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 Coastal 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 COASTAL 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 TFR Buildings in Eel Road, 97, 100 & 120

Item No	Depot	Description & Asset Number	Estimated M_2
1	SCS	02AD147U SCS Toilet	4
2	SCS	02AD148U SCS Toilet	4
3	SCS	02AD150U SCS Mess and Ablution	170
4	REM Civils	02AD382U Office & Toilet	82
5	REM Civils	02BD024U Garages	408
6	REM Civils	02BD025U Workshop/Office	50
7	RME Pipelines	02BD397U Office	70
8	RME Pipelines	02BD398U Toilet	45
9	REM Civils	02BD399U	126
10	REM Civils	02BD400U	71
11	REM Civils	02BD401U Mess and	34
12	RME Pipelines	02BD403U Workshop/Office	566
13	RME Pipelines	02BD404U Office	200
14	RME Pipelines	02BD407U Office	67

15	RME Electrical	02BD409 Mess and	164
16	RME Electrical	02BD413U Warehouse	698
17	RME Electrical	02TD031U Mess and Ablution	165
18	Infrastructure	02XD035U Training School	973
19	Infrastructure	02XD036U Training School	973
20	SCS	03AD005U Store	974
21	RME Structures	03AD008U Warehouse	1443
22	RME Electrical	Container Office 12x3 blue	1803
23	RME Electrical	Container Office 2x3 blue	36
24	RME Electrical	Container Office 3x6 blue	6
25	RME Electrical	Container Office 3x6 white	9
26	RME Electrical	Park home Board room CC753	9
27	RME	Office CC753	133
28	RME	Ablution Female	133
29	RME	Ablution Male	36

Building Schedule 50 Fish Eagle Road

Item No	Depot	Description & Asset Number	Estimated M_2
1	RME	02AD382U Office	67
2	RME	02AD383U Toilet	45
3	Property/HR	02AD413U Office	638
4	HR	02AD414U Office	451
5	Property	02BD386U Toilet	8
6	Asset Protection	02BD387UToilet	15
7	Asset Protection	02BD388UOffice	340
8	Asset Protection/S CS	02BD389U Office	579
9	TFR Telecoms	02BD391U Office	1105
10	TFR Telecoms	02BD392U Office canteen	299
11	CAB	02BD393U Office	130
12	Risk	02BD394U Clinic	137

13	Driver Training	02BD395U Office	176
14	Property	02MD026U Office kitchen record room	160
15	RME Bayhead	Ablution Male BH001	36
16	RME Bayhead	Ablution Female BH002	36
17	Infra Bayhead	Ablution Female BH003	36
18	Asset Protection	02ND002U Kitchen	27
19	HR	02RD010U Office	227
20	Property	02TD030U Store	45
21	HR	03JD024U Shed	1063
22	Infra Department	03AD013U Wooden office inside workshop	18
23	Infra Electrical	Toilets and showers PH/120/001	6
24	Infra Department	SYA6470 Toliets and Showers Container	6
25	Infra Department	SYA6440 Kitchen Container	6
26	Infra Department	SYM12262 Locker room	6
27	Infra Department	02AD158U Office	24
28	Infra Department	02AD161U Lecture Room	277
29	Infra Department	02AD163U Ablution	312
30	Infra Department	02AD164U Store	266
31	Infra Department	02AD166U Electrical Offices	236
32	Infra Department	02AD405U Perway Ablution	45
33	Infra Department	02AD406U Perway Ablution	23
34	Infra Department	02AD407U Locker room	94
35	Infra Department	02AD410U Main Offices	522
35	Infra Department	02AD411U Perway Planning	165
36	Infra Department	02BD103U Office	194
37	Infra Department	02BD296U Office	23
38	Infra Department	02BD297U Ablution between weld workshop	18
38	Infra Department	02PD099U Mess CPW	132
39	Infra Department	Change Rooms/mess	132
40	Infra Department	02XD004U Main Office Block	1531

41	Infra Department	02XD005U Double storey ablution	564
42	Infra Department	03AD010U Workshop	1551
43	Infra Department	03AD011U Toilet at end of pool vehicle garages	147
44	Infra Department	03AD012U Ablution (Bridge Centre)	569
45	Infra Department	03BD013U Welding workshop	469
46	Infra Department	03BD015U Garage/Security Office	12
47	Infra Department	03LD004U Boardroom complex	295
48	Technical	02BD224U Office/Workshop	618
49	Asset Protection	02BD225U Office and ablution	277
50	Asset Protection	02BD226U Office	154
51	Asset Protection	02BD227U Ablution	680
52	Technical/Fi nance	02XD023U Workshop	926
52	Technical	02XD024U Workshop	926

Building Schedule Old Police Building			
Item No	**Depot**	**Description & Asset Number**	**Estimated M2**
1	RME	02XD028U Offices	949m^2
2	RME	02BD241U - Back Building	157m^2

Durban Logistic Harbour / DDOP (Old Airport)			
Item No	**Depot**	**Description & Asset Number**	**Estimated M2**
1	RME	02ZK482U	28 715m^2

Building Schedule: Loliwe House			
Item No	**Depot**	**Description & Asset Number**	**Estimated M2**
1	Ground Floor	02WD016U	737
2	First Floor	02WD016U	660
3	Second Floor	02WD016U	660
4	Third Floor	02WD016U	660
5	Fourth Floor	02WD016U	660
6	Fifth Floor	02WD016U	624
7	Security Entrance	02ZD420U	624
8	Ablution	02YD042U	102
9	Locker Rooms and Mess	SYM12451	99
10	Locker Rooms & Mess	SYM12513	36

11	Locker Rooms & Mess	SYM12496	36
12	Office	PH/BYD/CAB4	36
13	Ground Floor	02WD016U/Room 46	50
14	Guard House	SYM3031	9
15	Prayer Room	02WD016	50
16	Telekoms Building	02WD017U	1910
17	Ablution	02BD311U	43
18	Mess	02DK023U	40
19	Security Hut	02YK175U	12
20	CLINIC PX	02WD015	1023
21	Mess & ablution	02AD267	100
22	Toilets	02AD208	21

Building Schedule Bayhead Yards

Item No	Depot	Description & Asset Number	Estimated M_2
1	Bayhead Yards	Office / Ablution 02AD217U	843
2	Bayhead Yards	Cabin 02AD224U	30
3	Bayhead Yards	Cabin 02AD232U	39
4	Emergency Services	Admin Building 02A237U	184
5	Emergency Services	Toilet 02AD239U	13
6	Bayhead Yards	Office / Ablution 02AD247U	30
7	Bayhead Yards	Office/Ablution 02AD248U	215
8	Bayhead Yards	Mess & Ablution 02AD253U	288
9	Bayhead Yards	Office / Ablution 02AD254U	39
10	Bayhead Yards	Office / Ablution 02AD257U	26
11	Umbilo Movement Depot	Mess & Ablution 02AD344U	53
12	Umbilo Loco	Worksheet Office 02AD345U	48
13	Umbilo Movement Depot	Mess & Ablution Males 02AD346U	427
14	Umbilo Movement Depot	Admin Office 02AD347U	253
15	Umbilo Movement Depot	Mess 02AD350U	201
16	Bayhead Yards	Office and Toilet (Old Loco) 02AD361U	35
17	Examiner's Office, Main Bld	Office and Ablution 02AD370U	48
18	Bayhead Yards	Mess & Ablution 02AD376U	37
19	Bayhead Yards	Office and Toilet 02AD378U	24

20	Bayhead Yards	Office and Toilet 02AD379U	21
21	Bayhead Yards	Office (Fish Eagle Road) 02AD380U	212
22	Bayhead	Office 02BA164U	71
23	Eel Road	Mess and Ablution 02BD112U	50
24	Eel Road	Ablution 02BD113U	48
25	Reception Yard	Mess and Ablution 02BD149U	76
26	Bayhead Yards	Office/Ablution 02BD150U	98
27	Radio Workshop Bayhead	Mess & Ablution 02BD290U	181
28	Wagons	Office 02BD303U	60
29	Bayhead Yards	Mess and Ablution	162
30	Bayhead Yards	Office and Toilet	35
31	Fisheagle Rd	0ffice 02BD382U	15
32	Umbilo Movement Depot	Mess and Ablution 02BD419U	69
33	Umbilo Loco	Mess and Ablution 02BK124U	350
34	Bayhead Yards	Office / Ablution 02DD003U	56
35	Reception Yard	Office 02DD004U	196
36	Wagons	Mess and Ablution 02DD007U	199
37	Edwin Swales Store 619	Mess and Ablution 02WA029U	295
38	Radio Workshop Bayhead	Radio Workshop 02WD020U	1901
39	Signals	Office (CTC) 02XD006U	3060
40	Bayhead	Office & Ablution Main Admin Building 1st Floor 02XD027U	824
41	Bayhead Yards	Office / Ablution 02YD025U	26
42	Umbilo Movement Depot	Office 03LD036U	15
43	Umbilo Movement Depot	Knowledge Centre 03MD014U	135
44	CTC Fisheagle Road	Toilet/Shower SYA6353	12
45	CAB/Securi ty	Guard house SYA3097	9
46	CAB/ BYD	Office BYD/MOV1	253
47	CAB/BYD	Office BYD/MOV2	254

TNPA Buildings

Item No	Depot	Description & Asset Number	Estimated M_2
1	Maydon Wharf Road	Office – 02ZD065U	136

2	Maydon Wharf Road	Office – 02ZD066U	406
3	Maydon Wharf Road	Control Point 68 10AD013U	14
4	Maydon Wharf Road	Main Admin Building - 10AD015U	1032
5	Maydon Wharf Road	Mess & Ablution- 10AD018U	182
6	Maydon Wharf Road	Mess & Ablution - 10AD019U	219
7	Maydon Wharf Road	M1 – Yard Foreman – 10AD021U	90
8	Maydon Wharf Road	Office & Ablution – 10AD024U	186
9	Maydon Wharf Road	Control; Cabin 14 – 10AD025U	18
10	Maydon Wharf Road	Control Point 50 – 10AD026U	42
11	Maydon Wharf Road	Security Pause Area MW001	20
12	Maydon Wharf Road	Security Pause Area MW002	20
13	Island View	Office/Ablution 10AD027U	36
14	Fynnlands	Control Point 224 - 10AD028U	21
15	Fynnlands	Office & Kitchen FYN001	27
16	Fynnlands	Security Cabin FYN002	10
17	Island View	Office/ Ablution 10AD031U	43
18	Island View	Office/Ablution – 10AD032U	43
19	Kings Rest North	Control 546 – 10AD035U	17
20	Kings Rest	Control Cabin 548 - 10AD041U	32
21	Kings Rest North	Control 546 – 10AD044U	54
22	Wests	Control Cabin – 10AD051U	17
23	Kings Rest Yards	Office- 10AD052U	341
24	Kings Rest	Container Locker Room – CNKGXCAB1	15
25	Kings Rest	Container Locker Room – CNKGXCAB2	15
26	Maydon Wharf	Female Ablution – 002B3130	0
27	Kings Rest	Park Home Office – SYM 6235	36
28	Kings Rest	Control Cabin 544 – KR001	18
29	Kings Rest	Control Cabin 547 KR002	18
30	Kings Rest	Control Cabin H5 – KR003	28
31	Kings Rest	Main Admin Building KR004	1158
32	Kings Rest	Parkhome Admin KR005	550
33	Kings Rest	Kitchen & Ablution KR006	30
34	Point	Control Cabin 2 B2520 10AD012U	36
35	Esplanade	Boom Gate Control Cabin – 02YA012U	24

36	Island View	Park home Kitchen	15

Pricing Schedule 6: Wentworth Movement Depot

Item No	Depot	Description & Asset Number	Estimated M_2
1	Wentworth Movement Depot	02BA311U-Section Manager Building	210.2
2	Wentworth Movement Depot	02BA333U-Admin Office	727.3
3	Wentworth Movement Depot	02WA040U-Male Ablution Facility	433.9
4	Wentworth Movement Depot	PH/WWH/NAT1-Parkhome (Female Toilets)	18
5	Wentworth Movement	PH/WWH/NAT3-Parkhome (Locker Room)	60
6	Wentworth Movement	PH/WWH/NAT2-Parkhome (Female Mess Room)	60
7	Wentworth Movement	PH/WWH/NAT5-Parkhome (Service Divers)	17.7
8	Wentworth Movement Depot	PH/WWH/NA T4-Parkhome (Satawu Office)	28.8

South Coast Areas

Item No	Depot	Description & Asset Number	Estimated M_2
1	Clairwood Racecourse	02AA107U-Mass & Ablution	85.1
2	Clairwood Racecourse	02AA108U-Office/Mess & Ablution	85.1
3	Clairwood Racecourse	02BA136U-Shunters Cabin	24.5
4	Isipingo Car Staging Area	02AA304U-Mess & Ablution Trainkar	32.2
5	Isipingo Car Staging Area	02ZK505U Mobile Home Office	30
6	Isipingo Car Staging Area	Office PH/CT/001	40
7	Isipingo Car Staging Area	Ablution Female PH/CT/002	10
8	Isipingo Car Staging Area	Kitchen PH/CT/003	20
9	Isipingo Car Staging Area	Mobile Home Office PH/CT/004	30
10	Isipingo Car Staging Area	02AA297U-Office Trainkar	26.3
11	Isipingo Car Staging Area	02AA298U Office Trainkar	22.4
12	Isipingo	02BA081-Office/Ablution	14
13	Isipingo	02BA083-Office/Ablution	27.3
14	Umkomaas	02BA290U-	30

	Station	Ablution	
15	Port Shepstone Station	02AA145U-Office/Ablution	448

Shallcross

Item No	Depot	Description & Asset Number	Estimated M_2
1	Shallcross	02BT023U-Ablution	43
2	Shallcross	02BT022U-Office	221
3	Shallcross	Ablution PH/SCS/INFRA1	6.9

Cato Ridge

Item No	Depot	Description & Asset Number	Estimated M_2
1	Cato Ridge Infra Signals	02BD085U-Ablution	49
2	Cato Ridge Infra Signals	02BD252U-Mess & Ablution	74
3	Cato Ridge Yard Official Cabin	02BD251U-Control Cabin	28
4	Cato Ridge Infra Signals	02BD253U-Office	86
5	Cato Ridge Infra Signals	02BD254U-Relay Room	439
6	Cato Ridge Infra Technical Support	02BD079U-Toilet	14
7	Cato Ridge Infra Technical Support	02BD080U-Toilet	9
8	Cato Ridge Operations	PH/COR/OPS3-Kitchen	14
9	Cato Ridge Operations	PH/COR/OPS2-Ablution	6.9
10	Cato Ridge Operations	PH/COR/OPS1-Ablution	6.9
11	Cato Ridge Operations	Ablution CR001	30
12	Cato Ridge CAB	PH/COR/CAB1-Guard hut	9
12	Cato Ridge CAB	PH/COR/CAB2-Kitchen	18
13	Cato Ridge CAB	PH/COR/CAB3-Ablution	18
14	Cato Ridge CAB	PH/COR/CAB4-Office	18
15	Cato Ridge CAB	PH/COR/CAB5-Ablution	18

Durban Station CTC and North Coast Stations

Item No	Depot	Description & Asset Number	Estimated M_2

1	Umngeni	02XD038U-Signal Cabin	160
2	Effingham	02XD032U-Signal Cabin	161
3	Tongaat	Parkhome TON001-Ablution	14
4	Tongaat	Parkhome TON002-Change Room	18
5	Tongaat	02AA224U-Office	113
6	Tongaat	02AA220U-Toilet	14
7	Tongaat	02AA221U-Ablution	19
8	Tongaat	02AA216U-Office Building	80
9	Shakaskraal	Parkhome SKS001-Ablution	6
10	Shakaskraal	02AA183U-Office	67
11	Shakaskraal	02AA184U-Goods Shed	174
12	Shakaskraal	02BA250U Station Building	161
13	Stanger	02AA194U-Office/Ablution	88
14	Stanger	02BA257	58m^2
15	Durban Station	02WD005U-CTC Building Ground Floor	120m^2
16	Durban Station	02WD005U-CTC Building 1st Floor	220m^2
17	Durban Station	02WD005U-CTC Building 4th Floor	50m^2
18	Durban Station	02WD005U-CTC Building 5th Floor	200m^2
19	Durban Station	02WD005U-CTC Building 7th Floor	500m^2
20	Durban Station	02WD005U-CTC Building 8th Floor	150m^2
21	Durban Station	02WD005U-CTC Building 9th Floor	40m^2
22	Durban Station	02WD005U-CTC Building 10th Floor	1500m^2
23	Durban Station	02WD005U-Lift Foyers and Stairways from Ground Floor to 10th Floor	400m^2
24	Durban Station	02WD005U-Tunnel Area	700m^2
25	Durban Station	02WD005U-Stairway from Tunnel area up to passage to Durban Station	50m^2
26	Durban Station	Car Park Area	5m^2

Wentworth School of Rail			
Item No	**Depot**	**Description & Asset Number**	**Estimated M$_2$**
1	Wentworth School of Rail	02BA31U-Training School	1478.3

2	Wentworth School of Rail	02BA380U- Change Room	18.24
3	Wentworth School of Rail	03LA019U- Car Port	20
4	Wentworth School of Rail	02AK500U-New Mess	217.36

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