



DESCRIPTION OF THE WORKS: PROVISION OF HYGIENE SERVICES IN KWAZULU NATAL REGION FOR THE PERIOD OF THIRTY-SIX (36) MONTHS

SPECIFICATIONS

SCOPE OF WORK

The service required is for the Hygiene Services for various KwaZulu-Natal Transnet assets for a period of Thirty-six (36) months.

MATERIAL AND EQUIPMENT

1. The successful service provider shall supply all non-metal hygiene dispensers, consumables, deep cleaning services and bio-waste disposal services to all ablution facilities as required and as amplified in the scope of work.
2. Only SANS or NCA accredited chemicals/products must be used.
3. Servicing and maintenance of equipment it is the responsibility of the service provider and all costs.
4. The service provider shall ensure that defective equipment will either be replaced or repaired with 24 hours from the time that such defective equipment is reported by Transnet Property.
5. Service provider must submit valid letter of Good Standing (COIDA) from department of Employment and Labour.

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

Wall-mounted Dispensers, Consumables and Services

1. Manual S.H.E. Bin
2. 3 Rolls Toilet paper holders
3. Dual dispenser sani plastic and toilet seat sanitiser
4. Toilet pan auto sanitiser.
5. Hand paper towel dispenser
6. Hand paper waste bin
7. Hand washing soap dispenser
8. Anti -bacterial soap
9. P. Mats for urinals
10. Auto Air freshener dispenser
11. Disinfectant liquid for toilets deep cleaning

Consumables

12. 800ml air-freshener canister



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13. Anti-bacterial foam hand soap refill pouch
14. Virgin hand paper towel
15. Toilet seat sanitiser refill pouch

Deep Cleaning

Deep cleaning must be done every monthly on urinals, toilet bowls and hand basin.

SUPPLY AND SERVICE SHE BINS

Sanitary bins are to be placed in each toilet cubicle. It is to be noted that this is a **specialised hygienic service**, and the cost of such service is to be factored-in with the contended price. It is specifically recorded that the agreement with the external supplier in this regard shall be for the **sole cost** of the service provider. A disposal certificate /proof of service rendered shall be provided on a monthly basis as per substantiation that such service was indeed delivered in the given month to the supervisor or his duly appointed representative. It is further recorded that under no circumstances and especially due to the hygienic nature of this function that sanitary towels shall merely be disposed of or be regarded as part of general waste. She bins roster/ schedule must be updated with each removal. All sanitary waste to be handled by a registered service provider.

Requirement by Transnet from the successful service provider

1. Code of Conduct, Disciplinary Conduct is the responsibility of the service provider in line with Labour laws, Bill of rights as set out in our South African constitution.
2. Uniforms with identifiable company logo are to be worn at all times. Protective shoes and reflector vests are to be worn in areas where there are railway train operations.
3. Service providers are to provide raincoats to their staff during the rainy seasons for outside based areas such as in the yards.
4. Attendance registers to be kept daily, and in accordance with the Service Level Agreement (SLA).
5. Compliance with the Basic Conditions of Employment Act (BCEA) 75 of 1997, Unemployment Insurance Fund (UIF), provident fund and Labour laws in South Africa.
6. All employees must undergo a safety induction by the contractor and by Transnet Safety Specialist.
7. Supply all required hygiene consumables/products required to carry out the services.
8. Working times must be adhered to



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9. Without limiting the liability of the Service Provider under this Agreement, the Service Provider shall take out insurance in respect of all risks for which it is prudent for the Service Provider to insure against, including any liability it may have as a result of its activities under this Agreement for theft, destruction, death or injury to any person and damage to property.

Information obtained from the site:

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

Housekeeping:

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

Monthly site diary and inspection book:

The *Service provider* shall provide an A4 size triplicate book to be used as a monthly Diary for the duration of the Contract. The Supervisor shall retain the original copy and the Service provider shall retain the first and second copy. The diary shall be completed per service visit.

AREAS OF WHERE SERVICES ARE REQUIRED MONTHLY (SEE ATTACHED BOQ)

THESE AMOUNTS ARE ESTIMATES AND MIGHT INCREASE

PERFORMANCE REQUIREMENTS

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

The Service provider and sub-service providers if any shall have suitably qualified Supervisors in charge of the service. The names and qualifications of the Supervisors together with full details of their



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experience in this field of work must be furnished. The service providers must furnish the names and addresses of all proposed sub-service providers, which is subject to prior approval.

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

OTHER REQUIREMENTS

Security:

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

Standard Specifications:

- All materials and quality of work shall comply with specifications.
- Health and Safety Specification TFR-ISM-RN-R&C-FM009.

Compliance with statutory requirements

The successful service providers shall comply with the provision of.

- Act 130 of 1993, Compensation of Occupational Injuries and Diseases act.
- Act 85 of 1993, Occupational Health and Safety Act.
- Basic Conditions of Employment Act (BCEA) No. 75 of 1997.

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

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

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

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

Damage to Property and/or Services

The service providers shall take adequate precaution against damage to existing assets and injury to persons during the course of the contract. The successful tender will be responsible for the repairs



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and/or the costs incurred in such repairs to any damages caused to TRANSNET'S property by the successful service providers staff the carrying out of the required work.

CONSTRAINTS

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

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

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

HEALTH AND SAFETY

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

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

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

LEGAL REQUIREMENTS FOR ALL CONTRACTS

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

FREQUENCY OF SERVICE



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The list below is the frequency that Transnet requires the service provider to do the hygiene services of the specified items.

TOILETS AND MESSROOMS	DAILY	WEEKLY	MONTHLY
Clean toilet pans & seat			Monthly
Deep clean urinals			Monthly
Deep clean toilet bowls, hand basin			Monthly
Empty "She bins" (by a registered supplier)		Weekly	
Place Pee-mats and not deo-blocks (replace as required)			Monthly
Refill Roller towel (replace as required)		Weekly	
Refill soap dispenser		Weekly	

Respondent's Signature

Date & Company Stamp