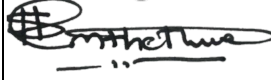




TRANSNET PORT TERMINALS

ANNEXURE A: SCOPE OF WORK

REQUEST FOR SERVICE: MAINTENANCE OF HEALTHCARE & HYGIENE SERVICES FOR TRANSNET SOC LTD OPERATING AS TRANSNET PORT TERMINALS PIER 2 CONTAINER TERMINAL (HEREINAFTER REFERRED TO AS "TPT") FOR A PERIOD OF THREE MONTHS

Compiled by	Silindile Mpungose, Facilities Manager		10/04/2025
Reviewed by	Hopewell Mthethwa, Engineering Manager		10/04/2025

SCOPE OF REQUIREMENTS AND GENERAL INFORMATION

1. BACKGROUND

Transnet Port Terminals, Durban Container Terminal, Pier 2 Facilities Management Unit requires a successful bidder to provide Healthcare and Hygiene Services to the Port for a period of months. This is to ensure that Health and Hygiene in the Port is kept within OHSAct Hygiene Standards and that it is well maintained for the business to provide a conducive and productive working environment for its employees. In this spirit of partnership, TPT and its Supplier will also analyze the current ways business is done, to enhance current practices and support processes and systems under hygiene health challenges and any others that are identified.

2. This tender encompasses the provision of the following:

- 2.1 Bi-weekly and Adhoc inspections of general services provided – Bidder to ensure that a management representative conducts these inspections and improves service through findings.
- 2.2 Maintain and service of Sanitary bin Sanipod, Sanitary Packets (50 packs) manual and Weekly maintenance of Sanitary Bins including collection of waste and disposal
- 2.3 servicing of Warm Air Hand Driers
- 2.4 Supply and servicing of Auto air sanitizing units in ablutions
- 2.5 Maintain/refill and service sanitor for sanitiser dispenser refill (this is to be done once every week)
- 2.6 Supply batteries for all automated equipment installed ensuring that the equipment is functional all the time
- 2.7 Maintain/refill and service sanitor of Anti-bacterial foam hand soap in all toilets (buildings & parkhomes) – all units to be refilled, regardless of manufacturer and sachet type
- 2.8 Refill Environmentally friendly Air-freshener dispensers in all toilets and lobbies
- 2.9 Maintain/refill and service sanitor (supply sanitors to refill) SABS Hand sanitisers for specific areas (Next to hand basins and in strategic high points to aid in preventing the spread of germs)
- 2.10 The successful bidder is to timeously service all dispensers and that all dysfunctional dispensers are serviced/repaired/ for replacement of the equipment , the bidder must first advise the Facilities Manager
- 2.11 Supply and maintenance / cleaning of GREASE MATS – 900cm X 1500cm (QTY 60) and 900cm X 3000cm (QTY 12)
 - 2.11.1 GREASE MATS to be changed on weekly basis
 - 2.11.2 Cleaning of mats should not be conducted inside the terminal.

2.12 Supply of Anti-bacterial Soap for Clinic

2.13 Supply 2 x Antibacterial soap dispenser for clinic

2.14 Supply of Auto Janitor Dispenser (Dual Action Urinal Cleaner and deodoriser) for Clinic

3. Specifically, TPT seeks to benefit from this relationship in the following ways:

- 3.1 TPT must receive proactive improvements from the bidder with respect to provision of Services and related processes. TPT's overall competitive advantage must be strengthened by the chosen Bidder's cutting-edge technology and service delivery systems.
- 3.2 TPT end users must be able to rely on the chosen bidder personnel for service enquiries, recommendations, substitutions and improvements.
- 3.3. Facilities Management is seeking a partner to provide solutions to Healthcare and Hygiene challenges in Transnet Port Terminals Pier 2 Container Terminal.
- 3.4. The selected successful bidder will share the mission and business objectives of Transnet. These mutual goals will be met by meeting contract requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communications, as well as through formalized Service Level Agreement (SLA) Meetings.

4. SCOPE OF REQUIREMENTS

TPT takes pride in their work and expects high levels of performance. A well-kept workspace creates a good first impression for employees, customers and visitors entering our premises. The successful bidder needs to align themselves with the TPT mission and work ethic.

The successful bidder shall ensure that:

- 4.1 Conduct inspection and risk assessment pertaining to hygiene requirements at the Terminal
- 4.2 A proper scheduled maintenance/operational plan with all activities listed is submitted to the facilities manager within a week after award.

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- 4.3 Sanitary Bins are serviced weekly and signed off in confirmation by the relevant TPT Area Supervisor, Bidder's Supervisor/Technician AND Facilities Representative.
- 4.4 All servicing staff is, at all times, to be attired in the successful bidder's corporate clothing/uniforms with clearly visible identity tags. These uniforms must clearly identify the wearer, as being successful bidder's employee and must bear the name of the company for whom the wearer is working.
- 4.5 The successful bidder is to manage all infection and bad odour control.
- 4.6 Toilet facilities to be kept at bad odour free levels with sanitised fresh and pleasant smelling scents to the satisfaction of the end-users and TPT Facilities Management.
- 4.7 On completion of the contract, the successful bidder will be responsible for the Security of their dispensers until completion and hand-over to new service provider.
- 4.8 The successful bidder must make their own arrangements for security and safekeeping of their property.
- 4.9 The successful bidder sign off service sheets on completion of service must provide explanations where there are variances regarding consumables or dispensers and how these areas will be attended to in future to ensure best service is maintained.
- 4.10 Successful bidder to absorb cost to install and remove units at beginning and end of contract respectively.
- 4.11 Successful bidder to keep a clear and up-to-date layout of the Port (Pier 2) with locations and condition statuses of all dispensers and other devices. Consumption rates are to be monitored consistently so that units may be relocated accordingly if/when required.
- 4.12 Where any units cannot be refilled due to the levels still being acceptably full, all 'overflow' of refills are to be delivered to the Facilities Manager immediately after the day's servicing. If this day falls during a time that the Facilities Manager is not at work, the 'overflow' quantity will still be reported to the Facilities Manager immediately but may be delivered the next working day that the Facilities Manager is present.
- 4.13 Cleaning consumables and products used must be environmentally friendly.
- 4.14 Preferred cleaning method either to be steam cleaning or dry carpet cleaning.
- 4.15 All cleaning method to include stain removal and removal of mold formation
- 4.16 All cleaning materials and equipment must be provided by the service provider.
- 4.17 TPT reserves the right to approve cleaning materials and chemicals prior to use thereof.

- 4.18 Service provider will be required to move and/or lift office equipment for the sole purpose of cleaning e.g., moving/lifting of chairs.
- 4.19 Soaking wet carpets, mattresses and chairs shall be deemed unacceptable.
- 4.20 Damages to TPT infrastructure or office furniture caused by the service provider will be for his/her own account.
- 4.21 TPT will not lend, borrow, or supply the contractor with any cleaning equipment, cleaning consumables and products or tools for the execution of their duties. The aforementioned is solely the responsibility of the
- 4.22 TPT will not provide transportation for bidders employee whiles working inside the Terminal (Bidder must provide internal mode of transportation
- 4.23 Contractor who is required to have the necessary equipment when they come onsite to execute duties.
- 4.24 All empty containers and waste generated as a result of service delivery, must be disposed off-site by the service provider.
- 4.25 Bidder to note that TPT might request these services throughout any period of a calendar year within the contract duration.
- 4.26 The successful bidder will not be allowed to store cleaning consumables and equipment onsite.
- 4.27 The Contractor must ensure that the equipment and material used are kept and maintained in good condition and working order and must pay for all maintenance, servicing, repairs, fuels, lubricants, spare parts and other items necessary to maintain and keep the equipment/material in good condition and working order.
- 4.28 All other conditions of contract shall be as per the Durban Container Terminal Pier 2 Procurement Department's contract documentations and procurement policies.
- 4.29 The contractor shall familiarise himself with and shall comply with all legislation applicable to a contract of this nature.
- 4.30 The contractor shall provide his/her branded vehicle for staff transportation internally and externally therefore the Contractor must ensure that all vehicles to be used on site and in the Port are kept and maintained in good condition and working order, are constructed as per legislation requirements
- 4.31 The Contractor must provide the licensed driver/s for any the type of vehicle/s to be used on site and the rates shall include for fuel and any other vehicle associated costs
- 4.32 At least three employees and one supervisor to be deployed on site on daily basis for the duration of the contract. This number is not absolute the service provider will use their discretion and evaluate labour needs as per scope of work and site visit

- 4.33 The working hours shall be between 06h00 to 16h00, Monday to Friday not unless arranged otherwise
- 4.34 All communication and instructions shall be via, email.
- 4.35 All verbal communication and instruction made, be it on site or elsewhere, shall be confirmed in writing
- 4.36 All waste generated as a result of service delivery, must be disposed off-site by the service provider
- 4.37 Provide TPT with evidence of **Cradle-To-the-Grave process/system** that will be satisfactory to TPT ensure that waste (general and hazardous) will be managed and disposed of correctly

5. **Evaluation Criteria**

- 6.1 See annexure B

6. **COMPLIANCE**

The Contractor must comply and ensure that the Operator complies with all legislation such as

- 6.1 National Road Traffic Act. No 93 of 1996
- 6.2 Facilities Regulation
- 6.3 Occupational Health and Safety Act 85 of 1993
- 6.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 6.5 Bargaining Council for Contract Cleaning Services Industry
- 6.6 National Environmental Management Act 107 of 1998
- 6.7 Local Government (By-laws)
- 6.8 Hazardous Chemical Substance regulation
- 6.9 All other related policies
- 6.10 The contractor shall comply with Durban Container Terminal Pier 2 SHEQ regulations and requirements.
- 6.11 The contractor shall submit a SHE file for approval and as required by Durban Container Terminal Pier 2 SHEQ department.

7. Quantities and Consumables Distribution Table

Number of Ablution Facilities at DCT Pier 2								
	Female	Male	Paraplegic	Urinals	Hand Basin	Soap Disp.	Female Showers	Male Showers
"A-check Area", Langeberg Rd – All offices, parkhomes & cubicles	3	3	2	6	4	4	4	4
Multi-story car park: upstairs change rooms, canteen kitchen, offices, toilet and clinic	12	12	2	12	16	16	0	0
Shuttle Service Parkhomes	2	2	0	2	2	2	0	0
Security Guard House (Truck entrance areas)	1	1	0	1	1	1	0	0
Security boom gate (Admin car park)	1	1	0	1	1	1	0	0
Pier 2 Employee sign-on offices	2	2	1	2	2	2	0	0
Administration Building – all floors and balconies, including roof-top	14	14	3	14	20	40	0	0
Union offices & surrounding parkhomes	2	2	0	2	4	4	0	0
Building 31 & HR	7	7	1	10	10	14	6	6
New 203/204 parkhomes behind building 31	16	16	3	40	40	40	50	50
Security cubicles	1	1	0	2	2	2	1	1
All Rail Buildings	6	6	1	10	8	8	3	3
All Rail Park homes including the ones behind admin	8	8	0	8	8	8	6	6
Cranes Welding Workshop	1	1	0	2	2	2	1	2
Cranes Motor Stores	0	0	0	0	0	0	0	0
Parliament Park homes	4	4	0	6	6	6	6	6

Cranes Workshop Office Space (Upstairs and downstairs)	2	2	0	4	4	4	1	1
RR1 and all Parkhomes along this road	10	10	0	10	12	12	8	8
Towers 201, 202 & 203, & all surrounding Parkhomes	15	15	2	18	18	18	14	14
Wharf side: North Quay, East Quay & South Quay - 108 through to 205, including all buildings & surrounding parkhomes	25	25	2	20	20	20	30	30
Tower 205	8	8	0	8	8	8	6	6
Tower 204 and surrounding parkhomes, including parkhomes for mobile bowser employees	10	10	0	10	10	10	10	10
Berth 108 and 109 Parkhomes	4	4	0	6	6	6	8	8
Overheight 109 and empty stack 109 A	12	12	0	14	12	12	12	12
Fixed bowser forecourt & effluent plant buildings & offices	2	2	0	4	4	4	2	2
Straddle training Parkhomes	1	1	0	2	2	2	2	2
Parkhomes office (near Cleaners Parkhomes P2)	4	4	0	6	6	6	3	3
All parkhomes at overheight area outside straddles w/shop	6	6	0	8	8	8	4	4
Overheight Claims stand	0	0	0	0	0	0	0	0
Ladies/cleaners Parkhomes	1	1	0	2	2	2	2	2
New reefer yard park homes	6	6	0	4	4	4	3	3
Bay 35 and Bay 36	1	1	0	2	2	2	1	1
Straddles Workshop – Upstairs, downstairs, tyre bay, components, stores, tools store & wash bay	3	3	3	8	8	8	12	12
Scrap Tyre Storage Area behind Straddles Workshop	0	0	0	0	0	0	0	0

CVR Workshop – All offices Upstairs & downstairs, low bay w/shop, high bay w/shop, stores, wash bay, ppe store, tools store,	4	4	2	8	8	8	10	10
Civils Workshop – (behind CVR & Electrical Workshops) – Upstairs & downstairs	4	4	1	8	8	8	12	12
New ladies' double story Parkhome just outside civils workshop	14	0	0	0	12	14	12	0
Electrical & Aircon w/shops (Between Civils and CVR workshops)	2	2	1	4	4	4	4	4
HQ Facility (Parkhome)	16	16	2	40	40	40	50	50
Totals:	230	216	26	304	324	350	283	272