



**AIRPORTS COMPANY SOUTH AFRICA SOC LIMITED**

**TITLE OF SERVICE:** CLEANING & HYGIENE SERVICES AT KING SHAKA INTERNATIONAL AIRPORT FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

### **NEC 3: TERM SERVICE CONTRACT (TSC)**

**Between AIRPORTS COMPANY SOUTH AFRICA SOC LIMITED**

**Applicable at King Shaka International Airport**  
(Registration Number: 1993/004149/30)

and

(Registration Number: )

for **CLEANING & HYGIENE SERVICES AT KING SHAKA INTERNATIONAL AIRPORT FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

<b>Contents:</b>	<b>No of pages</b>
Part C1 Agreements & Contract Data	2 - 20
Part C2 Pricing Data	21 - 21
Part C3 Employer Service Information	22 - 121
Part C4 Site Information	122 - 133

## PART C1: AGREEMENT AND CONTRACT DATA

### C1.1 Form of Offer and Acceptance

#### Offer

The employer, identified in the acceptance signature block, has solicited offers to enter into a contract for the Cleaning & Hygiene Services at King Shaka International Airport for a Period of thirty-six (36) months.

The tenderer, identified in the offer signature block, has examined this document and addenda hereto as listed in the schedules, and by submitting this offer has accepted the conditions of tender.

By the representative of the contractor, deemed to be duly authorised, signing this part of this form of offer and acceptance, the contractor offers to perform all of the obligations and liabilities of the Contractor under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the Conditions of Contract identified in the Contract Data.

The offered total of the prices (**INCLUSIVE OF VAT**) is:

(in words) .....

..... Rand;

R..... (in figures)

*(The above amount should be calculated as per the guide provided in the Activity Schedule (Bills of Quantities). In the event of any conflict between the amount above and the Activity Schedule (Bills of Quantities, the form of offer shall prevail.)*

#### for the contractor

Signature ..... Date .....

Name ..... Capacity .....

(Name and address of organisation) .....

Name and signature of witness .....  
 .....  
 .....

This offer may be accepted by the employer by signing the acceptance part of this form of offer and acceptance and returning one copy of this document to the tenderer before the end of the period of validity stated in the tender data, whereupon the tenderer becomes the party named as the contractor in the conditions of contract identified in the contract data.

#### Acceptance

By signing this part of this form of offer and acceptance, the employer identified below accepts the tenderers offer. In consideration thereof, the employer shall pay the contractor the amount due in accordance with the conditions of contract identified in the contract data or the Pricing Data. Acceptance of the contractor's offer shall form an agreement between the employer and the contractor upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract, are contained in:

Part C1: Agreements and contract data, (which includes this Form of Offer and Acceptance)

Part C2: Pricing data

Part C3: Service information

Part C4: Site information

Deviations from and amendments to the documents listed in the tender data and any addenda thereto as listed in the tender schedules as well as any changes to the terms of the offer agreed by the tenderer and the employer during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this agreement. No amendments to or deviations from said documents are valid unless contained in this schedule.

The tenderer shall within two weeks after receiving a completed copy of this agreement, including the schedule of deviations (if any), contact the Service manager (to be confirmed) to arrange the delivery of any bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the conditions of contract identified in the contract data. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Unless the tenderer (now contractor) within five working days of the date of such receipt notifies the employer in writing of any reason why he cannot accept the contents of this agreement, this agreement shall constitute a binding contract between the parties.

**for the Employer**

Signature ..... Date .....

Name ..... Capacity .....

Airports Company South Africa SOC Limited,

King Shaka International Airport,  
La Mercy drive

Name and  
signature  
of witness ..... Date .....

**Schedule of Deviations**

1 Subject .....	
Details .....	
.....	
.....	
.....	
2 Subject .....	
Details .....	
.....	
.....	
.....	
3 Subject .....	
Details .....	
.....	
.....	
.....	
4 Subject .....	
Details .....	
.....	
.....	
.....	
5 Subject .....	
Details .....	
.....	
.....	
.....	

By the duly authorised representatives signing this agreement, the employer and the contractor agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to the documents listed in the tender data and addenda thereto as listed in the tender schedules, as well as any confirmation, clarification, or changes to the terms of the offer agreed by the tenderer and the employer during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the tender documents and the receipt by the tenderer of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this agreement.

Signature(s)

Name(s)

Capacity

**for the Employer**

Airports Company South Africa SOC Limited  
 King Shaka International Airport  
 La Mercy Drive

Name & signature  
 of witness

Date

Signature(s)

Name(s)

Capacity

**For the  
 tenderer:**

*(Insert name and address of organisation)*

Name &  
 signature of  
 witness

Date

**C1.2 Contract Data**
**Part one - Data provided by the Employer**

Clause	Statement	Data
1	<b>General</b>	
	The <i>conditions of contract</i> are the core clauses and the clauses for main Option:	
	dispute resolution Option:	<b>A: Priced contract with price list</b>
	and secondary Options:	<b>W1: Dispute resolution procedure</b>
		<b>X1 Price Adjustment for inflation</b>
		<b>X2 Changes in the law</b>
		<b>X17 Low Service Damages</b>
		<b>X18: Limitation of Liability (as amended in Option Z)</b>
		<b>X19: Task Order</b>
		<b>X20: Key Performance Indicators</b>
		<b>Z: Additional conditions of contract</b>
	of the NEC3 Term Service Contract (April 2013)	
10.1	The <i>Employer</i> is (Name):	<b>Airports Company South Africa SOC Limited</b>
	Address	King Shaka International Airport La Mercy Drive
10.1	The <i>Service Manager</i> is:	<b>TBC</b>
11.2(1)	The <i>Accepted Plan</i> is	<b>Included in Part C3 of this document, including Annexes thereto as submitted by the Contractor and accepted by the Service Manager.</b>
11.2(2)	The <i>Affected Property</i> is	<b>King Shaka International Airport as set out in Part C4 Site Information</b>
11.2(13)	The <i>Service</i> is	<b>Cleaning &amp; Hygiene Services for a thirty six (36) months period as set out in Part C3 Service Information.</b>
11.2(14)	The following matters will be included in the Risk Register	<ul style="list-style-type: none"> <li>i. Service Level Performance</li> <li>ii. Adherence &amp; Compliance to requirements set out in the specifications.</li> <li>iii. Compliance to the OHS Act,</li> <li>iv. Compliance to ACSA policy &amp; procedures</li> <li>v. Compliance to Legislation and Regulation as applicable to the service</li> </ul>

11.2(15)	The <i>Service Information</i> is in	The section titled <b>Service Information</b> included as Part C3 of this document and under section 2 of the tender document
12.2	The <i>law of the contract</i> is the law of	<b>The Republic of South Africa</b>
13.1	The <i>language of this contract</i> is	<b>English</b>
13.3	The <i>period for reply</i> is	<b>7 Working days</b>
21.1	The period within which the Contractor provides the Contractor's Plan	<b>14 Working days from Contract Date</b>
<hr/>		
<b>2</b>	<b>The Contractor's responsibilities</b>	<b>Detailed in Part C3 (Service Information) and under section 2 of the tender document</b>
<hr/>		
<b>3</b>	<b>Time</b>	
30.1	The <i>starting date</i> is	<b>Upon signing of Contract by ACSA</b>
30.2	The <i>Service Period</i> is	<b>Thirty-six (36) months from the <i>starting date</i></b>
<hr/>		
<b>4</b>	<b>Testing and Defects</b>	<b>Detailed in Part C3 (Service Information)</b>
<hr/>		
<b>5</b>	<b>Payment</b>	
50.1	The <i>assessment interval</i> is on the	<b>Every 4 weeks (Monthly)</b>
51.1	The <i>currency of this contract</i> is the	<b>South African Rand (ZAR)</b>
51.2	The period within which payments are made is	<b>30 days from date of invoice</b>
51.4	The <i>interest rate</i> is	<b>The prime lending rate of the Nedbank Bank, as determined from time to time.</b>
<hr/>		
<b>6</b>	<b>Compensation events</b>	<b>Per the conditions of contract</b>
<hr/>		
<b>7</b>	<b>Use of Equipment Plant and Materials</b>	<b>Detailed in Part C3 (Service Information)</b>
<hr/>		
<b>8</b>	<b>Risks and insurance</b>	<b>Refer to Part C1.4</b>
<hr/>		
83.2	The minimum amounts of cover or minimum limits of indemnity required for the insurance table	<b>Refer to Part C1.4</b>

<b>9</b>	<b>Termination</b>	<b>Applicable as per Section 9 of the NEC3 TSC (April 2013) .</b>
<b>10</b>	<b>Data for main Option clause</b>	
<b>A</b>	<b>Priced contract with price list</b>	<b>Refer to Part C2</b>
<b>11</b>	<b>Data for Option W1</b>	
W1.1	The Adjudicator is	The person appointed jointly by the parties from the list of adjudicators contained below
W1.2	The Adjudicator nominating body is	The current Chairman of Johannesburg Advocate's Bar Council
W1.4	The tribunal is	Arbitration
W1.4	If the tribunal is arbitration, the arbitration procedure is	The arbitration procedure is set out in The Rules for the Conduct of Arbitrations 2013 Edition, 7th Edition, published by The Association of Arbitrators, (Southern Africa)
W1.4	The place where arbitration is to be held is	Johannesburg, South Africa.
W1.4	The person or organization who will choose an arbitrator	The Arbitrator is the person selected by the Parties as and when a dispute arises in terms of the relevant Z Clause, from the Panel of Arbitrators provided under the relevant Z clause if the arbitration procedure does not state who selects an arbitrator. The Arbitrator nominating body is the Chairman of the Johannesburg Advocates Bar Council.
<b>12</b>	<b>Data for secondary Option</b>	
<b>X1</b>	<b>Price Adjustment for inflation</b>	<p>Price adjustment for inflation shall only take place on contract anniversary.</p> <p>Price adjustment for inflation will be limited to a maximum of consumer price inflation (CPI) as at the anniversary date of the contract.</p> <p>Sectorial determination and/or bargaining council labour rates will take effect in accordance with gazetted regulation.</p>
<b>X2</b>	<b>Changes in the law</b>	<b>No data is required for this secondary option.</b>



<b>X17</b>	<b>Low Service Damages</b>	<p>If the Contractor produces substandard work the employer can:</p> <p>Insist the contractor corrects the Defects, to provide the quality specified in the service information.</p> <p>Recover the cost of having it corrected by other people if the contractor fails to correct the Defect within the specified time or</p> <p>Accept the Defect and a quotation from the Contractor for reduced Prices in exchange for a change to the service information</p> <p>Refer to the Low Service Damages Table.</p>
<b>X18</b>	<b>Limitation of liability</b>	
X18.1	The Contractor's liability to the Employer for indirect or consequential loss is limited to	<b>Nil - Neither Party is liable to the other for any consequential or indirect loss, including but not limited to loss of profit, loss of income or loss of revenue</b>
X18.2	For any one event, the Contractor's liability to the Employer for loss of or damage to the Employer's property is limited to	<b>Total of the losses incurred and/or repairs to the damages caused</b>
X18.3	<p>The Contractor's total liability to the Employer for defects due to his design</p> <p>which are not listed on the Defects Certificate is limited to</p>	<b>Total of the losses incurred and/or repairs to the damages caused</b>
X18.4	The Contractor's total liability to the Employer for all matters arising under or in connection with this contract, other than excluded matters, is limited to	<p><b>The Contractor's total direct liability to the Employer for all matters arising under or in connection with this contract, other than the excluded matters, is limited to the Total of the losses incurred and/or repairs to the damages caused and applies in contract, tort or delict and otherwise to the extent allowed under the law of the contract.</b></p> <p><b>The excluded matters are amounts payable by the Contractor as stated in this contract for:</b></p> <ul style="list-style-type: none"> <li>- Loss of or damage to the Employer's property,</li> <li>- Defects liability,</li> <li>- Insurance liability to the extent of the Contractor's risks</li> <li>- death of or injury to a person;</li> <li>- infringement of an intellectual property right</li> </ul>
<b>X19</b>	<b>Task Order</b>	<b>The task order is work within the Service which the Service Manager may instruct the Contractor to carry out within a stated period of time</b>
<b>X20</b>	<b>Key Performance Indicators</b>	

X20.2	A report of performance against each Key Performance Indicator is provided at intervals of	<b>Refer to part C3</b>
<b>Z</b>	<b>The <i>Additional conditions of Z1 – Z19 contract</i> are</b>	
	<b>Amendments to the Core Clauses</b>	
<b>Z1</b>	Interpretation of the law	
<b>Z1.1</b>	<b>Add to core clause 12.3:</b>	
	Any extension, concession, waiver or relaxation of any action stated in this contract by the Parties, the <i>Service Manager</i> , the <i>Supervisor</i> , or the <i>Adjudicator</i> does not constitute a waiver of rights and does not give rise to an estoppel unless the Parties agree otherwise and confirm such agreement in writing.	
<b>Z2</b>	<b>Providing the Service:</b>	
<b>Z2.1</b>	<b>Delete core clause 20.1 and replace with the following:</b>	
	The <i>Contractor</i> provides the Service in accordance with the Service Information and warrants that the results of the Service, when complete, shall be fit for their intended purpose.	
<b>Z5</b>	<b>Termination</b>	
<b>Z5.1</b>	<b>Add the following to core clause 91.1, at the second main bullet, fifth sub-bullet point, after the words “assets or”:</b> “business rescue proceedings are initiated, or steps are taken to initiate business rescue proceedings”.	
	<b>Amendment to the Secondary Option Clauses</b>	
<b>Z7</b>	<b>Limitation of liability:</b>	
	<b>Insert the following new clause as Option X18.6:</b>	
<b>Z7.1</b>	The <i>Employer's</i> liability to the <i>Contractor</i> for the <i>Contractor's</i> indirect or consequential loss is limited to R0.00	
<b>Z7.2</b>	Notwithstanding any other clause in this contract, any proceeds received from any insurances or any proceeds which would have been received from any insurances but for the conduct of the <i>Contractor</i> shall be excluded from the calculation of the limitations of liability listed in the contract	
	<b>Additional Z Clauses</b>	
<b>Z8</b>	<b>Cession, delegation and assignment</b>	

**Z8.1** The *Contractor* shall not cede, delegate or assign any of its rights or obligations to any person without the written consent of the *Employer*, which consent shall not be unreasonably withheld. This clause shall be binding on the liquidator/business rescue practitioner /trustee (whether provisional or not) of the *Contractor*

**Z8.2** The *Employer* may cede and delegate its rights and obligations under this contract to any person or entity

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**Z9 Joint and several liability**

**Z9.1** If the *Contractor* constitutes a joint venture, consortium or other unincorporated grouping of two or more persons, these persons are deemed to be jointly and severally liable to the *Employer* for the performance of the Contract.

**Z9.2** The *Contractor* shall, within 1 week of the Contract Date, notify the *Service Manager* and the *Employer* of the key person who has the authority to bind the *Contractor* on their behalf.

**Z9.3** The *Contractor* does not materially alter the composition of the joint venture, consortium or other unincorporated grouping of two or more persons without prior written consent of the *Employer*.

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**Z10 Ethics**

**Z10.1** The *Contractor* undertakes:

**Z10.1.1** not to give any offer, payment, consideration, or benefit of any kind, which constitutes or could be construed as an illegal or corrupt practice, either directly or indirectly, as an inducement or reward for the award or in execution of this contract;

**Z10.1.2** to comply with all laws, regulations or policies relating to the prevention and combating of bribery, corruption and money laundering to which it or the *Employer* is subject, including but not limited to the Prevention and Combating of Corrupt Activities Act, 12 of 2004.

**Z10.2** The *Contractor's* breach of this clause constitutes grounds for terminating the *Contractor's* obligation to Provide the Works or taking any other action as appropriate against the *Contractor* (including civil or criminal action). However, lawful inducements and rewards shall not constitute grounds for termination.

**Z10.3** If the *Contractor* is found guilty by a competent court, administrative or regulatory body of participating in illegal or corrupt practices, including but not limited to the making of offers (directly or indirectly), payments, gifts, gratuity, commission or benefits of any kind, which are in any way whatsoever in connection with the contract with the *Employer*, the *Employer* shall be entitled to terminate the contract in accordance with the procedures stated in core clause 92.2. the amount due on termination is A1.

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**Z11 Confidentiality**

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- Z11.1** All information obtained in terms of this contract or arising from the implementation of this contract shall be treated as confidential by the *Contractor* and shall not be used or divulged or published to any person not being a party to this contract, without the prior written consent of the *Service Manager* or the *Employer*, which consent shall not be unreasonably withheld.
- Z11.2** If the *Contractor* is uncertain about whether any such information is confidential, it is to be regarded as such until otherwise notified by the *Service Manager*.
- Z11.3** This undertaking shall not apply to –
- Z11.3.1** Information disclosed to the employees of the *Contractor* for the purposes of the implementation of this agreement. The *Contractor* undertakes to procure that its employees are aware of the confidential nature of the information so disclosed and that they comply with the provisions of this clause;
- Z11.3.2** Information which the *Contractor* is required by law to disclose, provided that the *Contractor* notifies the *Employer* prior to disclosure so as to enable the *Employer* to take the appropriate action to protect such information. The *Contractor* may disclose such information only to the extent required by law and shall use reasonable efforts to obtain assurances that confidential treatment will be afforded to the information so disclosed;
- Z11.3.3** Information which at the time of disclosure or thereafter, without default on the part of the *Contractor*, enters the public domain or to information which was already in the possession of the *Contractor* at the time of disclosure (evidenced by written records in existence at that time);
- Z11.4** The taking of images (whether photographs, video footage or otherwise) of the *works* or any portion thereof, in the course of Providing the Works and after Completion, requires the prior written consent of the *Service Manager*. All rights in and to all such images vests exclusively in the *Employer*
- Z11.5** The *Contractor* ensures that all his Subcontractors abide by the undertakings in this clause.

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**Z12**      ***Employer's Step-in rights***

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- Z12.1** If the *Contractor* defaults by failing to comply with his obligations and fails to remedy such default within 2 weeks of the notification of the default by the *Service Manager*, the *Employer*, without prejudice to his other rights, powers and remedies under the contract, may remedy the default either himself or procure a third party (including any subcontractor or supplier of the *Contractor*) to do so on his behalf. The reasonable costs of such remedial works shall be borne by the *Contractor*
- Z12.2** The *Contractor* co-operates with the *Employer* and facilitates and permits the use of all required information, materials and other matter (including but not limited to documents and all other drawings, CAD materials, data, software, models, plans, designs, programs, diagrams, evaluations, materials, specifications, schedules, reports, calculations, manuals or other documents or recorded information (electronic or otherwise) which have been or are at any time prepared by or on behalf of the *Contractor* under the contract or otherwise for and/or in connection with the *works*) and generally does all things required by the *Service Manager* to achieve this end.

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**Z13**      **Liens and Encumbrances**

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**Z13.1** The *Contractor* always keeps the Equipment used to Provide the Services free of all liens and other encumbrances. The *Contractor*, vis-a-vis the *Employer*, waives all and any liens which he may from time to time have, or become entitled to over such Equipment and any part thereof and procures that his Subcontractors similarly, vis-a-vis the *Employer*, waive all liens they may have or become entitled to over such Equipment from time to time

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**Z14 Intellectual Property**

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**Z14.1** Intellectual Property ("IP") rights means all rights in and to any patent, design, copyright, trade mark, trade name, trade secret or other intellectual or industrial property right relating to the Works.

**Z14.2** IP rights remain vested in the originator and shall not be used for any reason whatsoever other than carrying out the *works*.

**Z14.3** The *Contractor* gives the *Employer* an irrevocable, transferrable, non-exclusive, royalty free licence to use and copy all IP related to the *works* for the purposes of constructing, repairing, demolishing, operating and maintaining the works

**Z14.4** The written approval of the *Contractor* is to be obtained before the *Contractor's* IP made available to any third party which approval will not be unreasonably withheld or delayed. Prior to making any *Contractor's* IP available to any third party the *Employer* shall obtain a written confidentiality undertaking from any such third party on terms no less onerous than the terms the *Employer* would use to protect its IP

**Z14.5** The *Contractor* shall indemnify and hold the *Employer* harmless against and from any claim alleging an infringement of IP rights ("**the claim**"), which arises out of or in relation to:

**Z14.5.1** the *Contractor's* design, manufacture, construction or execution of the Works

**Z14.5.2** the use of the *Contractor's* Equipment, or

**Z14.5.3** the proper use of the Works.

**Z14.6** The *Employer* shall, at the request and cost of the *Contractor*, assist in contesting the claim and the *Contractor* may (at its cost) conduct negotiations for the settlement of the claim, and any litigation or arbitration which may arise from it.

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**Z15 Dispute resolution:**

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**Z15.1 Appointment of the Adjudicator**

An *Adjudicator* is appointed when a dispute arises, from the Panel of Adjudicators below. The referring party nominates an Adjudicator, which nomination is either accepted or rejected by the other party. In the instance of a rejection of the nominated *Adjudicator*, the referring Party refers the appointment deadlock to the Chairman of the Johannesburg Bar Council, who appoints an *Adjudicator* listed in the Panel of Adjudicators below

The Parties appoint the *Adjudicator* under the NEC3 Adjudicator's Contract, April 2013

#### Panel of Adjudicators

Name	Location	Contact details (phone & e mail)
Adv. Ghandi Badela	Gauteng	+27 11 282 3700 <a href="mailto:ghandi@badela.co.za">ghandi@badela.co.za</a>
Mr. Errol Tate Pr. Eng.	Durban	+27 11 262 4001 <a href="mailto:Errol.tate@mweb.co.za">Errol.tate@mweb.co.za</a>
Adv. Saleem Ebrahim	Gauteng	+27 11 535-1800 <a href="mailto:salimebrahim@mweb.co.za">salimebrahim@mweb.co.za</a>
Mr. Sebe Msutwana Pr. Eng.	Gauteng	+27 11 442 8555 <a href="mailto:sebe@civilprojects.co.za">sebe@civilprojects.co.za</a>
Mr. Sam Amod	Gauteng	<a href="mailto:sam@samamod.com">sam@samamod.com</a>
Adv. Sias Ryneke SC	Gauteng	083 653 2281 <a href="mailto:reyneke@duma.nokwe.co.za">reyneke@duma.nokwe.co.za</a>
Mr. Emeka Ogbugo (Quantity Surveyor)	Pretoria	+27 12 349 2027 <a href="mailto:emeka@gosiame.co.za">emeka@gosiame.co.za</a>

#### Z15.2 Appointment of the Arbitrator

An *Arbitrator* is appointed when a dispute arises from the Panel of Arbitrators below. The referring party nominates an Arbitrator, which nomination is either accepted or rejected by the other party. In the instance of a rejection of the nominated *Arbitrator*, the referring Party refers the appointment deadlock to the Chairman of the Johannesburg Bar Council, who appoints an *Arbitrator* listed in the Panel of *Arbitrators* below

#### Panel of Arbitrators

Name	Location	Contact details (phone & e mail)
Adv. Ghandi Badela	Gauteng	+27 11 282 3700 <a href="mailto:ghandi@badela.co.za">ghandi@badela.co.za</a>
Mr. Errol Tate Pr. Eng.	Durban	+27 11 262 4001 <a href="mailto:Errol.tate@mweb.co.za">Errol.tate@mweb.co.za</a>
Adv. Saleem Ebrahim	Gauteng	+27 11 535-1800 <a href="mailto:salimebrahim@mweb.co.za">salimebrahim@mweb.co.za</a>
Mr. Sebe Msutwana Pr. Eng.	Gauteng	+27 11 442 8555 <a href="mailto:sebe@civilprojects.co.za">sebe@civilprojects.co.za</a>
Mr. Sam Amod	Gauteng	<a href="mailto:sam@samamod.com">sam@samamod.com</a>
Adv. Sias Ryneke SC	Gauteng	083 653 2281 <a href="mailto:reyneke@duma.nokwe.co.za">reyneke@duma.nokwe.co.za</a>
Mr. Emeka Ogbugo (Quantity Surveyor)	Pretoria	+27 12 349 2027 <a href="mailto:emeka@gosiame.co.za">emeka@gosiame.co.za</a>

#### **Z16 Notification of a compensation event**

- Z16.1** Delete “eight weeks” in clause 61.3 and replace with “four weeks”. Delete the words “unless the event arises from the Service Manager or the Supervisor giving an instruction, issuing a certificate, changing an earlier decision or correcting an assumption.”

#### **Z17 BBBEE and Tax Clearance Certificates**

- Z17.1** The *Contractor* shall be expected to annually present a compliant BEE Certificate and a Tax Clearance Certificate. Failure to adhere to these requirements shall be considered a material breach of the conditions of this Contract, the sanction for which may be a cancellation of this Contract.

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**Z18      Communication**

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**Z18.1      Add a new Core Clause 14.5 and 14.6 to read as follows:**

The *Service Manager* requires the written consent of the Employer if an action will result in a change to the design, scope, and Service information that is 5% or more

**Z18.2      The *Service Manager* requires the written consent of the Employer if an action will result in the Completion Date being extended by more than 30 days.**

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**Z19      Delegation**

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As stipulated by Section 37(2) of the Occupational Health and Safety Act No. 85 of 1993 as amended the *Contractor* agrees to the following:

**Z19.1      As part of this contract the *Contractor* acknowledge that it (mandatory) is an employer in its own right with duties as prescribed in the Occupational Health and Safety Act No 85 of 1993 as amended and agree to ensure that all work being performed, or Equipment, Plant and Materials being used, are in accordance with the provisions of the said Act, and in particular with regard to the Construction Regulations.**

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## PART C1.2 CONTRACT DATA

### PART TWO – DATA PROVIDED BY THE *CONTRACTOR*

Clause	Statement	Data
10.1	The Contractor is (Name): Address:  Telephone No. Fax No.	
11.2	The <i>working areas</i> are	See C4 'Site Information'
24.1	The <i>Contractor's Key people</i> are:	<b>CV's to be appended to Tender Schedule</b>
	Name:	
	Job:	
	Responsibility:	
	Qualifications:	
	Experience:	
	Name:	
	Job:	
	Responsibility:	
	Qualifications:	
	Experience:	
	Name:	
	Job:	
	Responsibility:	
	Qualifications:	
	Experience:	

Name:

Job:

Responsibility:

Qualifications:

Experience:

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11.2	The following matters will be included in the Risk Register	<i>Contractor to populate</i>
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**PART C1: AGREEMENTS AND CONTRACT DATA**

**C1.3: OCCUPATIONAL HEALTH AND SAFETY AGREEMENT**

Attach clauses here

## **PART C1: AGREEMENTS AND CONTRACT DATA**

### **C1.4: ACSA INSURANCE CLAUSES**

*Attach Clauses Here*

## **PART C2: PRICING DATA**

Bidders are to complete the price schedule annexed to this tender document as Annexure 3 A

## PART 3: SERVICE INFORMATION

# PART C3: EMPLOYER'S SERVICE INFORMATION

## 1.1 C3: Employer's service Information

### Contents

<b>Part C3: EMPLOYER'S SERVICE INFORMATION .....</b>	
<b>C3: Employer's service Information .....</b>	
<b>1 Description of the service .....</b>	
1.1 Executive overview .....	
1.2 Employer's requirements for the service .....	
1.3 Interpretation and terminology .....	
<b>2 Management strategy and start up. ....</b>	
2.1 The Contractor's plan for the service .....	
2.2 Management meetings .....	
2.3 Contractor's management, supervision and key people .....	
2.4 Provision of bonds and guarantees .....	
2.5 Documentation control .....	
2.6 Invoicing and payment .....	
2.7 Contract change management .....	
2.8 Records of Defined Cost to be kept by the Contractor .....	
2.9 Insurance provided by the Employer .....	
2.10 Training workshops and technology transfer .....	
2.11 Design and supply of Equipment .....	
2.12 Things provided at the end of the service period for the Employer's use .....	
2.12.1 Equipment .....	
2.12.2 Information and other things .....	
2.13 Management of work done by Task Order .....	
<b>3 Health and safety, the environment and quality assurance .....</b>	
3.1 Health and safety risk management .....	
3.2 Environmental constraints and management .....	
3.3 Quality assurance requirements .....	
<b>4 Procurement .....</b>	
4.1 People .....	
4.1.1 Minimum requirements of people employed .....	
4.1.2 BBBEE and preferencing scheme .....	
4.2 Subcontracting .....	
4.2.1 Preferred subcontractors .....	
4.2.2 Subcontract documentation, and assessment of subcontract tenders .....	
4.2.3 Limitations on subcontracting .....	
4.2.4 Attendance on subcontractors .....	

4.3	Plant and Materials .....	
4.3.1	Specifications .....	
4.3.2	Correction of defects .....	
4.3.3	<i>Contractor's</i> procurement of Plant and Materials .....	
4.3.4	Tests and inspections before delivery .....	
4.3.5	Plant & Materials provided "free issue" by the <i>Employer</i> .....	
<b>5</b>	<b>Working on the Affected Property .....</b>	
5.1	<i>Employer's</i> site entry and security control, permits, and site regulations .....	
5.2	People restrictions, hours of work, conduct and records .....	
5.3	Health and safety facilities on the Affected Property .....	
5.4	Environmental controls, fauna & flora .....	
5.5	Cooperating with and obtaining acceptance of Others .....	
5.6	Records of <i>Contractor's</i> Equipment .....	
5.7	Equipment provided by the <i>Employer</i> .....	
5.8	Site services and facilities .....	
5.8.1	Provided by the <i>Employer</i> .....	
5.8.2	Provided by the <i>Contractor</i> .....	
5.9	Control of noise, dust, water and waste .....	
5.10	Hook ups to existing works .....	
5.11	Tests and inspections .....	
5.11.1	Description of tests and inspections .....	
5.11.2	Materials facilities and samples for tests and inspections .....	
<b>6</b>	<b>List of drawings .....</b>	
6.1	Drawings issued by the <i>Employer</i> .....	

## Description of the service

### Executive overview

Airports Company South Africa is focused on creating and operating world-class airports measuring up to international standards as such Airports Company will require the services of a Cleaning & Hygiene Services contractor that will ensure this standard is maintained.

All works will be carried out within the King Shaka International Airport precinct.

#### **The key objectives for this service is to:**

Provide Cleaning & Hygiene Services at King Shaka International Airport in line with relevant and applicable standards, regulations, legislation, and industry best practise.

**The Contractor will be appointed directly by the Airports Company of South Africa and should be available to carry out the works as per the scope of works and service level agreement included in the specification.**

### ***Employer's requirements for the service***

This service covers complete Cleaning & Hygiene services at the King Shaka International Airport Precinct that will ensure the site always remains Hygienically Clean.

All areas will be serviced on an ongoing and on a scheduled basis and priority areas will be treated as needed and as determined by the employer.

Rates tendered by the contractor on the price schedule will be utilised when determining the amount due to the contractor for a particular task(s).

The contractor shall be obliged to supply all labour, site transport, material(s)/product(s) and service equipment plus any other equipment required for the proper provision of the service at King Shaka International Airport.

The successful bidder will provide cleaning services in relation to the following sub-categories:

- a. General cleaning < 2.5M height;
- b. Specialised cleaning
  - i. Auto scrubbing;
  - ii. Deep cleaning of carpet;
  - iii. Deep cleaning of ablutions
  - iv. Deep cleaning / High pressure cleaning
  - v. High access cleaning > 2.5M height;
    - a. Rope access cleaning/abseiling;
    - b. High-level cleaning (window / cladding / walls / facades/structures cleaning)
    - c. Ad-hoc cleaning where needed
- c. Hygiene services;
- d. Cleaning consumables and materials; and
- e. Cleaning machinery and equipment

In general, the scope of work should cover, inter alia; all internal and external, general, specialized and routine cleaning of common areas. Including floors, tiles, walls, suspended ceilings, lighting, furniture, window cleaning, deep cleaning of sanitary conveniences, washing facilities, kitchens and dining areas, consumables, feminine hygiene facilities as well as cleaning of telephones, IT equipment, carpet cleaning, external cleaning, litter picking, and removal of chewing gum and graffiti, cleaning of furniture, cleaning of signage, ducts and other periodic cleaning as required.

The appointed contractor must within three (3) to six (6) months of being appointed become a member of a contract cleaning industry body that is established for the contract cleaning industry that amongst others promotes professionalism and ensures compliance to industry standards and legislative requirements. An example of such an industry body would be the National Contract Cleaners Association (NCCA).

### **Detailed Scope of work**





## i. Area of coverage

**Detailed breakdown of site by Airport Section, Area of work/Surface Type and square meterage (Approximate Areas):**

Note: The areas reflected in the schedule below is not exhaustive but is intended to guide bidders on the extent of the works.

KSIA	Approximate Square Meterage (m2)										
Airport Section	Floor/Ground Surface Type			Total Area Size	Ablution Facilities			Other Areas of Work			
	Marble/Terrazo/Ceramic etc	External concrete/paved/tarred	Carpets		Female	Male	Unisex	High rise Window cleaning	Lifts/Lift cages	Escalators	High Rise walls, paintwork, cladding etc
<b>Maintenance Buildings</b>	883	6000	529	<b>7412</b>	180	180	5	0	0	0	0
<b>Multi Story Office Block (MSO)</b>	466	0	2124	<b>2590</b>	100	100	25	990	20	0	990
<b>Multi Story Parkade (MSP)</b>	1399	45109	0	<b>46508</b>	36	36	10	200	20	50	2000
<b>Entrance Gates/Guard houses</b>	575	575	0	<b>1150</b>	0	0	50	0	0	0	0
<b>Fire &amp; Rescue</b>	835	0	713	<b>1548</b>	80	80	20	300	20	0	300
<b>Terminal building</b>	67104	8000	7500	<b>82604</b>	1900	1900	400	16000	250	300	11000
<b>Permit Office</b>	67	0	0	<b>67</b>	6	6	0	0	0	0	0
<b>Staff Processing</b>	153	0	0	<b>153</b>	30	30	0	0	0	0	0
<b>Land Side Paved Areas</b>	0	25000	0	<b>25000</b>	0	0	0	0	0	0	0
<b>Car Parks</b>	0	83000	0	<b>83000</b>	0	0	0	0	0	0	0
<b>Total square meterage</b>	<b>71482</b>	<b>167684</b>	<b>10866</b>	<b>250032</b>	<b>2332</b>	<b>2332</b>	<b>510</b>	<b>17490</b>	<b>310</b>	<b>350</b>	<b>14290</b>

ii. Ablution Facilities

Note: The areas reflected in the schedule below is not exhaustive but is intended to guide bidders on the extent of the works.

NO	Airport Section	Female Toilet Set	Male Toilet Set	Disabled Toilet Set	Baby Change Facility Set	Unisex Toilets Set	Combined Baby Change Facility Set	TOTAL NO. OF ABLUTIONS SETS
1	Multi Story Office - MSO	5	5	5	0	0	0	15
2	Multi Story Parkade	2	2	2	0	0	0	6
3	ARFF Building & Guard Houses	4	4	2	0	0	0	10
4	Maintenance Buildings	3	3	3	0	1	0	10
5	Terminal Building	25	25	22	8	6	0	86
6	Parkings	0	0	0	0	0	0	0
7	Staff Processing	0	0	0	0	2	0	2
8	Guard Houses	0	0	0	0	5	0	5
9	Permit Office	1	1	0	0	0	0	2
	<b>Total</b>	<b>40</b>	<b>40</b>	<b>34</b>	<b>8</b>	<b>14</b>	<b>0</b>	<b>136</b>

The successful bidder must ensure that the following is observed in respect of ablution facilities at all times:

- i. All toilets must have toilet registers which need to be signed by Supervisors/Manager when doing periodic inspections during each shift.
- ii. **Registers to be mounted on a suitable wall entering each facility, the contractor must make provision for the register, register holder and its installation in this regard.**
- iii. Time and attendance system must be used to ensure that staff are at their stations at all times.
- iv. Toilets in the public areas to be manned at all times until the last flight. Thereafter, deep cleaning activities may commence. Deep cleaning activities must be completed by 03h30 each morning where after the toilets must be manned again from 04h00 every morning.
- v. All toilets must be kept in a clean and hygienic state following cleaning activities during nights.
- vi. All equipment to be stored in designated storerooms/sluice rooms at all times and not in toilets, public areas, in view of public and unauthorised areas.



## Human Resource Requirements

### a. Shift/Operational Hours

#### **Daily shifts for all cleaning staff at admin/satellite buildings:**

1. (Monday to Friday) 06h00 - 15h00 (8 hours)
2. (Monday to Friday) 07h00 – 16h00 (8 hours)
3. (Monday to Friday) 08h00 – 17h00 (8 hours)

#### **Saturday shift for cleaning staff at the following admin/satellite buildings:**

4. Fire station & Maintenance Buildings 07h00 – 14h00
5. MSO 06h00 – 15h00
6. Other satellite areas - 06h00 – 15h00

#### **Sunday shift for staff at the following admin/satellite buildings:**

7. Fire station and Maintenance Building 07h00 – 12h00
8. MSO 06h00 -15h00
9. Other satellite areas - 06h00 – 15h00

#### **Straight night shifts:**

10. Monday to Friday - Night shift 18h00 – 06h00

#### **All other operational areas shifts:**

11. Morning shift 06h00 – 18h00
12. Night shift 18h00 – 06h00

### b. Manpower

- i. ACSA has determined the optimal number of resources to be deployed to the contract, these numbers can be seen in the summary tables below. The successful bidder is required to determine the adequate number of relievers required in order to provide the cleaning services at the required standard.
- ii. **It is important that bidders note that airports are seasonal operations by nature. Therefore, this means that there will be a fluctuation in resource requirements whenever peak and off-peak periods are experienced. Additional resources will be required during peak seasons and resources will be cut back during off-peak season. Should the size of the airport change through an expansion or reduction, the same principal will apply. Bidders are required to provide ACSA with a rate per hour for each resource type in the Activity Pricing Schedule. These rates will apply when seasonal changes/operational changes take effect.**
- iii. The successful bidder must provide for a Time and Attendance management system which will be used to ensure that all resources attendance are tracked and monitored on an ongoing basis by the contractor. The time and attendance management system must not be a manual process as this is open to manipulation, such system must be electronically based with unique resource identification and ACSA must be able to verify and audit the records when required. Therefore the system should be able to track changes made to source data.
- iv. Late coming will not be allowed. The contractor will be expected to take disciplinary action against staff members who repeatedly report for duty late.
- v. Staff must always be at their designated work area at the time their shift starts as per the scope of works. The contractor must make ensure that staff clocking's, shift parades, handovers etc as may be necessary for a change of shift is accounted and planned for. This shall have no impact to operations.
- vi. Designated posts must be manned according to the specification provided. Any staff member found to be deviating from this requirement must be disciplined accordingly.

- vii. Time wasting practices will not be permitted, any staff member found intentionally/ deliberately wasting time while on duty must be disciplined accordingly.
1. Staff congregating and engaging in private conversations while on duty is not permitted and is regarded as a time-wasting practise.
  2. Staff should not be in possession of their personal cell phones or other personal media devices while on duty.



## viii. Headcount

**Summary of headcount by station per shift – General cleaning staff**

NO	DESCRIPTION	6am - 3:00pm Mon - Fri	7am - 4pm Mon - Fri	8am - 5pm Mon - Fri	6am - 6pm Mon - Sun	6pm - 6am Mon - Sun	6am – 3pm Sat & Sun	7am - 2pm Sat	7am - 12pm Sun	6pm - 6am Mon - Fri
	<b>General Cleaning</b>									
1	Multi Story Office – MSO etc	1	2	1			1			
3	ARFF Building		2					1	1	
4	Satellite Buildings		1				1			
5	Maintenance Buildings		3					1	1	
6	Terminal Building				36	29				
7	Multi Story Parkade				3	3				
8	Task Team									7
	<b>Total</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>39</b>	<b>32</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>7</b>

**Summary of headcount by station per shift – Management & Supervisory staff**

NO	DESCRIPTION	8:00am - 4:30pm Mon - Fri	6pm – 6am Mon - Fri	6am - 6pm Mon - Sun	6pm - 6am Mon - Sun
	<b>Supervision for Cleaning Services</b>				
1	Contract Manager / Site Manager	1			
2	Assistant Site Manager		1		
3	Senior Shift Supervisor			1	1
4	Supervisors	1	1	2	2
5	Administrator / Stores Controller	1			
	<b>Total</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>

**Summary of headcount by station per shift – Specialised cleaning staff**

NO	DESCRIPTION	6pm – 6am Mon – Fri	6pm - 6am Mon - Sun
	<b>Specialized Cleaning</b>		
1	Auto Scrubber	1	2
2	Carpet Cleaner	2	
3	Carpet Cleaner Assistant – General Cleaner	2	
4	High Pressure Cleaner – Operator & Driver	2	
5	High Pressure Cleaning Assistant - General Cleaner	2	
	<b>Specialized Cleaning Total</b>	<b>9</b>	<b>2</b>

**Summary of headcount by station per shift – Specialised cleaning staff**

NO	DESCRIPTION	08:00am – 16:30pm Mon – Fri	6pm - 6am Mon - Fri
	<b>Specialized Cleaning</b>		
1	High Level Window Cleaners	3	1
2	High Level Cleaner/ Cherry Picker Operator		1
3	High Level Cleaner		2
4	Rope Access Technican / Abseiler - Level 1	1	
5	Rope Access Technican / Abseiler - Level 2	1	

6	Combined Level 3 rope access supervisor + fall arrest technician	1 if a combined resource 2 if separate resources	
	<b>Specialized Cleaning Total</b>	<b>6/7</b>	<b>4</b>



## Cleaning Chemicals and Consumables/Materials

- ii Chemicals
  - i. ACSA would like to ensure that cleaning standards are not lowered in the execution of the contract for the provision of the services mentioned herein. Therefore, a start-up list of approved chemicals has been developed for bidders to use in the preparing of their bid.
  - ii. ACSA reserves the right to change or replace any of the below listed chemicals with chemicals of equivalent or superior specification.
  - iii. The successful bidder is encouraged to offer ACSA continuous improvement efforts which are aimed at enhancing cleaning efficiency and cleaning standards at the best price at all times.
  - iv. All chemicals must be SABS and/or SANS approved / Compliant and must not be harmful to the environment. The contractor shall provide proof compliance where requested.
  - v. The required chemicals and quantities are provided as a guide to bidders and is based on the estimated monthly usage. Actual usage will vary and monthly orders will be scaled to suite prevailing site requirements.
  - vi. List provided below is not exhaustive and the service provider will be requested to provide other chemicals if needed.

No	DESCRIPTION		
	<b>List of chemicals</b>		
1	Provisional - Prosan(Geofresh) - 20 litres	26	Provisional - Fabric Softner - 5 litre
2	Provisional - Prostrip (safe strip) - 25 litres	27	Provisional - 3M Polish Pad (425mm White) - 5 Per box
3	Provisional - Proflex(rustex) - 25 litres	28	Provisional -3M Cleaner Pad (425mm Blue) - 5 Per box
4	Provisional - Profinish(duroseal) - 25 litres	29	Provisional -3M Cleaner Pad (425mm Black) - 5 Per box
5	Provisional - Germgel -25 litres	30	Provisional -3M Cleaner Pad (425mm Red) - 5 Per box
6	Provisional - Geosolve - 25 litre	31	Provisional - Carpet Shampoo - 5 litre
7	Provisional - Baking Soda - 10kg	32	Provisional - Disposable Dust Masks - 50 Pack
8	Provisional - Window Cleaner (Indushine) - 5 litre	33	Provisional - Airfreshener - 180ml
9	Provisional - Supercon (Geodet/dishwashing liquid) - 5 litre	34	Provisional - Sanitisers - 5 litre
10	Provisional - 3M Stainless Steel Polish 400g - Pack of 6	35	Provisional - Indumat Urinal Cleaner - 5 litre
11	Provisional - P Mats - Box of 24	36	Provisional - Sodium Hypochlorite - 20litre
12	Provisional - Medisure (Sintol) - Pack of 100 Sachets (6g each)	37	Provisional - Rust Remover - 25 litre
13	Provisional - Degreaser (POG) - 5 litre	38	Leather Guard Full Grain Care Kit (Cielo)
14	Provisional - Furniture Polish (Mr Min) - 300ml	39	Guard Fabric Care Kit (Cielo)
15	Provisional - Trafic Carpet Care Cleaner (Traffic Lane) - 10Kg	40	



16	Provisional - Gum Remover (Profrosto) - 250ml - Pack of 6	41	
17	Provisional - Washing Powder - 10Kg	42	

## iii Consumables/materials

- i. ACSA would like to ensure that cleaning standards are not lowered in the execution of the contract for the provision of the services mentioned herein. Therefore, a start-up list of approved consumables/materials is listed below and has been developed for bidders to use in the preparing of their bid;
- ii. ACSA reserves the right to change, replace or revise the items and/or quantities in the below listed consumables/materials with equivalent specification items;
- iii. The required consumables/materials and quantities are provided as a guide to bidders and is based on the estimated monthly usage. Actual usage will vary and monthly orders will be scaled to suite prevailing site requirements.
- iv. The successful bidder is encouraged to offer ACSA continuous improvement efforts which are aimed at enhancing cleaning efficiency and cleaning standards at the best price at all times.
- v. List provided below is not exhaustive and the service provider will be requested to provide other consumables/materials if needed.

No	DESCRIPTION
	<b>Consumables / Materials</b>
<b>1</b>	<b>Hand Soaps - 5 Litre (Premium Quality) – Average monthly usage = 80 units</b>
<b>2</b>	<b>Toilet paper per Bale - 1 Ply virgin</b>
	48 Rolls per Pack. – Average monthly usage = 550 bails/packs
	500 Sheet per Roll as per SABS or SANS Regulations. – SABS 648:1980
	Sheet Size: 100mm x 110mm
	20gsm Paper (Alternative weight may be accepted by the client at the clients sole discretion)
	Single ply Toilet paper
<b>2</b>	<b>Refuse Bags (Clear)</b>
	Large
	Medium
	Small
<b>3</b>	<b>Maslin Cloth</b>
<b>4</b>	<b>Microfibre Cloths</b>
	Green - Basins
	Blue - Mirrors
	Red - Bathrooms
<b>5</b>	<b>Microfibre Sleeves</b>
<b>6</b>	Gloves (General purpose)
<b>7</b>	Dust Masks
<b>8</b>	Scrubbing Pads (Machines)
<b>9</b>	Urinal Matts
<b>10</b>	Scourers
<b>11</b>	Biohazard Cleaning Kit – The contractor will ensure that at least 2 kits will be available on site at all times.  Includes:  1 x Plastic Case

	5 x Pads / Towels
	2 x Absorbent Granules (pack)
	1 x Bottle Anti-Viral/Bacterial Disinfectant
	2 x Biohazardous Plastic Bags & Cable Ties
	2 x Anti Mist Goggles / Face Shield
	2 x Pair Latex Gloves
	2 x Pairs Nitrile Gloves
	1 x Dustpan & Brush
	1 x Biohazard Tape
	2 x Dust Mask
	2 x Aprons
	1 x Work Procedure Sheet
	Other (Bidder to Specify)

## iii. Cleaning machinery and equipment

## i Machinery

- i. All the machinery being provided on the contract must still be within its serviceable life. Proof of same must be provided. Machinery must be fully functional and in a clean and neat condition at all times suitable for use in public facing work areas.
- ii. The successful bidder will be responsible for the service and maintenance costs of all machinery provided on the contract.
- iii. The successful bidder must ensure that all staff operators of machinery have received the proper training for the usage of the machinery prior to operating such machinery and refresher training is carried out on an ongoing basis as may be applicable for each of the equipment types as well as to address changes in personnel.
- iv. Service Level Agreement pertaining to the provision and use of the machinery on the contract can be found under service level agreements for machinery.
- v. **The successful bidder is to submit a Machinery and Equipment deployment schedule which will clearly show the number of items and the areas in which they will be deployed on a daily basis. ACSA reserves the right to make changes to the equipment deployment in accordance with a change in requirements or operations.**
- vi. Please consider the following when obtaining machinery to be used in the provision of the services herein:

No	DESCRIPTION
	<b>General Cleaning Machinery</b>
1	Ride on Auto Scrubbers – Tennant T12 Battery Powered Scrubber or equal approved
2	Walk Behind Scrubber – Tennant T300 Battery Powered Scrubber or equal approved
3	Professional Range - Upright Industrial/Commercial Vacuum Cleaners (Contractor must provide proof vacuum cleaners are of an industrial/commercial grade)
4	Professional Range - Wet & Dry Industrial/Commercial Vacuum Cleaners (40lt) (Contractor must provide proof vacuum cleaners are of an industrial/Commercial grade)
5	Walk Behind Push Sweeper – Must include side brushes and waste tank / waste bags
6	Dual Speed Rotary Single Disk Machines – Nilfisk or equal approved. - used for grooves on tiles, floor and walls, toilets, stairs, edges, lifts, and used for buffing floors etc.
7	Heavy Duty Industrial High-Pressure Cleaner – Output of 240 bar or more includes suitably sized buffer tank includes temporary lighting for cleaning at night.  Contractor to ensure output is sufficient to carry out cleaning activities without damaging infrastructure. Pressure washing will be done at night, therefore suitable temporary lighting must be included to ensure the correct quality of work is achieved. Poor lighting will not be accepted as a valid reason for poor quality of work.
8	Tennant 1610 Dual Technology wet extraction carpet cleaning machines or equivalent.  Wet Extraction Carpet machines must, as a minimum obtain dryness of 80% – in the event of spillage / flooding.
9	Orbit Rotary carpet cleaning machine – or equal approved
10	Carpet Hot Air Blowers
11	Industrial Top Loading Washing Machine and Dryer – (Must be industrial / commercial grade) –  To wash pads, mops, cloth, linen, etc.  Washing must be done in accordance with the colour-coding system used by the contractor.
12	Spray and Steam extraction cleaner for upholstery, carpets, blinds, tile grout etc (Commercial/industrial grade)

**\*Detailed quantities for machinery and equipment included in the Activity Schedule**

ii Equipment

- i. All the equipment being provided on the contract must be new at start of contract.
- ii. The successful bidder will be responsible for the service and maintenance costs of all equipment on the contract.
- iii. Equipment must always be maintained in serviceable and functional state.
- iv. Equipment must always be kept in a clean and neat condition.
- v. The successful bidder must ensure that all staff operators of equipment have received the proper training for the usage of the equipment prior to using such equipment.
- vi. Service Level Agreement pertaining to the provision and use of the equipment on the contract can be found under Section for service level agreement for machinery and equipment

No	DESCRIPTION
	<b>Equipment</b>
1	10 Step A Frame Ladder
2	3m High ladder
3	Colour coded split twin bucket trolley with buckets for clean and dirty water and wringer + caddy for spray bottles + storage for cloths + additional storage area for small tools, small equipment and consumables
4	Medium sized Janitorial Trolleys (twin bucket) + caddy for spray bottles + waste bag + mop holder + storage area for small tools, small equipment and consumables
5	Microfibre Mops – With suitable cloths that will be suitable for ceramic tiled floors
6	Maslin Tools – With suitable cloths that will be suitable for ceramic tiled floors
7	Aluminium long handle jumbo mops (long hair)
8	30m Extension cords
9	50m Extension cords
10	Long Handle Dust Pans including whisk brooms
11	Big outdoor brooms hard bristles
12	Big outdoor brooms soft bristles
13	Metal Scrapers
14	Toilet Brushes – Brush only
15	Toilet Brushes – Brush with holders
16	Scrubbing Brushes
17	Wet Floor Signs
18	Long Flick Dusters
19	Short Feather Dusters
20	Spray Bottles 750ml

No	DESCRIPTION
	<b>Equipment</b>
21	Pulse Mops
22	Large wind resistant wet floor signs
23	100m long heavy duty hose pipe with all required fitting to connect to taps and cleaning equipment for daily use.
24	Wall mounted inspection sheet holders for ablutions (Size: A4)
25	Larg free standing cleaning in progress signs (Artwork and wording to be agreed with client following award)

iv. Schedule of works

- i. Details of cleaning works and procedures have been provided in the table below. The frequencies will serve as the minimum required cleaning frequencies for all areas of work.

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
1	Ceiling area (2.5m and below) which includes: Ceilings, canopies and fixtures and fittings	1.Remove all spots, graffiti and fingerprints on walls, painted surfaces, electric switches, etc. 2. Remove cobwebs from the ceiling and all other fixtures and fittings 3. Wet wipe and dry washable surfaces	No appearance of dirt and fingerprint marks/ streaks. Walls shiny and clean at all times Walls and doors including all wall cladding and cladding to lifts and miscellaneous cladding: No graffiti, no stains of all types, No marks, dust-free and no watermarks.	Weekly	Monthly	
2	Light fittings, reflectors and diffusers <i>Excluding areas outside the 2.5m height threshold that are a safety risk and cannot be performed by a general cleaner</i>	Light fittings, reflectors and diffusers should be cleaned appropriately (surface clean with a special mop for cleaning diffusers) to ensure protection. The process should ensure that the units are free from ingrained dirt, dust and debris and void of all stains and markings	No appearance of dirt, stains, marks and dust-free, shiny and clean at all times	Weekly	Monthly	
3	Floors (Porcelain, ceramic, marble, Mondo, terrazzo, slate/stone and vinyl)	Sweep, scrub. Mop, polish and buff, to maintain high grade and quality of tidiness. All floors to be maintained to manufacturer's requirements and standard.	Floors to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced	Daily	Daily	Floors are to be cleaned by sweeping with a broom  Floors must be washed with a detergent with an auto-scrubber.

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		High Gloss Marble polishing to be done continuously.  Concrete floors and pavers High pressure cleaning Hard brush cleaning with single disk machine	consistent visibility of a polished effect, no watermarks and streak marks			Excessive amounts of cleaning solution should be avoided as it may seep between the tiles affecting both the adhesive and the tile. The clean-solution and the nylon pad should be changed at frequent intervals. All marble and porcelain floors are to be polished to ensure that a constant sheen remains.
4	Internal and External concrete/Grano	Sweep, remove litter, remove bubble-gum and cigarette butts, constantly scan the area to check for litter, wipe bins and barriers, wipe pay stations and booms to minimise dust	Surfaces to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect, no watermarks and streak marks	Daily	Daily	
5	Tar/Pavement	Sweep, remove litter, remove bubble-gum and cigarette butts, constantly scan the area to check for litter, wipe bins and barriers, wipe pay stations and booms to minimise dust	Surfaces to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect, no watermarks and streak marks	Daily	Daily	
6	Carpets/Loose and entry mats/Rugs	Vacuum and spot clean - high traffic and low traffic areas. Remove spots, stains and spillages using emergency kit, interim clean, restorative clean and steam clean. Regularly change rain mats (loose carpet to entrance of terminals), remove litter during intervals when no	Maintain the carpets as per manufacturer's guide. Carpets to be clean and stain free at all times.	Daily	Daily	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		boarding is taking place.  Pile lifting of dirt  Deep cleaning by wet extraction.  Steam cleaning of carpets  Maintain to manufacturer's requirements and standards		1 per week  1 to 2 per week  1 to 2 per week	1 per week  1 to 2 per week  1 to 2 per week	
7	Stairs	Sweep with dust control mops, wash and mop all floors, burnish with floor machine, deep cleaning, manage spillage & remove stains	No appearance of dirt streaks with surface clean at all times. Hand rails shiny and clean at all times	Daily – Maintained continuously	Daily – Maintained continuously	
8	Glass, mirrors	Wet wipe with damp cloth and dry with dry cloth in toilets/washrooms  Use glass cleaner on ornamental mirror surfaces	No appearance of streak marks, no watermarks, dust free and no hand/fingerprints Maintain high gloss/shiny finish at all times	High density areas must receive constant attention. 2-3-hour intervals daily	Daily	
9	Chrome and Brass works	Dust and polish with approved polisher	No appearance of stains and streak marks, dust free with no fingerprints	Weekly	Weekly	
10	Linen (includes Sheets, blankers, Blinds, curtains, linings and drapes)  Bed linen will be cleaned weekly when not in use or will be cleaned after every use.	All linen to be washed/dry cleaned, fragranced and ironed. Removal of curtains, linings and drapes and returned to original position after wash.	No appearance of stains, marks, dust free, crease free at all times.	Weekly	Monthly	Bed linen may need to be washed on an adhoc basis in addition to the scheduled weekly wash
11	Furniture (internal and underside) and counters, notice boards, ACSA security desks  Furniture includes, but not limited to: Desks, tables, chairs, upholstery/soft furnishing seating and radiators, aircons, shelving, books cases,	Wipe daily with damp cloth Polish top of tables, desks and check-in counters with an approved furniture polish. Use Cloth or soft nylon brush. No abrasive scrapers or blades to glass & aluminium Feather dust all glass before washing Use Soft mutton cloth	All furniture shall be cleaned appropriately and sanitised to ensure protection and cleanliness. No appearance of dust, ingrained dirt, bubble-gum deposits, grease stains, streak marks, smears and heavy build-	Daily - 1 per day but maintained continuously	Daily 1 per day but maintained continuously	



	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
	cupboard interiors and glass displays.	or micro fibre cloth M3 stainless steel polish only	up of dirt in corners at all times.  Follow manufacturer's instructions carefully where necessary.			
12	Blinds	Remove dust and damp wipe with cloth.  Dust and steam clean in position	No appearance of dust and stains at all times	Month	Month	
13	Telephones (Public and office)	Dust and wipe with damp cloth using disinfectant	No appearance of dust and stains at all times	Daily - 1 per day	Daily - 1 per day	
14	Lifts, Travellators and Escalators	Cleaning of the following: Balustrades, Landing plate, External stainless-steel escalator housing, lift floors and lift cages Dust, pick up litter, wipe control panels, detail cleaning of elevator floors, clean hand rails and balustrades, clean glass surfaces of escalators and lifts. Note: Chemicals and cleaning equipment to be approved by equipment manufacturers.	No appearance of dust, stains, spillages, marks, fingerprints and grime build-up at all times	Daily - 1 per day but maintained continuously	Daily 1 per day but maintained continuously	
15	Fire escapes	Sweep/mop as necessary Damp wipe hand rails Remove litter, bird nests and bird droppings Disinfect fire escapes	No appearance of dirt, litter, marks and bird nests and bird droppings at all times	Weekly	Weekly	
16	Garbage Bins	Empty and clean/wipe spillages with disinfectant once every shift or when the bin is $\frac{3}{4}$ full. Deep cleaning of terminal bins (clean inside and outside, including the base) by washing, disinfecting, drying and polishing with stainless steel polish. Hosing of auto-bins (clean inside and outside, including the wheels) by disinfecting and high-pressure cleaning. Cleaning of Concrete bins in line with	No appearance of litter around the bin, no spillages, no build-up of grime, no odour coming from the bin at all times	Weekly deep cleaning of all bins Daily cleaning & sanitising of all bins	Weekly deep cleaning of all bins Daily cleaning & sanitising of all bins	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		abovementioned standards				
17	Baggage processing equipment area	Sweep tunnels, under and around the equipment, litter picking, autoscrubbing floors and apply prescribed standard for relevant surface	No appearance of dirt and litter around the equipment. Floors to maintain performance measure of relevant floor surface.	Daily - 1 per day but maintained continuously		
18	Public areas, lobbies	Sweep, vacuum and clean glass/Perspex surfaces. Remove waste at security and information counters, pavements, podiums, waiting areas, in order to maintain a high state of cleanliness	Surfaces to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect where applicable, no watermarks and streak marks	Daily - 1 per day but maintained continuously		
19	Cleaning of toilets/ablutions, seats and covers, urinal and wash basins, taps, tiles and windows	Clean with disinfectant on a continuous basis. High dust tops of doors, partitions and advertising boards, wipe hygiene equipment, clean doors, partitions and walls, remove stickers/bubble-gum, detail clean edges, corners and skirting. The public toilets must be manned by a cleaner of the same sex; Colour-coded micro-fibre cloths and marked/colour-coded spray bottles to be used for separately cleaning basins, urinals & toilets. Deo blocks/urinal mats or equivalent consumables to be provided to address “smell/odour” issues. Empty bins, clean	Minimal appearance of water residue/water on the floor, clean bowls, no water on basins, clean at all times, at least 2 toilet rolls in toilet roll holder at all times, at least half level of soap in soap dispenser Used papers are all in the bins	Daily - Continuously	Daily – Continuously	No abrasive brushes to be used to clean toilet bowls and basins. Taps to be cleaned with SABS approved products to prevent scratching/rusting and dirt build-up Toilets to be deep cleaned after airport operational hours using SABS approved products Urinals to be cleaned thoroughly and cleanliness must be maintained at all times. No handy andy or other ammonia based products to be used on urinals

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		<p>floors, wash and mop all floors. Concentrate on minimising water residue from floors, basins and mirrors, check cubicles and flush, wipe doors, clean bowls, seat covers, basins and taps, clean mirror, check toilets and flush and wipe flush master, change water as it becomes dirty.</p>				
20	Deep cleaning toilets/ablutions	<p>Deep clean bowls and urinals using undiluted chemical as per instruction, apply floor chemical, stronger dilution to floor, using single disc machine for stripping floors where necessary. Pre-soak basin/toilet/urinal with chemical as per dilution requirements, use detail clean flush master, detail clean all limescale around taps and mirrors clean limescale under hygiene equipment, clean behind bowls, wash/disinfect/wipe all sanitary bins, high dusting (tops of doors, advertising, partitions) where necessary, clean edges, corners and sluice room and trolley, wipe hygiene equipment, wipe doors, partitions and walls, ceilings, remove stickers/gum, detail clean edges, corners and skirting, wipe seat covers, basins and taps, clean mirror. Disinfect waste bins. Include cleaning of disabled toilet and baby room - include baby room chair and changing station. Wash all walls from ceiling to floor including dusting and wiping of ceilings</p>	<p>Bowls, urinals and taps to have no limescale, must not be discoloured, no stickers on floors or doors, no dust on top of partitions and doors, edges to have no residue, cleaner trolley to be clean, refill toilet rolls and soap to full levels in preparation for morning</p>	Daily	Weekly	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
21	Pillars/Poles and columns	Dust and wipe with damp cloth using disinfectant	No appearance of dust and stains at all times	Weekly – But maintained continuously	Monthly – but maintained continuously	

v. High access cleaning works

All equipment and supplies used must be capable of performing all operations in accordance with specifications.

**Requirements**

High access cleaning will be performed through a combination of resources, equipment and methodologies.

**Bidders will be provided with activity schedules for the various high access activities to be executed. Bidders must assess the works and fully complete the schedule.**

**The bidder will be required to have the requisite experience in performing high access works which will be tested under the functional requirements specified for this contract.**

**The bidder may opt to work with an outsourced partner for the high access works to a suitably experienced entity to perform the high access works. If the bidder opts to work with an outsourced partner, then the outsourced partners experience will be tested as a functional requirement.**

**High Level Window Cleaners**

A total of 4 high level cleaners will be provided and will attend to cleaning of facades, glazing, cladding signage etc.

High level window cleaners will clean surfaces from the ground level up.

All high-level window cleaners must be trained for working at height as they will be required to work from ladders, scaffolds, cherry pickers and other access platforms.

**Rope Access**

A total of 3 rope access Technicians will be required. The team will comprise suitably experienced Level 3, Level 2 and Level 1 technicians. The rope access team will be further supported by a fall arrest technician.

**Level 1 – Rope Access Technicians**

A registered Rope Access Technician is a professional that operates under direct supervision, in an array of work scenarios, where work locations at height need to be accessed in such a way that requires complete suspension from ropes or associated equipment. The Rope Access Technician is the most basic rope access designation and requires continuous direct supervision by advanced rope access designated persons, particularly the rope access supervisor.

### **Level 2 – Rope Access Practitioner**

A registered Rope Access Practitioner is a professional in a junior-supervisory capacity and who can be placed in a position of limited control or supervision of a small team, typically consisting of one to four Rope access technicians. A rope access practitioner has limited abilities relating to the management of responsibility for the safety of the team in terms of job planning, risk assessment, rope rigging, and rescue procedures.

### **Level 3 – Rope Access Supervisor**

A registered Rope Access Supervisor is a professional of a supervisory nature, who is in control of a team or multiple teams of rope access personnel, typically consisting of Rope access technicians and Rope access practitioners. A Rope Access Supervisor has overall responsibility towards the safety of his/her teams, in terms of work planning, risk assessment, rope rigging, and advanced techniques in rescue procedures. This resource will have overall responsibility of all height access teams including rope access teams, window cleaners and high access cleaners.

### **Fall Arrest Technician**

The skill set of a 'Fall Arrest Technician includes that of a basic fall arrest technician / fall arrest operator, with the addition of basic rescue skills, to rescue a person from height. Basic rescue skills require a point of safety below, and typically only include lowering of the casualty. A Fall Arrest Technician is a suitable supervisor for a single/small work team that operate where lowering rescues are possible and the fall arrest systems are not of a complex nature. This resource will have overall responsibility for fall protection plans and systems for the entire site.

The rope access team will be required to work on anchor points, lifelines, access scaffolding as well as access equipment such as cherry pickers, scissor lifts etc.

### **High Access Cleaner / Cherry Picker Operator**

The resource shall form part of the team performing high access cleaning at night. The resource shall be suitably trained, certified and qualified to execute the required duties which include supervision of the night works teams, able to work at height, trained and certified to operate cherry pickers and other access equipment. This resource shall be trained and competent in the inspection of access platforms such as scaffolding, towers, ladders and other height access equipment as being 'safe to use'

### **High Access Cleaner**

The resource shall form part of the team performing high access cleaning at night. The resources shall be suitably trained, certified and qualified to execute the required duties which include work at height. This resource shall be trained and competent in the erection and dismantling of access platforms such as scaffolding, towers, ladders and other height access equipment as may be needed for the service

**Note: The services of a Rope Access Manager and Professional Fall Protection Planner and/or any other professional needed to successfully execute the works must be provisioned if required under the management fee specific to Height Access Work (Item 9.1 of the price schedule**

**The bidder must make provision relevant trainings, refresher trainings, certifications, recertifications, inspections, audits and full compliance and adherence to the Occupational health and safety act, regulations governing working at height, other legislative requirements applicable to the service as well as adhering to industry standards and best practice. The contractor is responsible to ensure compliance at all times and ensure work is done safely at all times.**

The service provider will be required to comply with all applicable regulation and legislation in respect of anchor points, rope access work, cherry picker work and high access cleaning in general.

### **Anchor Points**

The contractor will be required to supply, install, certify and maintain anchor points for use for the duration of the contract.

Where anchor points already exist, the contractor will be required to test, repair/refurbish, certify and maintain anchor points for the duration of the contract.

Anchor point installations, testing, maintenance and certification shall be carried out by a competent specialist duly appointed in accordance with applicable legislation and regulation.

Such work shall be carried out by specialised entities that are certified and accredited to carry out such works and costs will be reimbursed through third party procurement.

### Height Access Solutions

A provision has been made in the price schedule for hire of a cherry picker. This is strictly provisional and will be requested at the discretion of the client.

#### Additional Height Access Equipment

The contractor may be called upon to provide a larger cherry picker(s), scissor lifts, access scaffolding or other forms of height access deemed necessary.

Hire of such equipment shall be reimbursed through 3<sup>rd</sup> Party Procurement. The contractor will be expected to make such equipment available upon request.

At its sole discretion, the client may make available ACSA owned height access equipment available to the contractor.

### Quality of Work

Windows shall be washed clean and free of streaks, smears and visible soap residue. Accumulated dirt specs, or other foreign debris must be scraped from windows. Frames shall be scrubbed to remove all dried dirt, insects, debris and other materials so as to be considered clean by the building representative. Windowsills shall be washed clean and all drippings wiped dry.

Cladding, soffits, ceilings, walls, facades, structures, canopies and all other areas considered high access areas shall be visibly clean at all times.

A baseline schedule of resources and equipment has been provided in the price schedule. Bidders must assess the work that is to be done and complete the schedule accordingly. The quantities included are strictly provisional and are intended as a guide to pricing. The contractor will work closely with the client on an ongoing basis to ensure the services carried out meet the client's needs which may include amending/ adjusting (Scaling up and scaling down resource and equipment requirements based on prevailing conditions on site)

Any additional requirements deemed necessary for the successful execution of the works shall be priced as other (Item 9.25. In the price schedule)

Note: Frequencies are provided as a guide. The service provider will be expected to maintain all areas on a continuous basis.

No	Area	Location	Cleaning Procedure Standard/Instruction	Frequency
1	<b>Multi Story Office - MSO</b>  <i>Note: Includes the permit office / cooling tower building</i>	Landside	Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Cleaning of all metal, plastic, cladding and any other materials built onto or fixed onto exterior facing walls	Quarterly
			Dust Control - Ensuring no visible build-up of dust on plastered and painted walls	Quarterly
			Cleaning of all exposed metal surfaces which includes columns, beams bracing etc	Quarterly
			Cleaning of all louvres	Quarterly
			Cleaning to the underside of all canopies, awnings, walkways etc	Quarterly
			Cleaning of exposed roof eaves	Quarterly

2	<b>Multi Story Parkade</b>	Landside	Cleaning to all glass facades both internally and externally including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Dust control to all exposed metal surfaces that form the underside of the roof	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall, column and beam surfaces in excess of 2.5m high	Quarterly
			Cleaning of exposed roof eaves	Quarterly
3	<b>ARFF Building &amp; Security Access Gate</b>	Fire station	Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Cleaning of all metal, plastic, cladding and any other materials built onto or fixed onto exterior facing walls	Quarterly
			Dust Control - Ensuring no visible build-up of dust on plastered and painted walls	Quarterly
			Dust control to all exposed metal surfaces that form the underside of the roof	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall surfaces in excess of 2.5m high	Quarterly
			Cleaning of exposed roof eaves	Quarterly
		Guard Houses	Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Dust control to all exposed metal surfaces that form the underside of the roof	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall surfaces/ cladding / sheeting in excess of 2.5m high	Quarterly
			Cleaning of all exposed metal surfaces which includes columns, beams bracing etc	Quarterly
4	<b>Maintenance Buildings</b>		Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas





Page 48 of 133



			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall surfaces in excess of 2.5m high	Quarterly
			Cleaning of all exposed metal surfaces which includes columns, beams bracing etc in excess of 2.5m high	Quarterly
			Cleaning to tarp canopies	Quarterly
7	<b>Staff Processing &amp; Bust staging</b>	Staff Processing	Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall surfaces in excess of 2.5m high	Quarterly
			Cleaning of exposed roof eaves	Quarterly

The table provided below is provided as a guide to bidders to assess the extent of high access cleaning required.

No	Location	Image
1	MSO Building	 Multi Storey Office Block (MSO)
2	Terminal Building Drop Off & Glazing	 Eastern Façade including Drop Off Canopy



Drop Off External Windows







Drop Off Canopy







Drop Off Internal Windows







Drop Off Internal Windows






		 <p>Drop Off Internal Windows</p>  <p>Northern Façade, Ceilings, Structural Members &amp; Ducting-Departures</p>  <p>Southern Façade, Ceilings, Structural Members &amp; Ducting-Departures</p>
3	Terminal Building South	 <p>Southern Façade</p>







4	Terminal Building North	 <p>Northern Façade</p>
5	Terminal Building Domestic Corridor – East	<div><p>Domestic Departures Internal Windows</p><p>Typical Airbridge Windows</p><p>Domestic Airbridge Windows</p></div>





		 External View of Eastern Facade
6	Domestic Airline Lounge Level	 Southern Side of Terminal Domestic Lounge Window
		 Southern Side of Terminal Domestic Lounge Windows
7	Terminal Building – Domestic Departures	 Domestic Departures South Glazing, Ceilings, Structural Members & Cladding



		 <p>Domestic Departures Central Glazing, Ceilings, Structural Members &amp; Cladding</p>  <p>Domestic Departures Internal Windows and Ceiling</p>  <p>Domestic Departures Bus Gate Windows</p>  <p>South Western External View of Corridor</p>
8	Terminal Building – International Departures	





		International Departure Corridor
		
		International Airbridge Internal Windows
		
		International Departure Bus Gates
		
		International Departures Central Glazing, Ceiling, Structural Members & Cladding
		
		International Departures Central Glazing, Ceiling, Structural Members & Cladding



		 International Departures Central Glazing, Ceiling, Structural Members & Cladding
9	Terminal Building – North	 International Northern External View
		 International Corridor North Western External View
10	STAFF PROCESSING	 Staff Processing Building



		 <p>Staff Processing Building</p>
11	AIRSIDE FIRE STATION	<div><p>Northern View</p><p>Southern View</p><p>Eastern View</p></div>

		 <p>Eastern View</p>
12	LANDSIDE AREAS	 <p>Covered Walkway</p>  <p>Piaaza Area</p>  <p>Cooling Tower Louvres</p>  <p>Typical Entrance Canopy – 9 off</p>

vi. **Other services**

The bidder will be required to have the requisite experience in the provision of hygiene equipment which will be tested under the functional requirements specified for this contract.

The bidder may opt to work with an outsourced partner for the hygiene works that is a suitably experienced entity to perform the hygiene works. If the bidder opts to work with an outsourced partner, then the outsourced partners experience will be tested as a functional requirement.

i. **Hygiene services:**


i. The successful bidder will be required to provide the following Hygiene services:

- Sanitary Bins(Owned by ACSA) – Servicing of Sanitary waste bins twice per week or more frequently where found to be full. Nappy waste bins(Owned by ACSA) shall be cleaned and serviced daily. Sanitary waste & nappy waste to be regarded as hazardous waste and to be disposed of per prescribed regulations and legislation – Proof of safe disposal to always be provided.
- Air fresheners – Supply, Install, Service, Replenish & Maintain automated air fresheners for the duration of the contract. Superior quality units will be preferred, bidders are to make allowance to provide suitable proposals for client selection.
- Seat Spray Dispenser – Supply, Install, Service, Replenish & Maintain seat spray dispensers. Superior quality units will be preferred, bidders are to make allowance to provide suitable proposals for client selection.
- Hand Soap Dispenser – Supply, Install, Service & Maintain hand soap dispenser for the duration of the contract. Superior quality units will be preferred, bidders are to make allowance to provide suitable proposals for client selection.
- Hand Dryers – Supply, install and maintain suitable electric hand dryers. Superior quality units will be preferred, bidders are to make allowance to provide suitable proposals for client selection.
- Biohazardous Waste – The contractor will perform ad hoc services of clean-up of biohazardous waste and biohazardous waste disposal. The contractor shall ensure that 2 x trained general cleaners, and 1 x trained supervisory staff members are present on every 12 hour shift to ensure that this ad hoc service is performed without delay when a need arises. All consumables required is scheduled under the consumables and chemicals provision of the price schedule and disposal costs shall be paid at the disposal rate included in the price schedule.
- Decontamination Services – Decontamination services will be carried out on an ad-hoc basis. The client will inform the contractor of the area to be decontaminated. The contractor will then decontaminate the affected area and provide a certificate of decontamination on completion certifying the area safe to occupy. The works shall confirm to industry regulation, applicable legislation and best practice. Proof of regulatory and legislative compliance shall be provided by the contractor.



### Service Standards



- The contractor is responsible for adequate storage of consumables as per the manufacturer's specifications and as per OH&S regulations.
- The contractor will ensure that the consumables are stored and managed in secured facilities to prevent theft and ensure adequate dispatching.
- Reporting general faults observed within the facilities.
- Polish and maintain hygiene equipment daily.
- Any additional services outside of this agreement will be deemed as ad-hoc services for which written approval will be issued to the service provider.
- The service provider shall provide ACSA with a full-service report monthly.
- All products and consumables will be SABS/SANS approved.
- Products to match the existing architecture/look and feel/ambiance and should aim to enhance the facility.
- Routine calls/faults to be attended to within 1 hour
- The service provider shall comply with the health and safety act and environmental legislation for safe works execution and hazardous waste disposal.
- All electrical equipment that is serviced and maintained shall be performed by personnel that hold a minimum electrical qualification. Such qualification shall be provided on request, and the contractor shall demonstrate that the personnel is qualified to service and maintain the included electrical equipment. Such a qualification shall be aligned with industry standards and best practice.


For all equipment that is to be supplied, the bidder shall provide proposals in line with the overall aesthetics and ambiance of the facility for acceptance by ACSA. ACSA reserves the right to reject any equipment that is misaligned. **No commitment is made to accept any equipment proposed by the contractor.** Superior quality equipment shall be preferred to ensure high levels of quality service with high levels of availability over the contract duration.

No	Type	Service Requirements	Image
1	SHE Bin: 22L bin with foot pedal	<ul style="list-style-type: none"> <li>• Bins are owned by ACSA</li> <li>• The appointed contractor will service each bin twice weekly</li> <li>• The appointed contractor will service, clean, sanitize and provide the necessary deodorizing consumables all in alignment with industry standards</li> <li>• The appointed contractor will provide service records for all services</li> <li>• The appointed contractor will provide safe disposal certificates for all disposals</li> <li>• General cleaning staff will be trained to clean and sanitize soiled bins between services.</li> </ul>	





2	<b>AIR FRESHENERS</b> Air fresheners: Dispenser take air freshener can of 250ml and 2 AA battery.	<ul style="list-style-type: none"> <li>• Image provided of existing units. The appointed contractor will be expected to make proposals for the supply of new units that either equal or are superior to the existing.</li> <li>• The appointed contractor will service each air freshener twice monthly.</li> <li>• The appointed contractor will make allowance in their service fees for replacement of disposable refills and batteries. It is expected that a minimum of 2 refills will be required monthly. Allowance must be made in the contractors' prices. However, in the event that more than 2 refills are required than the cost of additional refills shall be reimbursed on a proven cost basis through the 3<sup>rd</sup> party procurement provision.</li> <li>• The appointed contractor will clean and sanitize the air freshener at every service.</li> <li>• The appointed contractor will maintain all units for the duration of the service</li> </ul>	 External View  Refill Unit
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3	<b>SEAT SANITIZER</b> Seat sanitiser: Manual Spray dispenser 400ml	<ul style="list-style-type: none"> <li>• Image provided of existing units. The appointed contractor will be expected to make proposals for the supply of new units that either equal or are superior to the existing.</li> <li>• The appointed contractor will provide the consumable (sachets) required for each dispenser. Bidders are to allow for 2 x replacement sachets per month. It is expected that a minimum of 2 refills will be required monthly. Allowance must be made in the contractors' prices. However, in the event that more than 2 refills are required than the cost of additional refills shall be reimbursed on a proven cost basis through the 3rd party procurement provision.</li> <li>• The appointed contractor will clean and sanitize the seat sanitizer units at every service.</li> <li>• The appointed contractor will maintain</li> </ul>	

		all units for the duration of the service	
4	NAPPY BINS Nappy bin: 50L with foot pedal	<ul style="list-style-type: none"> <li>• Bins are owned by ACSA</li> <li>• The appointed contractor will service each bin daily or more frequently when found soiled</li> <li>• The appointed contractor will service, clean, sanitize and provide the necessary deodorizing consumables all in alignment with industry standards</li> <li>• The appointed contractor will provide service records</li> <li>• The appointed contractor will provide safe disposal certificates</li> <li>• General cleaning staff will be trained to clean and sanitize soiled bins which will be done on a daily basis.</li> </ul>	



5	SOAP DISPENSERS	<ul style="list-style-type: none"> <li>• Image provided of existing units. The appointed contractor will be expected to make proposals for the supply of new units that either equal or are superior to the existing.</li> <li>• The appointed contractor will maintain all units for the duration of the service</li> <li>• General cleaning staff will be required to clean and replenish soap dispensers daily or more frequently as may be needed.</li> <li>• All soap shall be purchased and reimbursed through 3<sup>rd</sup> party procurement on a proven cost basis</li> </ul>	 Typical Soap Dispenser
6	HAND DRYER	<ul style="list-style-type: none"> <li>• Existing Hand dryers 230V, 6.5A, 50HZ, 1400W, Includes 2.2A motor</li> <li>• Image provided of existing units. The appointed contractor will be expected to make proposals for the supply of new units that either equal or are superior to the existing.</li> <li>• The appointed contractor will maintain all units for the duration of the service</li> </ul>	

**a. Management of works/services**

**I. Overview**

- i The successful bidder will be required to effectively manage the provision of the cleaning services to ensure passenger and airport staff safety at all times such as the adequate supply and placement of wet floor signs, working at height safety measures etc.
- ii All work shall conform to all relevant SANS standards, OHS ACT regulations, Environmental regulations and all other legislation that might be relevant to the contract and the execution thereof.
- iii All work shall be carried out in accordance with prevailing industry norms and best practice and will at all times comply with OEM requirements.

**II. Planning and programming**

- i All cleaning work shall be scheduled in advance on a monthly basis. The updated plan must be submitted to the ACSA Service Manager at the end of the preceding month. Work shall be scheduled in a manner as not to interfere with any normal airport operations.
- ii Normal airport operational hours shall be 24 hours 7 days a week for every day of the year.
- iii As a minimum requirement, the successful bidder shall roster scheduled cleaning services and all related activities.
- iv All cleaning services shall be scheduled, at least, to the requirements of the service (The successful bidder must ensure that sufficient allowances for all these items are made with his/her pricing in the Activity Schedule.)
- v The successful bidder must plan the execution of the services and resources in accordance with the different levels of demand that terminals present, i.e. peak and off-peak periods. Under normal circumstances, the following would be the applicable peak and off-peak periods:
  - a. Peak periods: Easter period, Special event periods and the Festive Period which would start in November and end in January. Additional resources may be required in order to ensure that the airport is serviced to meet the increases in passenger traffic.
  - b. ACSA reserves the right to approve all additional requirements to the contract. Therefore, additional requirements will be subject to ACSA's approval.
  - c. Off-peak: All other periods outside of those stipulated under peak periods.
- vi The following buildings and premises are excluded:
  - a. The inside of buildings and premises leased and/ or rented out by ACSA on a lease basis to third parties who are responsible for the cleaning of the inside of the aforesaid buildings or premises; The inside of offices and/ or toilets leased and/ or rented out to third parties for their exclusive use. All outer building windows are not excluded and form part of the specialised cleaning scope of requirements.

- b. Should the buildings and/or premises listed in **point a** be vacant at any point during the course of this contract, such buildings and/or premises will form part of the cleaning services scope to be performed by the successful bidder. ACSA reserves the right to request that the successful bidder attend to the vacant areas as part of their service provision.
- vii The Airport is continuously undergoing construction and improvement. Therefore, within reason and with prior arrangements with the successful bidder, ACSA may require the execution of the following services:
  - a. Re-scheduling of work in order to accommodate other contractors / other needs;
  - b. Allowing access to areas where cleaning services would be taking place and providing assistance to suppliers to correct defects/faults on equipment and/or systems;
  - c. Checking on other contractors to reduce risk;
  - d. Pointing out services to consultants or other contractors;
  - e. Providing access to other contractors;
  - f. Attending co-ordination and planning meetings;
  - g. Removing rubble and /or equipment from site;
  - h. Providing of system data to ACSA or its consultants;
  - i. Recommending improvement on maintenance procedures; and
  - j. Co-operation with ACSA Security relating to security initiatives.
- viii The above list is not exhaustive, therefore, there may be additional requirements not listed.
- ix All instructions in relation to the above requirements will be communicated to the person responsible within the successful bidder's management team. The onus is on the successful bidder to instruct his/her staff accordingly and implement measures to ensure that these procedures are strictly adhered to.
- x The successful bidder will be required to keep accurate daily records of staff attendance, cleaning work, safety inspections, exception reports etc. Records shall be kept on site and must be made available to ACSA on a daily basis for assessment by the Service Manager. All records shall be in a format as agreed with the Service Manager.
- xi Monthly reports
  - a. The successful bidder shall ensure that all required reports for the corresponding month are attached to the monthly invoice. The report must be submitted not later than the 7th of each respective month indicating the following:
    - i. An indication and substantiation of consumable/ materials usage per month, included and attached all delivery notes of consumables ordered and stock holding left per month including pricing.
    - ii. Resource allocation per respective facility per month including: Absenteeism, Discipline etc.
    - iii. Ad-hoc services provided with costing and description. All instructions for ad-hoc services will be issued through a Maintenance Work Order or Manual Work Order during emergencies.
    - iv. Actions on non-conformances forwarded by ACSA.
    - v. Planned maintenance completed for the month.
    - vi. Planned maintenance not completed for the month.

- vii. Planned maintenance for the next month. A floor maintenance programme is to be submitted to ACSA which shall be adhered to and also monitored.
- viii. Recommendations for improved service and facilities.
- ix. Health and safety issues.
- x. Completed inspections and findings, actions taken, actions completed, and actions not completed.
- xi. Inspections will be completed with ACSA staff on a regular basis. This will assist in decisions with regard to improvement initiatives. The successful bidder shall keep records of inspections.
- xii. copies of all reports for the duration of the service. All reports shall be in a format as agreed with the Service Manager from time to time.

### **III. Quality plans and control**

- i All work must be executed in accordance with prevailing industry norms and standards relating to quality. In this regard, the successful bidder will be expected to continuously compile quality plans and quality improvement plans for the ACSA Service Manager. Emphasis must be on improving services provisions and ensuring that rostered cleaning work is indeed performed in line with contractual requirements.
- ii The quality management system (QMS) will detail amongst others, but not limited to cleaning work methods, cleanliness and hygiene standards, measurement and monitoring of standards, corrective action procedure and enhancement procedures.
- iii The appointed contractor is required to submit a QMS proposal. The quality management system will detail amongst others, but not limited to cleaning (general and special) and hygiene maintenance work methods, cleanliness and hygiene standards, measurement and monitoring of standards, corrective action procedures, enhancement procedures, etc.
- iv The QMS proposal should as a minimum, cover the following key areas:
  - b. Illustration of an understanding of requirements of this contract and the airport operation;
  - c. General audit system being applied;
  - d. Ablution facilities audit document;
  - e. Monthly reporting;
  - f. Human resources audit system (auditing head counts & ensuring that staff are allocated to the dedicated areas
  - g. Corrective/Preventative Actions;
  - h. Rectifying/correcting/communicating problems logged on the Helpdesk;
  - i. Consumables usage audit system;
  - j. Mechanised cleaning audit system;
  - k. Introduction of new technologies, new chemicals, new consumables, new machinery and equipment to improve overall service provision and quality during the contract;
  - l. Compliance Audit systems to applicable regulation and/or legislation;
  - m. Operational roll out plan, to indicate the roll out plan to ACSA upon appointment of the contract. The contractor to indicate the human resources roll out, equipment roll out, consumables roll out etc; and
  - n. Details of QMS being applied. i.e. In-house or ISO.

- o. ACSA is audited monthly based on industry norms and standards using a passenger feedback Airport Service Quality survey. Cleanliness of the airport forms a major part of the rating and the successful bidder needs to partner with ACSA to ensure that this rating is achieved every month. The ratings results will be made available to the successful bidder monthly/quarterly. The rating system results in a score out of 5 specific to cleaning. For the purposes of this contract a score of 4.5 shall be achieved as a minimum.

#### **IV. Safety, Health, Environmental and Risk (SHER)**

- i The successful bidder must keep noise and dust levels to a minimum. At no point shall his/her work result in nuisance, interference or danger to the public or any other person working at the Airport.
- ii At no time shall the successful bidder:
  - a. allow any pollutive or toxic substance to be released into the air or storm water systems;
  - b. interfere with, or put at risk, the functionality of any system or service;
  - c. cause a fire or safety hazard.
- iii The successful bidder is required to submit the following documentation signed by the highest decision-making body/person of the tendering company:
  - a. Environmental policy; and
  - b. Health and Safety policy
- iv The successful bidder shall conduct an environmental, health and safety induction training session prior to the commencement of contract for all resources to be deployed to the contract. An attendance register must be kept in the successful bidders' health and safety file.
- v For any cleaning services to be conducted on the Airside, Airside Safety Induction training shall be attended by all resources to be deployed to the Airside and a course fee determined by ACSA shall be paid by the successful bidder. A security permit to access airside shall be issued on production of proof of attendance.
- vi The successful bidder shall:
  - a. Ensure that personal protective equipment or clothing needs analysis is conducted and incorporated into the risk assessment. Records shall be provided by the successful bidder prior to commencement of the contract.
  - b. Ensure that SABS approved personal protective equipment is provided to personnel.
  - c. Ensure that no personnel are allowed to work on site without necessary personal protective equipment or clothing.
  - d. Ensure that PPE or Clothing is kept in good working order.
  - e. Clearly stipulate procedures to be followed when PPE or Clothing is lost or stolen, worn or damaged. ACSA reserves the right to remove any person from site who is working without necessary personal protective equipment and/or clothing. Worn or tattered personal protective equipment or clothing shall not be permitted on airport premises.
  - f. Appoint a competent person to conduct a risk assessment which will include, but not limited to:
    - i. Identification of risks and hazards to which persons may be exposed; this is also to include ergonomic related hazard analysis and evaluation of the identified risks and hazards;
    - ii. A documented plan of safe work procedure to mitigate, reduce or control the risks and hazards that have been identified;

- iii. A monitoring and review plan of risks and hazards;
  - iv. Fall protection plan for work carried in elevated position(s). The successful bidder shall ensure that all employees are informed, instructed and trained by a competent person regarding any hazard and the related procedure before any work commences and records thereof to be kept in the contractor's health and safety file.
- vii The Client shall be entitled to fine the successful bidder for each non-conformance to Health and Safety matters. This shall not transfer any of the successful bidders' responsibilities in this regard to the Employer by any means.
- viii The successful bidder shall be fully responsible for compliance to the Occupational Health and Safety Act for all persons, equipment and installations relating to this Contract. The successful bidder is expected to sign the undertaking in this regard as attached in the annexes.
- ix It shall be the successful bidder's responsibility to ensure that all relevant labour and safety legislation is adhered to in rostering staff.
- x All persons on company premises shall obey all health and safety rules, procedures and practices. NO SMOKING signs and the prohibition of the carrying of smoking materials in designated areas shall always be obeyed. A copy of the Safety Rules booklet is available on request from the ACSA Safety Department.
- xi All the applicable requirements of the Occupational Health and Safety Act (1993) and Regulations and any amendments thereto, shall be met. Where the OHS Act prescribes certification of competency of persons performing certain tasks, proof of such certification shall be provided to the Service Manager.
- xii The successful bidder's Workmen's Compensation fees must be up to date. A copy of the successful bidder's WCA registration shall be produced on request.
- xiii The following areas in the company are declared as "HOT WORKS PERMIT" areas:
  - a. All airside areas
  - b. All basement areas
  - c. All areas accessible to the public
  - d. All enclosed areas
  - e. The terminal building
- xiv Any process in the above-mentioned areas involving open flames, sparks, or heat shall be authorised by the issue of a hot work permit to work - obtainable from the ACSA Safety department. Any work done under the protection of a permit to work shall be in strict compliance with every prescription regarding the permit.
- xv Safety equipment shall be used where applicable (e.g. goggles, boots, harness, etc.)  
The successful bidder, at his/her own expense shall provide such equipment, for his/her employees. The successful bidder shall apply the necessary discipline and control to ensure compliance by his workers.



- xvi All Contractors must ensure that his/her employees are familiar with the existing emergency procedures and must co-operate in any drills or exercises, which might be held. Emergency / fire equipment and extinguishers shall not be obstructed at any time
- xvii No person shall perform an unsafe / unhygienic act or operation whilst on ACSA premises.
- xviii No unsafe/dangerous equipment or tools may be brought onto or used on ACSA premises. ACSA reserves the right to inspect all equipment/tools at any time and to prevent/prohibit their use and without affecting the terms of the contract in any way.
- xix ACSA reserves the right to act in any way to ensure the safety/security of any persons, equipment or goods on its premises and will not be liable for any cost or loss evoked by the action. This includes the right to search all vehicles and persons entering, leaving or on the premises and to inspect any parcel, package, handbag and pockets.
- xx The successful bidder shall maintain good housekeeping standards in the area where he/she is working for the duration of the contract.
- xxi At no time must the successful bidder interfere with, or put at risk, the functionality of any fire prevention system. Care must also be taken so as to prevent fire hazards.
- xxii The successful bidder shall take special care in order not to harm or endanger the public in any way. Work shall be sufficiently hoarded and guarded in order to safeguard children and the general public from injury relating to machinery, work or other.
- xxiii Where hoarding, barricades or lighting is required in the execution of the works, The successful bidder shall provide same at his/her own expense. Hoarding, barricades and lighting shall comply with industry accepted norms and standards and may not be used for purposes of advertising or any other purpose than safeguarding the Works.

## V. Format of communications

- i Daily Staff deployment sheets, work instructions, daily check sheets, monthly maintenance reports, inventory reports, equipment breakdown reports, communication books for shift handover etc. will all be in a format as agreed with the Service Manager.
- ii Telecom groups – For the duration of the service, the management & supervisory teams will be included in ACSA initiated communication groups such as whatsapp groups. These groups will be used as a tool to attend to operational matters in real time and ensure efficiency.
- iii The contractor will be required to submit pictures of work activities daily as proof of work being done on a daily basis.
- iv Picture of work activities will be uploaded to the communication group on a daily basis.
- v Further, the contractor's administrator will be required to upload all pictures on to an ACSA file share platform such as Microsoft teams.
- vi **NOTE: All schedules, reports, log sheets, inspection sheets and any other documentation required for the duration of the service will be scanned and uploaded into the agreed ACSA file share platform such as Microsoft teams.**
- vii The Site Manager and Supervisors need to be accessible by cell phone and/or radios when in operation at all times.

## **VI. Key personnel**

- i A schedule of resources to this Contract (as per the Activity Schedule) will be provided to the Service Manager at the commencement of this Contract. This will, as a minimum, include all persons from general cleaner level to management level. For the full duration of this Contract, none of these persons will be replaced by a person of lesser ability or qualification. All on-site staff leaves shall be reported and agreed with the Service Manager. The Service Manager may request the replacement of any person with unsatisfactory performance or fails to comply with this contract.
- ii The successful bidder is required to screen all resources to be deployed to the contract and ensure that the following background checks have been performed prior to contract commencement:
  - a. Substance abuse checks to ensure that resources on the contract do not have a record of past substance abuse;
  - b. Past warnings, suspensions and dismissal records to ensure that resources to be deployed on the contract don't pose any operational disruption risks to ACSA;
  - c. Criminal records to ensure that resources deployed to the contract do not have any history of criminal records; and
  - d. Any other checks deemed necessary by the successful bidder.
- iii **The successful bidder shall incorporate existing site resources where possible.**
- iv For the purposes of this Request for Proposal, the key personnel to be evaluated in this tender shall be the following:
  - Assistant Site Manager; and
  - Contract Manager / Site Manager

## **VII. Management meetings**

- i The successful bidder will be expected to attend meetings relating to airport maintenance, airport operations, contract management and other issues that may arise from time to time. As far as is practicable, the successful bidder will make all required persons available for these meetings. The successful bidder shall not submit claims for payment for staff attending any of these meetings. The details of all meetings to be attended by the successful bidder will be included in the Service Level Agreement.

## **VIII. Permits**

- i The successful bidder shall not be compensated for any additional costs relating to ACSA required permits, nor for labour/time spent in obtaining such permits. An allowance must be made in the Activity Schedule in this regard.
- ii All staff members required to work on site are required to undergo Airside Induction Training prior to application for permit.



- iii The successful bidder must ensure that they are, familiar with ACSA's safety and security requirements relating to permits in order for work not to be delayed as a result. This will include the permit application process.
- iv The successful bidder must ensure that staff are made aware of the conditions of use of the ACSA facility which is subject to the terms of Control of Access to Public Premises and Vehicles Act 53 of 1985.
- v Note that the successful bidder will have no claim against ACSA in the event that a permit request is refused.
- vi Permit costs must be billed at cost, plus agreed mark-up will be allowed on these costs.
- vii The successful bidder will only be paid for one permit per employee per permit validity period/cycle. Additional permits for replacement staff where staff have resigned/dismissed will not be paid for by ACSA.
- viii The below table provides details of the permits currently required at ACSA airports. Please note that the list is not all inclusive/exhaustive, but is provided for illustration purposes:

Permit	Required by/for	Department
AVOP – Airside Vehicle Operator permit	All drivers of vehicles on airside	ACSA Safety
Airside Vehicle Permit	All vehicles that enter airside	ACSA Safety
Basement Parking permit	All vehicles allowed to enter the delivery basement	ACSA Parking
Personal permit	All persons employed on the airport	ACSA Security
Cell phone permit	All persons taking cell phones to airside	ACSA Security
Lap top permit	All persons taking lap top computers to airside	ACSA Security
Camera permit	All persons taking cameras or camera equipment to airside	ACSA Security
Hot Works Permit	All welding and/metal cutting work	ACSA Safety

Proof of having attended the airside induction training course is required for all personal permit applications. Persons applying for an AVOP must provide proof of having attended an AVOP course. Fees are levied for these courses. Fees are further levied for all permit renewals and refresher courses - where applicable.

Proof attendance of the general security awareness training is required.

**IX. Proof of compliance with the law**

- i ACSA reserves the right to request reasonable proof of compliance from the successful bidder in support of the successful bidder meeting all applicable laws and regulations to the contract. Reasonable time will be given where such proof may not be readily available.

**X. Insurance provided by the employer**

- i The insurance details of the employer have been provided as an annexure that will be included in the contract. Bidders are advised to seek qualified advice regarding insurance.

**XI. Cell phones, two-way radios and general communication**

- i The use of cell phones on airside is not permitted unless the user is in possession of an appropriate Airport permit for the device. Cell phone permit issuing authority lies with the ACSA Security department. The Site Manager and Supervisors are required to have cell phones/radios for operational requirements and will be assisted in following the application process required by the issuing authority.
- ii The successful bidder will not be allowed to use two-way radios at the Airport unless these radios are of the type, model and frequency range as approved by the ACSA IT Department. The specifications will be provided to the successful bidder.
- iii The nature of this contract requires that the Site Manager, Supervisors and Team Leaders be contactable at all times. The successful bidder needs to ensure provision of systems to ensure communication with ACSA.
- iv The successful bidder, shall in addition to prescribed reporting requirements ensure that photographic evidence such as pictures are taken on a daily basis as proof of compliance and adherence to work activities. Such evidence must be uploaded to agreed platforms e.g. **whatsapp groups** to enable real time management and to archiving systems such as **Microsoft teams**.

## XII. Training and Development

- i The Sector for Contract Cleaning Services has developed a SAQA approved Hygiene and Cleaning Certificate Course through the Services Sector Education and Training Authority.
- ii Bidders are encouraged to align training and development programmes to the approved qualification and ensure that training and development programmes exists for their staff in order to develop a culture of quality service and professionalism.
- iii The initial and periodic on-site and off-site training and development programme for all skills must be submitted and inserted. Thereafter refresher training must be conducted on an annual basis for on-the-job training as well as Customer Care Training.
- iv Below is a baseline training and development programme, Bidders are welcome to add more training programmes in line with training programmes that are available to them:

A – General Cleaner      D – Specialised Cleaners

B – Machine Operators      E – Site Manager

C – Supervisors/Team Leader

Training Programme	Target Group	Contract / Employment Start	Frequency
Human Resources & Industrial Relations Training	C, E	Yes	Annually
Personal Hygiene	A, B, C, D, E	Yes	Annually
Company Policies & Procedure (Uniform Policy to be covered), including conditions of use for airport users	A, B, C, D, E	Yes	Annually
Occupational Health and Safety Training	A, B, C, D, E	Yes	Annually
On-the-Job Training	A, B, C, D	Yes	Annually
Basic Cleaning Course	A, B, D	Yes	Annually
Advance Cleaning Course	A, B, C, D	Yes	Annually
Floor Care	A, B, C, D	Yes	Annually
Customer Care Program – provided in house by ACSA	A, B, C, D, E	Yes	Annually
Toilet Cleaning / Deep Hygiene cleaning	A, B, C, D	Yes	Annually
Carpet care and cleaning	A, B, C, D	Yes	Annually

Aviation Safety Rules & Regulations – once off for Permit application every 2 years	A, B, C, D, E,	Yes	Annually
Equipment Management	A, B, C, D, E	Yes	Annually
Biohazardous Waste Cleaning & Disposal	A,C,E	Yes	Annually

### **XIII. Uniforms**

- i This contract requires all staff be dressed in a uniform of a standard acceptable to ACSA. The contractor must present photographs or any other acceptable presentation material of the complete uniform with all combinations for male and female staff. The uniform proposed is to accommodate staff allocation to the various respective areas, disciplines as well as relivers.
- ii The presentation must include provisions for colder, inclement weather. This includes but is not limited to winter months and must include Jackets or Jerseys as a minimum.
- iii The successful bidder must clearly define the dress code for acceptance by ACSA, once agreed the successful bidder must ensure compliance at all times.
- iv Non-adherence to uniform proposed and accepted by ACSA would be viewed as a non-adherence to the contract and would result in a penalty as per the penalty clauses.

## Annexure E: Cleaning Terminology

The purpose of this section is to establish standard nomenclature for the various cleaning procedures referred to in the example cleaning specification, and to give a brief description of action required to undertake the procedure. It is not a substitute for common sense or comprehensive cleaning manuals and skills development programmes from recognised suppliers of mechanised cleaning systems.

“Cleaning is the removal of unwanted dirt / matter”.

Abbreviations: M = Machinery

E = Equipment and Consumables

C = Chemicals

P = Preparation

A = Action

## DEFINITIONS

**Dressing:** Usually a dry bright or buffable polymer and synthetic wax emulsion, applied to resilient floors to protect and/or enhance their aesthetics and ease the cleaning process.

**Polish:** Usually a petroleum wax or synthetic wax high solid paste or liquid, best suited to porous or semi-porous floors e.g. wood, quarry tile, slasto, concrete, etc. (Must be buffed to shine).

**Sealer:** Either polyurethane or acrylic based. Used to make porous floors e.g. wood, concrete, stone, etc. essentially non-porous and washable.

**Stripper:** A detergent that will chemically unlock the binding molecules in dressings and polishes and allow them to be removed from the floor. (Strippers are effective on sealers).

## BURNISH

(Used on resilient and hard floors)

M -High speed rotary floor polisher (1 000 r.p.m. or more)

E -Ultra or high speed floor pad.

C - Floor maintenance spray cleaning detergent.

P - Floor to be dust free and dry.

A - Spay a fine mist over 2 or 4 square metres of floor (coverage 1 000 sq. metre per litre). Pass machine briefly over the sprayed area to spread chemical, then systematically cover area. Two or three passes over same area should leave it clean and dry, with

shine restored. Use this technique without spraying if the floor has been mopped with wash and wax type detergent.

## **DAMP MOP**

(Used on resilient and hard floors)

E - Single or double mobile bucket and wringer system. Mop handle and heavy duty mop head or flat/butterfly mop or variant.

P - Floor to be pre-swept.

C - Warm water solution with either neutral or wash and wax type detergent or disinfectant.

A - Dip mop into solution and wring dry. Cover floor with flowing sweeps exerting pressure to remove marks. Insert mop in solution and wring dry frequently.

## **DAMP WIPE**

(Used on non-porous or washable surfaces)

E - Bucket, lint free cloth.

C - Usually a neutral detergent, but disinfectant cleaner or purpose made detergents also acceptable.

P - Surfaces should be dusted.

A - Use warm water, cloth to be squeezed or wrung out until only damp, but not dripping. Use systematic wiping motion and additional pressure on stubborn soilage. Re-immerses cloth in detergent solution frequently and squeeze dry.

Change the solution at appropriate intervals to ensure dirt is not reapplied.

## **DISINFECTANT**

(Used on non-porous or washable surfaces)

E - Bucket and mop (for floors) and lint free (for other surfaces) or spray bottle.

C - Chlorine, quaternary ammonium or other disinfectant.

P - Surfaces must be cleaned before disinfecting.

A - Apply disinfectant diluted to manufacturers specification applicable for the surface, using mop, cloth or spray bottle as appropriate. Apply liberally and allow 10 minutes reaction time, then vacuum, mop or wipe dry.

## **DUST**

(Used on any washable or non-washable, porous or non-porous surface that will not be damaged by dry wiping)

M - Vacuum cleaner and attachments.

E - Duster, brush or dusting tool.

P - Surfaces must be dry.

A - Use a vacuum to remove dust, or reverse airflow to blow dust from inaccessible areas to where it can be collected and removed. Use cloth, brush or dusting tool gently to remove loose dust, taking care not to re-distribute the dust into other areas.

NOTE: Damp wiping is often a better option.

### **DUST MOP**

(Used on any porous or non-porous hard floor)

E - Mop sweeper or disposable cloth sweeper.

P - Surface must be dry. Mop head must be clean or fitted with unused disposable cloth.

A - Push the tool in straight lines or work backwards using a figure 8 movement if the tool design allows. Maintain the same leading edge, as reversing the direction will cause dirt to fall off. Keep the tool flat on the floor throughout the exercise. Fit new disposable cloths or wash mop heads frequently.

### **INTERIM CLEANING**

(Used on hard floors)

More intensive than daily cleaning, but less costly and disruptive than restorative cleaning.

M - Suitable floor scrubbing machines e.g. automatic floor scrubber/dryer, rotary and wet pick up vac, etc.

E - The mop system, blue pad for light scrubbing, clean mop or lamb's wool applicator.

C - Neutral, preferably low foaming detergent. Appropriate floor dressing.

P - Floor to be pre-swept.

A - Apply solution from machine tank or with mop. Scrub and vacuum away slurry. Rinse with clean water, vacuum and mop dry. Apply one coat of the floor dressing.

### **INTERIM CLEAN**

(Used on carpets)

Ideal process is dry, or nearly so.

M - Rotary for pad system, spreader for powder system, vacuum cleaner.

C - Cellulose or other carpet cleaning powder.

P - Vacuum carpets.

NOTE: These interim cleaning systems work well on cut pile carpets, but have limited benefits on looped or needle punch carpets.

A - Pad system: Cover lightly soiled areas or the entire area with impregnated Pad fitted to rotary.

## **POLISHING**

(Used on wooden, sealed wood or laminated furniture and fittings)

E - Soft dusting cloth.

C - Silicone or cream based, petroleum wax or synthetic, past liquid or aerosol.

P - Dust to be removed before any polish is applied.

A - Small amount of liquid or spray applied to small area. Allow polish to dry to a haze and buff with a soft polishing cloth.

## **RESTORATIVE CLEANING**

(Used on hard and resilient floors)

Referred to as stripping and sealing.

M - Automatic scrubber, or rotary floor machine and wet & dry vacuum.

E - Black scrubbing pad, wet mopping equipment, lambs wool or mop applicator, doodle bug hand tool for edges and corners.

C - Stripper and floor dressing.

P - Litter and loose dust to be removed from the floor.

A - Apply diluted stripper with a mop or watering can; allow to lie on the floor for ten minutes or more, scrub floor with machine, use doodle bug for awkward areas ("look after the edges, the middle will look after itself"), vacuum slurry ensuring it does not dry out on the floor, rinse the fresh water and vacuum, mop with fresh water, ensure floor is dry and apply two or three coats of floor dressing (as per manufacturer's specification).

## **RESTORATIVE CLEANING**



(Used on carpets)

Usually a damp/wet process requiring time and labour.

- M - Standard speed rotary floor machine with solution tank and carpet shampoo brush, or purpose built carpet shampooer and/or hot water extraction machine (loosely termed “steam cleaner”).
- C - Dry foam shampoo (6% moisture content in use), detergent for use in extraction machine, de-foamer for extraction machine.
- P - Carpets to be vacuumed at outset and free of litter.
- A - Shampoo a small area (about 4 sq. m) in one direction and then again at 90 degrees, ensuring that the carpet is not too wet. For carpets that are only lightly soiled, use the extraction machine as a dry vacuum (or a wet and dry vacuum with a carpet tool) to remove foam and dirt residue. For heavily soiled areas and traffic lanes, spray warm water on carpets with extractor and then suck up residue. The extractor machine may be used without first shampooing.

## **SPOT CLEAN**

(Any surface)

Remove any spillage or marks immediately that appear (preferably within a day or two of their appearance) using appropriate methods

## **SPRAY CLEAN**

(Hard and resilient floors)

Same technique as described under BURNISH, except that machines are at slower speed (between 165 and 400 r.p.m.) and the pad is red.

## **STAIN REMOVAL**

(Used on any surface)

“The difference between a spot and a stain is about 10 days”. See notes under SPOT REMOVAL. For marks that do not respond to normal cleaning techniques, consult a specialist stain removal guide.

## **STRIP AND SEAL**

(Used on hard and resilient floors)

See notes under RESTORATIVE CLEANING for these floors.

## **SWEEPING**

(Used on any hard floors, paving, concrete etc.)

M - Motorised walk behind or ride on sweeper, mechanical broom or push sweeper.

E - Platform broom (hard bristle for rough surfaces, soft for smoother surfaces).

A - Move machines or brooms over surfaces at an effective speed without creating clouds of dust by going too fast. Empty machine hoppers regularly; if using a broom, leave manageable piles of litter for collection.

## **VACUUM**

(Any surface, floors, upholstery etc.)

Use commercial or industrial equipment either, of the drum or upright type.

**Source: National Contract Cleaners Association**

## Location of the Works

The works is located at King Shaka International Airport and covers the entire site which includes restricted and access-controlled areas.

It is crucial for the service provider to note that King Shaka International Airport is a National Key Point and governed as such.

## Leased Property / Retail Areas

In the case of matters where it affects ACSA operations, the successful bidder (contractor) will be required to service the area only if instructed by ACSA. In all other instances the tenant shall use a service provider of their choice, and the tenant will be solely responsible for costs related to the treatment.

NB: There is no obligation for the tenant to appoint the successful bidder (ACSA appointed contractor) unless they wish to. The successful bidder shall always ensure that no private work is undertaken while on duty for this service.

## Resource Requirements:

The following full-time resources are required to execute the work effectively who will be based on site

### Staff Experience:

Qualifications / Requirements of the staff will be as follows:

No	RESOURCE TYPE	EXPERIENCE	QUALIFICATION	Minimum Number of Resources
1	Contract Manager / Site Manager	Minimum 3 years	A combination of the following: <ul style="list-style-type: none"> <li>• NQF4 or higher</li> <li>• Qualifications specific to cleaning services</li> <li>• Management / Supervisory skills training</li> <li>• Occupational health and safety training</li> </ul> Refer to functionality criteria	1
2	Assistant Contract Manager / Assistant Site Manager	Minimum 2 years	A combination of the following: <ul style="list-style-type: none"> <li>• NQF4 or higher</li> <li>• Qualifications specific to cleaning services</li> <li>• Management / Supervisory skills training</li> <li>• Occupational health and safety training</li> <li>• Refer to functionality criteria</li> </ul>	1
3	Senior Shift Supervisor	Minimum 2 years in a supervisory role	NQF 4 or higher	3 (1 per shift)

4	Supervisor	Minimum year(s) in a supervisory role	1	NQF 4 or higher	8 (2 per 12 hour shift, 1 per 8 hour day shift, 1 per 12 hour night shift)
5	Administrator	Minimum year(s) administration experience	1	NQF 4 or higher	1
6	Auto Scrubber	Minimum year(s)	1	Certification / training by the equipment manufacturer / supplier	3
7	Carpet Cleaner	Minimum year(s)	1	<ul style="list-style-type: none"> <li>• Relevant carpet cleaning training</li> <li>• Certification / Training by the equipment manufacturer / supplier</li> </ul>	2
8	High Pressure Cleaning Operator	Minimum year(s)	1	<ul style="list-style-type: none"> <li>• Certification / Training by the equipment manufacturer / supplier</li> </ul>	2
9	High Level Window Cleaner	Minimum year(s)	1	Working at height training	4
10	Rope access technician	Minimum year(s) Post level 1 certification	1	Level 1 certification	1
11	Rope access technician	Minimum year(s) Post level 2 certification	1	Level 2 certification	1
12	Rope access technician	Minimum year(s) Post level 3 certification	1	Level 3 certification	1
13	Fall Arrest Technician	Minimum year(s) Post qualification	1	Fall arrest technician certification	1
14	High Access Cleaner / Cherry Picker Operator (Supervisory Role)	Minimum year(s) Post supervisory training	1	<ul style="list-style-type: none"> <li>• Working at height training</li> <li>• Cherry picker/height access equipment operator training</li> <li>• Height access supervisory training – Proof of competence in supervising high access works. Training aligned to and complies with the OHS act and other legislation and regulation as may be applicable</li> </ul>	1
15	High Access Cleaner	Minimum year(s)	1	Working at height training	2

### Replacement of Staff

Staff removed for any reason whatsoever shall be immediately replaced. Replacement staff shall have the competence and abilities equal to or better than that of the personnel they replace. (Note: If for any reason any staff members are replaced. It is the contractor's responsibility to familiarise new staff with the requirements of the service. New staff members will not be considered a valid reason for any decline in service levels).

**Compliance & Certification:**

The service provider must ensure that they self-certify/self check their work per the agreed service level agreement, scope of work, schedules and/or per regulation / legislation / industry best practise.

**Management of Works by ACSA-KSIA****Particular / Generic Specifications**

***All work shall conform to all relevant Labour Relations Act, Relevant bargaining council requirements, SANS standards, OHS ACT and National Building regulations and all other regulation and legislation that is relevant to this Contract or the execution thereof.***

***In addition, all work shall be carried out in accordance with prevailing industry norms and best practice.***

**Planning and Programming:****Planned Work Scheduled:**

All work shall be scheduled, and a schedule presented to the relevant ACSA Representative. Work shall be scheduled in a manner as not to interfere with any airport operations.

The service provider may not utilize scheduled staff for any other work than those as specifically described in this Contract. This implies that staff dedicated to this contract will not be used for any other contracts or projects the service provider might have from time to time.

**Note: It is the contractor responsibility to have clear records of schedules, check sheets and reports that are fully completed and aligned to the agreed schedule. The contractor must ensure these reports are updated for every day of the service period.**

**Quality Control and Workmanship**

The service provider must execute all work according to industry quality norms and standards prevailing from time to time. Emphasis must be on improving performance in cleaning and hygiene services and ensuring work is indeed completed to recommended standards and workmanship.

**Vehicle**

The vehicles to be used must not be more than 8 years old throughout the service. The following are operational requirements that shall be met prior to a vehicle permit being issued:

**Requirements for Operational Vehicles and Equipment**

The following are operational requirements that shall be met prior to a permit being issued:

- Usage  
These procedures apply to all vehicles and equipment operating airside of the site.
- Operational Vehicles and Equipment  
In instances where in the required documentary evidence of the vehicles, age cannot be provided, the Apron Operations Permit shall not be issued.
- Any vehicle or moveable equipment accessing or entering airside is considered an operational facility and is required to have the appropriate signage and strobe light prior to obtaining access.

- Permission to utilize these vehicles shall be obtained from the authorised signatory at each site.
- Ensure that the lifespan of equipment and vehicles does not exceed the following limits:
  - Light commercial passenger vehicles (up to twelve (12) passengers) – maximum age eight (8) years;
- Strobe Light
  - A permanent medium size amber strobe light of a low intensity shall be fitted to the roof or other elevated /part of the vehicle or item of equipment.
  - The amber strobe light shall be visible from all angles.
  - The amber strobe light shall be serviceable and operated at the time of entering the access security point onto airside.
  - In the event that a Safety Compliance/ARFFS Officer identifies that the strobe light is not serviceable, the driver/operator shall be requested to remove the vehicle/equipment immediately and have it repaired within one (1) hour of notification.
- Signage
 

All vehicles and equipment including dollies and baggage wagons shall be registered and recorded at the Permit Office of each site;

  - The vehicle/equipment shall display signage which includes both prefix and a company logo;
  - The registration number of the vehicle/equipment shall not be used as a prefix;
  - The prefix shall be displayed in arial bold font, black or dark blue in colour and 200 mm in height;
  - Where the prefix is not clearly visible on dark coloured vehicles and equipment, the prefix shall be displayed in white;
  - The company logo need not conform to the above standard, as each company has their specific logo;
  - The company's prefix shall be clearly visible and have a minimum of two (2) alphanumerical and two (2) numerical characteristics e.g. SP 01, BD 02 etc.;
  - The prefix shall be displayed visibly on the front two (2) doors and the roof of the vehicle/equipment;
  - It is recommended that the prefix and logo be situated next to one another on the doors but this shall be separated;
  - Signage shall be affixed permanently on all vehicles/equipment whether used permanently or as a contracting vehicle/equipment. And
  - Where the vehicle/equipment is being escorted, this shall not be required.

Note: ACSA will reimburse the service provider for ACSA issue permits, this includes initial issue at start of contract and subsequent renewals at expiry per prevailing ACSA policy and procedure. Should a contractor opt to change vehicles prior to the renewal period, then such costs of renewal will be for the contractor's account.

### **Vehicle Travel Kilometers'**

The average kilometre/s per month is **1500Km** (for inspection and cleaning of all areas within the KSIA precinct). The estimation is provided as a guide to bidders. The bidder must ensure that adequate provision is made to fully execute all the works included in the scope.

### **Work Management**

Work on this service will be instructed via task order. All work performed will be initiated, performed and regulated by a unique reference number(s) issued by ACSA.

## Task Orders

In the event of ad hoc work, the contractor shall complete a work order on completion of the work/task the contractor shall then submit the completed work order to the service manager.

**Note:** This contract refers to the service of ACSA common use premises only or where otherwise instructed by the service manager. All tenants operating at KSIA will always procure their own cleaning and hygiene services.

## 3<sup>rd</sup> Party Procurement & Services

This section covers materials and 3<sup>rd</sup> party services. The contractor will be responsible for procuring materials, equipment and services through the 3<sup>rd</sup> party procurement provision for items not specified in the price schedule.

The contractor will also be responsible for ensuring chemicals and consumables are suitable for use in public facilities and will ensure compliance to relevant SANS standards, SABS standards, other industry standards, regulations and applicable legislation.

**In general the contractor must always keep records of chemicals/consumables/materials used, such records include trade names, generic names, registration numbers, ingredients, application rates and safety data sheets.**

**A register of items used shall be available at all times and maintained up to date (Current) throughout the duration of the service. The contractor shall ensure that such chemicals and consumables are always appropriately stored.**

## Payment

The contractor shall, on a monthly basis submit claims for client approval. The contractor shall compile such claims in line with the agreed bills of quantities in a format acceptable to the client.

Third Party Requirements - Materials, consumables, equipment and services will be charged at cost plus mark-up for 3<sup>rd</sup> Party purchases. VAT shall not form part of mark-up calculations. Cost shall be net cost (excluding VAT) of items procured with all discounts deducted.

## Legal Requirements

The service provider is required to ensure compliance with all legal requirements pertaining to this service. This includes national, regional legislation as well as local Municipal By-Laws. The key legislation and regulations include but is not limited to the following:

- **Requirements set out by the KZN bargaining council for contract cleaners.**
- The Hazardous Substance Act (Act 15 of 1973), as amended
- The Environmental Conservation Act (Act 73 of 1989), as amended
- The Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Labour Relations Act
- Basic Conditions of Employment Act



- The Employment Equity Act
- National Building Regulation
- Relevant South African National Standard(s)
- Relevant labour law
- Other relevant legislation
- Other relevant regulation
- Municipal by-laws
- Industry standards and best practise
- Occupational Health and Safety Act: Section 9 of the Occupational Health and Safety Act 1993
  - The act imposes a duty on companies and directors to ensure, as far as reasonably practicable that persons other than just those in their employ who may be directly affected by their activities are not exposed to health and safety hazards. Safety shall be strictly adhered to at all times.

## Incidents

All safety incidents must be reported to the Service Manager and subsequently to the Safety Manager in writing.

All environmental incidents must be reported to the Service Manager and subsequently to the Environmental Manager in writing. Records of the above must be kept on site at all times.

## Inspections & Audits

### Service Management / Contract Management

ACSA will carry out regular inspections and audits at its discretion to monitor contractor compliance and service quality. The contractor shall make suitable resources available for such inspections and audits and shall remedy any observations and/or findings in line with the service level agreement or per instruction from ACSA

### Contractor Facilities

ACSA always has a right to inspect and audit the facilities of the service provider. Corrective measures must be taken at the cost of the service provider to address noncompliance's found.

The service provider is also required to inspect its own facilities per prevailing regulation and provide proof when required.

The service provider must provide a list of personnel appointed in terms of the Occupational Health and Safety Act.

## Interpretation and terminology

The following abbreviations/terms are used in this Service Information:

Abbreviation / Term	Meaning given to the abbreviation/term
PM - Planned Preventative Maintenance	Preventative maintenance (FTM – Fixed Time Maintenance), defined as the type of maintenance where repairs or replacement actions are performed at predetermined, fixed, intervals to prevent failures from becoming reality.
CM - Corrective Maintenance	Maintenance carried out after a failure has occurred and intended to restore an item to a state in which it can perform its required function. Corrective maintenance can be planned or unplanned.

Predictive maintenance or condition-based maintenance	Predictive maintenance or condition-based maintenance (CBM), defined as the type of maintenance trying to predict the condition of the equipment and plan maintenance strategy accordingly. Once the condition is known a decision is taken to take the equipment out of service for repairs or to leave it in service for an extended period of time based on the condition of the equipment.
Proactive maintenance or engineer out maintenance	Proactive maintenance or engineer out maintenance (EOM), defined as maintenance or task performed to prevent failure. It also involves the development of new facilities or changing of existing facilities. Updating or putting new procedures in place is also a form of EOM.
Unplanned Maintenance-Breakdown Maintenance;	Breakdown maintenance, defined as that maintenance which was unforeseen and is necessary to restore the serviceability of the physical asset.
Minor/smaller approved Project related Maintenance work	Project maintenance, defined as that maintenance which involves the development of new facilities or changing of existing facilities.
Functional Failure	A functional failure is the inability of an item (or the system/sub-system in which it is installed) to meet a specified performance standard.
Potential Failure	A potential failure is an identifiable physical condition which indicates that a functional failure is imminent.
Asset Life	Period from asset creation to asset end of life.
Condition	The physical state of the asset.
Maintenance	All actions intended to ensure that an asset performs a required function to a specific performance standard(s) over its expected useful life by keeping it in as near as practicable to its original condition, including regular recurring activities to keep the asset operating.
Risk Register	A record of information that stipulates the risks identified, the levels of risk exposure before and after implementation of risk controls and details of appointed risk owners as a minimum.
CMMS	Computerized maintenance management system
ACSA	Airports Company South Africa
KSIA	King Shaka International Airport
Third Party Procurement	The purchase of materials, hire of equipment and the procurement of subcontracted services.

## Management strategy and start up

### The *Contractor's* plan for the *service*

A plan is to be submitted by the service provider which details how the service will be executed describing the processes or procedures that will be followed which aligns to the requirements of this service. The service provider will in his/her plan focus on the following aspects.

- Execution Plan, Approach & Methodology.
  - General Cleaning
  - Specialized Cleaning

- Chemical Handling
  - Disposals including hazardous waste
- Resource plan that demonstrates site management organogram and reporting lines specifically for the service
- Training aligned to scope of works. Specific attention is drawn to working at height among others.
- Additionally, the bidder shall submit the following
  - Safety plans
  - Safety plans associated with high access work
  - Staff turnover – Loss of staff plans
  - Reporting on a monthly basis and certification of work completed for the month.
  - Emergency response plan
  - Contingency plan

### **Emergency Response Plan**

The appointed contractor will have an onsite emergency response plan to deal with various emergencies as it relates to their scope of work and responsibilities (including, but not limited to: spills and pollution, flood, fires, bombs etc) that will be documented and available on site.

### **Contingency Plan**

The contractor is to provide ACSA with a contingency plan demonstrating ability to maintain continuity of service that will cover but is not limited to the following aspects:

- Labour unrest – Risks arising from labour disputes.
- Civil unrest – Risks arising from public/civil unrest.
- Natural disasters (example: global pandemics such as COVID19, Acts of nature such as flooding etc)
- ACSA's exposure to third party service provider(s).
  - ACSA is not adversely affected by any challenges experienced by third party service providers in performing.
  - ACSA is not adversely impacted by increased tariffs/prices/rates charged by these third parties.

*Note: Escalation on contracted rates is limited to the consumer price inflation percentage applicable on the anniversary of the contract each year. Additional increases will not be permitted.*

### **Management meetings**

The Contractor will be expected to attend meetings relating to contract KPI's, services, operations, contract management and other issues that may arise from time to time on a monthly basis or any other prescribed terms. As far as is practicable, the Contractor will make all required persons available for these meetings. The Contractor shall not submit claims for payment for staff attending any of these meetings.

The meetings will be conducted formally. The Contractor needs to ensure the availability of the representative with delegated authority to attend these meetings. The meeting minutes will be recorded and distributed to the Contractor electronically for record keeping and actioning of the agreed activities.

Regular meetings of a general nature may be convened and chaired by the *Service Manager* as follows:

Title and purpose	Approximate time & interval	Location	Attendance by:
Overall contract progress and feedback, risk register, feedback on early warnings and compensation events	Monthly on ___TBC___ at ___TBC	KSIA	Employer, Contractor and ___TBC
Ad Hoc Meetings for a specific purpose	As and when required	KSIA	TBC

Meetings of a specialist nature may be convened as specified elsewhere in this Service Information or if not so specified by persons and at times and locations to suit the Parties. Records of these meetings shall be submitted to the *Service Manager* by the person convening the meeting within five days of the meeting.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

### **Contractor's management, supervision and key people**

- The service provider will ensure that a suitably experienced and qualified contract manager / site manager is appointed to manage the service. The contract manager shall possess suitable management experience in Cleaning & hygiene services.
- The service provider will ensure that a suitably experienced and qualified assistant site manager is appointed to the service. The assistant site manager shall possess suitable supervisory/management experience in Cleaning & hygiene services.
- The service provider will ensure that regulatory and legislative compliance is performed by competent individuals as specified in relevant regulations and legislation.

In the event of a person being replaced the Contractor must inform the Service Manager prior to the replacement and submit an amended Resource Proposal accordingly. For the full duration of this contract, none of these persons will be replaced by a person of lesser ability or qualification.

All instructions and authorisations on this contract will come from the client's Service Manager or his defined representative.

The contractor will provide the following personnel.

No	RESOURCE TYPE	EXPERIENCE	QUALIFICATION	Minimum Number of Resources
1	Contract Manager / Site Manager	Minimum 3 years	A combination of the following: <ul style="list-style-type: none"> <li>• NQF4 or higher</li> <li>• Qualifications specific to cleaning services</li> <li>• Management / Supervisory skills training</li> <li>• Occupational health and safety training</li> </ul> Refer to functionality criteria	1

2	Assistant Contract Manager / Assistant Site Manager	Minimum 2 years	A combination of the following: <ul style="list-style-type: none"> <li>• NQF4 or higher</li> <li>• Qualifications specific to cleaning services</li> <li>• Management / Supervisory skills training</li> <li>• Occupational health and safety training</li> <li>• Refer to functionality criteria</li> </ul>	1
3	Senior Shift Supervisor	Minimum 2 years in a supervisory role	NQF 4 or higher	3 (1 per shift)
4	Supervisor	Minimum 1 year(s) in a supervisory role	NQF 4 or higher	8 (2 per 12 hour shift, 1 per 8 hour day shift, 1 per 12 hour night shift)
5	Administrator	Minimum 1 year(s) administration experience	NQF 4 or higher	1
6	Auto Scrubber	Minimum 1 year(s)	Certification / training by the equipment manufacturer / supplier	3
7	Carpet Cleaner	Minimum 1 year(s)	<ul style="list-style-type: none"> <li>• Relevant carpet cleaning training</li> <li>• Certification / Training by the equipment manufacturer / supplier</li> </ul>	2
8	High Pressure Cleaning Operator	Minimum 1 year(s)	<ul style="list-style-type: none"> <li>• Certification / Training by the equipment manufacturer / supplier</li> </ul>	2
9	High Level Window Cleaner	Minimum 1 year(s)	Working at height training	4
10	Rope access technician	Minimum 1 year(s) Post level 1 certification	Level 1 certification	1
11	Rope access technician	Minimum 1 year(s) Post level 2 certification	Level 2 certification	1
12	Rope access technician	Minimum 1 year(s) Post level 3 certification	Level 3 certification	1
13	Fall Arrest Technician	Minimum 1 year(s) Post qualification	Fall arrest technician certification	1
14	High Access Cleaner / Cherry Picker Operator (Supervisory Role)	Minimum 1 year(s) Post supervisory training	<ul style="list-style-type: none"> <li>• Working at height training</li> <li>• Cherry picker/height access equipment operator training</li> <li>• Height access supervisory training – Proof of competence in supervising high access works. Training aligned to and complies with</li> </ul>	1

			the OHS act and other legislation and regulation as may be applicable	
15	High Access Cleaner	Minimum year(s)	1 Working at height training	2

## Provision of bonds and guarantees

Refer to the appended insurance schedule.

## Documentation control

The following documentation must be provided by the appointed Service Provider:

The successful bidder will be required to keep accurate daily records of staff attendance, cleaning work, safety inspections, exception reports etc. Records shall be kept on site and must be made available to ACSA on a daily basis for assessment by the Service Manager. All records shall be in a format as agreed with the Service Manager.

- **Monthly reports**

The successful bidder shall ensure that all required reports for the corresponding month are attached to the monthly invoice. The report must be submitted not later than the first seven days of each respective month or as agreed with the client, indicating the following:

- i. An indication and substantiation of consumable/ materials usage per month, copies of all delivery notes of consumables/materials ordered and stock holding left per month including pricing.
- ii. Resource allocation per month including Absenteeism, Discipline etc.
- iii. Ad-hoc services provided with costing and description. All instructions for ad-hoc services will be issued through a Maintenance Work Order or Manual Work Order during emergencies.
- iv. Actions on non-conformances forwarded by ACSA.
- v. Planned maintenance/cleaning completed for the month.
- vi. Planned maintenance/cleaning not completed for the month.
- vii. Planned maintenance/cleaning for the next month. A maintenance programme is to be submitted to ACSA which shall be adhered to and also monitored.
- viii. Recommendations for improved service and facilities.
- ix. Health and safety issues.
- x. Completed inspections and findings, actions taken, actions completed, and actions not completed.
- xi. Inspections will be completed on a weekly basis with ACSA staff. This will assist in decisions with regard to improvement initiatives. The successful bidder shall keep records of inspections.
- xii. Copies of all reports for the duration of the service. All reports shall be in a format as agreed with the Service Manager from time to time.

- The contractor must ensure that insurance for compensation for occupational injuries and disease – COID (Workman's Compensation) remains valid, up to date and in place at all

times for employees working on ACSA premises. Proof will be requested at regular intervals.

- The contractor must ensure that insurance requirements as outlined in the attached ACSA insurance specification is valid, up to date and in place at all times for the duration of the contract. Proof will be requested at regular intervals.
- The contractor shall ensure that all employees working on ACSA premises have completed medicals certifying them fit to work. Note, ACSA permits are issued subject to there being a medical in place certifying the employee fit to work.
- Medicals for employees must be suited to their occupation.

## **General Information**

For the duration of the contract, the Contractor will acquire extensive intellectual property about the associated assets, equipment and procedures. Any such intellectual property must be handed over to the Employer at the end of the Service Period. These will include, but is not limited to, the following:

- Reports
- Memorandums
- Drawings
- Operating manuals
- Service history books
- Pictures
- Video Clips
- Audio Clips
- Spread sheets / Data bases.
- Meeting minutes
- Communiqués
- Files
- Warranties



## Computerized Maintenance Management System (CMMS)

The contract deliverables will interact extensively with ACSA's CMMS system. The work orders/task orders will have unique reference numbers. All additional specific / specialized inspection and maintenance sheets must be attached to the appropriate work order and submitted to the ACSA CMMS coordinator.

## Invoicing and payment

Invoices will be itemized per the price schedule.

When invoicing, the *Contractor* shall ensure that all required reports for the corresponding month are attached to the monthly invoice. The contractor shall keep copies of all reports for at least three (3) years from the issue date. All reports shall be in a format as agreed with the Service Manager from time to time.

The *Contractor* shall address the tax invoice to ACSA and include on each invoice the following information:

- Name and address of the Contractor and the Employer;
- The contract number, Blanket Purchase Order Number and contract title;
- Contractor's VAT registration number;
- The Employer's VAT registration number;
- Description of service provided for each item invoiced based on the Price List;
- Total amount due invoiced excluding VAT, the VAT and the invoiced amount including VAT
- Duly completed signed payment certificate

All payments shall be made by electronic transfer into the *Contractor's* bank account.

The *Employer* may set off any amounts due and payable from the *Contractor* pursuant to the terms of this Agreement against any amounts payable by the *Employer* to the *Contractor* on any invoice. If the amounts payable by the *Contractor* to the *Employer* exceed the amounts payable by the *Employer* to the *Contractor* pursuant to an outstanding invoice under this Agreement, then, at the *Employer's* option, the Service Provider shall either issue a credit note for the net amount which the *Employer* may set off against any other invoices rendered by the *Contractor*, or promptly pay the amount to the *Employer*.

## ESCALATION

Escalation will be limited to a maximum of Consumer Price Inflation (CPI) on the anniversary date of the contract or regulated labour increases where applicable.

## Contract change management

- Early Warnings to notify the contractor or employer of arising risks.
- Risk Registers for the recording of risks to the service
- Further requirements to be announced during course of contract execution in line with contract provisions of the NEC Term Service Contract.

## Records of Defined Cost to be kept by the Contractor

All costs which relate to compensation events must be retained by the service provider for the duration of the contract and must be available for review when required.

## **Insurance provided by the *Employer***

Refer to attached Insurance specification from the employer.

## **Training workshops and technology transfer**

To be discussed and agreed as and when required.

## **Design and supply of Equipment**

To be discussed and agreed as and when required.

## **Things provided at the end of the *service period* for the *Employer's* use**

- **Equipment**

None

- **Information and other things**

All intellectual property issued to the service provider must be returned to the employer on completion of the contract. All intellectual property, manuals, instructions, drawings and specifications arising from the service must be handed over to the employer at the end of the service period.

## **Health and safety, the environment and quality assurance**

### **Health and safety risk management**

An Occupational Health and Safety File in line with the Occupational Health and Safety Act as well as in line with ACSA guidelines must be submitted. Work will only commence once the file has been approved by the Safety Manager and a permit to work is issued.

The Service Provider will supply all on-site personnel with the necessary PPE and a uniform, with the company logo, which ensures all employees are easily identifiable. Submission of relevant medical certificates together with the Safety File as per Occupational Health and Safety requirements. The safety file will be approved by the Safety department.

The appointed service provider must make allowance for appropriate PPE for all staff in line with regulations set out by the relevant authorities.

The *Contractor* shall comply with the health and safety requirements annexed to this Service Information.

Workman's compensation letter of good standing must be aligned to the scope of work or written proof must be provided that employees will be covered given the activities executed in the service.

In addition, the service provider shall ensure the following information is included in the safety file:

- Measures to ensure that application of the chemicals will not in any way harm staff, visitors and the environment.
- Housekeeping measures to be implemented on site by the service provider.

**Provide the necessary hoarding, signage, trolleys etc to safely execute works.**

## **Environmental constraints and management**

### **Environment**

The Contractor will keep noise and dust levels to a minimum. At no time shall his/her work result in nuisance, interference or danger to the public or any other person working at the Airport.

At no time shall the Contractor:

- Allow any pollution or toxic substance to be released into the air or storm water systems.
- Interfere with, or put at risk, the functionality of any system or service.
- Cause a fire or safety hazard.
- Other requirements are included in the SHE Specification documentation attached.

## **Quality assurance requirements**

### **Quality plans and control**

All work must be executed in accordance with prevailing industry norms and standards relating to quality. In this regard, the Contractor will be expected to draft quality plans for the Service Manager from time to time.

## **Procurement**

### **People**

#### **Minimum requirements of people employed**

- ACSA issued permits which are issued in line with policies and procedures of ACSA. The contractor shall ensure that they fully familiarise themselves with ACSA's safety and security requirements and ensure that all employees are fully trained on such requirements.
- Relevant experience
- Relevant qualification.

## **BBBEE and preferencing scheme**

The service provider must comply at all times with the transformation requirements set out in the tender. Such conditions must be maintained throughout the contract period.

## **Subcontracting**

### **Preferred subcontractors**

ACSA reserves the right to reject subcontractors based on past performance, price competitiveness, lead time management.

### **Subcontract documentation, and assessment of subcontract tenders**

All third-party procurement which is done / executed will be on a proven cost basis.

ACSA reserves the right to verify prices submitted are market related before approving quotes. All quotes must be provided by recognized suppliers/providers for the specific item.

All payments for 3<sup>rd</sup> party procurement will be made at the net cost paid excluding VAT (discounts deducted).

The contractor will then add the agreed mark up to the net cost.

### **Limitations on subcontracting**

All works that are subcontracted, must be subcontracted out to entities/companies with the required expertise and experience for the type of work they are subcontracted to perform. Proof of such expertise and experience shall be made available upon request to the satisfaction of the client.

### **Attendance on subcontractors**

#### **Third Party Procurement Specific**

Attendance on purchase of materials, equipment and services, including specialised services is provisioned in the table of percentages for 3<sup>rd</sup> party procurement. All goods and additional services will be purchased through third party procurement.

### **Plant and Materials**

#### **Specifications**

Serviceable equipment should be used that will adequately perform the operations required.

The contractor shall provide all necessary tools of trade for the execution of the works. No additional costs will be permitted for the purchase of or hire of tools.

The service provider is expected to be well-equipped and have all general tools and equipment readily available and in sufficient quantity to provide quality work considered satisfactory by ACSA KSIA. Attention is drawn to the scope of works listed in the bid document. The contractor is to ensure that an adequate set of tools/equipment is supplied for the purposes of this contract. The contractor is to further ensure that all staff deployed to KSIA are adequately resourced with tools/equipment to maintain continuity of work.

The following exceptions are to be noted by all bidders:

The following equipment if needed will be sourced through 3<sup>rd</sup> Party procurement:

- Cherry Pickers other than those specified in the price schedule
- Scissor lifts
- Specialised Scaffolding
- Other specialised equipment deemed necessary by the client.

### **Correction of defects**

All tools & equipment must be regularly inspected and approved by the Service Manager/ ACSA representative. Any tools deemed to be “unfit for use” must immediately be removed from operation and either repaired where possible or replaced.

### ***Contractor's procurement of Plant and Materials***

The service provider will be responsible to ensure deliveries are made to the airport premises place of storage or work.

All warranties and guarantees shall be made out in the name of the employer where ownership is to be transferred to the employer.

### **Tests and inspections before delivery**

Per prevailing legislation and industry standards.

### **Plant & Materials provided “free issue” by the *Employer***

Plant and materials are to be provided by the contractor unless otherwise determined on a case-by-case basis.

### **Working on the Affected Property**

#### **Personal Protective Equipment (PPE) & Uniforms**

Safety equipment shall be used where applicable (e.g., safety goggles, boots, harness, gloves, masks etc.) The Contractor, at his/her own expense shall provide such equipment, for his/her employees. The Contractor shall apply the necessary discipline and control to ensure compliance by his workers.

The Contractor is required to issue all staff with standard uniforms. This shall as a minimum include: safety shoes, full uniform as outlined in the scope of work (clearly marked with Contractor's company logo). All costs relating to uniforms shall be for the Contractor's account.

#### **Emergency Procedures**

All Contractors must ensure that his/her employees are familiar with the existing emergency procedures and must co-operate in any drills or exercises, which might be held. Emergency / fire equipment and extinguishers shall not be obstructed at any time.

#### **General Safety Requirements**

No person shall perform an unsafe / unhygienic act or operation whilst on Airports Company South Africa premises.

No unsafe/dangerous equipment or tools may be brought onto or used on Airports Company South Africa premises. ACSA reserves the right to inspect all equipment/tools at any time and to prevent/prohibit their use.

ACSA reserves the right to act in any way to ensure the safety/security of any persons, equipment or goods on its premises and will not be liable for any cost or loss evoked by the action. This includes the right to search all vehicles and persons entering, leaving or on the premises and to inspect any parcel, package, handbag and pockets.

The Contractor shall maintain good housekeeping standards in the area where he/she is working for the duration of the contract.

The Contractor must not interfere with, or put at risk, the functionality of any fire prevention system. Care must also be taken to prevent fire hazards.

## Cell phones and two-way radios

Use of cell phones on airside is not permitted unless the user is in possession of an appropriate Airport permit for the device. Cell phone permit issuing authority lies with the ACSA Security department.

The Contractor will not be allowed to use two-way radios at the Airport unless these radios are of the type, model and frequency range as approved by the ACSA IT department.

## Protection of the public

The Contractor shall take special care in order not to harm or endanger the public in any way. Work shall be sufficiently hoarded and guarded in order to safeguard children and the general public from injury relating to machinery, work or other.

## Barricades and lighting (Where applicable)

Where hoarding, barricades or lighting is required in the execution of the Works, the Contractor shall provide same at his/her own expense. Hoarding, barricades and lighting shall comply with industry accepted norms and standards and may not be used for purposes of advertising or any other purpose than safeguarding the Works.

## Employer's site entry and security control, permits, and site regulations

The Contractor must ensure that he/she is, at all times, familiar with ACSA's safety and security requirements relating to permits in order for work not to be delayed as a result thereof. This will include the permit application process.

Note that the Contractor will have no claim against ACSA in the event that a permit request is refused.

**The following table is not all inclusive, but is provided for illustration purposes:**

Permit	Required by/for	Department
AVOP – Airside Vehicle Operator permit	All drivers of vehicles on airside	ACSA Safety
Airside Vehicle Permit	All vehicles that enter airside	ACSA Safety
Personal permit (AIT)	All persons employed on the airport	ACSA Security
Cell phone permit	All persons taking cell phones to airside	ACSA Security
Camera permit	All persons taking cameras or camera equipment to airside	ACSA Security
Tool's permit	All persons taking cell tools to airside	ACSA Security

Proof of having attended the airside induction training course and other relevant training is required for all personal permit applications. Persons applying for an AVOP must provide proof of having attended an AVOP course. Fees are levied for these courses. Fees are further levied for all permit renewals and refresher courses.

Note: All vehicles intended to be used on the airside must not be older than 8 years for the duration of the contract per prevailing ACSA policy and procedures.

Note: ACSA reserves the right to revoke permits at its discretion. All employees are expected to fully comply with ACSA policies, procedures, house rules, applicable legislation and not engage in any activity that may cause harm to the client. It is the responsibility of the appointed contractor to ensure that he is familiar with all requirements and ensure that all staff is fully trained.

## **People restrictions, hours of work, conduct and records**

### **OPERATING HOURS**

Staffing for this service will be provided 24 Hours a day per the schedules provided for every day of the year including all holidays and public holidays.

The service provider shall formulate and maintain a resource file which shall include but is not limited to the following:

#### **List of all resources deployed to KSIA for the duration of the contract (Personnel file)**

- Full names
- Copies of ID docs
- Record of medicals
- Copy of (ACSA training certificates eg: AIT, AVOP, temporary permits etc)

#### **Attendance Registers**

- Record of attendance registers are to be maintained for the duration of the contract
- Records to clearly reflect dates that staff are replaced, together with relevant correspondence detailing reasons for replacement.
- Verified records of attendance to be available at all times for the duration of the contract.

The service provider is to note that these records must be available at all times.

### **Health and safety facilities on the Affected Property**

Refer to the occupational health & safety specification annexed to the tender document

### **Cooperating with and obtaining acceptance of Others**

Where work impacts other stakeholders, such impact will be assessed, communicated with the affected stakeholders and approval to proceed with the works must be granted by the employer.

### **Records of *Contractor's* Equipment**

The contractor is to fully comply with the equipment and machinery specification provided in the contract.

### **Equipment provided by the *Employer***

Not applicable



## Site services and facilities

### Provided by the *Employer*

- Office area.
- Common use ablutions / showers / change rooms.
- Water – Free for use due to operational needs.
- Electricity – Free for use due to operational needs.

The contractor shall provide everything else necessary to provide the service.

### Provided by the *Contractor*

- Supervision and management
- Equipment, tools and machinery to discharge the service  
All tools/equipment/machinery used shall be safe and in good working condition. All electrical tools/equipment/machinery shall be properly insulated to alleviate electrocution risk. All tools used needs to be inspected and recorded in the tool inspection sheet. The *Service Manager* reserves the right to have access to the maintenance records of the *Contractor's* plant and equipment, when requested.
- Labour as required.
- Materials as requested.
- Maintenance vehicle(s)
- Specialized sub-contracting supplied by the contractor.
- The contractor shall provide suitable furnishings for staff rest areas, staff offices and proper storage area for chemicals and consumables within the vacant spaces provided by ACSA.
- The contractor shall provide everything else necessary to provide the service.

## Control of noise, dust, water and waste

To limit impact to passengers and stakeholders. Work creating noise, dust and wastewater will be done at a time that will cause minimal interference to passengers and stakeholders.  
Refer to the attached environmental specification.

## Hook ups to existing works

Where applicable as tasks arise.

## Tests and inspections

### Description of tests and inspections

Inspections are to be carried out and findings to be actioned as part of planned maintenance/cleaning.

### Materials facilities and samples for tests and inspections

Where applicable as tasks arise

- **List of drawings**

- **Drawings issued by the *Employer***

Drawing number	Revision	Title
		Drawings will be issued as and when required

## **Service Level Agreement**

### **Operational hours**

**Bidders are to be aware that the cleaning services operates 24 hours a day for every day of the year including all weekends and public holidays.**

### **Human resources**

The following minimum standards shall apply to resourcing:

1. Considering current airport access control infrastructure and security arrangements and considering the physical layout of the facility, the Contractor shall ensure a sufficient quantity and effective positioning of staff to meet or exceed the Service Level Agreement.
2. The rostered cleaning staff compliment shall be sufficient to perform all required cleaning requirements.
3. During operational hours, the Contractor shall have sufficient personnel on-site to successfully attend to cleaning requirements.
4. Cleaning staff must always be on time, stationed at their respective work area at the time prescribed in contract. The contractor must ensure that cleaners arrive at work early enough to ensure cleaners are at their stations/posts on time.
5. Cleaners ending their shift, will only be permitted to vacate their station once the incoming cleaner for the next shift has arrived and a "handover" taken place.
6. The successful bidder shall always ensure that agreed staff numbers are always adhered too. The successful bidder must make suitable provisions for relievers to ensure the service levels are met.

### **Staff qualifications**

It will always remain the successful bidders' responsibility to ensure that staff is suitably qualified and experienced for the duties expected of them. Furthermore, all applicable legislative requirements must be adhered to in rostering staff.

ACSA reserves the right to verify all personnel employed under this contract. Furthermore, ACSA reserves the right to instruct that personnel that are not adequately qualified or suited for this contract be removed from the site.

## Performance Management

Incidents, response Times and Low Performance Damages:

Key Performance Area	Response times	When	Target	Low Performance Damages
Attendance of Monthly Meetings by the Site Manager or delegated representative	Ongoing	Monthly	100% must be achieved	R 500 per deviation
Time wasting – Where staff is found intentionally wasting time e.g. congregating to have private discussions, etc	Ongoing	Any given time	3 or more times	R 500 following 3 deviations
Meeting & Maintaining Cleaning Standards and frequencies as detailed in the specifications	Per agreed schedule	Any given time	100% must be achieved	R1000 for every month the completion rate is below 90%
Meeting passenger survey requirements	Ongoing	Quarterly	Rating of 4.5	R5000 following two consecutive quarters of failing to achieve the prescribed minimum ASQ rating*
The contractor fails to /neglects to disclose correct staffing levels and shortages to the Employer. (Misrepresentation of information)	Ongoing	Daily	3 or more times	R 500 following 3 deviations
Staff does not meet the prescribed qualifications against the Contract specifications	Ongoing	Daily	Staff to meet requirements at all times	R1000 per deviation.
Contractor Fails to provide a reliever for a post and leaves the post unmanned	Ongoing	Daily	3 or more times a month	R 1000 following 3 deviations
A staff member's uniform does not meet the agreed upon standards and specification requirements	Ongoing	Daily		R500 per incident
The contractor's daily, weekly or monthly reports not submitted on time	Ongoing	Monthly	All reporting must be achieved	If not submitted by each agreed submission date and if reasons not communicated and accepted by ACSA before due date– R500 per incident

Make all machinery & equipment available for routine inspections	Ongoing	Minimum of 1 x per quarter	Upon notification, the service provider shall within 24 hours make all machinery and equipment available for inspections	R1000 for failure to comply
Timeous response of faults/complaints received via the ACSA Help Desk	15 minutes	Any given time	100% must be achieved	R 100 per deviation
Spillages, Breakages	5 minutes	Any given time	100% must be achieved	R 100 per deviation
Paper removal, litter reaction	5 minutes	Any given time	100% must be achieved	R 100 per deviation
Removal of bubble gum	Ongoing	Any given time	100% must be achieved	R 100 per deviation
Stripping & Sealing of floors (applies to unscheduled works)	3 day – per area identified	After last flight	100% must be achieved	R 250 per incident
Deep Hygiene Cleaning of toilets (applies to unscheduled works)	3 Hours	After last flight	100% must be achieved	R500 per incident
Detailed Cleaning Deep Cleaning (applies to unscheduled works)	1 Day per identified area	Any given time	100% must be achieved	R500 per incident
High pressure cleaning of pavement (applies to unscheduled works)	2 hours	After last flight	100% must be achieved	R250 per incident

Cleaning of walls (applies to unscheduled works)	8 Hours	After last flight	100% must be achieved	R250 per incident
Cleaning of banister/glass partitions	Ongoing	Daily	100% must be achieved	R250 per incident
Cleaning of windows up to 2.5m high (applies to unscheduled works)	4 Hours	Any given time	100% must be achieved	R250 per incident
Cleaning of floors with industrial machines (applies to unscheduled works)	7 Hours	After last flight	100% must be achieved	R250 per incident
2 hourly ablation inspections carried out by the supervisor(s) during operational hours	Ongoing	Daily	100% must be achieved	R500 for every month the completion rate is below 90%
Hourly site inspections	Ongoing	Daily	100% must be achieved	R500 for every month the completion rate is below 90%
Safety Compliance	Ongoing	Daily	100% must be achieved	Prescribed by the ACSA OHS Department or relevant authority
Adherence to Agreed Training Program as percentage of agreed trainings having been completed	Ongoing	Annually	100% must be achieved	R1000 if score is below 90% A recurring monthly fee of R1000 until compliance is achieved
Membership with an industry cleaning body	Ongoing	Startup	Achieved within 6 months of contract start date	R500 per month for every month until compliance is achieved
Membership with an industry cleaning body	Ongoing	Annually	Membership to remain active for the remaining duration of the service	R500 per month for every month until compliance is achieved
Response time for Decontamination work call outs	3 hours	Any given time	100% must be achieved	R500 per deviation

**Definition of Work Priority:**

1. Requests, which are of urgent nature such as leakages, spillages, breakages etc. which require immediate attention.
2. Requests, which are routine in nature, such as to perform additional cleaning for areas which require additional attention.
3. Requests, which are non-urgent nature, such as to perform additional cleaning for areas which require additional attention

*The response time relating to emergency requests such as (e.g. fire, flooding, pipe burst and oil spill, etc shall be immediate as cleaners are on-site at all times.*

*In the case of emergencies, the contractor will be required to institute an emergency resource re-allocation/allocation procedure to ensure that staff attends to the emergency timeously in terms of this SLA and that key stations remain manned by staff.*

**Service Level in relation to Machinery and Cleaning Equipment**

Description	Benchmark	Low Performance Damages
Availability	Machinery and Cleaning Equipment availability shall be kept at or above 99% overall per month.	R 2 000.00 for failing to achieve the required benchmark for two (2) consecutive months
Breakdown Closure Duration	Machinery and Cleaning Equipment breakdowns shall be resolved within 48 hours from the time the breakdown occurs.	R 500.00 Per day for everyday the breakdown remains open following the 48-hour period
Repeat Machinery & Equipment Failures	More than 3 repeat failures on the same item of equipment or machinery in a 3-month period	R 2 000.00 following 3 failures / breakdowns over three (3) consecutive months
Safety infringement	<ul style="list-style-type: none"> <li>• Leaving Machinery unattended</li> <li>• Knowingly using damaged or broken machinery</li> </ul>	R 1 000.00 per incident

**Low Performance Damages scheme for Machinery and Cleaning Equipment**

Parties agree to the following low performance damages scheme. The scheme does not influence the calculation of the contract sum/value. The amounts listed in this schedule will not be subjected to any future contract escalation and exclude VAT.

**Low Performance Damages****Notification of Low Service Damages:**

ACSA must notify the contractor in writing of its intention to claim low performance damages within 30 days of an event or ACSA will lose its right to claim the damage. Should ACSA not claim a damage for an event it shall not be interpreted that the level of performance is acceptable or that ACSA shall not be entitled to claim damages for similar future events. Under no circumstances shall a damages be regarded as the only action ACSA may take against the Contractor or the only amount it may claim from the Contractor.

Any external claims directed at the Employer as a result of poor services levels being rendered will be for the account of the Contractor

Furthermore, the Employer will hold the Contractor liable for any costs incurred as a result of negligence of the Contractor or as a result of unreasonably poor performance including excessive time taken to execute works which caused an additional cost to be incurred.

Low service damages will be limited to a maximum of R10 000 per month.



## Example Non-Conformance Report

Contractor name			
Contract/Service description			
Contract number		Reference document	
Number of non-conformances already issued against the contractor			
Location of Non-conformance			
Description of Non-conformance:			
ACSA Representative's Department			
ACSA Representative Name	Signature	Date	Response date required
ACSA Representative's Email Address	Telephone	Cell	Facsimile

### CONTRACTOR'S REPRESENTATIVE: Acknowledgement of understanding of above Non-Conformance

Recipient/Reps Name	Signature	Title	Date
Email address	Telephone	Cell	Facsimile
contractor's Response:			
(A) Cause	(B) Immediate Corrective Action		(C) Action to Prevent Recurrence
(D) Corrective Action Implementation Date:		(E) Preventing Recurrence Implementation Date:	
Recipient/Reps Name	Signature	Title	Date

<b>ACSA Representative:</b> Evaluation of Proposed Corrective Action		Accepted <input style="width: 40px; height: 20px;" type="checkbox"/>	Rejected <input style="width: 40px; height: 20px;" type="checkbox"/>
Comments			
Name	Signature	Title	Date
<b>CONTACTOR REPRESENTATIVE:</b> Corrective Action Implemented to ACSA and contract requirements			
Recipient/Reps Name	Signature	Title	Date Implemented
<b>ACSA Representative:</b> Follow up and close out		Accepted <input style="width: 40px; height: 20px;" type="checkbox"/>	Rejected <input style="width: 40px; height: 20px;" type="checkbox"/>
Comments			
Name	Signature	Title	Date

### NON-CONFORMANCE REPORT (NCR) PROCESS

- 1    The **ACSA representative** notices any irregularity concerning contractor performance, quality, deviation from contract, etc. and fills out this form.
- 2    The **ACSA representative** completes the first part of the form and issues it directly to the **Contractor's representative**.
- 3    The **Contractor's representative** signs acceptance and understanding of the NCR
- 4    The **Contractor's representative** informs his relevant internal management of the NCR and compiles a response indicating (A) Cause, (B) Corrective Action, (C) Action to Prevent Recurrence, (D) Corrective Action Implementation Date and (E) Action to Prevent Recurrence Implementation Date.
- 6    The **Contractor's representative** submits the response e-mail .to the **ACSA representative** for evaluation of the Proposed Corrective Action Response by completing the relevant sections before carrying out the Corrective Action.
- 7    The **ACSA representative** informs the **Contractor's representative** of the result of the evaluation, by responding via e-mail / fax.
- 8    Note: If the response is not adequate, the **Contractor's representative** must re-submit a solution.

- 9 Upon completion of the corrective action and verification thereof, the **Contractor's representative then** informs the **ACSA representative** by responding via e-mail / fax that the corrective action has been carried out and is ready for inspection.
- 10 The **ACSA representative's** relevant personnel, carries out a check on the Corrective Action, as well as the Action to Prevent Recurrence and if found to be conforming to requirements, closes out the NCR.
- 11 The **ACSA representative** returns the concluding results to the **Contractor's representative** via e-mail / fax.
- 12 If the original situation still exists, and the NCR cannot be closed out, the **ACSA representative** or relevant personnel raises a new NCR, and the same procedure as above is repeated.
- 13 Contractors to note that inadequate response to these NCRs, repeated NCRs issues against the contractor (3 repetitions is unacceptable in any one contract period) or non-acceptance of the contractor's corrective action by ACSA may lead to cancellation of the contract.
- 14 These NCRs may also be used as an indicator of poor performance by a contractor

**Note: All parties shall ensure that no delays are caused in the above chain of events.**

The shaded areas are to be completed by the **Contractor's representative**

## Definitions

No	Description	Definitions	Examples
1	Visible Area	Area easily seen by the eyes in a upright and position for an inspection unit	Table top, floor, wall
2	Non-visible Area	Area not easily seen by a glance and requires detailed inspection	Behind the pillar, under the table
3	Inspection unit	Group of elements located within a spatial unit	Entrance and lobby, corridor, staircase
4	Element	Items in an inspection unit that are to be cleaned	Door, floor, wall, fixture
5	Dust	Light dust that cannot be seen by eyes	Thin layer of dust particle
6	Dirt	Accumulated dust that can be seen by eyes	Heavy black dust
7	Stain	Dried form of spillage	Beverage stain or other liquid fluid stain
8	Spillage	Accumulation of liquid fluid	Beverage spillage or any pool of liquid
9	Litter	Object / item that is left behind or dropped deliberately / accidentally by human activities	Man-made materials (paper, wrapper, waste)
10	Fixture	Object / item that is securely and usually attached to the wall or ceiling	Gantry, card access reader, fire extinguishers, fire alarm bell, Automated external defibrillator (AED), water taps, soap dispenser, switches, power points, Lan / telephone line
11	Signage	Sign used to provide information	Exit light, direction sign, Directory
12	Display	Items that are usually hang on the wall	Notice board, LCD display, poster / picture
13	Furniture	Movable items or objects	Table, chair, sofa, cabinet, locker, desk, side table, telephone, table-top
14	Planter	Decorative pot of plant	Pot of plant
15	Electrical Appliance	Appliance that are powered by electricity	Projector, PC, laptops, microwave, water dispenser, refrigerator, coffee machine

**Transgressions by the contractor are, but not limited to the following:**

1. Failure to maintain change room / Toilet facilities, in a neat, clean and hygienic condition.
2. Failure to timeously advise the Employer of any incident that may have direct impact on the service or airport operations.
3. Failure to disclose information relating to shortages, equipment and incidents to the Employer.
4. Failure to conduct any of the required evacuation drills in accordance with airport evacuation procedures and frequencies. (Such airport evacuation procedures will be provided to the successful bidder).
5. Failure to comply with training requirements as prescribed in the tender document and agreed between the parties.
6. Failure to submit required reports and schedules to the Employer as required.
7. Allows or causes an action or event to take place that has a negative impact on the activities on the premises.
8. Disregards or does not pay attention to lawful commands by the authorised representative of the Employer.
9. The contractor and/or its employees are negligent or slack in the execution of their duties.
10. The contractor and/or its employees behave disorderly or ill-mannered whilst rendering services. Disorderly or ill-mannered behaviour may be, but not limited to, the following:
  - a Walking in groups in the terminals and disregarding passengers and all other airport patrons,
  - b Screaming or speaking to each other loudly in the presence of passengers and all other airport patrons; and
  - c Solicitation of money/donations from passengers and all other airport patrons. This conduct is strictly prohibited.
11. The contractor and/or its employees use alcohol and/or drugs or is under the influence of alcohol or drugs whilst rendering services.
12. Use of the premises of the Employer unlawfully.
13. Employees leave their posts without permission.
14. Employees sleep while on duty.
15. Acceptance of bribes. (A bribe means any benefit that a staff member may acquire, that has the effect that the services are rendered contrary to the provisions of this agreement.)
16. Allows family and friends or any other person to enter the premises without permission, for reasons other than to do business with the Employer or tenants on the premises.
17. Uniform is not in compliance with the agreed uniform provision.
18. Does not comply with the laid-down OHS and SANS standards and guidelines.
19. Employees are not in possession of identity cards as required or falsely perform duties of a specific grade, without the necessary qualifications.
20. Employees may not speak to friends or relatives on the telephone or cell phone whilst on their post without the permission of a supervisor.
21. Employees may not speak to the press, release information or discuss events with persons external to the Employer.
22. Employees not posted as agreed.
23. Employees fail to report security breaches.
24. Employees who commit or attempts to commit security breaches example. Theft, unauthorized access to restricted areas, contravention of ACSA house rules, contravention

of ACSA policies, contravention of ACSA procedures, engages in any form of criminal behaviour / activity.

25. Causes reputational harm to the client.

## Meetings and SLA reviews

- i Spot inspections will be conducted by the Employer on a routine basis along with the Contractor in accordance with the high priority areas agreed to by both parties. A Sample of the routine performance inspection measurement scorecard is illustrated below:

Item	Description	Rating						Comments
1.	Safety and Housekeeping:	1	2	3	4	5	N/A	
	– Safety Warning sign in place							
	– Isolation/cordon/Barricading off area							
	- Warning Signs in place							
2.	Reporting:	1	2	3	4	5	N/A	
	- Monthly Report submitted on time							
3.	Personal Protective Equipment:	1	2	3	4	5	N/A	
	- Wearing of PPE							
4.	Security and Uniform:	1	2	3	4	5	N/A	
	– ID card always clearly visible							
	– Clear sign of the name of company							
	- To be properly dressed in overalls with company name on the back for identification							
5.	Reliability:	1	2	3	4	5	N/A	
	– Equipment available at all times with no repeat incident on equipment							
	- Keep to agreed schedule							
6.	Submission of documentation:	1	2	3	4	5	N/A	
	– Submitted within agreed time frame							
	- Invoice submitted on time							
7.	Workmanship:	1	2	3	4	5	N/A	

Item	Description	Rating						Comments
	- Quality of cleaning and hygiene services to agreed standards							
8.	Systems:	1	2	3	4	5	N/A	
	- System of work in place and aligned to specifications							
10.	Reaction Time:	1	2	3	4	5	N/A	
	- Speed of resolving calls based on CMMS information report							
11.	Safety Documentation:	1	2	3	4	5	N/A	
	- Submission and updating of Safety Documents							
Total Score: .....		/ Total .....						%

**Rating Scale:**

Rating	Meaning	Description
5	Outstanding	All Performance requirements met and surpassed in some instances
4	Highly Satisfactory	Performance requirements mainly met with one or two areas not met
3	Satisfactory	Performance requirements adequately met
2	Unsatisfactory	Performance requirements significantly below expectations, improvement required in a number of areas.
1	Poor	Performance requirements not met, expectations not met at all.



- ii SLA review meetings are held monthly, and official reviews are carried out and documented quarterly. Note that the ASQ targets applies to the contract as mentioned above and will be reviewed at the same time. Below is an example of the SLA review.

<u>Staff KPA Checklist</u>	Date				
	ACSA Representative:				
	Signature:				
	Contractor:				
	Representative Signature:				
	Signature:				
KPA Categories (Rating = 1 -5)	Q1	Q2	Q3	Q4	Comments:
<b>General:</b>					
General quality of Service					
Monthly Staff Management report received					
Number of incidents recorded					
No repeat of incidents or non-conformances					
Meet priorities with timeous completion of tasks and reporting					
Knowledge of ACSA staff systems					
ASQ report benchmark score out of 5 (Minimum acceptable score of 4.5)					
<b>Staffing:</b>					
All permanent staff in possession of id & access cards					
Available for briefing, on-site training and meetings					
Staff qualifications provided - existing and new					
List of staff on site as mentioned or agreed					
Staff on site suitably qualified					

Staff always neatly and properly attire					
<b>Training:</b>					

Staff and Safety Training provided on a regular basis in line with agreed training programme					
Emergency response training and evacuation drill carried out					
Proof of completion/qualification of training provided and training records shared					
<b>Uniforms:</b>					
Proper attire at all times - Uniforms, Personal Protective Equipment					
<b>Reporting:</b>					
Time and attendance system with Sign in / out details					
Occurrence books maintained and checked by management					
Report defects in the building					
Contractor Senior Manager audit carried out fortnightly or 6 times per quarter					
Emergency callout response time / Management					
Daily reports shared with the Employer					
<b>Additional:</b>					
ISO compliance where applicable					
<b>Housekeeping/Health &amp; Safety:</b>					
Hazardous & biodegradable waste correctly disposed, Waste room inspections					
Management attended Spill response training					

Worksite adheres to safety standards - demarcated, etc.					
Sluice rooms kept clean and neat at all times					
Housekeeping rules adhered to - walkways, etc.					
<b>Schedule of tasks and agreements:</b>					
Staff monitoring site 24 hours a day with the correct staff compliment					
Control and monitoring of all entrances					
Control and monitoring of all parking premises					
Staff to remain on all their posts until relieved					
Control of lost and found items as per procedure					
Staff personnel trained and tested on first aid and fire fighting					
<u>Scoring</u>					
Total	0	0	0	0	
Percentage deviation since last review	0.00%	0.00%	0.00%	0.00%	

Additional Comments:

### Rating Scale:

Rating	Meaning	Description
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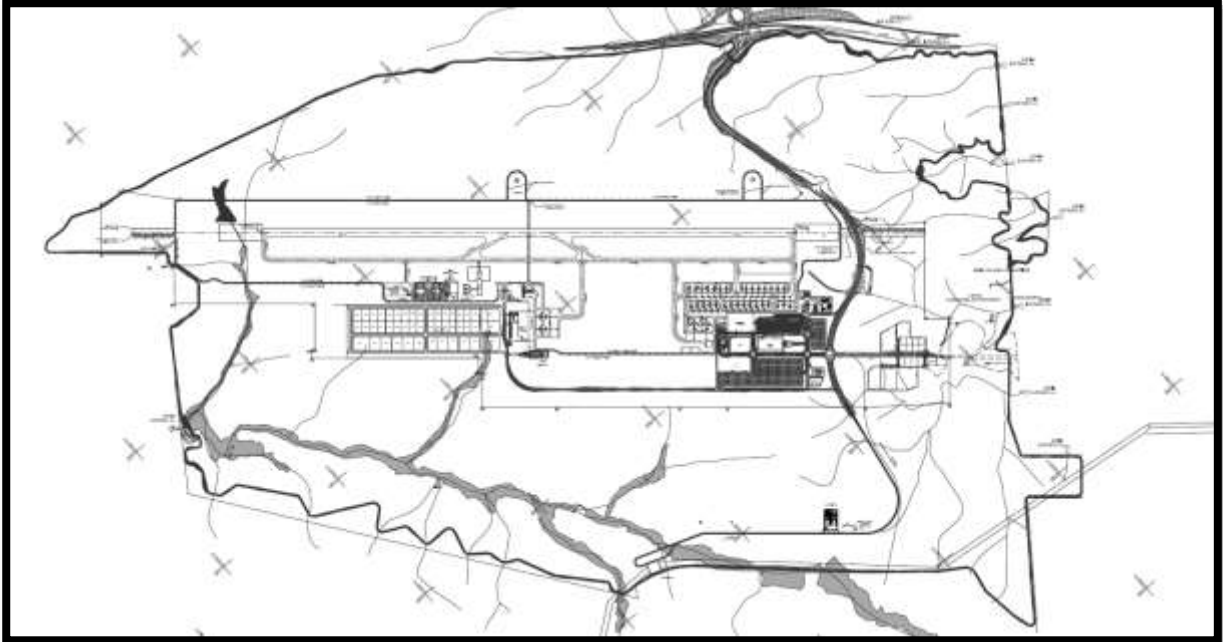
5	Outstanding	All Performance requirements met and surpassed in some instances
4	Highly Satisfactory	Performance requirements mainly met with one or two areas not met
3	Satisfactory	Performance requirements adequately met
2	Unsatisfactory	Performance requirements significantly below expectations, improvement required in a number of areas.
1	Poor	Performance requirements not met, expectations not met at all.

Note: The client and appointed contractor shall formulate and agree on suitable SLA monitoring tools which will be the portfolio of evidence used for scoring purposes. It is the contractor's responsibility to ensure all performance criteria is being adhered to and implemented. Contents and structure may change by agreement between the parties.

**PART 4: SITE INFORMATION**

Document reference	Title	No of pages
C3.1	This cover page <i>Employer's Site Information</i>  1. Site Plan	TBC
	Total number of pages	TBC

SITE PLAN



## Environmental constraints and management

### Service & Maintenance Contractors

#### Environmental Terms and Conditions to Commence Work - EMS 048

The following Environmental Terms and Conditions shall be strictly adhered to by all contractors when conducting works for ACSA. ACSA shall audit contractor activities, products and services on an ad hoc basis to ensure compliance to these environmental conditions. Any pollution clean-up costs shall be borne by the contractor.

• ISSUE	REQUIREMENT
<b>Environmental Policy</b>	ACSA's Environmental Policy shall be communicated, comprehended and implemented by all ACSA appointed contractor staff (see attached Environmental Policy).
<b>Stormwater, Soil and Groundwater Pollution</b>	<ul style="list-style-type: none"> <li>No solid or liquid material may be permitted to contaminate or potentially contaminate stormwater, soil or groundwater resources.</li> <li>Any pollution that risks contamination of these resources must be cleaned-up immediately. Spills must be reported to ACSA immediately. Contractors shall supply their own suitable clean-up materials where required.</li> <li>Washing, maintenance and refuelling of equipment shall only be allowed in designated service areas on ACSA property. It is the contractor's responsibility to determine the location of these areas.</li> <li>No leaking equipment or vehicles shall be permitted on the airport.</li> </ul>
<b>Air Pollution</b>	<ul style="list-style-type: none"> <li>Dust: Dust resulting from work activities that could cause a nuisance to employees or the public shall be kept to a minimum.</li> <li>Odours and emissions: All practical measures shall be taken to reduce unpleasant odours and emissions generated from work related activities.</li> <li>Fires: No open fires shall be permitted on site.</li> </ul>
<b>Noise Pollution</b>	<ul style="list-style-type: none"> <li>All reasonable measures shall be taken to minimise noise generated on site as a result of work operations.</li> <li>The Contractor shall comply with the applicable regulations with regard to noise.</li> </ul>
<b>Waste Management</b>	<ul style="list-style-type: none"> <li>Waste shall be separated as general or hazardous waste.</li> <li>General and hazardous waste shall be disposed of appropriately at a permitted landfill site should recycling or re-use of waste not be feasible.</li> <li>Under no circumstances shall solid or liquid waste be dumped, buried or burnt.</li> <li>Contractors shall always maintain a tidy, litter free environment in their work area.</li> <li>Contractors must keep on file:               <ol style="list-style-type: none"> <li>The name of the contracting waste company</li> <li>Waste disposal site used</li> <li>Monthly reports on quantities – separated into general, hazardous and recycled</li> <li>Maintained file of all Waste Manifest Documents and Certificates of Safe Disposal</li> <li>Copy of waste permit for disposal site</li> </ol> </li> </ul> <p>This information must be available during audits and inspections.</p>

• ISSUE	REQUIREMENT
<b>Handling &amp; Storage of Hazardous Chemical Substances (HCS)</b>	<ul style="list-style-type: none"> <li>All HCS shall be clearly labelled, stored and handled in accordance to Materials Safety Data Sheets.</li> <li>Materials Safety Data Sheets shall be stored with all HCS.</li> <li>All spillages of HCS must be cleaned-up immediately and disposed of as hazardous waste. (HCS spillages must be reported to ACSA immediately).</li> <li>All contractors shall be adequately informed with regards to the handling and storage of hazardous substances.</li> <li>Contractors shall comply with all relevant national, regional and local legislation with regard to the transport, storage, use and disposal of hazardous substances.</li> </ul>
<b>Water and Energy Consumption</b>	ACSA promotes the conservation of water and energy resources. The contractor shall identify and manage those work activities that may result in water and energy wastage.
<b>• Training &amp; Awareness</b>	The conditions outlined in this permit shall be communicated to all contractors and their employees prior to commencing works at the airport.

### Penalties

Penalties shall be imposed by ACSA on Contractors who are found to be infringing these requirements and/or legislation. The Contractor shall be advised in writing of the nature of the infringement and the amount of the penalty. The Contractor shall take the necessary steps (e.g. training/remediation) to prevent a recurrence of the infringement and shall advise ACSA accordingly.

The Contractor is also advised that the imposition of penalties does not replace any legal proceedings, the Council, authorities, land owners and/or members of the public may institute against the Contractor.

Penalties shall be between R200 and R20 000, depending upon the severity of the infringement. The decision on how much to impose will be made by ACSA's Airport Environmental Management Representative in consultation with the Airport Manager or his/her designate, and will be final. In addition to the penalty, the Contractor shall be required to make good any damage caused as a result of the infringement at his/her own expense.

I, \_\_\_\_\_ (name & surname) of \_\_\_\_\_ (company)

agree to the above conditions and acknowledge ACSA's right to impose penalties should I or any of my employees or sub-contractors fail to comply with these conditions.

Signed: \_\_\_\_\_ on this date: \_\_\_\_\_ (dd/mm/yyyy)

at: \_\_\_\_\_ (airport name).

### Quality assurance requirements

The *Contractor* shall ensure that works are carried out as per industry norms and the Airport Company South Africa procedures, OHS Act, and applicable standards. In this regard the *Contractor* will be expected to draft quality plans for the *Service Manager* from time to time.



## BASELINE HIRA: ACSA GENERIC HAZARDS ASSESSMENT

Baseline Risk Assessment	
Project Name:	Cleaning & Hygiene Services for a period of 36 months at King Shaka International Airport.
Document Number: HIRA 1	Revision Number: 001

Risk Severity Definition	Description: Consequence (can lead to)...	Examples of what to look out for...
<b>Category A</b> Catastrophic	One or more multiple deaths and complete loss or destruction of equipment	A major accident
<b>Category B</b> Hazardous	Serious injuries or major damage to equipment	Large reduction in safety margins, physical distress or workload such that the operators cannot be relied upon to perform their tasks accurately or completely
<b>Category C</b> Major	Minor injuries or minor equipment damage	A significant reduction in safety margins, a reduction in the ability of the operators to cope with adverse operating conditions as a result of conditions impairing their efficiency
<b>Category D</b> Minor	Incidents	Operating limitations are breached. Procedures are not used correctly
<b>Category E</b> Negligible	Negligible or Inconvenience	Few consequences. No safety consequences. Nuisance

Likelihood Probability	Description	Examples of what to look out for...
Category 1	Extremely Improbable (Rare)	Almost inconceivable that the event shall occur
Category 2	Improbable (Seldom)	Very unlikely that the event shall occur. It is not known that it has ever occurred before
Category 3	Remote (Unlikely)	Unlikely but could possibly occur. Has occurred rarely.
Category 4	Occasional	Likely to occur sometimes. Has occurred infrequently.
Category 5	Frequent	Likely to occur many times or regularly. Has occurred frequently or regularly

		Catas-trophic	Hazardous	Major	Minor	Negligible
		A	B	C	D	E
Frequent	5	5A	5B	5C	5D	5E
Occasional	4	4A	4B	4C	4D	4E
Remote	3	3A	3B	3C	3D	3E
Improbable	2	2A	2B	2C	2D	2E
Extremely Improbable	1	1A	1B	1C	1D	1E

Generic Hazard	Specific component of Hazard	Hazard related consequence	Existing defenses to control risk	Safety Risk Index
Site establishment	Delivering of containers and materials; increased vehicle movements and location of services	Operational disruptions, incidents and service disruptions	Site plan location requires prior approval, services to be identified by ACSA representatives and drivers to be competent and vigilant of other road users. Vehicle inspections are to be conducted daily	2D
Site Access	Access is to be controlled and movement of vehicles and staff are to be monitored to reduce impact on operations	Injuries to Airport users, traffic build up, operational delays, vehicle incidents	Site is to be access controlled. All visitors to site are to report to the site office. Entrance to site camp is to be kept clean, swept after truck deliveries to minimize impact to operations.	2D
Persons on airside	Accidents and injuries	Injury to persons/Fatality	All staff wishing to work on the Airside are to go for Airside induction training. These staff members are to have valid Permits with them at all times. Personal protective equipment required for Airside includes but is not limited to high visibility jackets (as per the procedure, hearing protection, safety shoes & hard hats (if required). An airside safety plan must be submitted before commencement of work.	3A
Vehicles on airside	Accidents and injuries	Damage to aircraft/vehicles/property/persons	All vehicles operating on the Airside are to be fitted with a strobe light, appropriate signage in the form of a prefix, have the necessary vehicle permit in place, to be fitted with a fire extinguisher and are to be serviceable. Vehicles are to be checked by Airside Safety prior to be granted Airside access	4A

Driving on airside	Incidents	Damage to aircraft/vehicles/property / persons	<p>Airside induction is required for all persons entering the Airside. For persons wishing to drive on the Airside Service Road an <b>AVOP 2</b> permit is required. Where work is to be conducted on the Airfield, then contractors are required to be under escorts or have undergone Radio License training and be in the possession of an AVOP 3 permit.</p> <p>The speed limit on the Apron Service Roads is 30km/h, 15km/h at the back of stand and 60km/h on the Perimeter Road. During period of Low Visibility (LVP) will be affected and no vehicular movements are allowed on the Airfield. Low visibility procedures will be in place</p>	4A
Driving on runways and taxiways without permission	Incursion	Collision with aircraft/property damage or fatality/ies	<p>Runway and taxiway markings are indicated as per ICAO Annex 14. Permission is required from Air Traffic Control when crossing runways and taxiways. Signage indicating movement areas are painted on the ground or by means of illuminated signage boxes. Only persons in possession of a valid Airside Vehicle Operators Permit with the necessary radio license (Partac training) will be permitted to drive in restricted areas. Vehicles under escort must follow at reasonable distance.</p>	3A

Noise	Health Risks	Noise induced hearing loss	Baseline and annual audiograms are to be conducted. Contractors are to implement a hearing conservation program and issue staff with hearing protection and provide the necessary training in this regard. Contractors to identify noisy operations in passenger areas and are to conduct noise generating operations at off peak times where possible or if unavoidable with ACSA's Project Leaders written permission.	3B
Jet blast	Potential injuries and property	Damage to vehicles/property /persons	Signage warning against jet blast is installed at high risk areas. Risks associated with jet blast are covered during Airside Induction Training. Caution to be taken around aircraft when the anti-collision lights are activated in the Apron bays. 75-meter clearance behind aircraft to be observed to prevent jet blast. Contractors to be aware of aircraft movements	4C
Perimeter fence breach	Security risk	National Key Point Violation	Access and egress points are strictly enforced. Contractors are only to use the entry points as provided by the ACSA Project Leader. No materials are to be stored within 3 meter of the perimeter fence.	3B
Crane operations	Height of crane	Flight path obstruction/collision with aircraft	30-meter height restriction procedure – refer to Airfield Operation Department for further information	2A
Weather	Adverse weather conditions	Damage to aircraft/vehicles/equipment	Weather warnings are issued by the Airside Safety Department as and when required. All equipment on the Airside is to be secured	4A
Construction works	Foreign Object Debris (FOD)	Ingestion into aircraft engine	Airside induction is required for all staff working on the Airside, FOD bins are to be used for any FOD found lying on the ground. All waste to be secured to prevent it from becoming airborne (refer to Environmental Terms and Conditions)	4B

Construction works	Working Height at	Injury /fatality	Fall protection plan to be devised by the contractors in line with the Construction Regulations 2014. Rescue plans are to be included	3A
Construction works	Storage of hazardous chemicals substances	Contamination/fire/ injury to persons/ environmental impact	ACSA's Environmental terms and conditions are to be adhered to. All relevant legislation and bylaws are to be adhered to. All necessary permits are to be applied for by the contractor such as transport permits, possession permits and flammable certificates.  ACSA Environment and Fire and Rescue to be notified where a spill occurs.	4B
Construction works	Waste	Attracts rodents and birds which leads to bird strikes and adds to FOD	Waste management to be implemented in line with ACSA's Environmental Terms and Conditions	4B
Construction works	Spillages (fuels/oils/hydraulics/chemicals/human waste)	Contamination/Pollution/injury to persons/adverse health effects	ACSA's Environmental terms and conditions and applicable legislative controls are to be adhered to. ACSA Environment and Fire and Rescue to be notified where a spill occurs	4B
Construction works	Dust	Damage to aircraft/injury to persons/adverse health effects/	Dust suppression measures are to be implemented and PPE used where required	4A
Construction works/ Trenching	Damage to underground services. Interruption of critical services	Electrocution, loss of critical services, damage to property, major injuries, aircraft diversions	Consult as-built plans. Scan area before trenching. Trenching to be done under competent supervision.	4A

Delivery of materials	Falling materials or stones or sand	Vehicle/pedestrian accidents	Materials are to be delivered within specified time frames, flagman to be utilized during deliveries, load limitations to be observed, netting is to be used, contractors to clean road after deliveries	4E
Lack of signage – warning signs	Injuries and accidents	Injuries and accidents	Contractors to install sufficient demarcations around construction sites along with the necessary warning signs and beacon lights (refer to Construction Regulations and Traffic Act) No signs are to be removed without prior permission and notification. Temporary way finding signage is required if signage has been disturbed	2D
Waste management	Environmental impact	Illegal dumping	Temporary laydown areas to be identified and no illegal dumping is permitted.	3C
Trolleys	Damaging trolleys through misuse	Injuries and property damage	Contractors to provide their own trolleys. ACSA's trolleys are for passenger use only	5D
Golf carts	Misuse of golf carts	Injuries and property damage	Contractor staff to be aware of golf cart movements on the Landside. Golf cart use for airport users only and not for contractor use for transporting materials. Golf carts operate in predetermined routes – contractors to be aware thereof	3D
Fire equipment	Use and abuse of fire equipment	Injuries and property damage	Fire equipment is only to be used during emergencies. Contractors to provide their own fire equipment. No materials to be stored in ACSA fire cabinets. Emergency exits are to be kept clear at all times	2B
Unattended bags	Security risk	Injuries/fatality to Airport users/stakeholders/ACSA employees. Bomb threat-damage to property, vehicle and or Operational disruptions	Contractors are not permitted to leave bags unattended as they will be removed and will be handed to SAPS	5C

Speed limits	Car accidents	Injuries and vehicle damage	Speed limits are shown on signage in various areas.	3C
Deliveries	Basement	Disrupt traffic flow and passenger movements	Delivery notes are required, and delivery times are to be specified.	2C
Overhead works	Falling items	Injuries, vehicles, property damage	Fall protection plan required as per the Construction Regulations 2014.	5C
General housekeeping	Damage to infrastructure	Injuries, property damages	Site and task specific risk assessments to be carried out by the contractor	4C