

ANNEXURE A

COMPLIANCE VERIFICATION TO SCOPE OF WORKS

TP/2023/10/0004/45462/RFP- FOR THE PROVISION OF CLEANING SERVICES IN NORTHERN KZN, EMPANGENI AND SURROUNDING AREAS FOR A PERIOD OF THIRTY (36) MONTHS

NO.	HEADING	COMPLIANCE Indicate by Ticking Yes or No	COMMENT
1.	Scope of Works		
	Scope of Works requirements		
	Cleaning Schedule		
2.	List of Buildings (Building Schedule for Cleaning) Annexure A1		
3.	Pricing Schedule- Annexure A2		
4.	Legislative Requirements		
	Safety File		
	Medicals		
	PPE		
	Equipment as per Scope		
6.	BCCCI Pricing Schedule for Employees (Labour rates- Annexure H)		

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Scope of Work: Service Information

Definitions:

In this Scope of Work: -

- **“Cleaning”** means removal of gross contamination, organic material, and debris from the premises or respective structures, via mechanical means like sweeping (dry cleaning) and/or the use of water and soap or detergent (wet cleaning). The goal is to minimize organic material so disinfection can be effective.
- **“Specifications”** the document which is referred to in the contract in which the method and standards applicable to the rendering of the Service, as well as the materials to be provided and used, are described;
- **“Deep cleaning of building”** means the process of cleansing a building or part of a building to remove contaminants such as microorganisms or hazardous materials. The cleaning involves application of disinfectant to all touch points, working surfaces as well as walls and floors.
- **“Disinfection”** means methods used on surfaces to destroy or eliminate a specific species of infectious microorganism through physical (e.g. heat) or chemical (e.g. disinfectant) means. A combination of methods may be required.
- **“Routine cleaning”** is when offices and operational areas are cleaned continually and regularly with the sole purpose of keeping the area neat and clean from visible dirt, dust, spills, hazardous materials.
- **“Service”** means the work, functions, tasks, services to be rendered, and / or goods to be supplied by the Service Provider, including any subsequent variations or changes to such work, functions, tasks, services, or goods as may be agreed in terms of this the contract (Deliverables);
- **“Supervisor”** means any person appointed by the Service Provider from time to time to be on-site and responsible for the management of the Service Provider’s staff and service provided in terms of this Agreement;
- **access-delayed time”** means the time taken from arrival on the *Site / Affected Property* by the *Contractor*, his sub-*Contractor* or specialist-*Contractor* and requesting access to the *Site / Affected Property* from the *Employer* or his Tenant until the time access is given.
- **“affected property”** shall mean the Northern KZN Areas, premises / sites.
- **“chargeable items”** mean the cost of replacement components or repairs required to maintain a reliable and safe Installation (excluding consumable items) and which are not covered under this Contract.

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- **“documentation”** means and includes any drawings, diagrams, calculations, designs and documents which are to be supplied to the *Employer* by the *Contractor* in terms of this Contract, together with any modifications to such documents as may from time to time be approved in writing by the *Employer*.
- **“licences”** means the licences used / issued or deemed to be issued to the Service Provider from time to time in terms of applicable Act(s).
- **“property”** means any movable, immovable, or intellectual property or any right to such property.
- **“scope of work”** will bear the same meaning as Service Information.
- **“normal working-hours”** means office hours, from 07h30 to 16h00 Monday to Friday excluding Public Holidays in South Africa.
- **“person”** includes, a natural person, a partnership, a business trust, a foundation, any company, or close corporation incorporated or registered in terms of any law, and other body of persons corporate or unincorporated.
- **“sensitive security area”** refers to computer centres, personnel records, cashiers, archives, top management office areas and all other areas indicated to the *Contractor*.
- **“service manager”** – means the building- / centre- / lodge- / hostel manager or representative of the *Employer* responsible for the management of a specific Site / Affected Property.
- **“specifications”** the document to which is referred in this Scope of Work, in which the method and standards applicable to the rendering of the Service, as well as the materials to be provided and used, are described.
- **“site”** means any site, place regardless of whether it is or form part of any temporary or permanent structure, building which is the property of, or is occupied or used by, or is under the control and / or management of the *Employer*.
- **“supervision”** means a competent person appointed by the *Contractor* to be on-site and responsible for the management of the *Contractor’s* staff and Service provided in terms of this Scope of Work.
- **“technical information”** means and includes all information provided in the Specification, together with all drawings, diagrams, calculations, designs, Specification and other pertinent documents as may from time to time be furnished in writing by the *Employer* to the *Contractor* in connection with the *Contractor’s* Services.
- **“tenant”** means any Person (including BU’s of Transnet other than Transnet Property) with his staff, client’s and service providers with whom the *Employer* has entered into a lease agreement for the whole or a portion of the Site / Affected Property.
- **“Transnet Property”** means – a specialist unit of Transnet (SOC) Ltd, a public company duly incorporated in accordance with the laws of South Africa with registration number 1990/000900/30, duly represented herein by the Group Executive Officer and or his duly appointed delegate, who warrants that he is duly authorised hereto;

1. Employer’s objectives

- 1.1. The *Employer’s* objective is to enter a term service contract with the *Contractor* to provide cleaning services at Transnet Property assets in Northern KZN Areas (refer to Annexure A for specific areas) for the period of 36 months to ensure compliance with legislative requirements relating to the Occupational Health and Safety Act, 1993, (Act No 85 of 1993).

2. Executive overview

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- 2.1. The *Employer* is desirous that its Employees, Tenants, and Others should receive the Services so as to ensure that the *Site / Affected Property* will comply with all related standards through the conclusion of this Term Service Contract with the *Contractor*.
- 2.2. The service will be provided as per the pricing data for the duration of the Contract. The extent of the cleaning and waste removal service to be provided includes but not limited to:
- 2.2.1 Cleaning offices, rooms, stairs, parking and other areas,
 - 2.2.2 Washing dishes and cups at the kitchens,
 - 2.2.3 Setting up refreshments for meetings in the boardrooms,
 - 2.2.4 Deep cleaning services,
 - 2.2.5 Emptying and disinfection of dust bins
 - 2.2.6 Cleaning external perimeters within 20 meters away from the facility including parking areas and removal of weeds from paving and other cleaning-related and complementary services.; and
 - 2.2.7 Any other services arising out of or incidental to the above or required of the *Contractor* for the proper completion of the service in accordance with the true meaning and intent of the contract.

3. Description of the services

- 3.1. This service covers the cleaning of offices, workshops and depots, foyers, ablutions, passages, stairs, glass/windows, parking (basement and carports), parking, main entrance, lifts, sidewalks, paved areas etc. (see frequency of Service) or any other work arising out of or incidental of the above or required of the *Contractor* for the proper completion of the Service in accordance to the true meaning and intent of this Contract on a daily basis. The final acceptance of the Service lies with Transnet Property.
- 3.2. The employer reserves the right to reduce the number of cleaning personnel as and when deemed necessary. This could be because of reduced occupancy rate and or complete shutdown of the affected property. These reductions will also align to the reduction in payments due to the contractor.
- 3.3. The *Contractor* shall be obliged to supply all cleaning and cleaning equipment required, at his own cost for the proper provision of the Service at the Premises.
- 3.4. The *Contractor* shall be responsible for the provision of all consumables, cleaning agents that might be needed to render an efficient Service at his own cost.

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- 3.4.1. The *Employer* reserves the right to approve or disapprove these consumables and or other cleansing agents.
- 3.4.2. Only SANS or NCA approved chemicals must be used.
- 3.4.3. The *Contractor* must submit the specification and Material Safety Data sheets of all consumables and cleansing agents two weeks after the contract date and thereafter annually.
- 3.4.4. The Manufacturer's instructions regarding the use of all chemical's agents complied with without failure.
- 3.4.5. The *Contractor* shall be responsible but not limited for provision and replacing of the following consumables and cleaning agents in good time:
- 3.4.5.1 2 ply virgin 500 sheet toilet-paper,
 - 3.4.5.2 Thick concentrated antibacterial dishwashing liquid
 - 3.4.5.3 Antibacterial, disinfectant surface cleaning detergents
 - 3.4.5.4 Wooden furniture polish
 - 3.4.5.5 Floor polish
 - 3.4.5.6 Stainless Steel polish
 - 3.4.5.7 Bin linings
 - 3.4.5.8 Large black waste plastic bags
- 3.4.6. Liquid Ammonia detergent cleaning agents must conform to SANS specification 1225.
- 3.4.7. Liquid soap supplied by the *Contractor* must conform to SANS specification 283.
- 3.4.8. Transnet Property reserves the right to take samples from any consumables and or cleaning agents supplied by the *Contractor* for analysis (at the cost of the *Contractor*) if deemed necessary. Should the analysis of the consumables and cleaning agents utilised be found to be of inferior quality and strength the *Employer* reserves the right to invoke penalties.
- 3.4.9. The *Contractor* will ensure that all consumables and or cleaning agents provided by him are suitable for the furniture and or equipment installed in the Premises.
- 3.4.10. The *Contractor* shall ensure availability and visibility of cleaners.
- 3.4.11. No scouring powder or rough detergent may be used on glazed or enamel surfaces.

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- 3.4.12. All cleaning cloths are to be colour coded for a specific area of use, red cloths: toilets, blue cloths: kitchen areas, green cloths: wash hand basins.
- 3.5. Should a kitchen sink, toilet pan, urinal, washbasin get blocked, the *Contractor* must attend to unblock it by means of a rubber pump or any other domestic equipment. If these attempts are unsuccessful, the *Contractor's* personnel will provide a sign "OUT OF ORDER" and immediately report this condition to Service Manager who will take responsibility for the removal of the obstruction.
- 3.6. Should water in a building leak due to rain or defective water pipes etc., the *Contractor* must dry it. However, it shall not be expected of the *Contractor* to send personnel to the Premises outside normal working hours for such a task, but the personnel of the *Contractor* which are on the Premises at that stage will dry up the water and clean the damages.
- 3.7. When personnel of the *Contractor* are not on the Premises at the stage Transnet Property may use the *Contractor's* equipment. Transnet Property shall be responsible for loss or damage to any of the *Contractor's* property provided that such loss or damage was caused by the intentional or negligent conduct of Transnet Property or its employees.
- 3.8. Services in toilets and cloakrooms must be done by personnel of the same sex if possible. If not possible, proper signs must be provided mutually with regard to such services.
- 3.9. All surfaces and items covered by this Contract must appear clean and neat each day in accordance with the discretion of Transnet Property.
- 3.10. Should additional service be required excluding those services referred to in this scope of work, the Parties shall negotiate and agree mutually with regard to such services.
- 3.11. The *Contractor* shall not use or keep any poisonous or highly flammable materials on the Premises without the approval of the Service Manager for rendering of Service or for whatever purpose.
- 3.12. Should the Premises where the Service is provided during the period of validity of this scope of work, increase or decrease, the tender amount shall increase or decrease pro rata with the applicable amount that is calculated according to the area against the already tendered applicable price list/labour rates of this Contract.
- 3.13. The *Employer* reserves the right to inspect storerooms and make certain recommendations according to its discretion regarding the correct handling/storage of cleansing agents in view of any statutory requirements. The recommendations shall immediately be implemented by the *Contractor*.
- 3.14. The privacy, dignity, property and belongings of the employees and stakeholders must at all-time be respected by the *Contractor's* personnel.
- 3.15. The *Contractor* and his personnel are prohibited from reading any documents of a third party or study any records.

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- 3.16. Files and other documents on desks, shelves, etc. must be placed in the same position as in which the cleaner found them after the cleaner has completed the cleaning activities in an office.
- 3.17. Personnel who render services at sensitive security areas as pointed out to the *Contractor* must be on the permanent staff establishment of the *Contractor*. Such personnel must at the cost of the *Contractor* be cleared up to the level of "CONFIDENTIAL".
- 3.18. The occupier of an area/ office shall have the right to request a "cleaner" who is busy in his area/office to leave the area/office temporarily if relevant occupier receives a telephone call or visit at that time.
- 3.19. The services may be interrupted temporarily in hall or office when visitors are received or when a meeting must take place.
- 3.20. The *Employer* shall:
- 3.20.1. Report to the *Contractor* any irregular performance of or defect in, or damage to any items covered under this Contract.
 - 3.20.2. Use the items covered under this Contract in a normal and proper manner, including preventing a material change in the use or usage or the overloading thereof.
 - 3.20.3. Protect the items covered under this Contract against vandalism, abuse or misuse and accidental damage.
 - 3.20.4. Ensure that the *Site / Affected Property* with regards to the equipment spaces comply with the applicable regulations and local bylaws.
 - 3.20.5. At the request of the *Contractor*, shall arrange for necessary shutdowns of services and equipment to facilitate the execution of the Service wherever possible during normal working hours.
 - 3.20.6. Any disruptions which are deemed to be beyond the *Contractor's* control and which result in the *Contractor's* workmen having to leave an area in or on the *Site / Affected Property* shall be logged in the applicable report book.
 - 3.20.7. Notwithstanding anything expressed or implied to the contrary in this Scope of Work, the *Contractor*, shall plan and execute the Service in this Contract in such a way with sufficient spares and materials available and with sufficient staff employed on *Site / Affected Property* that, subject to proper provision of the service by the *Employer* and or his Tenants, the downtime of the various pieces of equipment of the contractor will be limited to a reasonable time period comparable with the item of equipment being maintained.
 - 3.20.8. The working of overtime is not intended under this Contract, and no overtime will be paid in respect of normal Service. Overtime will only be entertained in cases of emergencies where breakdowns occur to essential services or where it is agreed in the Accepted Plan / Cleaning Plan.

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Should an emergency arise, or where it is deemed necessary in the interests of the *Employer*, specific authority for such overtime must be obtained.

4. Management structures

4.1. The *Contractor's* plan for the Service

4.1.1. Within one (1) week of notification of acceptance of the tender, the *Contractor* shall submit to the *Employer* for his approval and acceptance a *Contractors* Plan. No deviation from programmed dates will be allowed once agreed between the *Employer* and the *Contractor*. The first payment certificate will not be passed for payment until this program has been lodged and approved by the *Employer*.

4.1.2. Acceptance of the *Contractors* Plan by the *Employer* shall not limit in any way the *Contractor's* responsibility to undertake whatever Service that is required during the Contract period to ensure a clean and neat working environment to Transnet. The Plan shall be structured and implemented so as to ensure a best cleaning practice in and around the Properties.

4.1.3. Performances Measures

4.1.3.1. Should *Contractor* fail to meet the service objectives set out in this scope of work and further fail to remedy the Non-Performance in accordance with the remedy period indicated in a Notice of Non-Performance, it shall be liable to the *Employer* for a deduction only in respect of the critical Items detailed in the Performance Index in Table 1 hereto and determined in accordance with the table below. Such deduction shall be assessed on a daily basis and set off against any payments due by the *Contractor*.

4.1.3.2. The deduction shall be calculated by multiplying the Amount at Risk (5% of the monthly invoice) by the cumulative weighting factors incurred over the measurement period.

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Key Performance Area	Key Performance Indicator	Key Performance Target	Penalties
Cleaning schedule compliance	100% Compliance to scheduled dates	100%	<ul style="list-style-type: none"> 5 % of the monthly invoice, amount payable the following month 5 consecutive non-conformances will result in termination of contract
Services and Consumables	<p>To provide the services and consumables timeously as set out in the Scope of Work.</p> <p>To ensure proper control measures are in place with regards to the usage of consumables and cleaning agents.</p>	<p>0 complaints received from tenants.</p> <p>100% availability during any random inspection.</p>	<ul style="list-style-type: none"> 5 % of the monthly invoice, amount payable the following month 5 consecutive non-conformances will result in termination of contract
Statutory Inspection Compliance	Maintaining statutory (OHS Act and other Regulations) compliance of the premises and meeting the requirements	100%	<ul style="list-style-type: none"> No non-compliances will be tolerated. Immediate termination of contract for any non-compliance
Quality of consumables and cleaning agents	To provide consumables and cleaning agents which are environmentally conducive and of an acceptable quality and strength, as indicated in item no 3.4.8, above	100%	<ul style="list-style-type: none"> No non-compliances will be tolerated. Immediate termination of contract for any non-compliance.
Safety	Life Threatening Incidents	<0: Hours without LTI	<ul style="list-style-type: none"> No non-compliances will be tolerated. May lead to immediate termination of contract for any non-compliance.
Time to Quote	Average number of business days to get a quote to be approved by <i>Employer</i> .	2 days (Dependant on nature and extent of works).	<ul style="list-style-type: none"> 5 % of the monthly invoice, amount payable the following month 2 days (Dependant on nature and extent of works).

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Staff compliment	Staff compliment as per the pricing data/SOW requirements.	Full compliance on any inspection day (non-compliance will result in termination of contract)	<ul style="list-style-type: none"> • Deduction of the rate for the skill not found plus 20 % of the monthly invoice, amount payable the following month • 3 consecutive non-conformances may result in termination of contract
Environmental Contraventions	Environmental standards are regularly monitored, reviewed and maintained in accordance with all legal and regulatory requirements.	0 contraventions	<ul style="list-style-type: none"> • No non-compliances will be tolerated. • Immediate termination of contract for any non-compliance
Equipment Requirements	Provide well maintained equipment without failure.	100% availability during equipment verification audit / any random inspection	<ul style="list-style-type: none"> • 5 % of the monthly invoice, amount payable the following month • 3 consecutive non-conformances will result in termination of contract
Monthly Reports	Timeous submission of monthly report as per the scope of work	Full commpliance to the submission deadlines ad agreed with the employer Non conformance warnings	<ul style="list-style-type: none"> • 5 % of the monthly invoice, amount payable the following month • 3 consecutive non-conformances will result in termination of contract

Table 1: Performance Index

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4.2. Management meetings

4.2.1. The *Contractor* or its duly authorised representative on the Site/Affected Property shall be required to attend monthly (as needed) Co-ordination/Risk Reduction meetings with the *Employer* or his delegate at the *Site/Affected Property* to discuss the provision of Services, and the *Contractor* warrants that any representative who attends such Co-ordination/Risk Reduction meetings on its behalf shall be duly authorised to do and to bind the *Contractor* vis-a-vis all decisions taken and agreements reached. Minutes and records of such Co-ordination/Risk Reduction meetings shall be the responsibility of the *Employer*. Minutes will be made available to the *Contractor* within seven (7) working days.

4.2.2. The *Contractor* must present a monthly written report on the Services rendered by it, in respect of the Site/Affected Property. Unless the *Employer* prescribes otherwise, this report shall include the following:

- Name, address and telephone number of the *Contractor*.
- Date of report and reporting period.
- Detail on the cleaning activities undertaken during the month outline any challenges that required the employer's attention.
- Incidents/events.
- Problems, including administrative problems with the *Employer* experienced during reporting period.
- Any factors that affect, or may affect, the safety of the Site / Affected Property or people and equipment.

4.2.3. The *Employer* may request supplementary and interim written reports from the *Contractor*.

4.3. *Contractor's* Management, Supervision and Key People

4.3.1. The *Contractor* shall appoint on the Site / Affected Property a "competent" person in charge. Any instruction to him / her by the *Employer* shall be deemed to have been issued to the *Contractor*. Whenever the representative (supervisor) is absent from the Site / Affected Property a suitable person shall be appointed to act as his / her deputy.

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- 4.3.2. The *Contractor* shall always ensure that there is sufficient suitably qualified and experienced personal to provide the Service. The Service covered in this Contract must be executed under direct of a qualified supervision.
- 4.3.3. All employees provided by the *Contractor* in terms of this Contract shall at all times be neat and properly clothed to the satisfaction of the *Employer*, the *Employer* reserves the right to request such employees to wear a uniform or overall of a type, cut and design approved by the *Employer* and purchased by the *Contractor*. Employees must be identifiable as employees of the *Contractor* by means of their uniforms:
- 4.3.4. The *Contractor*, or any agent or employee of his/her, must wear protective clothing where necessary. The *Contractor* must supply the relevant protective clothing at his own cost as included in the pricing schedule of the Service.
- 4.3.5. Personal hygiene must be maintained by the *Contractor's* employees and agents at all times.
- 4.3.6. The *Contractor* and its employees will maintain peace and low noise levels within reasonable bounds on the *Site / Affected Property*.
- 4.3.7. The salaries or wages paid by the *Contractor* to his employees must at all times comply with the applicable BCCCI statutory requirements in respect of minimum wages.
- 4.3.8. All training and evaluation costs as provided for in terms of this Contract shall be borne by the *Contractor*.
- 4.3.9. It is the intention of both Parties that employees provided in terms hereof shall, as far as practically possible, not fail to carry out their duties as a result of any form of intimidation. Should intimidation of employees be suspected, the *Contractor* shall take prompt action in conjunction with the South African Police Service to remedy the situation.
- 4.3.9.1. Such action shall, if deemed necessary by the *Employer*, include immediate replacement of the employees involved.
- 4.3.9.2. The *Contractor* shall forthwith notify the *Service Manager* of any form of intimidation its employees may be subjected to.
- 4.3.10. Should the *Employer* at any time during the term of this Contract make any facility available to the *Contractor*, the *Contractor* shall, at its own cost maintain and keep such facility during the

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term of this Contract in a clean, tidy and sanitary condition and shall at the termination of this Contract for whatsoever reason, reinstate any such facility to the same condition in which it was when handed to the *Contractor*, fair wear and tear excepted. The *Contractor* will be liable for all utilities i.e electricity, water costs etc.

- 4.3.11. The *Contractor* shall make his own arrangements in respect of the installation and provision of telephones at the *Site / Affected Property* at his own cost, should the *Contractor* deem it necessary.
- 4.3.12. The employees of the *Contractor* may only use toilet facilities that have been pointed out to them.
- 4.3.13. The employees of the *Contractor* may use rest-room facilities that have been pointed out to the *Contractor* (if available). However, it is not the duty of the *Employer* to make such rest-room facilities available.
- 4.3.14. The *Contractor* shall further ensure that all workmen are fully aware of the conditions and requirements of this Contract and shall furnish all workmen with copies of all relevant Standard Specifications and Regulations.
- 4.3.15. If the *Employer* requires any information regarding any of the employees of the *Contractor* who are involved in the rendering of the Service in terms of this Contract, the *Contractor* will furnish such available information immediately.

4.4. Deliverables

4.4.1. The service *Contractors* shall submit the following reports, attached to all invoices:

- 4.4.1.1. Report on services delivered/performed;
- 4.4.1.2. Consumables used;
- 4.4.1.3. Completed checklist where applicable;
- 4.4.1.4. Ad hoc services requested where applicable;
- 4.4.1.5. Signed time cards of all employees of the contractor for the month;
- 4.4.1.6. Any and all staff and labour issues that can affect service delivery to *Employer*;
- 4.4.1.7. Incident report summary as compiled. All incidents shall be reported as soon as they occur and a flash/notice report generated within the same shift. A detailed investigative report with corrective and preventative detail shall be submitted within 48 hours from the occurrence of the incident.

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4.4.1.8. The weekly and monthly reports shall have a summary of key issues affecting the affected building or any major breakdowns etc. The *Employer* reserves the right to alter the format and information required on this report.

4.5. Documentation Control

- 4.5.1. The *Employer* will provide the *Contractor* at the appropriate times with the Technical Information necessary to enable the *Contractor* to complete the Services in accordance with the Accepted Plan and schedules. All Technical Information shall be and remains the property of the *Employer* and on demand and on termination of the Contract shall be returned to the *Employer*.
- 4.5.2. During the progress of the Services/Task and prior to their completion, the *Contractor* will submit to the *Employer* any Documentation as requiring submission to the *Employer* prior to completion of the Contract/Task.
- 4.5.3. If it is agreed between the *Employer* and the *Contractor* that modifications to any such Documentation are necessary, then such modifications shall be incorporated in the relevant Documentation by the *Contractor* and the Documentation, thus modified will be re-submitted to the *Employer* prior to the completion of the Contract/Task.
- 4.5.4. Where applicable, the Documentation to be supplied to the *Employer* in terms of this Contract will include updated copies of the Documentation, duly modified where necessary to cover the *Contractor's* Services.
- 4.5.5. The *Employer* may from time to time during the progress of the Contract instruct the *Contractor* to submit for approval, perusal or prior to the completion of the Contract/Task such additional Documentation as the *Employer* may require.
- 4.5.6. The times for submission of the Documentation shall be as stipulated in the Scope of Works or where not so stipulated, then on dates to be mutually agreed between the *Employer* and the *Contractor*, but generally as soon as possible after such Documentation is completed by the *Contractor*.

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- 4.5.7. The *Contractor* will maintain an up-to-date schedule of all Documentation showing the date of all such Documentation, which schedule shall be supplied to the *Employer* by the *Contractor* at agreed intervals.
- 4.5.8. The *Employer* will have the right at all reasonable times to inspect the Documentation of the *Contractor* or any *Sub-Contractor*.
- 4.5.9. All Documentation shall become and remain the property of the *Employer*. Title to all information, know how, inventions and improvements disclosed to the *Employer* by the *Contractor* under the Contract will become the property of the *Employer*.
- 4.5.10. Approval given by the *Employer* shall not relieve the *Contractor* from responsibility for due performance of this Contract and adherence to Technical Information provided by the *Employer*. The *Contractor* shall protect and save harmless the *Employer* and *Employer's* employees against all losses, expenses, demands, errors or omissions detailing of the *Contractor*, its *sub-Contractors*, agents or employees in the provision of any Documentation under the terms of the Contract. To this end, it shall be the *Contractor's* responsibility to arrange professional indemnity cover through an insurance company acceptable to the *Employer*, the limits of such cover to be determined by the *Employer* in relation to the Service.
- 4.5.11. The *Contractor* shall on a monthly basis provide the *Employer* with all records related to this Contract/Service.

4.6. Invoicing and Payment

- 4.6.1. When making a claim for payment, the *Contractor* shall submit to the Service Manager or appointed *Employer* representative a complete and correct pro-forma invoice with all relevant service reports / sheets, log sheets, invoices, time sheets for any authorised additional work, schedules and reports properly complete setting out details of Services / Tasks carried out and recommendations for any additional work required for scrutiny and verification of the correctness. Thereafter, inspections will be carried out by the Service Manager or appointed *Employer* representative, to affect quality assurance. If the Service has been completed to his satisfaction, only upon agreement being reached on the amount to be included in the payment certificate shall the *Contractor* provide the *Employer* with a VAT invoice.
- 4.6.2. The following information shall be reflected on the pro-forma invoices and or VAT invoices:

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- 4.6.2.1. Full description of Service / Task performed. (In respect of emergency call-outs, the time and date and name of the person who called the *Contractor* must be indicated).
- 4.6.2.2. Fixed monthly contracted services performed.
- 4.6.2.3. Detailed list of materials used to show unit prices, *Contractor's* mark-up, and sub-total. Descriptions such as "1 x floor cleaning soap, 1 x air freshener," are not acceptable.
- 4.6.2.4. Copies of all applicable invoices with the applicable inventory number (invoices without order numbers will not be processed for payment).
- 4.6.2.5. V.A.T.
- 4.6.2.6. Grand Total.
- 4.6.3. Supporting documentation must be furnished in respect of all materials / Consumables / detergents and sub-contract service bought out in the form of copies of *Contractor/s* invoices or copies of priced delivery notes. Notwithstanding the foregoing, the Service Manager or appointed *Employer* representative shall have the right to call for invoices rendered by *Contractors* to the *Contractor* in respect of materials purchased and shall be entitled to withhold the issuing of the payment certificate to the *Contractor* until such information / documentation have been furnished to the *Employer*, provided that, in respect of additional documentation required by the *Employer*, the *Employer's* instruction shall have been given to the *Contractor* in sufficient time before any such payments certificate became due.
- 4.6.4. No payment for the labour portion of this contract will be considered without supporting documentation verifying the activity schedule execution against the approved cleaning schedule plan for the applicable period.
- 4.6.5. Payment will be made thirty (30) days from the date of receipt of the *Contractor's* signed invoice and credit notes.
- 4.6.6. In the event that any emergency service / work / task order or overtime is provided at the *Employers* request and subsequent inspection does not reveal any defect for which the *Contractor* is responsible the *Contractor* reserves the right to charge the *Employer*, in accordance with the agreed day work rates plus all travelling.

4.7. Training Workshops and Technology Transfer

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4.7.1. All training and evaluation costs as provided for in terms of this Contract shall be borne by the *Contractor*.

4.8. Things Provided at the End of the Service Period for the *Employer's* Use

4.8.1. Equipment

a) The inventory materials and spares that were purchased by the *Employer* during the tenure of the contract should be returned provided the *Contractor* still holds some in stock.

4.8.2. Information

a) The *Employer* will provide the *Contractor* at the appropriate times with the Technical Information necessary to enable the *Contractor* to complete the Services in accordance with the Accepted Plan and schedules. All Technical Information shall be and remains the property of the *Employer* and on demand and on termination of the Contract shall be returned to the *Employer*.

4.9. Management of Work Done by Task Order

4.9.1. The *Contractor* shall in the event of the *Employer* requesting Services other than those described in this Scope of Work, submit a detailed estimate for such work to the Service Manager and obtain approval from the *Employer* before attending to the work.

4.9.2. No work other than that described in the Scope of Work will be done by the *Contractor* without a Task Order (official order number) issued to the *Contractor* by the Service Manager. This Task Order (order number) will refer to a complaint number and details regarding the work that must be attended to by the *Contractor* in writing.

4.9.3. Should the *Contractor* in the course of performance of the Service become aware of the necessity for any emergency work, such emergency will forthwith be reported to the Service Manager for further instructions, provided that nothing herein contained will preclude the *Contractor* or relieve the *Contractor* from the obligation of taking all such immediate and reasonable steps as may in the circumstances be necessary for the proper maintenance and

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upkeep of the Installations and the safety of the user(s). The *Contractor* shall at all times, follow and implement the specified and mandatory safety procedures.

- 4.9.4. The *Contractor* will not be entitled to preferential consideration in respect of new work in the site/ Affected Property. The *Employer* reserves the right to employ other *Contractors* on an open tender basis where works are done on a project basis and not be a Term Service Contract.
- 4.9.5. The *Employer* reserves the right to execute any work covered under this Contract with his own employees.
- 4.9.6. Should it be required from the *Contractor* to affect additional work not priced in this Contract such additional work will be identified and cost in terms of the Price List / Labour Rates as per this Contract.
- 4.9.7. Any additional work required beyond the scope of this Contract is to be noted as a quotation. Quotations for the additional work are to be received by the *Employer* within 7 days.
- 4.9.8. Where the Price (material or labour, or material and labour) is not stipulated in the Price List/Rates or is not of a similar nature the cost will be based on a fixed labour price as per Price List / Rates (during normal working hours) plus material content (excluding that in the Equipment clause) based on proven cost (*Contractor/s* quotations with deductions for all discounts, rebates and taxes which can be recovered) plus a agreed percentage Fee. Refer to Price List / Rates.
- 4.9.9. The *Contractor* must provide his job cards specifying detail of works, this Task Order (official order number(s)) and breakdown of cost into labour and material (for non-Activity Schedule work) and signed off by the Service Manager. In addition to the original completed job card submitted with his account / invoice, the *Contractor* must submit a copy of the job card to the Service Manager for audit purposes and retain a third copy for his official records.

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5. Health and Safety, Environment and Quality Assurance

5.1. Health and safety, Risk, Environmental Constraints and Management

- 5.1.1. The *Contractor* must, for the duration of this Contract, comply with the terms of any Act of Parliament and with the regulations and rules of any local or other authority with regard to the Service, and he must at all times notify such an authority when notice is required and pay all fees to the authority that are payable with regard to the Service. The *Contractor* undertakes to indemnify the *Employer* against all losses, costs, damage or expenses caused by the *Contractor's* failure to comply with the requirements of any such local legislation or Act of Parliament, regulations and rules. Should such fees not be paid by the *Contractor*, the *Employer* may, although it is not obliged to do so, directly make the payment. Such payment and any expenses incurred by directly making the payment and arrangements with regard thereto shall be deducted from the payment due to the *Contractor*, or it shall be recovered from him.
- 5.1.2. The *Contractor* shall comply with the Occupational Injuries and Diseases Act. (Act 130 of 1993) and any amendments thereof: The *Contractor* shall produce proof of his registration and good standing with the Compensation Commissioner in terms of the Act.
- 5.1.3. The *Contractor* shall comply with the Occupational Health and Safety Act (Act No. 85 of 1993). The *Contractor* is, in terms of section 37(2) of the Act deemed to be an *Employer* in his own right with duties as prescribed in the Act and agrees to ensure that all work will be performed or machinery or plant will be used in accordance with the provisions of the Act, that all persons in his employ, other persons at the place of any work performed by him and under his control and other persons who may be directly affected by his activities are not exposed to hazards to their health and safety, with particular reference to both the performance of the Service and the safety of the Installation maintained in terms of this Contract. This Contract and all documents attached or referred to, form an integral part of this Contract and procedures mentioned in the aforementioned section of the Act.
- 5.1.4. The *Contractor* shall at his own costs at all time comply with the provisions of all such Laws, Provincial Ordinances, Local Authority Bylaws and all relevant Regulations framed there under which are applicable to the Service to be undertaken.

5.2. Quality assurance requirements

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- 5.2.1. 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. Emphasis must be on improving system reliability and on ensuring that rostered maintenance work is indeed performed as and when required.

6. Procurement

6.1. Equipment

- 6.1.1. The supply of Equipment not covered in this Contract will be charged at nett cost plus a Fee as recorded in this Contract.
- 6.1.2. The *Contractor* shall ensure that any and all material procured by the *Contractor* for this Contract, are obtained at least at rates that are available to the *Employer* for similar material. Should the *Contractor* obtain material at a premium and should the *Employer* be able to prove that the *Contractor* did not endeavour to minimise the higher rate/s, the *Employer* may select not to reimburse the *Contractor* for the portion of the price for which the *Contractor* paid a premium. A minimum of Two (2) competitive quotes shall be sourced by the *Contractor* for such material to be supplied.
- 6.1.3. The *Employer* may supply Equipment for the Service on a free issue basis which means that the Fee will not be applicable on these items. Should the *Employer* provide or make available any Equipment, the *Contractor* shall be responsible for proper and economical transport, storage and use thereof. The cost of any loss or damage to the *Employer's* Equipment other than through normal wear and tear, and any uneconomical use or loss of Equipment provided by the *Employer*, will be recovered from the *Contractor*.
- 6.1.4. Only Equipment of the best quality and approved by SANS and / or satisfying the manufacturer's requirements are to be used in the execution of the Service and the Service is to be performed in a proper workmanlike manner to the full satisfaction of the *Employer* or any statutory institution.
- 6.1.5. Consumables, Equipment used must meet the original manufacture's requirements. Only parts that are correctly designed, manufactured and suitable in all respects shall be used. Any alternative replacement needs to be approved by the *Employer* and conform to SANS specifications and must where possible carry an appropriate mark of approval.

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- 6.1.6. The *Contractor* shall provide and keep or have a list of all consumables. The *Employer* reserves the right to inspect the inventory list at any time during the term of this Contract.
- 6.1.7. Replaced or redundant parts remain the property of the *Employer* and shall be delivered to the *Employer* to be scrapped where after the *Contractor* will remove it unless otherwise decided by the *Employer*.
- 6.1.8. The *Contractor* shall inform the *Employer* at least one (1) week prior to commencing planned repairs, which may necessitate the Equipment being removed from service for periods exceeding two (2) hours.
- 6.1.9. Risk of loss of, or damage to any goods supplied shall remain with the *Contractor* until such goods supplied have been delivered by the *Contractor*, approved and taken over by the Service Manager.
- 6.1.10. No Plant, Material and Equipment shall be shipped or delivered to Site/Affected Property until permission has been obtained by the *Contractor* from the *Employer* that these may be delivered.
- 6.1.11. Except where specifically stated otherwise, the transport to, off-loading, positioning, stacking and storing on the Site/Affected Property of all material, consumables etc. used in connection with the Works by the *Contractor* shall be the responsibility of the *Contractor*, including all necessary supervision, labour and equipment for this purpose.
- 6.1.12. All Equipment stored on Site/Affected Property must be suitably protected and secured against deterioration through any cause whatsoever, including damage or loss by theft or otherwise. The *Contractor* shall remain fully responsible for all material and plant etc. until the completed Works are handed over to, or have been officially accepted by the *Employer*.
- 6.1.13. The *Contractor* shall be responsible for the provisioning of all material, products, consumables (cleaning materials etc.) that might be needed in order to render an efficient Service at his own cost and included in the Price List / Labour Rates.
- 6.1.14. The *Employer* reserves the right to take samples of any consumables and or material supplied by the *Contractor* for analysis if deemed necessary
- 6.2. Correction of defects

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- 6.2.1. If the *Employer* decide that any work done by the *Contractor* or any subcontractor is defective or not in accordance with the Contract or does not fulfil the requirements of the Contract and as soon as reasonably practicable give to the *Contractor* notice in writing of such decision giving particulars of the alleged defect, the *Contractor* shall with all speed make good the defects so specified.
- 6.2.2. Should the *Contractor* fail to fulfil any of its obligations in terms of this Contract or should such Service not be completed with due diligence and in a proper and workmanlike manner to the satisfaction of the *Employer* and should the *Contractor* fail to remedy such breach within the timeframe from the date of written notice from the *Employer* calling upon to do so, the *Employer* shall have the right without prejudice in terms of this Contract or at law, without further notice to the *Contractor*:
- 6.2.2.1. Appoint another person other than the *Contractor* to complete the Service in question and to recover from the *Contractor* all cost to complete the work in question plus an administration costs of twenty-five (25) percent (%) of the price the other *Contractor* charge the *Employer* to complete the Service, or
- 6.2.2.2. Cancel this Contract and recover from the *Contractor* any damages that it may suffer as a result of such cancellation and / or breach.

7. Working on Affected Property

7.1. *Employer's* site entry and security control, permits, and site regulations

- 7.1.1. The *Contractor* shall at all times ensure that its employees, agents, representatives, specialist-, subContractors and Contractors:
- 7.1.1.1. Comply with all security measures and directives imposed by the *Employer*, or his delegate, tasked with managing the Services in or on the Site / Affected Property.
- 7.1.1.2. Keep the access gates / doors locked at all times. If any security problems are noticed, the *Contractor* shall immediately notify the Service Manager.

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7.1.1.3. Shall in terms of this Scope of Work when on duty (unless the *Employer* should decide otherwise), wear an identity disc, tag or other device as agreed upon between the Parties. For the purposes of this Scope of Work, an identity disc, tag or other device prescribed by the *Employer* shall at least contain the following information in respect of the *Contractor's* personnel:

- a colour photograph of the relevant member
- full names and surname
- identity number

7.1.1.4. The identity disc shall at all times be visibly displayed on the employee's person while he/she is on the Site / Affected Property. The necessary control must be exercised over such identity discs to prevent them from falling into unauthorised hands. The *Contractor* will be liable for the replacement cost of lost identity disc.

7.1.1.5. All employees of the *Contractor* will be subject to the requirements set out in section 2(2) of the Control of Access to Public Premises and Vehicles Act, 53 of 1985.

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

7.1.1.7. Employees of the *Contractor* may not walk about without any purpose on the Site / Affected Property and may not use chairs and seats in public areas for purposes of relaxation.

7.1.1.8. Employees of the *Contractor* have, subject to the terms of this Scope of Work, admission to all areas to perform their duties subject to approval by the *Employer* / Tenant. If a service does not have to be performed at a specific stage in a specific area, no admission is permitted. The *Contractor* must make provision in his costing for access delays in security areas.

7.1.1.9. Any disruptions which are deemed to be beyond the *Contractor's* control and which result in the *Contractor's* workmen having to leave the Site / Affected Property shall be logged in the applicable report book.

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7.1.1.10. Within seven (7) days of the Contract Date and before such employee enters the Site / Affected Property to perform the Service, the *Contractor* shall furnish the Service Manager with the full names, identity numbers, residential addresses, two recent passport photographs and such other items of information as may be required by Service Manager, in respect of all persons who will be employed by the *Contractor* to undertake work at the Site / Affected Property in terms of this Contract.

7.2. People restrictions, hours of work, conduct and records

- 7.2.1. The *Contractor* shall at all-time render service that enhance and maintain at minimum the corporate image of Transnet Property.
- 7.2.2. The *Contractor* shall at all-time render service that is in line with Transnet Property's values and ethics.
- 7.2.3. The *Contractor* must exercise the highest possible standards of conduct in performing their duties in accordance with this Agreement.
- 7.2.4. The *Contractor* shall, upon receipt of written request from Transnet Property, provide Transnet Property with copies of all the Service Provider's operating procedures and processes relating to the Services.
- 7.2.5. The *Contractor* is responsible for overall management and supervision of the contracted staff performing duties at the Premises in accordance with the provisions of this Agreement.
- 7.2.6. The *Contractor* must ensure that a competent site manager is appointed as required ensuring deliverables and quality of service delivery.
- 7.2.7. The *Contractor* shall immediately inform Transnet Property in writing if any contracted staff is found guilty of improper conduct.
- 7.2.8. It is expected from the *Contractor* to ensure that all duties and tasks to be performed on site are adhered to.
- 7.2.9. The *Contractor* must exercise reasonable skill, care and diligence in the rendering of the services and the performance of its obligations to Transnet Property.
- 7.2.10. The *Contractor* shall provide written reports on progress made in the rendering of the Services to Transnet Property at such intervals and in such format as may be determined at the sole discretion of Transnet Property.
- 7.2.11. Transnet Property shall be entitled to request additional information pertaining to any matters or issues raised in or relevant matters or issues omitted from a progress report.
- 7.2.12. In the event of an unusual occurrence, the *Contractor* shall submit an Incident Report to Transnet authorise representative within twenty-four (24) hours.
- 7.2.13. Any and all reports prepared during the term of this contract shall become the property of Transnet Property.
- 7.2.14. Where services are deteriorating a service improvement plan can be requested on how services will be improved.

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- 7.2.15. The *Contractor* shall ensure that all necessary equipment, services or material as required are kept in the condition as required by law, regulations and procedures and readily available for Transnet Property to inspect and test without prior notice.
- 7.2.16. The *Contractor* shall, in the provision of the Services, have due regard to the operational requirements of Transnet Property and the Premises and other parties occupying or operating from the Premises and shall not do, or permit to be done, anything which may negatively impact on such parties' operational requirements.
- 7.2.17. The *Contractor* shall ensure that it and its contracted staff and site manager shall at all times comply fully with any safety, fire, emergency and security procedures and policies applicable at the Premises
- 7.2.18. Should Transnet Property at any time believe that any of the Service Provider's personnel is failing to comply with any such procedures or policies, Transnet Property shall be entitled to deny such person access to the relevant Premises and require the *Contractor* to replace such person without delay.

7.3. Personnel Standards

7.3.1. *Contractor* staff must be:

- a) able to communicate the official language of Transnet which is English
- b) physically fit to perform the tasked duties as required;
- c) presentable, clean, neat and portray a professional image at all times whilst conducting their duties in a professional manner;

7.3.2. Contracted staff must at all times be alert, vigilant and professional in their approach, bearing and actions and the following deviations will be regarded as extremely serious and may be regarded as sufficient reason to ask the *Contractor* to remove a particular contracted staff(s) from the Premises permanently:

- a) Absence without proper notification;
- b) Accepting any gifts or bribes in the line of duty;
- c) Conduct unbecoming of a contracted staff or prejudicial to discipline, either on or off duty;
- d) Drinking intoxicating liquor or using intoxicating substances while on duty or reporting for duty in an intoxicated condition;
- e) Enabling any person to secure stolen property from the Premises;
- f) False reporting;
- g) Negligence in the application of Transnet instructions, after being duly informed thereof;
- h) Sleeping on duty or neglecting his/her duty;
- i) Using or carrying a weapon;
- j) Unnecessarily harsh or violent conduct or using profane language while performing his / her duties in accordance with this Agreement;

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- k) Wilful disobedience of instructions, orders of a superior or a reasonable request by Transnet Property;
- l) Failing to report any security incident or safety hazard either observed by the contracted staff or brought to his/her attention by another person;
- m) Failing to wear the prescribed clothing or identification when on duty.
- n) Failing to present an acceptable image or an upright position, or to deal with any person in a respectful manner. This implies that a contracted staff shall not sit when he/she should be standing and shall not lounge about, smoke, eat, drink, read or occupy him/herself with any distracting activity while attending to any person in the performance of his / her duties.

7.3.3. *Contractor* staff may be subject to breathalyser testing by Transnet or Representative *Contractors* prior to the granting of permission onto its Site.

7.4. Health and safety facilities on the Affected Property

7.4.1. The *Contractor* undertakes to comply with the *Employer's* safety and emergency measures and procedures the Site / Affected Property.

7.4.2. The *Contractor's* procedures for the procurement, storage, handling, transporting, application and general use of chemicals shall comply with all applicable legislation, Codes of Practice and Local, Regional or Provincial Authorities.

7.4.3. The *Contractor* shall not use or keep any poisonous or highly flammable materials on the *Site / Affected Property* without the approval of the Service Manager, for the rendering of the Service or for whatever purpose.

7.4.4. The obligation to take care of and protect the Service and everything connected therewith shall rest solely with the *Contractor* who shall take all necessary precautions to protect Others, the property of the Others, the property and personnel of the *Employer* from damage or injury, and to protect adjoining properties from trespass or damage during the Service.

7.4.5. The *Contractor* shall inform the *Employer* verbally and in writing and act immediately on any potentially hazard or undesirable situation which may cause harm to persons or which may damage or reduce the life expectancy of the Installation, even if the hazardous or undesirable situation does not form part of the *Contractor's* responsibilities.

7.4.6. The *Contractor* may not do or leave or permit anything on the Site / Affected Property that, in the opinion of Service Manager, might cause any damage to the property or that might be a

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nuisance or burden or danger or possible nuisance or burden or danger to any person on / in the Site / Affected Property.

7.4.7. The *Contractor* shall be obliged to display neat warning signs of which the size and design are of such a nature they are easily visible, at all places where the Services are undertaken by the *Contractor*, and where the rendering of the Services might cause injuries to any person, in order to focus the attention of such person on the Services that are undertaken in that area.

7.4.8. Special condition: It is hereby specially stipulated that, during the period of this Contract, the *Contractor* will be obliged to do everything that might be necessary and practically feasible in order to ensure that all signs, printing, notices or documents that are displayed on / in the Site / Affected Property, will appear in English plus at least one other official language.

7.5. Records of *Contractor's* Equipment

7.5.1. The *Contractor* shall have all their Tools and Special Equipment, necessary for the execution of the works, either on site or readily available at their premises and shall be recorded and certified.

7.5.2. The *Contractor* shall complete or generate an inventory lists of their equipment and update inventory lists systems on a continuing basis (equipment type and location).

7.6. Site services and facilities

7.6.1. Provided by the *Employer*

- Rest room facilities –
- Storage facilities – where applicable
- Site office – where applicable

7.6.2. (Shall at the termination of this Contract for whatsoever reason, reinstate any such facility to the same condition in which it was when handed to the *Contractor*)

7.6.3. Provided by the *Contractor*

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- The *Contractor* shall make his own arrangements in respect of the installation and provision of telephones at the Site/Affected Property at his own cost, should the *Contractor* deem it necessary.

7.7. Tests and inspections

7.7.1. The *Employer* or its duly appointed representative shall retain the right to witness and/or verify the performance of any Service by the *Contractor* at any time.

7.7.2. Independent inspections: the *Employer* shall have the right to authorize the inspection of cleaning detergents / materials, and or serviced areas, inspections shall be promptly communicated in writing to the *Contractor*. Should any defects or remedial work be required in terms of this Contract, the *Contractor* shall expeditiously undertake it within a mutually agreed time period the corrective work. When the *Contractor's* work has been completed satisfactorily, the *Employer* or its duly appointed inspector shall be notified in writing. A further follow-up inspection by the *Employer* or its inspector may be conducted.

7.7.2.1. Should the follow-up inspection show that the work as agreed and undertaken by the *Contractor* has not been satisfactorily carried out; the procedure shall be repeated until the established standard of cleaning has been attained. The cost for the follow-up inspection shall be borne by the *Contractor*

7.7.2.2. Notwithstanding the *Employer's* rights in terms of this Contract, the *Contractor* shall refund the *Employer* its costs associated with the reapplication where the *Contractor* has not completed work satisfactorily as agreed.

7.7.2.3. The independent inspections shall in no way limit the *Contractor's* responsibility with respect to any obligation or liabilities in terms of this Contract.

8. LIST OF AREAS (AS PER BUILDING SCHEDULE ANNEXURE A1)

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Planned Cleaning Activity Schedule

(Please note: The below Planned Cleaning activity schedule is only indicative and not exhaustive, it is therefore the duty of the *Contractor* to update the Activity Schedule, one (1) month from the date of assuming responsibility as the contracted Service Provider)

1. CLEANING EXTERIOR OF BUILDING:	Frequency
1.1 Roads and Sidewalks:	
1.1.1 Pick up and remove all litter in above areas.	Daily
1.1.2 Empty, damp wipe refuse bins and replace inner refuse bags.	Daily
1.1.3 Remove stains and disinfect refuse bins .	Weekly
1.1.4 Clean all storm water drains by removing all litter, etc.	Daily
1.2 Garden area:	
1.2.1 Pick up and remove all litter .	Daily
1.3 Balconies and stoops:	
1.3.1 Remove dust on the hard floors and or skirting with suitable broom, mop- or disposable cloth sweeper in such a way that it does not raise dust.	Daily
1.3.2 Damp mop hard floors and or skirting to remove dirt.	Daily
1.3.3 Spray, clean or burnish hard floors and or skirting using a mechanised system to remove accumulated grime.	Monthly

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1.3.4	Empty, damp wipe refuse bins and replace inner refuse bags.	Daily
1.3.5	Remove stains and disinfect refuse bins .	Weekly
1.3.6	Damp wipe electrical switches, and light fittings .	Weekly
1.3.7	Damp wipe door handle/push plates, doors and frames	Twice Daily
1.3.8	Spot clean spots and marks on walls and floor surfaces .	When Applicable
1.3.9	Damp wipe window frames and –sills on applicable floors levels.	Weekly
1.4 Walls:		
1.4.1	Damp wipe building name, emergency, information, and route signs .	Bi - Weekly
1.4.2	Dust and or damp wipe all fire equipment .	Weekly
1.5 Windows:		
1.5.1	Ground floor windows and frames (on the outside) must be cleaned.	Daily
2. CLEANING INTERIOR OF BUILDING:		
2.1 Security/Reception areas (At Main Gate):		
2.1.1	Remove dust, damp mop on resilient and or hard floors with mop- or disposable cloth sweeper.	Daily

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2.1.2	Spray, clean or burnish resilient and or hard floors using a mechanised system to remove accumulated grime.	Monthly
2.1.3	Wet wipe washable surfaces walls and or partitioning.	Bi-Weekly
2.1.4	Damp wipe all information and emergency signs.	Weekly
2.1.5	Damp wipe telephones and fax machines.	Daily
2.1.6	Dust or damp wipe skirting and or power skirting.	Daily
2.1.7	Damp wipe or dust door handle / push plates, doors and doorframes.	Daily
2.1.8	Spot clean spots on doors and or frames.	Daily
2.1.9	Dust and damp wipe sealed wood / glass / Formica reception counters.	Daily
2.1.10	Polish sealed wood / glass / Formica reception counters.	Monthly
2.1.11	Damp wipe electrical switches, plug points, ceiling mounted electrical light fittings.	Weekly
2.1.12	Dust or damp wipe notes boards.	Daily
2.1.13	Dust railings and or handrails.	Daily
2.1.14	Dust access control accessories and equipment.	Daily
2.1.15	Empty, damp wipe refuse bins and replace inner refuse bags.	Daily
2.1.16	Remove stains and disinfect refuse bins.	Weekly
2.1.17	Dust, damp wipe and polish sealed wood, glass, Formica, chrome, steel and plastic furniture (chairs, desks, tables, bookcases, shelves, cupboards, etc.).	Daily
2.1.18	Vacuum furniture covered with cloth (chairs, etc.).	Weekly
2.1.19	Damp wipe furniture covered with vinyl and or leather (chairs, desks, tables, etc.).	Daily
2.2 Passage ways and stair cases		

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2.2.1	Remove dust, Damp mop on resilient and or hard floors with mop- or disposable cloth sweeper.	Daily
2.2.2	Spray, clean or burnish resilient and or hard floors using a mechanised system to remove accumulated grime.	Monthly
2.2.3	Damp wipe electrical switches, plug points and wall mounted electrical light fittings .	Weekly
2.2.4	Empty, damp wipe refuse bins and replace inner refuse bags.	Daily
2.2.5	Remove stains and disinfect refuse bins .	Weekly
2.3 Toilets and bathrooms(Ablutions):		
2.3.1	Damp mop to remove all marks, mineral deposits and dirt and polish on resilient and or hard floors .	Twice Daily
2.3.2	Light scrub, dry and apply maintenance coat on resilient and or hard floors to remove accumulated dirt.	Monthly
2.3.3	Clean showers by removing grime from shower- walls, door and floors.	Daily
2.3.4	Spot clean spots and finger marks on walls .	Daily
2.3.5	Wet wipe and dry washable surface walls .	Daily
2.3.6	Clean and or dust windows and window frames on the inside.	Weekly
2.3.7	Dust or Damp wipe, remove marks window frames and or windowsills .	Weekly
2.3.8	Clean toilet, basins and urinals , under flushing mechanism, pipes and taps etc.	Every second hour
2.3.9	Mop floors and Remove litter from urinals .	Every second hour
2.4 Kitchens/Dining Rooms		

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2.4.1	Damp mop to remove all marks, mineral deposits and dirt on resilient and or hard floors.	Daily
2.4.2	Light scrub, dry and apply maintenance coat on resilient and or hard floors to remove accumulated grime.	Monthly
2.4.3	Wet wipe and dry washable surface walls.	Daily
2.4.4	Spot clean spots and finger marks on walls .	Daily
2.4.5	Dust and damp wipe work tops.	Daily
2.4.6	Clean or dust windows and window frames on the inside.	Weekly
2.4.7	Damp wipe window frames and windowsills .	Weekly
2.4.8	Dust and damp wipe stove, oven and or microwave.	Twice - Daily
2.4.9	All areas to be cleaned and Scrub and dry.	Monthly
2.4.10	All kitchen fixed equipment to be washed off and cleaned	Daily
2.4.11	Wet wipe and dry sink.	Twice - Daily
2.4.12	Remove mineral deposits and or stain from sink, pipes, taps, gullies, drains.	Weekly
2.4.13	Empty waste bins and damp wipe.	Daily
2.4.14	Remove stains and disinfect waste bins.	Daily
2.4.15	Dust cupboards.	Daily
2.4.16	Damp wipe cupboards.	Weekly
2.5 Hall/Entertainment:		
2.5.1	Damp mop to remove all marks, mineral deposits and dirt on resilient and or hard floors.	Weekly
2.5.2	Light scrub, dry and apply maintenance coat on resilient and or hard floors to remove accumulated grime.	Monthly

Signature of Bidder

Company Stamp

Date

2.5.3	Spot clean spots and finger marks on walls.	Daily
2.5.4	Dust and damp wipe work tops, tables and chairs	Daily
2.5.5	Clean and dust windows and window frames on the inside/out.	Weekly
3. WASTE FACILITY AREA		
3.1 Waste removal:		
3.1.1	Without prejudice to the removed contents of wastebaskets and ashtrays, as well as office waste, must be removed tidily in bags, for example, and placed in all the garbage cans that have been made available for this purpose.	Daily
3.1.2	Remove refuse to the loading point as prescribed by the Local Council on days when the relevant Local Council removes refuse or where any other refuse collector as organised by Transnet Property will collect refuse.	Weekly
3.1.3	Disinfect waste storage areas and bins weekly using high pressure cleaners and antibacterial materials.	Weekly

Signature of Bidder

Company Stamp

Date
