<b>Site</b>	<b>Areas to be cleaned</b>	<b>Size of Area to be cleaned</b>	<b>Numbers of Cleaners</b>
Procurement Office including Stores	<ul style="list-style-type: none"> <li>• All offices</li> <li>• Ablution Facilities including showers</li> <li>• Kitchen</li> <li>• Mess Room</li> <li>• Passages</li> <li>• Change Rooms</li> <li>• Garages</li> <li>• Stores</li> <li>• Store-room</li> </ul> Reachable windows (inside and outside)	Approximately 737 m <sup>2</sup> Areas to be confirmed at the compulsory Site Briefing	1
Marine Services Building including Fire Department	<ul style="list-style-type: none"> <li>• All Offices</li> <li>• Ablution Facilities including showers</li> <li>• Kitchen</li> <li>• Mess Room</li> <li>• Passages</li> <li>• Change Rooms</li> <li>• Garages</li> <li>• Stores</li> </ul>	Approximately 1025 m <sup>2</sup> Areas to be confirmed at the compulsory Site Briefing	1

	<ul style="list-style-type: none"> <li>• Store-room Reachable windows (inside and outside)</li> </ul>		
Lighthouse Building	<ul style="list-style-type: none"> <li>• All Offices</li> <li>• Ablution Facilities including showers</li> <li>• Kitchen</li> <li>• Mess Room</li> <li>• Passages</li> <li>• Change Rooms</li> <li>• Garages</li> <li>• Stores</li> <li>• Store-room Reachable windows (inside and outside)</li> </ul>	Approximately 557 m <sup>2</sup> Areas to be confirmed at the compulsory Site Briefing	1
Port Control Tower	<ul style="list-style-type: none"> <li>• All offices</li> <li>• Ablution Facilities including showers</li> <li>• Kitchen</li> <li>• Mess Rooms</li> <li>• Passages</li> <li>• Change Rooms</li> <li>• Garages</li> <li>• Stores</li> <li>• Storeroom</li> <li>• Reachable windows (inside and outside)</li> <li>• All lifts</li> <li>• Windows (All reachable windows inside and out)</li> </ul>	Approximately 672 m <sup>2</sup> Areas to be confirmed at the compulsory Site Briefing	1
Port Administration Building	<ul style="list-style-type: none"> <li>• All floors as follows: (5<sup>th</sup> floor, 4<sup>th</sup> floor, 3<sup>rd</sup> floor, 2<sup>nd</sup> floor, 1<sup>st</sup> floor, ground floor, customer service, security entrance including lift area and lower ground including the canteen)</li> <li>• All offices</li> <li>• Ablution Facilities including showers</li> </ul>	Approximately 5890 m <sup>2</sup> Areas to be confirmed at the compulsory Site Briefing	8

	<ul style="list-style-type: none"> <li>• Kitchen</li> <li>• Mess Rooms</li> <li>• Passages</li> <li>• Change Rooms</li> <li>• Store-room</li> <li>• All lifts</li> </ul> <p>Reachable windows (inside and outside)</p>		
Engineering Depot	<ul style="list-style-type: none"> <li>• All offices</li> <li>• Ablution Facilities including showers</li> <li>• Kitchen</li> <li>• Mess Room</li> <li>• Passages</li> <li>• Change Rooms</li> </ul> <p>Reachable windows (inside and outside)</p>	Approximately 1500 m <sup>2</sup> Areas to be confirmed at the compulsory Site Briefing	3
All Guardhouses (Port Entrances, Tug Jetty, FPT Entrance, Baakens Entrance, Footbridge Entrance, Slipway Entrance, Red Ground Entrance.	<ul style="list-style-type: none"> <li>• Offices</li> <li>• Toilets</li> <li>• Floors</li> </ul> <p>Reachable windows (inside and outside)</p>	Approximately 75 m <sup>2</sup> Areas to be confirmed at the compulsory Site Briefing	1
Fire Office at Tanker Berth	<ul style="list-style-type: none"> <li>• Locker Room</li> <li>• Toilets including showers</li> <li>• Floors</li> </ul> <p>Reachable windows (inside and outside)</p>	Approximately 30 m <sup>2</sup> Areas to be confirmed at the compulsory Site Briefing	Shared resources with guard houses
Slipway Offices	<ul style="list-style-type: none"> <li>• Offices</li> <li>• Toilets including showers</li> <li>• Floors</li> </ul> <p>Reachable windows (inside and outside)</p>	Approximately 65 m <sup>2</sup> Areas to be confirmed at the compulsory Site Briefing	Shared resources with Engineering depot

**6.B. ONCE-OFF CLEANING (PORT OF PE) (AS AND WHEN REQUIRED)**

<b>Site</b>	<b>Areas to be cleaned</b>	<b>Size of Area to be cleaned:</b>
Any Site	<ul style="list-style-type: none"> <li>• Unreachable Windows (inside and outside)</li> <li>• Walls</li> <li>• Cleaning/Dusting of the ceilings</li> </ul>	<ul style="list-style-type: none"> <li>• To be determined on request of quote</li> </ul>

	<ul style="list-style-type: none"> <li>Glass partitions (unreachable portions)</li> </ul>	
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**6.C. DEEP CLEANING TO CARPET AREAS AND OFFICE CHAIRS OF SELECTED BUILDINGS  
PORT OF PE**

a) The deep cleaning of carpet areas shall be provided to the following buildings:

<b>BUILDING</b>	<b>SCOPE</b>	<b>FLOOR AREA</b>
Port Admin Building Offices areas	Deep clean carpet floors	Approximately 3192m <sup>2</sup>
Civil Depot Office Areas	Deep clean carpet floors	Approximately 140m <sup>2</sup>
Procurement Offices	Deep clean carpet floors	Approximately 100m <sup>2</sup>
Port Control Building	Deep clean carpet floors	Approximately 145m <sup>2</sup>
Clinic Office Area	Deep clean carpet floors	Approximately 90m <sup>2</sup>
Marine and Fire Offices Areas	Deep clean carpet floors	Approximately 85m <sup>2</sup>

b) The service provider must provide his own methods of deep cleaning of carpets. TNPA is typically providing the specifications below for guidance to the service provider.

Deep cleaning of carpet tiled areas shall be as follows:

- Vacuum the floors at least 3 times
- Apply steam cleaning machine to shampoo the carpets at least two times
- Allow carpets to dry completely
- The service shall include rearranging of office furniture (tables, chairs and filing cabinets etc.) to open closed areas.

c) The deep cleaning must be done quarterly throughout the duration of the contract period.

**6.D. BUILDINGS AND FACILITIES TO BE CLEANED PORT OF NGQURA**

<b>Site</b>	<b>Areas to be cleaned</b>	<b>Size of Area to be cleaned:</b>	<b>No. of cleaners</b>
<ul style="list-style-type: none"> <li>Brenton House</li> </ul>	<ul style="list-style-type: none"> <li>All Offices (floors, doors, blinds and furniture)</li> <li>Passages / balcony and railings</li> <li>Stairs (exterior) and railings</li> <li>Kitchen</li> <li>Ablutions/ Change Rooms</li> <li>Windows (interior)</li> </ul>	<ul style="list-style-type: none"> <li>Brenton House = 346.54 m<sup>2</sup></li> <li>Supplier to verify the floor areas at compulsory Site Briefing</li> </ul>	<ul style="list-style-type: none"> <li>1</li> </ul>

Site	Areas to be cleaned	Size of Area to be cleaned:	No. of cleaners
<ul style="list-style-type: none"> <li>• Containers outside Brenton House</li> <li>i. Civil team container 10m</li> <li>ii. Electrical team container 12m</li> <li>iii. AMS Office Container 12m</li> </ul>	<ul style="list-style-type: none"> <li>• Offices (floors, doors, walls, blinds and furniture)</li> <li>• Windows (inside and outside)</li> <li>• Kitchen</li> </ul>	<ul style="list-style-type: none"> <li>• Total floor area for containers outside Brenton house  = 102 m<sup>2</sup></li> </ul>	<ul style="list-style-type: none"> <li>• 1</li> </ul>
<ul style="list-style-type: none"> <li>• Port Control</li> </ul>	<ul style="list-style-type: none"> <li>• All offices and boardrooms (floors, doors, blinds and furniture)</li> <li>• Ablutions</li> <li>• Passages</li> <li>• Balcones and Verandas</li> <li>• Railings</li> <li>• Interior stairs</li> <li>• Kitchens</li> <li>• Lifts</li> <li>• Fire equipment cabinets</li> <li>• Stores</li> </ul>	<ul style="list-style-type: none"> <li>• Port Control = 1263.743 m<sup>2</sup></li> <li>• Supplier to verify the floor areas at compulsory Site Briefing</li> </ul>	<ul style="list-style-type: none"> <li>• 1</li> </ul>
<ul style="list-style-type: none"> <li>• Sand Bypass Offices, Including Outside Office Containers  (Main Pump Station site)</li> </ul>	<ul style="list-style-type: none"> <li>• All Offices (floors, doors , blinds and furniture)</li> <li>• Workshop</li> <li>• Kitchen Area</li> <li>• Ablutions</li> <li>• Passages</li> <li>• Stores</li> <li>• Windows (internal and external)</li> </ul>	<ul style="list-style-type: none"> <li>• Sand Bypass Main Pump Station = 463.122 m<sup>2</sup></li> <li>• 12m Container = 36 m<sup>2</sup></li> <li>• 6m Container = 18m<sup>2</sup></li> <li>• Supplier to verify the floor areas at compulsory Site Briefing</li> </ul>	<ul style="list-style-type: none"> <li>• 1</li> </ul>
<ul style="list-style-type: none"> <li>• Port Entrance Plaza Buildings</li> </ul>	<ul style="list-style-type: none"> <li>• All Offices (floors, doors, blinds and furniture e.g. cupboard, cabinets)</li> </ul>	<ul style="list-style-type: none"> <li>• North Entrance Building = 362.863 m<sup>2</sup></li> </ul>	<ul style="list-style-type: none"> <li>• 2</li> </ul>

Site	Areas to be cleaned	Size of Area to be cleaned:	No. of cleaners
<p>(North Entrance Building, South Exit Building, Guard House <u>in the middle</u>, and SAPS containers)</p>	<ul style="list-style-type: none"> <li>• Ablutions</li> <li>• Passages and verandas</li> <li>• Mess Room</li> <li>• Kitchens</li> <li>• Stores</li> <li>• Change Rooms</li> <li>• Windows (interior)</li> <li>• Forecourt cameras &amp; scanners</li> <li>• Forecourt railings and turnstiles</li> <li>• Fire equipment cabinets</li> </ul>	<ul style="list-style-type: none"> <li>• South Exit Building = 212.33 m<sup>2</sup></li> <li>• Entrance Plaza Guard House = 31.526 m<sup>2</sup></li> <li>• 12m SAPS Office Container = 36m<sup>2</sup></li> <li>• 6m SAPS Ablution Container=18m<sup>2</sup></li> <li>• Supplier to verify the floor areas at compulsory Site Briefing</li> </ul>	
<ul style="list-style-type: none"> <li>• All <b>8</b> chromadec guardhouses and the portable toilets next to the guard houses</li> </ul> <p>(8 Guard houses are around the port.)</p>	<ul style="list-style-type: none"> <li>• Offices (floors, doors, ventilation ducts and furniture)</li> <li>• Veranda</li> <li>• Toilets</li> <li>• Windows (inside and outside)</li> </ul>	<ul style="list-style-type: none"> <li>• Each chromadec guard house = 12.3 m<sup>2</sup></li> <li>• Portable toilets = 4m<sup>2</sup></li> <li>• Supplier to verify the floor areas at compulsory Site Briefing</li> </ul>	<ul style="list-style-type: none"> <li>• 0</li> </ul>
<ul style="list-style-type: none"> <li>• eMendi Admin Building</li> </ul>	<ul style="list-style-type: none"> <li>• Offices (floors, doors, walls, blinds and furniture),</li> <li>• Video conference room/s (VC)</li> <li>• Boardrooms</li> <li>• Gym</li> <li>• Entrance stoop and verandas</li> <li>• Passages</li> <li>• Balconies to each floor</li> <li>• Toilets</li> </ul>	<ul style="list-style-type: none"> <li>• eMendi Admin Building = 10 000 m<sup>2</sup></li> <li>• Building layout drawings to be issued to the supplier when he/she requested them</li> <li>• The building consist of five (5) floors in total and has the basement</li> </ul>	<ul style="list-style-type: none"> <li>• 13</li> </ul>

Site	Areas to be cleaned	Size of Area to be cleaned:	No. of cleaners
	<ul style="list-style-type: none"> <li>• Kitchens</li> <li>• Windows (inside only)</li> <li>• Staircases and lifts</li> <li>• Basement surfaces, security area &amp; toilets</li> <li>• Fire equipment cabinets</li> <li>• Stores</li> <li>• Canteen (floors, doors, walls, inside windows, tables and chairs)</li> </ul>		
<ul style="list-style-type: none"> <li>• Admin Craft Basin Buildings (Marine/Berthing and Fire Services Building)</li> </ul>	<ul style="list-style-type: none"> <li>• Offices (floors, doors, blinds and furniture)</li> <li>• Veranda and passages</li> <li>• Staircases and lifts</li> <li>• Toilets</li> <li>• Kitchens</li> <li>• Change rooms</li> <li>• Windows (inside and outside where accessible)</li> <li>• Fire equipment cabinets</li> <li>• Stores</li> <li>• Game room</li> </ul>	<ul style="list-style-type: none"> <li>• ACB buildings = 1480.27 m<sup>2</sup></li> <li>• The building layout drawings to be issued to the supplier when he/she requested them</li> <li>• The ACB building is a 2 storey building.</li> </ul>	<ul style="list-style-type: none"> <li>• 3</li> </ul>
<ul style="list-style-type: none"> <li>• Fire Control Room – MPT</li> </ul> <p>Including 6m Fire Container at MPT</p>	<ul style="list-style-type: none"> <li>• Offices (floors, doors, walls, blinds and furniture)</li> <li>• Veranda and Passage</li> <li>• Windows (inside and outside)</li> <li>• Ablutions</li> <li>• Kitchen</li> </ul>	<ul style="list-style-type: none"> <li>• Fire Control Room = 94 m<sup>2</sup></li> <li>• Fire container = 18 m<sup>2</sup></li> </ul>	<ul style="list-style-type: none"> <li>• 0</li> </ul>

<b>Site</b>	<b>Areas to be cleaned</b>	<b>Size of Area to be cleaned:</b>	<b>No. of cleaners</b>
<ul style="list-style-type: none"> <li>Joorst Park Offices  (To be serviced once a month)</li> </ul>	<ul style="list-style-type: none"> <li>Offices (floors, doors, walls and furniture)</li> <li>Windows (inside and outside)</li> <li>Toilets</li> <li>Kitchen</li> <li>Wipe blinds</li> </ul>	<ul style="list-style-type: none"> <li>Joorst Park Offices = 754.824 m<sup>2</sup></li> <li>Supplier to verify the floor areas at compulsory Site Briefing</li> </ul>	<ul style="list-style-type: none"> <li>0</li> </ul>
<ul style="list-style-type: none"> <li>Recreational/Function Facilities  (To be cleaned once a week)</li> </ul>	<ul style="list-style-type: none"> <li>Floors, doors, walls, blinds and furniture</li> <li>Windows (inside)</li> </ul>	<ul style="list-style-type: none"> <li>Recreational area = 70m<sup>2</sup></li> </ul>	<ul style="list-style-type: none"> <li>0</li> </ul>
<ul style="list-style-type: none"> <li>East Bank Entrance Plaza buildings  (North Building, South Building and Guard House <u>in the middle</u>)</li> </ul>	<ul style="list-style-type: none"> <li>All Offices (floors, doors, blinds and furniture e.g. cupboard, cabinets)</li> <li>Ablutions</li> <li>Passages and verandas</li> <li>Mess Room</li> <li>Kitchens</li> <li>Stores</li> <li>Change Rooms</li> <li>Windows (internal and external)</li> <li>Forecourt cameras &amp; scanners</li> <li>Forecourt railings and turnstiles</li> <li>Fire equipment cabinets</li> </ul>	<ul style="list-style-type: none"> <li>North Building = 78 m<sup>2</sup></li> <li>South Building = 390 m<sup>2</sup></li> <li>Entrance Plaza Guard House = 18 m<sup>2</sup></li> </ul> <p>Supplier to verify the floor areas at compulsory Site Briefing</p>	<ul style="list-style-type: none"> <li>1</li> </ul>

**6.E. Below are all the buildings and facilities not to be cleaned**

**Do not clean unreachable windows of buildings e.g.:**

- 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
- Etc.

**6.F. 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.

**7. SCOPE OF REQUIREMENTS FOR ALL AREAS, AT ALL SITES AS INDICATED ABOVE FOR NMB PORTS**

The services to be provided should be carried out in such a manner to generally maintain a clean and tidy condition for all the sites indicated above, as specified in the Schedule of Quantities and Prices.

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

**FLOOR MAINTENANCE:**

<b>Type of floor</b>	<b>Frequency</b>
<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	-Daily -Alternate days

-Light traffic areas	-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 -Clean doormats and wells Wash steps	-Daily -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	-Fortnightly -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

**7.1. OTHER SERVICES FOR BOTH PORTS:**

<p><u>Additional Services that may be required on as and when basis:</u>                  -Make tea/coffee                  -Provide water and glasses for meetings                  -Provision of coffee will be made for executive management.</p>	<p>-As and when required for meetings.                  -As and when required for meetings.</p>
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Mineral water bottles, water dispensers and tea / coffee material will be supplied by TNPA.  
 Water dispensers shall be cleaned before every water replenishment.

**7.2. DEEP CLEANING TO CARPET AND OFFICE CHAIRS AREAS OF SELECTED BUILDINGS PORT OF NGQURA**

- The deep cleaning of carpet areas shall be provided to the following buildings

<b>BUILDING</b>	<b>SCOPE</b>	<b>FLOOR AREA</b>
Entrance Plaza Buildings (North Entrance Building and South Exit Building)	Deep clean carpet tile floors	290 m <sup>2</sup>
eMendi Admin Building	Deep clean carpet tile floors	5000 m <sup>2</sup>
Port Control Building	Deep clean carpet tile floors	631.87 m <sup>2</sup>
Admin Craft Basin Building	Deep clean carpet tile floors	740.14 m <sup>2</sup>
East Bank Entrance Plaza buildings (North Building and South Building)	Deep clean carpet tile floors	150.33 m <sup>2</sup>

- The service provider must provide his own methods of deep cleaning of carpets. TNPA is typically providing the specifications below for guidance to the service provider. Deep cleaning of carpet tiled areas shall be as follows:
  - Vacuum the floors at least 3 times
  - Apply steam cleaning machine to shampoo the carpets at least two times
  - Allow carpets to dry completely
  - The service shall include rearranging of office furniture (tables, chairs and filing cabinets etc.) to open closed areas.
  - The deep cleaning must be done every second month throughout the duration of the contract period.

**7.3. BOUNDARIES ON WINDOW CLEANING SERVICE BOTH PORTS**

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

<b>Item</b>	<b>Building</b>	<b>Windows Covered</b>
1	eMendi Admin	<ul style="list-style-type: none"> <li>• All balcony windows inside</li> <li>• All windows inside offices</li> <li>• All glass and frame of office doors and passages</li> <li>• All glass and frame of lifts doors</li> <li>• All sliding door glass and frame</li> <li>• All glass walls to offices</li> </ul>
2	Recreational/Function Facilities	<ul style="list-style-type: none"> <li>• None</li> </ul>
3	Port Control	<ul style="list-style-type: none"> <li>• All windows inside offices</li> <li>• All windows and glass walls at balcony</li> <li>• All inside windows in passages and emergency stairs</li> <li>• All glass doors and frames</li> </ul>
4	Admin Craft Basin Building	<ul style="list-style-type: none"> <li>• All windows inside offices</li> <li>• All inside windows and glass walls at balcony</li> <li>• All inside windows in passages and emergency stairs</li> <li>• All glass doors and frames</li> </ul>
5	All other buildings	<ul style="list-style-type: none"> <li>• All exterior and interior windows, glass brick windows, glass doors and their frames inside (they are all reachable)</li> </ul>
6	Port Admin Building	<ul style="list-style-type: none"> <li>• All ground floor/foyer entrance windows inside and out</li> <li>• All glass and frame of office doors and passages</li> <li>• All glass and frame of lifts doors</li> <li>• All glass walls to offices</li> </ul>
7	Civil Depot Office Areas	<ul style="list-style-type: none"> <li>• All sliding door glass and frame</li> <li>• All reachable windows inside and outside offices</li> </ul>
8	Procurement Offices	<ul style="list-style-type: none"> <li>• All ground floor/foyer entrance windows inside and out</li> </ul>
9	Port Control Building	<ul style="list-style-type: none"> <li>• All exterior and interior reachable windows.</li> <li>• All sliding door glass and frame</li> </ul>
10	Marine and Fire Offices	<ul style="list-style-type: none"> <li>• All exterior and interior reachable windows.</li> <li>• All sliding door glass and frame</li> </ul>
11	Entrance guard houses	<ul style="list-style-type: none"> <li>• All exterior and interior reachable windows.</li> </ul>
12	Light houses	<ul style="list-style-type: none"> <li>• All exterior and interior reachable windows.</li> <li>• All sliding door glass and frame</li> </ul>

## **8. CLEANING ASSOCIATION**

- It is highly recommended that the service provider to be a valid member of the National Cleaning Contractors Association (NCCA) and continue to maintain its membership for the duration of this contract.

## 9. EQUIPMENT AND CLEANING CHEMICALS FOR BOTH PORTS

- All equipment necessary for the proper performance of the cleaning services must be supplied and accounted for 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 to ensure proper performance of the cleaning services.
- A list of cleaning equipment must be kept available and will be audited by TNPA on a regular basis.
- The contractor shall provide all detergents, towels and swabs to provide this service.
- All cleaning chemicals to be used shall be environmentally friendly and approved by TNPA before use
- **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:

<b>Special Equipment for eMendi Admin Building</b>		
<b>Item No.</b>	<b>Equipment</b>	<b>Areas to use on</b>
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

### 9.1. LIST OF THE MINIMUM BUT NOT LIMITED EQUIPMENT AND CHEMICALS THAT WILL BE REQUIRED AND SERVICE PROVIDER SHALL PROVIDE ARE AS FOLLOWS

<b>CLEANING EQUIPMENT PER FACILITY: TYPE OF EQUIPMENT TO BE PROVIDED</b>	<b>CLEANING CHEMICALS PER FACILITY: TYPE OF CHEMICALS/CONSUMABLES TO BE PROVIDED</b>
Wet floor signage	Bleach
Broom for carpet	Handy Andy
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 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 BOTH PORTS

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. The PPE to be worn by cleaners and supervisor are safety shoes, hand gloves, dust masks and any other PPE that may be necessary for the job specs.
- Be the middle person between staff and own management to deal with day-to-day issues
- Perform inspections and monitoring the cleaning staff.
- Managing and rotation of cleaning staff within the different locations.
- Must be on site for 8 hours a day.
- 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. Check list sign off to be 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 cleaning services
- Update the SHE file onsite.

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

<b>Area</b>	<b>Duties</b>
<u>Floors</u>	<p><b>Carpeted, tiled, epoxy coated and paved floors</b></p> <p>High Traffic:</p> <ul style="list-style-type: none"> <li>- Remove dust with mop, vacuum cleaner or disposable cloth sweeper three times a week.</li> <li>- Wash floors for spoilage as necessary.</li> <li>- Spray clean or burnish using mechanised system three times a week.</li> </ul>

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

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

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

<b>Area</b>	<b>Duties</b>
	<ul style="list-style-type: none"> <li>- Wash shower mats weekly.</li> <li>- Clean lockers (inside and outside) as necessary.</li> <li>- Clean rubbish bin daily.</li> </ul>
<u>Stairs and Handrails</u>	<p>General:</p> <ul style="list-style-type: none"> <li>- Sweep staircase daily.</li> <li>- Wet wipe/disinfect handrails daily.</li> <li>- Scrub floor surface monthly or as necessary/requested.</li> </ul>
<u>Sanitizer Dispensers</u>	Check and refill sanitiser dispensers daily or as and when required
<u>Lifts</u>	<p>General:</p> <ul style="list-style-type: none"> <li>- Sweep and damp mop floors daily.</li> <li>- Clean interior and exteriors (walls/doors/hand rails/mirrors etc.) daily.</li> </ul>
<p><b>The following tea/coffee duties must be carried out by cleaners to all boardrooms</b></p> <ul style="list-style-type: none"> <li>-Make tea/coffee to meeting members to boardrooms</li> <li>-Collect dirty crockeries from boardrooms to kitchen, wash and store them.</li> </ul>	
<p><b><u>CLEANERS MUST NOT DO THE FOLLOWING:</u></b></p> <p><b>Note: The cleaners will only wash dirty crockeries of TNPA assets</b></p> <p>The following must not be done by cleaners:</p> <ul style="list-style-type: none"> <li>-Do not warm or cook personal lunches of TNPA staff members</li> <li>-Do not perform personal assistance services to TNPA staff members e.g. fetching personal items from cars to offices or office to office.</li> <li>-Do not wash or collect dirty crockeries from the canteen room, from desks (canteen inside new admin building)</li> <li>-Do not perform any other duties that are not part of the contract.</li> </ul>	

## **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 necessary, 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. If in the opinion of Transnet National Ports Authority 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 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.

### **13. TO BE SUPPLIED BY THE SERVICE PROVIDER**

- Service provider shall have in their employ or under their control sufficient qualified and competent personnel to perform work in accordance with contract specification's requirements.
- Service providers employees are to be provided with the relevant PPE, as facility's requirements and as required by the nature of the work, free of charge.
- Unless elsewhere specifically stipulated, the service provider shall supply all labour, material, plant, transport, equipment, and anything else of any description which may be required for the proper carrying out and completion of the work covered by this contract and shall be deemed to have been allowed for the costs of the aforementioned in prices submitted in the Schedule of Prices attached hereto.

### **14. TO BE SUPPLIED BY TRANSNET NATIONAL PORTS AUTHORITY**

Transnet National Ports Authority will supply water free of charge to the service provider purpose of completing the work. However, considering the scarcity of water in the region, the service provider will be expected to use water sparingly. **Transnet National Ports Authority will supply dishwasher liquid soap, toilet paper, hand paper towels and hand wash soap.**

### **15. SITE INSPECTION**

Service Providers shall visit the various buildings and acquaint themselves with the nature of the work, the conditions under which it is to be executed, the means of access to the buildings to be cleaned, any limitations or restrictions that may have been imposed by Transnet National Ports Authority, and in general with all matters that may influence or affect the contract and they shall be deemed to have allowed in their tenders for any additional costs involved due to the foregoing as no claims for any extras in connection with the nature or position of the SERVICE will be entertained. A site inspection will follow the compulsory site briefing and the tenderers will be accompanied by the Facilities Manager.

### **16. UNIFORMS**

- All cleaning staff will be required to be neatly attired in suitable uniforms at all times with company name clearly displayed at all times. The service provider shall remain with their uniform branding / style, but shall not be too different from the following typical minimum uniform:
  - 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

## **17. MANAGEMENT**

Transnet National Ports Authority will have a Facilities Manager to liaise with the service provider during the contract period. The service provider shall thereafter not receive any instructions from any other employee of Transnet National Ports Authority unless formally advised to do so in writing. Any queries or problems which the service provider may have in the execution of the contract work shall be directed to the Manager. Should the service provider carry out any work which has not been requested by the Manager such work will not be paid for. The service provider shall attend regular contract meetings, including SHE meetings set up by the appointed project manager.

## **18. PENALTIES**

- Should the service provider fail to carry out any one of the activities as specified per buildings and further fail to complete the activity when requested to do so, the invoice for that month will not be paid until all work required is accomplished.

## **19. SAFETY HEALTH AND ENVIRONMENTAL REQUIREMENTS**

- The service provider to comply in all respects with the labour law
- Basic Conditions of Employment Act 75 of 1997
- Occupational health and safety act 85 of 1993
- The successful service provider shall submit (once off) a SHE file to TNPA for review and approval after the award. The general TNPA SHE file documentations shall be issued to service provider by TNPA SHE Department after award and issuing of the Purchase Order.
- No site access will be granted if the SHE file has not been approved by TNPA. TNPA will conduct annually audits on the contractor.
- The service provider must submit a SHEQ File (upon award) which must include the following documents:
  - Waste Management
  - Standard Operating Procedure's
  - Management of issuing of PPE (personal protective equipment) with signed issue register
  - Competency Certificates
  - Occupational Medical Practitioner medicals. Medical examinations of fitness must be conducted by a Registered Occupational Health Doctor with a valid stamp.
  - IOD Procedure
  - Working at heights procedure
  - Risk Assessment training
  - Training records
  - Valid Letter of Good standing from the Compensation Commissioner
  - Material Safety Data Sheet of all chemicals to be used - Environmentally friendly products/chemicals to be used to clean the premises
  - Zero tolerance of any form of substance abuse i.e. alcohol, drugs etc. 100% Daily Substance Abuse testing will take place

- Safety clothing / PPE as required by Transnet National Ports Authority (hard hat, reflective jacket, safety shoes, Gloves Goggles and Masks) to be issued by the Service Provider at their own cost.
- All employees of the Service Provider will be required to undergo SHE Induction prior to start work, it is the service provider's responsibility to arrange with TNPA SHE Department training for any new employees that have joined during the course of the contract.
- The Service Provider to provide transport for their employees within the Port. Vehicles must have valid registration documents and the driver must have a valid driver's license

#### **19.1. Occupational Health And safety act 85/1993**

- Should service providers employees use portable ladders, it shall comply with regulations under the said act.
- When floors are wet, appropriate signage shall be prominently displayed.
- When using chemicals proper personal protective equipment must be supplied and the employer must ensure that it is worn.
- A list of chemical products used on Transnet National Ports Authority premises must be provided together with the applicable 16-point material safety data sheet (MSDS).

#### **19.2. Compensation on injury and diseases act 130/1993**

- It is the condition of this contract that your workmen, and any sub-contractors, be covered in terms of the Compensation for Occupational Injuries and Diseases Act as amended.
- All injuries sustained on Transnet National Ports Authority premises must be reported to the client.
- In the event of an incident occurring on site, the Transnet National Ports Authority shall not be responsible for any costs, loss or damage incurred as a result of such.

#### **19.3. National Environmental Management ACT NO 107 OF 1998**

- Small waste bins shall be cleaned and disinfected on a regular frequency.
- Empty chemical containers shall not remain on Transnet National Ports Authority premises and the service will be responsible for safe disposal/ recycling etc.

#### **19.4. COVID-19 REGULATIONS AND GUIDELINES**

- The service provider shall ensure that their employees obey all the COVID-19 regulations and guidelines.

### **20. GENERAL**

- For the purpose of on-going cleanliness of Transnet National Ports Authority facilities, the Service provider shall provide same day replacement of staff due to absenteeism of any kind.
- 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.

## **21. TRANSNET NATIONAL PORTS AUTHORITY REQUIREMENTS AND RETURNABLE DOCUMENTS**

- Tenderer to submit company profile and experience in the cleaning industry.
- Tenderer to submit CVs of key management staff.
- Tenderer to submit their technical method statement.
- Tenderer to submit supporting documents e.g. certificates of accreditation and/or registration to cleaning standards/authority.

**Please note:** All the above required documents will be used for scoring purposes on the technical evaluation

## **22. 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, damager 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.

## **23. COMPLIANCE WITH STATUTES:**

### **23.1. BASIC CONDITIONS OF EMPLOYMENT ACT**

The service provider shall ensure that it is compliant with all the provisions of the Basic Conditions of Employment Act with regards to its employment contracts with its employees. This will include but not limited to compliance of: The service provider to treat its employees fairly and according with the act i.e. payment of remuneration on schedule, granting of leave days incl. maternity, family responsibility leaves, meal intervals and rest periods, prohibition of forced labour, and informing employees of their rights etc.

### **23.2. LABOUR RELATIONS ACT**



- The service provider shall ensure that it treats all employees in a fair and equitable manner and in accordance with the provisions of the Labour Relations Act.

**23.3. COMPLIANCE MONITORING:**

- TNPA will be entitled to receive and investigate any complaints from employees of the service provider and if the service provider is found to have contravened the provisions of the legislation, such contraventions shall constitute a breach of the service agreement for which the TNPA may impose a penalty and or initiate the cancellation of the service contract between itself and the service provider. Provisions to this effect will be included in the Service Contract to give effect hereto.

**24. SIGNATORIES**