Scope of Work: Service Information

Definitions:

In this Scope of Work: -

1) "**access-delayed time**" means the time taken from arrival on the *Site / Affected Property* by the *Service provider*, his sub-*Service provider* or specialist-*Service provider* and requesting access to the *Site / Affected Property* from the *Employer* or his Tenant until the time access is given.

2) "**ad hoc works**" also known as "**minor new works**" means any repair (s), replacement (s) of component (s) or additions/alterations of the installations other than inspection, repairs, servicing or replacement listed in this contract.

3) **"affected property"** shall means the Durban Inland Area, premises / sites. The scope of coverage may extend to other areas not specifically mentioned, as determined by operational and business requirements

4) **"break-down"** means a specific type of failure, where an item of an installation or equipment is completely unable to function.

5) **"call-out"** means an installation or related failure, requiring the *Service provider* to visit the Site / Affected Property outside of the scheduled maintenance period.

6) **"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.

7) **"corrective maintenance' (CM)"** means any maintenance activity which is required to correct a failure that has occurred or is in the process of occurring. This activity may consist of repair, restoration or replacement of components.

8) **"documentation"** means and includes any drawings, diagrams, calculations, designs and documents which are to be supplied to the *Employer* by the *Service provider* 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*.

9) **"down-time"** the time that an item of equipment is out of service, as a result of equipment failure. The time that an item of equipment is available, but not utilized is generally not included in the calculation of downtime.

10) **"drawings / diagrams"** means drawings / diagrams referred to in the Specification and any modification of such drawings / diagrams approved in writing by the *Employer* and such other drawings / diagrams as from time to time may be furnished or approved in writing by the *Employer*.

11) **"emergency maintenance (EM)"** means maintenance work carried out in order to avert an immediate safety or environmental hazard, or to correct a failure with significant economic impact. This will be a danger to people, damage to property or the Site / Affected Property.

12) **"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).

13) **"maintenance"** or **"check"** shall mean the efficient and effective examination, inspection, recording, deduction or calculation, service, repair and or replacement of components and parts of a unit / system

/ installation so that the unit / system / installation complies with the manufacturers, design and commissioning operational specifications and statutory / *Employer* requirements. This includes the cleaning, removal of components and waste, correct adjustment and setting, tightening, testing, fixing, refill, lubrication, balancing, rust prevention and touch up paint of the unit / system / installation.

14) "**maintenance plan"** will bear the same meaning as *Service provide*r's Plan.

15) **"non-inclusive contract"** will mean that Plant and Equipment (material) is excluded except that refer to in equipment of this scope of work below, the cost and quantity of spares and material is uncertain and therefore excluded.

16)

17) **"normal working-hours"** means office hours, from 07h30 to 16h00 Monday to Friday excluding Public Holidays in South Africa.

18) **"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.

19) **"preventative maintenance (PM)"** means the maintenance carried out at pre-determined intervals or corresponding to criteria and intended to reduce the probability of failure or the performance degradation of an Installation or equipment.

20) **"property**" means any movable, immovable, or intellectual property or any right to such property.

21) **"repair"** means put into good condition after damage or wear, any component that forms part of the Installation or Equipment.

22) **"scheduled maintenance (SM)"** means the systematic inspection, cleaning, making of minor adjustments, testing, calibrating, measuring and recording, replacing of minor parts, and any other similar measures necessary to prevent deterioration, to assure reliability and availability.

23) **"scope of work"** will bear the same meaning as Service Information.

24) **"sensitive security area"** refers to computer centres, personnel records, cashiers, archives, top management office areas and all other areas indicated to the *Service provider*.

25) **"services"** means the work, functions, tasks, services, and / or goods to be performed, rendered and or 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 Scope of Work.

26) **"service manager"** – means the building- / centre- / lodge- / hostel manager or representative of the *Employer* responsible for the management of a specific Site / Affected Property.

27) **"shut-down maintenance"** means maintenance that can only be performed while equipment is shut down (equipment is turned off).

28) **"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*.

29) **"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.

30) **"supervision"** means a competent person appointed by the *Service provider* to be on-site and responsible for the management of the *Service provider*'s staff and Service provided in terms of this Scope of Work.

31) **"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 *Service provider* in connection with the *Service provider*'s Services.

32) **"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.

33) **"tenant installation"** means all services, equipment and or installations paid for and owned by Other and not specifically describe as part of this Contract.

34) **"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;

35) Expressions defined in this Scope of Work shall bear the same meanings in the specifications, schedule or annexure to this Scope of Work which do not themselves contain their own definitions;

36) Schedules and/or annexures to this Scope of Work shall be deemed to be incorporated into and form part of this Scope of Work and as such each reference herein to "the Scope of Work" shall be deemed to include a reference to all such schedules and/or annexures.

1. *Employer*'s objectives

1.1. The *Employer's* objective is to enter a term service contract with the *Service provider* to provide cleaning services at Transnet Property assets in Kwa-Zulu Natal for Midlands and Surrounding Areas for a period of 36 months (refer to Annexure A, Coastal building schedule) to ensure compliance with legislative requirements relating to the Occupational Health and Safety Act No 85 of 1993

2. Executive overview

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 *Service provider*.

2.2. The service will be provided as per the pricing data for the duration of the Contract. The extent of the cleaning services to be provided includes but not limited to:

2.2.1. Cleaning offices, restrooms, stairs, parking and common 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. Emptying and disinfection of dust bins
2.2.5. Weekly deep and scrubbing of ablutions (Toilets, Shower, handbasins, toilet pans, toilet floors and walls)
2.2.6. Washing and cleaning of all interior and reachable exterior windows using ladders or water-fed poles.
2.2.7. Building 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
2.2.8. Any other services arising out of or incidental to the above or required of the *Service provider* for the proper completion of the service in accordance with the true meaning and intent of the contract.

Specialised Ad hoc Services

2.2.9. High-Rise exterior windows cleaning ranging from 4 metres and above.
2.2.10. Deep cleaning of carpet using dry foam cleaning system
2.2.11. Washing of blinds
2.2.12. Cleaning of upholstery and not limited to cleaning services.

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) 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 *Service provider* 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 or increase the number of cleaning personnel as and when deemed necessary, at the discretion of the service manager. These reduction or increase will also align to the reduction or increase in payments due to the Service provider.

3.3. The *Service provider* shall be obliged to supply all cleaning personnel and cleaning equipment required, at his own cost for the proper provision of the Service at the Premises.

3.4. The *Service provider* shall be responsible for the provision of all consumables, cleaning agents that might be needed to render an efficient Service at his own cost.

3.4.1. The *Employer* reserves the right to approve or disapprove these consumables and or other cleansing agents.

3.4.2. Only SABS (South African Bureau of Standards) approved chemicals must be used.

3.4.3. The *Service provider* 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 *Service provider* shall be responsible but not limited for provision and replacing of the following **consumables and cleaning agents** in good time:

3.4.5.1 Stainless Steel polish
3.4.5.2 Thick Green Antibacterial Dishwashing Liquid - 20 litre
3.4.5.3 Floor Polish - 20 litre
3.4.5.4 Thick Bleach - 20 litres
3.4.5.5 Pine Gel - 20 Litres
3.4.5.6 Furniture Polish 300ml pack of 6
3.4.5.7 Sweet cherry Air Freshener 20 litres
3.4.5.8 Window cleaning detergent - 20 litres
3.4.5.9 Refuse bags for wastepaper baskets- pack of 50 office bin liners
3.4.5.10 Refuse bags for municipal bins 10 rolls Heavy Duty Plastics
3.4.5.11 Industrial Cleaning Gloves – pack of 10
3.4.5.12 Micro fibre – 3 Colours (Yellow, Blue and Red) – Pack of 10
3.4.5.13 Kitchen Dish Washing Swabs – Pack of 20
3.4.5.14 Double Ply Toilet Paper 48 rolls (bale)
3.4.5.15 Kitchen Jumbo Roll 1 ply - virgin -160mm x 150m with powder coated stands

3.4.6. The *Service provider* shall be responsible but not limited for provision and replacing of the following **cleaning equipment** in good time:

3.4.6.1. Low noise vacuum cleaners (Wet & Dry)
3.4.6.2. Squeegees (for internal & external windows)
3.4.6.3. Micro Fibre Cloths: Colour Coded (Red, Yellow, Green, Blue) Pack of 1 pack per employee (issue twice in 3 months)
3.4.6.4. Rubber Pusher - Heavy Duty
3.4.6.5. Dish washing sponges & scrubbers- pack of 6 per cleaner- twice in 3 months
3.4.6.6. Mops colour code for offices, ablutions and external
3.4.6.7. Soft Brooms
3.4.6.8. Hard Brooms (Ilala)
3.4.6.9. Toilet Brush set- once off
3.4.6.10. 40-piece dish scrubber scoring pads – 4x6 inch
3.4.6.11. Industrial Dustpan with long handle
3.4.6.12. Industrial double bucket mop trolley with handle and ringer (red for toilets and Yellow for offices)
3.4.6.13. Chemical decanting 750ml refill bottles with labels and sprays pack of 3 colour coded
3.4.6.14. Floor Scrubber dryers - push over
3.4.6.15. Powered Auto Pull Floor Scrubbing Machine
3.4.6.16. High pressure cleaner
3.4.6.17. Step Ladder
3.4.6.18. Caution Board
3.4.6.19. Wheelbarrow
3.4.6.20. Horse Pipe – 6m
3.4.6.21. Heavy Duty Metal Handle Garden Spade / All steel garden spade

3.4.7. Liquid Ammonia detergent cleaning agents must conform to SANS specification 1225.

3.4.8. Liquid soap supplied by the *Service provider* must conform to SANS specification 283.

3.4.9. Transnet Property reserves the right to take samples from any consumables and or cleaning agents supplied by the *Service provider* for analysis (at the cost of the *Service provider*) if deemed necessary.

3.4.10. The *Service provider* will ensure that all consumables and or cleaning agents provided by him are suitable for the furniture and or equipment installed in the Premises.

3.4.11. The *Service provider* shall ensure availability and visibility of cleaners.

3.4.12. No scouring powder or rough detergent may be used on glazed or enamel surfaces.

3.5. Should a kitchen sink, toilet pan, urinal, washbasin get blocked, the *Service provider* must attend to unblock it by means of a rubber pump or any other domestic equipment. If these attempts are unsuccessful, the *Service provider*'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 *Service provider* must dry it. However, it shall not be expected of the *Service provider* to send personnel to the Premises outside normal working hours for such a task, but the personnel of the *Service provider* which are on the Premises at that stage will dry up the water and clean the damages.

3.7. When personnel of the *Service provider* are not on the Premises, Transnet Property may use the *Service provider*'s equipment.

3.8. Services in ablution facilities 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 *Service provider* 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 *Service provider*.

3.14. The privacy, dignity, property and belongings of the employees and stakeholders must at all-time be respected by the *Service provider*'s personnel.

3.15. The *Service provider* and his personnel are prohibited from reading any documents of a third party or study any records.

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 *Service provider* must be on the permanent staff establishment of the *Service provider*. Such personnel must at the cost of the *Service provider* 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 *Service provider* 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 *Service provider*, 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 *Service provider's* control and which result in the *Service provider*'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 *Service provider*, 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 Service provider 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. 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 *Service provider*'s plan for the Service

4.1.1. Within one (1) week of notification of acceptance of the tender, the *Service provider* shall submit to the *Employer* for his approval and acceptance a *Service provider*s Plan. No deviation from programmed dates will be allowed once agreed between the *Employer* and the *Service provider*. 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 *Service provider*s Plan by the *Employer* shall not limit in any way the *Service provider*'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 *Service provider* 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 *Service provider*.

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.

Key Performance Area	Key Performance Indicator	Key Performance Target	Penalties
Cleaning schedule compliance	100% Compliance to scheduled dates	100%	• 5 % of the monthly invoice, amount payable the following month • 5 consecutive non-conformances will result in termination of contract
Services and Consumables	To provide the services, consumables and equipment timeously as set out in the Scope of Work	0 complaints received from tenants 100% availability during any random inspection	• 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%	• No non-compliances will be tolerated. • Immediate termination of contract for any non-compliance
Availability of cleaning, detergents agents and equipment's	Indicative list in Clause 3.4.6 consumables Indicative list in Clause 3.4.7 Equipment	100%	• 5 % of the monthly invoice, amount payable the following month
Safety	Life Threatening Incidents	<0: Hours without LTI	• 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 *Employer*.	2 days (Dependant on nature and extent of works).	• 5 % of the monthly invoice, amount payable the following month • 2 days (Dependant on nature and extent of works).
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)	• 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	• 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	• 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	• 5 % of the monthly invoice, amount payable the following month • 3 consecutive non-conformances will result in termination of contract

Table 1: Performance Index

4.2. Management meetings

4.2.1. The *Service provider* 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 *Service provider* 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 *Service provider* 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 *Service provider* within seven (7) working days.

4.2.2. The *Service provider* 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 *Service provider*.
- 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 *Service provider*.

4.3. ***Service provider's* Management**

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

4.3.2. The *Service provider* 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 *Service provider* 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 *Service provider*. Employees must be identifiable as employees of the *Service provider* by means of their uniforms:

4.3.4. The *Service provider*, or any agent or employee of his/her, must wear protective clothing where necessary. The *Service provider* must supply the relevant protective clothing as included in the pricing schedule of the Service.

4.3.5. Personal hygiene must be maintained by the *Service provider*'s employees and agents at all times.

4.3.6. The *Service provider* 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 *Service provider* 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 *Service provider*.

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 *Service provider* 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 *Service provider* 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 *Service provider*, the *Service provider* shall, at its own cost maintain and keep such facility during the 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 *Service provider*, fair wear and tear excepted. The *Service provider* will be liable for all utilities i.e electricity, water costs etc.

4.3.11. The *Service provider* 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 *Service provider* deem it necessary.

4.3.12. The employees of the *Service provider* may only use toilet facilities that have been pointed out to them.

4.3.13. The employees of the *Service provider* may use rest-room facilities that have been pointed out to the *Service provider* (if available). However, it is not the duty of the *Employer* to make such rest-room facilities available.

4.3.14. The *Service provider* 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 *Service provider* who are involved in the rendering of the Service in terms of this Contract, the *Service provider* will furnish such available information immediately.

4.4. Deliverables

4.4.1. The *Service provider*s 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 timecards of all employees of the Service provider 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.

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 *Service provider* at the appropriate times with the Technical Information necessary to enable the *Service provider* 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 *Service provider* 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 *Service provider* that modifications to any such Documentation are necessary, then such modifications shall be incorporated in the relevant Documentation by the *Service provider* 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 *Service provider*'s Services.

4.5.5. The *Employer* may from time to time during the progress of the Contract instruct the *Service provider* 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 *Service provider*, but generally as soon as possible after such Documentation is completed by the *Service provider*.

4.5.7. The *Service provider* 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 *Service provider* at agreed intervals.

4.5.8. The *Employer* will have the right at all reasonable times to inspect the Documentation of the *Service provider* or any Sub-*Service provider*.

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 *Service provider* under the Contract will become the property of the *Employer*.

4.5.10. Approval given by the *Employer* shall not relieve the *Service provider* from responsibility for due performance of this Contract and adherence to Technical Information provided by the *Employer*. The *Service provider* shall protect and save harmless the *Employer* and *Employer*'s employees against all losses, expenses, demands, errors or omissions detailing of the *Service provider*, its sub-*Service provider*s, agents or employees in the provision of any Documentation under the terms of the Contract. To this end, it shall be the *Service provider*'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 *Service provider* shall on a monthly basis provide the *Employer* with all records related to this Contract/Service.

4.6. Invoicing and Payment

4.6.1. The Service Provider shall submit below documents: -

4.6.2. Fully completed and signed **SERVICE COMPLETION NOTES,**

4.6.3. Fully completed **INVOICE-** indicate each site worked, number of square metres serviced, rate per square metre and total price per site.

4.6.4. Payment will be made thirty (30) days from the date of receipt of the Service Provider's signed invoice and credit notes.

4.6.5. **"A tax invoice in South Africa must include the following information to be considered valid and compliant with the VAT Act:**

- **Supplier's details**: Name, address, and VAT registration number.
- **Recipient's details**: Name, address, and VAT registration number (if applicable).
- **Unique invoice number**: A sequential number that uniquely identifies the invoice.
- **Date of issue**: The date on which the invoice is issued.
- **Description of goods/services**: A detailed of the goods or services provided.
- **Quantity and total**: The quantity of goods or extent of services provided and the unit price, excluding VAT.
- **VAT rate and total VAT charged**: The VAT rate applied and the total VAT charged.
- **Total amount payable**: The total amount payable, including and excluding VAT.
- **Payment terms**: The due date and any discount conditions. For transactions exceeding R5,000, a full tax invoice is required, while for transactions between R50 and R5,000, an abridged tax invoice is permissible. If the transaction is R50 or less, a tax invoice is not required, but a document such as a till slip or sales docket indicating the VAT charged by the supplier will be required to verify the input tax deducted."

4.6.6. Supporting documentation must be furnished in respect of all materials / Consumables / detergents and sub-contract service bought out in the form of copies of *Service provider*/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 *Service provider*s to the *Service provider* in respect of materials purchased and shall be entitled to withhold the issuing of the payment certificate to the *Service provider* 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 *Service provider* in sufficient time before any such payments certificate became due.

4.6.7. 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.

4.6.8. Payment will be made thirty (30) days from the date of receipt of the *Service provider*'s signed invoice and credit notes.

4.6.9. In the event that any emergency service / work / task order or overtime is provided at the *Employer*s request and subsequent inspection does not reveal any defect for which the *Service provider* is responsible the *Service provider* 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

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

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 *Service provider* still holds some in stock.

4.8.2. Information

a) The *Employer* will provide the *Service provider* at the appropriate times with the Technical Information necessary to enable the *Service provider* 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 *Service provider* 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 *Service provider* without a Task Order (official order number) issued to the *Service provider* 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 *Service provider* in writing.

4.9.3. Should the *Service provider* 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 *Service provider* or relieve the *Service provider* from the obligation of taking all such immediate and reasonable steps as may in the circumstances be necessary for the proper maintenance and upkeep of the Installations and the safety of the user(s). The *Service provider* shall at all times, follow and implement the specified and mandatory safety procedures.

4.9.4. The *Service provider* 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 *Service provider*s 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 *Service provider* 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 (*Service provider*/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 *Service provider* 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 *Service provider* must submit a copy of the job card to the Service Manager for audit purposes and retain a third copy for his official records.

5. Health and Safety, Environment and Quality Assurance

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

5.1.1. The *Service provider* 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 *Service provider* undertakes to indemnify the *Employer* against all losses, costs, damage or expenses caused by the *Service provider*'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 *Service provider*, 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 *Service provider*, or it shall be recovered from him.

5.1.2. The *Service provider* shall comply with the Occupational Injuries and Diseases Act. (Act 130 of 1993) and any amendments thereof: The *Service provider* shall produce proof of his registration and good standing with the Compensation Commissioner in terms of the Act.

5.1.3. The *Service provider* shall comply with the Occupational Health and Safety Act (Act No. 85 of 1993). The *Service provider* 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 *Service provider* 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

5.2.1. All work must be executed in accordance with prevailing industry norms and standards relating to quality. In this regard, the *Service provider* 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

Refer to Master Agreement

7. Working on Affected Property

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

7.1.1. The *Service provider* shall at all times ensure that its employees, agents, representatives, specialist-, sub*Service provider*s and *Service provider*s:

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 *Service provider* shall immediately notify the Service Manager.

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 *Service provider*'s personnel:

- full names and surname, on company branded identity disc,
- identity number or employee 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 *Service provider* will be liable for the replacement cost of lost identity disc.

7.1.1.5. All employees of the *Service provider* 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 *Service provider* 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 *Service provider* 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 *Service provider* 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 *Service provider*'s control and which result in the *Service provider*'s workmen having to leave the Site / Affected Property shall be logged in the applicable report book.

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 *Service provider* 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 *Service provider* 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 *Service provider* shall at all-time render service that enhance and maintain at minimum the corporate image of Transnet Property.
7.2.2. The *Service provider* shall at all-time render service that is in line with Transnet Property's values and ethics.
7.2.3. The *Service provider* must exercise the highest possible standards of conduct in performing their duties in accordance with this Agreement.
7.2.4. The *Service provider* 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 *Service provider* 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 *Service provider* must ensure that a competent site manager is appointed as required ensuring deliverables and quality of service delivery.
7.2.7. The *Service provider* 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 *Service provider* to ensure that all duties and tasks to be performed on site are adhered to.
7.2.9. The *Service provider* 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 *Service provider* 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 *Service provider* 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.
7.2.15. The *Service provider* 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 *Service provider* 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 *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
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 *Service provider* to replace such person without delay.

7.3. Personnel Standards

7.3.1. *Service provider* 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 *Service provider* 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;
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. *Service provider* staff may be subject to breathalyser testing by Transnet or Representative *Service provider*s prior to the granting of permission onto its Site.

7.4. Health and safety facilities on the Affected Property

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

7.4.2. The *Service provider*'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 *Service provider* 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 *Service provider* 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 *Service provider* 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 *Service provider*'s responsibilities.

7.4.6. The *Service provider* 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 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 *Service provider* 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 *Service provider*, 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 *Service provider* 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 *Service provider*'s Equipment

7.5.1. The *Service provider* 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 *Service provider* shall complete or generate an inventory list 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 – where applicable
- 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 *Service provider*)

7.6.3. Provided by the *Service provider*

- The *Service provider* 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 *Service provider* 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 *Service provider* 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 *Service provider*. Should any defects or remedial work be required in terms of this Contract, the *Service provider* shall expeditiously undertake it within a mutually agreed time period the corrective work. When the *Service provider*'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 *Service provider* 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 *Service provider*

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

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

LIST OF AREAS

ANNEXURE A

PROVISION OF CLEANING SERVICES IN KZN MIDLANDS AND SURROUNDING AREAS FOR TRANSNET PROPERTY FOR A PERIOD OF 36 MONTHS

The areas referenced herein are indicative only and should not be considered an exhaustive list. The Scope of coverage may extend to other areas not specifically mentioned, as determined by operational and business requirements.

Building Schedule - PIETEMARITZBURG AREAS				
Item No	**Depot**	**Description & Asset Number**	**Estimated M_2**	**Description**
1	Boughton	02BP176U	7	Toilet Nursery
2	Boughton	02ZP046U	28	Office Nursery
3	Boughton	03FP050U	31	Ablution & Shower Nursery
4	Lions River	02AP063U	280	STATION BUILDING
5	Masons Mill	02AP255U	662	Main Admin Office Diesel Depot
6	Masons Mill	02AP261U	149	Offices
7	Masons Mill	02AP278U	175	Mess & Ablution
8	Masons Mill	02AP279U	64	Mess & Ablution
9	Masons Mill	02AP282U	102	Mess & Ablution
10	Masons Mill	02AP283U	23	Chekers Office & Toilet
11	Masons Mill	02AP284U	112	Fodder Store
12	Masons Mill	02AP285U	157	MESS & ABLUTION
13	Masons Mill	02AP286	150	Mess & Ablution
14	Masons Mill	02AP288U	38	Ablution & Lockers
15	Masons Mill	02AP289	87	Mess & Ablution

16	Masons Mill	02AP291	180	Office
17	Masons Mill	02AP292U	120	CONTROLLERS CABIN (5) . /
18	Masons Mill	02BP094U	351	OPERATING OFFICE
19	Masons Mill	02BP095U	138	STANDBY ROOM
21	Pmburg	02AP088U	7	PWI STORE
22	Pmburg	02AP090U	317	TROLLEY SHED SDE
23	Pmburg	02AP102U	82	ABLUTION BLOCK
24	Pmburg	02AP104U	201	ABLUTION BLOCK/BENTONITE STORE
25	Pmburg	02AP106U	82	ELECTRICAL WORKSHOP
26	Pmburg	02AP141U	737	SEN. DISTRICT ENGINEER OFFICE
27	Pmburg	02AP142U	29	OVERHEADS
28	Pmburg	02AP146U	36	ABLUTION SDE
29	Pmburg	02AP172U	41	SIGNALS WORKSHOP
30	Pmburg	02AP173U	10	TOILETS COMMUNICATIONS
31	Pmburg	02AP195U	245	Millwright Store
32	Pmburg	02AP197U	778	Millwright Workshop
33	Pmburg	02AP202U	97	Millwright Office
34	Pmburg	02AP221U	12	Toilets
35	Pmburg	02BP037U	18	TOILET
36	Pmburg	02BP045U	354	LAND SURVEY OFFICE
37	Pmburg	02BP046U	46	ABLUTION
38	Pmburg	02BP047U	400	TELKOM(TRANSTEL)DEPOT/OFFICES/ EXCHANGE ETC.
39	Pmburg	02BP048U	127	ABLUTION BLOCK
40	Pmburg	02BP077U	253	OFFICE TECH SUPT EX HOUSE. /
41	Pmburg	02BP081U	36	OFFICE L.S.O
42	Pmburg	02BP085U	400	APPRENTICE SCHOOL
43	Pmburg	02PP139U	442	OFFICE/W/SHOP
44	Pmburg	02YP029U	112	SIGNAL CABIN
45	Victoria	02AP320U	47	WAITING ROOM (OFFICE)
46	Victoria	02AP323U	76	MESS & ABLUTION

47	Victoria	PD300462	176	Main Office
48	Victoria	-	12	Security office
49	Victoria	PD300462	66	Auxiliary Office
50	Greytown	02AP384U	41	Foreman's office

Building Schedule - ESTCOURT AREAS

Item No	Depot	Description & Asset Number	Estimated M_2	Description
1	Estcourt	02AL481U	400	Main Station Building Shunters cabin/Offices
2	Estcourt	02AL560U	303	Signal office
3	Estcourt	02AL568U	139	Electrical Depot TRANSTEL
4	Estcourt	02AL571U	303	Board room
5	Estcourt	02AL572U	82	Office block perway
6	Estcourt	02DL018U	417	Main Station Building ablutions
7	Estcourt	02DL020U	8	Toilets
8	Estcourt	02RL009U	54	Locker room
9	Estcourt	02RL009U	55	ABLUTION
10	Estcourt	02PL140U	145	Workshop
11	Estcourt	11GL270U	33	Hut Store
12	Estcourt	11GL271U	33	Hut Store
13	Estcourt	11GL272U	33	Hut Store
14	Estcourt	11GL273U	65	Hut Store
15	Estcourt	11GL274U	33	Stores

Price Schedule 4: Harrismith

Item No.	Building Asset	Station	Description	Area M2
1	02AB168B	Harrismith	Double Garages @ Offices	44
2	02AB169B	Harrismith	Store signals	59

Building Schedule - LADYSMITH AREAS

Item No	Asset Number	Estimated M_2	Description	Estimated M_2
1	01FL001U	Ladysmith	DE Office building Transtel	208
2	02AL438U	Ladysmith	Comms building Transtel	17
3	02AL445U	Ladysmith	Comms building Transtel	700
4	02BL031U	Ladysmith	Ladysmith Security office	95
5	02BL033U	Ladysmith	Waiting Room	68
6	02BL034U	Ladysmith	Clothing Store	144
7	02DL013U	Ladysmith	HR Office	1800

8	02EL001U	Ladysmith	DEM Office	1002
9	02PL114U	Ladysmith	DEM Labr Ablution	95

Building Schedule - DANSKRAAL AREAS

Item No	Depot	Description & Asset Number	Estimated M_2	Description
1	Danskraal	02AL351U	897	Ablution, kitchen and office
2	Danskraal	02AL353U	255	Sand house
3	Danskraal	02AL354u	84	Union Buildings
4	Danskraal	02AL355U	582	ROSA Office
5	Danskraal	02AL357u	146	Board Room
6	Danskraal	02AL358U	30	Cabin 140
7	Danskraal	02AL360U	100	Section Managers office
8	Danskraal	02AL365U	320	Locker room
9	Danskraal	02AL366U	40	First Aid Room
10	Danskraal	02AL370U	161	MESS AND ABLUTION-TRAIN MARSHALLERS /
11	Danskraal	02AL372U	145	Ablution Office
12	Danskraal	02AL381U	14	Control point
13	Danskraal	02AL382U	94	Control point
14	Danskraal	02AL383U	53	Cabin 125
15	Danskraal	02AL386U	522	Garages
16	Danskraal	02AL391U	176	Cabin 128
17	Danskraal	02AL392U	28	Control point 127
18	Danskraal	02AL397U	286	New Loco building
19	Danskraal	02AL399U	230	Millright Workshop
20	Danskraal	02AL403U	261	SCS
21	Danskraal	02AL407U	160	Locker rooms and ablution
22	Danskraal	02AL408U	202	Locker rooms and ablution
23	Danskraal	02AL411U	242	EL&P WORKSHOP
24	Danskraal	02AL413u	790	Garages
25	Danskraal	02AL414U	624	Garages
26	Danskraal	02AL415U	366	Garages
27	Danskraal	02AL416U	159	Training Office
28	Danskraal	02AL417U	63	Kombi Room
29	Danskraal	02AL418U	13	Trade Union
30	Danskraal	02AL419U	155	Mess & Ablution
31	Danskraal	02AL425U - A	120	Shed Man room
32	Danskraal	02AL425U - B	120	Old Loco Building
33	Danskraal	02AL723U	844	Garages
34	Danskraal	02BL021U	137	Offices
35	Danskraal	02BL022U	123	Track Masters
36	Danskraal	02BL030U	82	Mess & ablution, lockers rooms
37	Danskraal	02FL002u	97	House
38	Danskraal	02FL003U	97	Ablutions
39	Danskraal	02HL001U	184	Tractions

40	Danskraal	02HL002U	183	Tractions
41	Danskraal	02HL003U	138	Offices
42	Danskraal	02HL006U	130	Store
43	Danskraal	02HL007U	130	MESS & ABLUTION
44	Danskraal	02HL009u	128	Offices
45	Danskraal	02HL010U	128	OFFICE
46	Danskraal	02PL046U	70	0ffice
47	Danskraal	03AL012u	1338	Store
48	Danskraal	03AL014U	986	Portion of Bldg only Fire Dept
49	Danskraal	03FL025U	4278	workshop
50	Danskraal	Parkhome GN LS 01	30	Offices
51	Danskraal	Parkhome GN LS 02	30	Offices
52	Danskraal	02AL428	107	Compressor Room
53	Danskraal	03AL016	634	Offices
54	Danskraal	03GL007	248	Stores
55	Danskraal	02FL003U	111	Offices
56	Danskraal	02BL027	20	Security

Building Schedule - NEWCASTLE AREAS

Item No	Depot	Description & Asset Number	Estimated M_2	Description
1	Newcastle	02AL039	210	Mess and Ablution
2	Newcastle	02AL040	727	Workshop
3	Newcastle	02AL041	434	Mess and Ablution
4	Newcastle	02AL042	18	Office WI Depot
5	Newcastle	02AL044U	60	Mess & Ablution -Electrical Depot
6	Newcastle	02AL045U	60	Mess & Ablution -Electrical Depot
7	Newcastle	02AL046U	178	Electrical Depot - Offices workshop
8	Newcastle	02AL047U	29	Garages Eletrical Depot
9	Newcastle	02AL061U	48	S&T Workshop-Depot
10	Newcastle	02AL062U	48	Mess & Ablution-Signal Depot
11	Newcastle	02AL070	251	Garages
12	Newcastle	02AL071U	35	Sling Store-Diesel Depot
13	Newcastle	02AL073U	560	Admin Office
14	Newcastle	02AL074U	94	General room
15	Newcastle	02AL076U	500	Garages
16	Newcastle	02AL079U	23	Training office
17	Newcastle	02AL082	123	Foremans Office
18	Newcastle	02AL083U	80	Cabin
19	Newcastle	02AL084U	194	Kitchen/Ablution
20	Newcastle	02AL085U	80	Control point
21	Newcastle	02AL086U	34	Controller Cabin 114
22	Newcastle	02AL088	134	Maintenance Asst. Cabin
23	Newcastle	02AL089	64	Examiner & Repair Cabin
24	Newcastle	02AL089U	64	Mess & Ablution

25	Newcastle	02AL090	38	Exhauster Room UP yard
26	Newcastle	02AL093U	140	Rest Room
27	Newcastle	02AL095U	745	Office
28	Newcastle	02AL097U	1030	Training, section Managers, Security at Newcastle station
29	Newcastle	02AL111	38	Exhauster Room DOWN yard
30	Newcastle	02AL114U	34	Control piont 113
31	Newcastle	02AL115U	94	Ablutions
32	Newcastle	02AL116u	1809	Garages
33	Newcastle	02AL117U	160	Control piont 115
34	Newcastle	02AL118U	97	Office
35	Newcastle	02AL119U	80	Yard Marsters building
36	Newcastle	02AL120U	2590	CTC-BUILDING
37	Newcastle	02AL127	866	Ablution
38	Newcastle	02AL133U	1441	C & W Building
39	Newcastle	02AL141U	36	Office
40	Newcastle	02AL146	13	Toilets
41	Newcastle	02AL158	81	Shed
42	Newcastle	02AL161U	159	Offices
43	Newcastle	02AL164	25	Ablution
44	Newcastle	02YL002U	715	Client Centre
45	Newcastle	03AL005	85	Security Office
46	Newcastle	03LK023U	228	Garages
47	Newcastle	Parkhomes	30	Ablutions Facility
48	Newcastle	Parkhomes	30	Locker Room
49	Newcastle	Parkhomes	30	Office
50	Newcastle	Offices at Siding 2227	170	Examiner & Repair + Maintenance Cabin
51	Newcastle	Offices at Siding 2227	200	Shunting Staff and co-ordinators

Building Schedule - DUNDEE & GLENCOE AREAS

Item No	Depot	Description & Asset Number	Estimated M_2	Description
1	Dundee	02BL040U	471	Office electrical
2	Glencoe	02AL241U	96	Office Perway
3	Glencoe	02AL244U	121	Office signals
4	Glencoe	02AL245U	80	Office block Signals
5	Glencoe	02AL259U	255	Shunters cabin
6	Glencoe	02AL280U	212	Communication Building
7	Glencoe	02AL281U	67	Stand- by Plant workshop comms
8	Glencoe	02AL296U	288	Mess and ablutions facilities
9	Admin Building	02AL302	251	Glencoe
10	Mess @ Ablution	02YL032	200	Glencoe
11	Prefab rest rooms	no number	50	Glencoe North
12	Park Home	Park Home	20	Glencoe North

Annexure B

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 *Service provider* 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
	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
	1.5.2	Daily cleaning of windows and dusting of blinds.	
1.6 Carpets			
Deep Cleaning of Carpets			**Quarterly**
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
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	**Passageways and stair cases**	
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**	
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 area:**	
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
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