TPT CAPE TOWN -Industial Cleaning SLA: FOR 36 Months Process													
No.		SUPPLIER	SUPPLIER	TPT	WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	WEIGHT	TPT Score	Supplier Score
1	Deliverables	Ensure Cleanliness of Area	X	X	Daily	Ongoing	Complaints; Inspections and paper behind Toilette and Kitchen doors	TPT Staff Satisfaction	Email	TPT Facilities Manager CT	20%		
		Ensure availability of knowlegible Cleaners	X	X	Monthly / Quarterly	Ongoing	Staff not to arrive at workstations late. Monitored by TPT employees	100% records available on request by TPT	Email	TPT Facilities Manager CT	15%		
2	Safety	Maintain a comprehensive and current up to date safety file with Business Licenses, Certificate of acceptability and insurance Policy	X		Monthly / Quarterly	Ongoing	File is maintained and updated with all information	100% records available on request by TPT	Email	Supplier / SHEQ	5%		
		Relevant PPE, is worn whilst attending to Industrial cleaning activities	X		Daily	Ongoing	File is maintained and updated with all information	100% records available on request by TPT	File	Supplier / SHEQ	15%		
		Relevant own Transport & Compliance to TPT Regulations	X	X	Daily	Ongoing	Staff not to arrive at workstations late. Monitored by TPT	100% records available	File	Supplier / SHEQ / Security	15%		
3	Payments	Invoice TPT and submit with supporting documentation for all activities undertaken to execute agreed services	X		30 days	Monthly	Submit accurate invoice(s) with clear item details, and supporting documentation. Provide a monthly statement to reflect all payments made and outstanding	100% on time submission of invoices with accurate and reconciled supporting documents. Monthly statement to support invoices	Monthly statement and hard copy of invoice(s) with supporting documentation	Finance + PO*	10%		
		Receive and check documentation and arrange for electronic payment		X	30 days from date of statement	Monthly	Authorization of invoices for payment within 30 days	Monthly statement to confirm payment of invoices	Payment remittance advise	Finance + PO*	10%		
4	Compliance	Ensure valid Tax clearance certificate	X		Annually	Annually	Ensure payments are made in accordance with regulations	Check for expiration and notify prior to payment	Certificate	Supplier + PO*	10%		
						Legends	**1= Poor**	**2 = Not Acceptable**	**3 = Acceptable**	**4 = Excellent**		100%	