



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

MEMORANDUM OF AGREEMENT

FOR THE

THE PROVISION AND MANAGEMENT OF VARIOUS FACILITY MANAGEMENT SERVICES IN RESPECT OF SELECTED TRANSPORT FACILITIES ON BEHALF OF THE DIRECTORATE URBAN MOBILITY, CITY OF CAPE TOWN SUCH AS BUT NOT LIMITED TO AMBASSADORIAL SERVICES, CASH MANAGEMENT SERVICES, CLEANING SERVICES, COORDINATOR SERVICES, EVENT SERVICES, EQUIPMENT RENTAL, HYGIENE SERVICES INCLUDING SANBIN SERVICING, AND PROVISION OF WASHROOM ACCESSORIES AND CONSUMABLES, LANDSCAPING SERVICES, MAINTENANCE SERVICES (INCLUDING MAINTENANCE CONTRACTS), PEST CONTROL, PROFESSIONAL SERVICES, SECURITY SERVICES, SURVEILLANCE SERVICES, WASTE MANAGEMENT

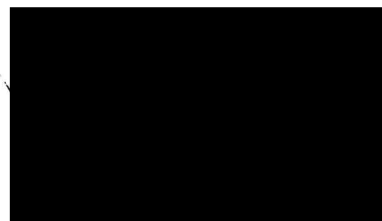
MADE AND ENTERED INTO BETWEEN

CITY OF CAPE TOWN METROPOLITAN MUNICIPALITY

And

[REDACTED]
([REDACTED])

CONTRACT NO. [REDACTED]



PREAMBLE

WHEREAS on **3 March 2025** the City's Supply Chain Management Adjudication Bid Committee **resolved to award Tender 385S/2022/23** to [REDACTED] in line with resolution [REDACTED] for THE PROVISION AND MANAGEMENT OF VARIOUS FACILITY MANAGEMENT SERVICES IN RESPECT OF SELECTED TRANSPORT FACILITIES ON BEHALF OF THE DIRECTORATE URBAN MOBILITY, CITY OF CAPE TOWN SUCH AS BUT NOT LIMITED TO AMBASSADORIAL SERVICES, CASH MANAGEMENT SERVICES, CLEANING SERVICES, COORDINATOR SERVICES, EVENT SERVICES, EQUIPMENT RENTAL, HYGIENE SERVICES INCLUDING SANBIN SERVICING, AND PROVISION OF WASHROOM ACCESSORIES AND CONSUMABLES, LANDSCAPING SERVICES, MAINTENANCE SERVICES (INCLUDING MAINTENANCE CONTRACTS), PEST CONTROL, PROFESSIONAL SERVICES, SECURITY SERVICES, SURVEILLANCE SERVICES, WASTE MANAGEMENT, **from date of commencement for a period not exceeding 8 financial years, subject to the conclusion of a Section 33 of the MFMA process;**

AND WHEREAS on **29 January 2024** the City's Supply Chain Management Adjudication Bid Committee, resolved to award **Tender 385S/2022/23** to [REDACTED] in line with resolution [REDACTED]

AND WHEREAS on **26 March 2024**, the Appeal Authority [REDACTED] upheld and varied the SCMBAC decision dated 29 January 2024;

AND WHEREAS the prices will be subject to adjustment in accordance with Schedule 8 of the tender document;

AND WHEREAS it is recorded that this Contract will be governed by the provisions of the National Treasury - General Conditions of Contract ("**GCC**") (revised July 2010), read with the "**PART 2: SPECIAL CONDITIONS OF CONTRACT**" ("**SCC**").

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:

1. PARTIES

The Parties to this Contract are:

- 1.1. **The City of Cape Town**, a metropolitan municipality, established in terms of the Local Government: Municipal Structures Act, 117 of 1998, read with the Province of the Western Cape: Provincial Gazette 5588 dated 22 September 2000, as amended ("**the Purchaser**"), herein represented by the **City Manager or his nominee** duly authorised hereto; and
- 1.2 [REDACTED] a private company duly registered in terms of the South African company laws with registration no: [REDACTED] with principal place of business situated at [REDACTED] ("**the Supplier**"), herein represented by its duly authorised representative, [REDACTED] in his capacity as [REDACTED]

2. INTERPRETATION

- 2.1. In the event of any conflict between the provisions of this Contract, the GCC, SCCs and any Annexure attached hereto, or any other document incorporated by reference to this Contract, save to the extent expressly stated to the contrary, such conflict will be resolved by giving precedence to such different parts of this Contract in the following order of precedence:
- 2.1.1. first, the terms and conditions of the SCC;
 - 2.1.2. second, the terms and conditions of the GCC;
 - 2.1.3. third, Annexures and schedules to this Contract; and
 - 2.1.4. fourth, any other documents incorporated by reference.
- 2.2. The provisions of this Contract supersede and replace the provisions of any previous agreement entered into between the Parties relating to the same subject matter.

3. APPOINTMENT AND DURATION

- 3.1. The Purchaser hereby appoints the Supplier to perform the Goods and/or Services for the Purchaser from **Commencement Date**.
- 3.2. Unless terminated earlier in accordance with the provisions as set out in the GCC or any other provision in terms of this Contract, **this Contract shall not exceed 8 financial years**.

4. MUTUAL GOOD FAITH / CO-OPERATION

- 4.1. The Parties represent and undertake to do all such things, perform all such acts and take all steps to procure the doing of all such things and the performance of all such acts, as may be necessary or incidental to give effect to the execution of this Contract.
- 4.2. The Parties shall at all times during the continuance of this Contract observe the principles of good faith towards one another in the performance of their obligations in terms of this Contract.

5. OBLIGATIONS OF THE PURCHASER

- 5.1. The Purchaser undertakes to perform its obligations in accordance with the Contract, including but not limited to the **PART 4: SPECIFICATIONS**, subject to the satisfactory fulfilment of the obligations by the Supplier as set out in this Contract.
- 5.2. The Purchaser shall monitor and evaluate the Supplier's performance in respect of the specifications.

6. OBLIGATIONS OF THE SUPPLIER

- 6.1. The Supplier hereby agrees and undertakes to Supply and/or perform the Goods and/or Services to the Purchaser as set out in **PART 4: SPECIFICATIONS**.
- 6.2. The Supplier will supply and/or perform the Goods and/or Services as expeditiously as possible and furthermore agrees and undertakes to perform the services in accordance with the reasonable operational requirements of the Purchaser.
- 6.3. The Supplier will ensure that the Goods and/or Services will be of a satisfactory quality and fit for purpose.
- 6.4. The Supplier shall, ensure that its employees, agents, representatives, sub-contractors and suppliers comply with this Contract and all applicable Laws in the execution of the specifications.
- 6.5. The Supplier will not conduct any activity of whatsoever nature which may be materially detrimental to the Purchaser's reputation and goodwill.

7. PRICING DATA

- 7.1. The Contract Price for the Goods and/or Services shall be as set out in the Pricing Data annexed marked "**PART 5: PRICING SCHEDULE**".
- 7.2. The Supplier shall not be entitled to any other consideration for the rendering of the Goods and/or Services other than as provided for in this Contract.

DETAILS OF THE SUPPLIER

VOLUME 2: RETURNABLE DOCUMENTS (3) DETAILS OF TENDERER

1.1 Type of Entity (Please tick one box)

☐ Individual / Sole Proprietor

☐ Close Corporation

☒ Company

☐ Partnership or Joint Venture or Consortium

☐ Trust

☐ Other:

1.2 Required Details (Please provide applicable details in full):

Name of Company / Close Corporation or Partnership / Joint Venture / Consortium or Individual / Sole Proprietor	[REDACTED]
Trading as (if different from above)	N/A
Company / Close Corporation registration number (if applicable)	[REDACTED]
Postal address	[REDACTED] Postal Code [REDACTED]
Physical address (Chosen domicilium citandi et executandi)	[REDACTED] Postal Code [REDACTED]
Contact details of the person duly authorised to represent the tenderer	Name: Mr/Ms [REDACTED] (Name & Surname) Telephone: [REDACTED] Fax: [REDACTED] Cellular Telephone [REDACTED] E-mail address: [REDACTED]
Income tax number	[REDACTED]
VAT registration number	[REDACTED]
SARS Tax Compliance Status PIN	[REDACTED]
City of Cape Town Supplier Database Registration Number (See Conditions of Tender)	[REDACTED]
National Treasury Central Supplier Database registration number (See Conditions of Tender)	[REDACTED]

Is tenderer the accredited representative in South Africa for the Goods / Services / Works offered?	☐ Yes ☒ No If yes, enclose proof
Is tenderer a foreign based supplier for the Goods / Services / Works offered?	☐ Yes ☒ No If yes, answer the Questionnaire to Bidding Foreign Suppliers (below)
Questionnaire to Bidding Foreign Suppliers	a) Is the tenderer a resident of the Republic of South Africa or an entity registered in South Africa? N/A ☐ Yes ☐ No
	b) Does the tenderer have a permanent establishment in the Republic of South Africa? N/A ☐ Yes ☐ No
	c) Does the tenderer have any source of income in the Republic of South Africa? N/A ☐ Yes ☐ No
	d) Is the tenderer liable in the Republic of South Africa for any form of taxation? N/A ☐ Yes ☐ No
Other Required registration numbers	N/A

PART 1: AGREEMENTS

TENDER NO: 385S/2022/23

(4) FORM OF OFFER AND ACCEPTANCE

TENDER 385S/2022/23 The Provision and Management of various Facility Management services in respect of selected transport facilities on behalf of the Directorate Urban Mobility, City of Cape Town such as but not limited to Ambassadorial services, Cash management services, Cleaning services, Coordinator Services, Event services, Equipment rental, Hygiene services including Sanbin servicing, and provision of washroom accessories and consumables, Landscaping services, Maintenance services (including maintenance contracts), Pest control, Professional services, Security services, Surveillance services, Waste Management

OFFER: (TO BE FILLED IN BY TENDERER):

Required Details (Please provide applicable details in full):

Name of Tendering Entity* ("the tenderer")	
Trading as (if different from above)	Not Applicable

AND WHO IS represented herein by: (full names of signatory) _____

duly authorised to act on behalf of the tenderer in his capacity as: (title/ designation) Chief Executive Officer

HEREBY AGREES THAT by signing the *Form of Offer and Acceptance*, the tenderer:

- confirms that it has examined the documents listed in the Index (including Schedules and Annexures) and has accepted all the Conditions of Tender;
- confirms that it has received and incorporated any and all notices issued to tenderers issued by the CCT;
- confirms that it has satisfied itself as to the correctness and validity of the tender offer; that the price(s) and rate(s) offered cover all the goods and/or services specified in the tender documents; that the price(s) and rate(s) cover all its obligations and accepts that any mistakes regarding price(s), rate(s) and calculations will be at its own risk;
- offers to supply all or any of the goods and/or render all or any of the services described in the tender document to the CCT in accordance with the:
 - terms and conditions stipulated in this tender document;
 - specifications stipulated in this tender document; and
 - at the prices as set out in the **Price Schedule**.
- accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on it in terms of the Contract.

Signature(s) _____

On behalf of the tenderer (duly authorised)

16 April 2025
Date

INITIALS OF CITY OFFICIALS		
1	2	3

FORM OF OFFER AND ACCEPTANCE (continued)

TENDER 385S/2022/23 The Provision and Management of various Facility Management services in respect of selected transport facilities on behalf of the Directorate Urban Mobility, City of Cape Town such as but not limited to Ambassadorial services, Cash management services, Cleaning services, Coordinator Services, Event services, Equipment rental, Hygiene services including Sanbin servicing, and provision of washroom accessories and consumables, Landscaping services, Maintenance services (including maintenance contracts), Pest control, Professional services, Security services, Surveillance services, Waste Management

ACCEPTANCE (TO BE FILLED IN BY THE CITY OF CAPE TOWN)

By signing this part of this form of offer and acceptance, the Purchaser identified below accepts the Supplier's offer. In consideration thereof, the Purchaser shall pay the supplier the amount due in accordance with the conditions of contract. Acceptance of the Supplier's offer shall form an agreement between the Purchaser and the Supplier upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract are contained in:

- (a) Part 1: Agreements;
- (b) Part 2: Special Conditions of Contract
- (c) Part 3: General Conditions of Contract
- (d) Part 4: Specifications
- (e) Part 5: Price schedule
- (f) Part 6: Occupational Health and Safety agreement
- (g) Part 7: Insurance Broker's warranty
- (h) Part 8: Contract Price Adjustment

and drawings and documents or parts thereof, which may be incorporated by reference into the above listed Parts.

Deviations from and amendments to the documents listed in the tender data and any addenda thereto as listed in the returnable schedules as well as any changes to the terms of the offer agreed by the Supplier and the Purchaser during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this form of offer and acceptance. No amendments to or deviations from said documents are valid unless contained in this schedule.

The Supplier shall within two weeks after receiving a completed copy of this agreement, including the schedule of deviations (if any), contact the Purchaser to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documents to be provided in terms of the conditions of contract identified in the special contract conditions. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the parties have signed the table below and confirms receipt from the of one fully completed original copy of this agreement, including the schedule of deviations (if any). The tenderer (now supplier) shall within five working days of the agreement coming into effect notify the Purchaser in writing of any reason why he cannot accept the contents of this agreement as a complete and accurate memorandum thereof, failing which the agreement presented to the contractor shall constitute the binding contract between the parties.



The Parties	Purchaser	Supplier
Business Name	[REDACTED]	[REDACTED]
Business Registration	Not applicable	[REDACTED]
Tax number (VAT)	[REDACTED]	
Physical Address	[REDACTED]	[REDACTED]
Accepted contract sum including tax	Rates based as per the Price Schedule	
Accepted contract duration	from date of commencement for a period not exceeding 8 financial years	
Signed – who by signature hereto warrants authority	[REDACTED]	[REDACTED]
Name of signatory	[REDACTED]	[REDACTED]
Signed: Date	[REDACTED]	[REDACTED]
Signed: Location	[REDACTED]	[REDACTED]
Signed: Witness	[REDACTED]	[REDACTED]
Name of Witness	[REDACTED]	[REDACTED]

FORM OF OFFER AND ACCEPTANCE (continued)
(TO BE FILLED IN BY THE CITY OF CAPE TOWN)

Schedule of Deviations

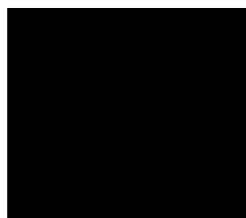
Notes:

1. The extent of deviations from the tender documents issued by the Purchaser before the tender closing date is limited to those permitted in terms of the conditions of tender.
2. A Supplier's covering letter shall not be included in the final contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.
3. Any other matter arising from the process of offer and acceptance either as a confirmation, clarification or change to the tender documents and which it is agreed by the Parties becomes an obligation of the contract shall also be recorded here.
4. Any change or addition to the tender documents arising from the above agreements and recorded here, shall also be incorporated into the final draft of the Contract.

- 1 Subject N/A
Details
- 2 Subject
Details
- 3 Subject
Details

By the duly authorised representatives signing this agreement, the Purchaser and the Supplier agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to this tender document and addenda thereto as listed in the returnable schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the Supplier and the Purchaser during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the tender documents and the receipt by the Supplier of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this agreement.



PART 2: SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract, referring to the National Treasury – Conditions of Contract (revised July 2010), are applicable to this Contract:

1. Definitions

Delete Clause 1.15 and substitute with the following

- 1.15 The word 'Goods' is to be replaced everywhere it occurs in the GCC with the phrase 'Goods and / or Services' which means all of the equipment, machinery, materials, services, products, consumables, etc. that the supplier is required to deliver to the purchaser under the contract. This definition shall also be applicable, as the context requires, anywhere where the words "supplies" and "services" occurs in the GCC.

Delete Clause 1.19 and substitute with the following

- 1.19 The word 'Order' is to be replaced everywhere it occurs in the GCC with the words 'Purchase Order' which means the official purchase order authorised and released on the purchaser's SAP System

Delete Clause 1.21 and substitute with the following:

- 1.21 'Purchaser' means the [REDACTED] The address of the Purchaser is [REDACTED], [REDACTED]

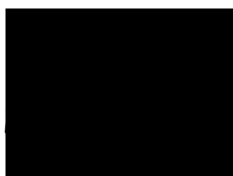
Add the following after Clause 1.25:

- 1.26 'Supplier' means any provider of goods and / or services with whom the contract is concluded
- 1.27 "Intellectual Property" means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, copyright and rights in the nature of copyright, design rights, rights in databases, know-how, trade secrets and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites

3. General Obligations

Delete Clause 3.2 in its entirety and replace with the following clauses.

- 3.2 The parties will be liable to each other arising out of or in connection with any breach of the obligations detailed or implied in this contract, subject to clause 28.
- 3.3 All parties in a joint venture or consortium shall be jointly and severally liable to the purchaser in terms of this contract and shall carry individually the minimum levels of insurance stated in the contract, if any.
- 3.4 The parties shall comply with all laws, regulations and bylaws of local or other authorities having jurisdiction regarding the delivery of the goods and give all notices and pay all charges required by such authorities.
- 3.4.1 The parties agree that this contract shall also be subject to the CCT's Supply Chain Management Policy ('SCM Policy') that was applicable on the date the bid was advertised, **save that if the Employer adopts a new SCM Policy which contemplates that any clause therein would apply to the contract emanating from this tender, such clause shall also be applicable to that contract.** Please refer to this document contained on the CCT's website.



- 3.4.2 Abuse of the supply chain management system is not permitted and may result in cancellation of the contract, restriction of the supplier, and/or the exercise by the City of any other remedies available to it as described in the SCM Policy.
- 3.5 The **supplier** shall:
- 3.5.1 Arrange for the documents listed below to be provided to the Purchaser prior to the issuing of the order:
- a) Proof of Insurance (Refer to Clause 11) or Insurance Broker's Warrantee
 - b) Letter of good standing from the Compensation Commissioner, or a licensed compensation insurer (Refer to Clause 11)
 - c) Initial delivery programme
 - d) Other requirements as detailed in the tender documents
- 3.5.2 Only when notified of the acceptance of the bid by the issuing of the order, the supplier shall commence with and carry out the delivery of the goods in accordance with the contract, to the satisfaction, of the purchaser
- 3.5.3 Provide all of the necessary materials, labour, plant and equipment required for the delivery of the goods including any temporary services that may be required
- 3.5.4 Insure his workmen and employees against death or injury arising out of the delivery of the goods
- 3.5.5 Be continuously represented during the delivery of the goods by a competent representative duly authorised to execute instructions;
- 3.5.6 In the event of a loss resulting in a claim against the insurance policies stated in clause 11, pay the first amount (excess) as required by the insurance policy
- 3.5.7 Comply with all written instructions from the purchaser subject to clause 18
- 3.5.8 Complete and deliver the goods within the period stated in clause 10, or any extensions thereof in terms of clause 21
- 3.5.9 Make good at his own expense all incomplete and defective goods during the warranty period
- 3.5.10 Pay to the purchaser any penalty for delay as due on demand by the purchaser. The supplier hereby consents to such amounts being deducted from any payment to the supplier.
- 3.5.11 Comply with the provisions of the OHAS Act & all relevant regulations.
- 3.5.12 Comply with all laws relating to wages and conditions generally governing the employment of labour in the Cape Town area and any applicable Bargaining Council agreements.
- 3.5.13 Deliver the goods in accordance with the contract and with all reasonable care, diligence and skill in accordance with generally accepted professional techniques and standards.
- 3.6 The **purchaser** shall:
- 3.6.1 Issue orders for the goods required under this Contract. No liability for payment will ensue for any work done if an official purchase order has not been issued to the supplier.
- 3.6.2 Make payment to the **supplier** for the goods as set out herein.
- 3.6.3 Take possession of the goods upon delivery by the supplier.
- 3.6.4 Regularly inspect the goods to establish that it is being delivered in compliance with the contract.
- 3.6.5 Give any instructions and/or explanations and/or variations to the supplier including any relevant advice to assist the supplier to understand the contract documents.
- 3.6.6 Grant or refuse any extension of time requested by the supplier to the period stated in clause 10.

- 3.6.7 Inspect the goods to determine if, in the opinion of the purchaser, it has been delivered in compliance with the contract, alternatively in such a state that it can be properly used for the purpose for which it was intended.
- 3.6.8 Brief the supplier and issue all documents, information, etc. in accordance with the contract.

5. Use of contract documents and information; inspection, copyright, confidentiality, etc.

Add the following after clause 5.4:

- 5.5 Copyright of all documents prepared by the supplier in accordance with the relevant provisions of the copyright Act (Act 98 of 1978) relating to contract shall be vested in the purchaser. Where copyright is vested in the supplier, the purchaser shall be entitled to use the documents or copy them only for the purposes for which they are intended in regard to the contract and need not obtain the supplier's permission to copy for such use. Where copyright is vested in the purchaser, the supplier shall not be liable in any way for the use of any of the information other than as originally intended for the contract and the purchaser hereby indemnifies the supplier against any claim which may be made against him by any party arising from the use of such documentation for other purposes.

The ownership of data and factual information collected by the supplier and paid for by the purchaser shall, after payment, vest with the purchaser

- 5.6 Publicity and publication
The supplier shall not release public or media statements or publish material related to the services or contract within two (2) years of completion of the services without the written approval of the purchaser, which approval shall not be unreasonably withheld.
- 5.7 Confidentiality
Both parties shall keep all information obtained by them in the context of the contract confidential and shall not divulge it without the written approval of the other party.
- 5.8 Intellectual Property
 - 5.8.1 The supplier acknowledges that it shall not acquire any right, title or interest in or to the Intellectual Property of the Employer.
 - 5.8.2 The supplier hereby assigns to the Employer, all Intellectual Property created, developed or otherwise brought into existence by it for the purposes of the contract, unless the Parties expressly agree otherwise in writing.
 - 5.8.3 The supplier shall, and warrants that it shall:
 - 5.8.3.1 not be entitled to use the Employer's Intellectual Property for any purpose other than as contemplated in this contract;
 - 5.8.3.2 not modify, add to, change or alter the Employer's Intellectual Property, or any information or data related thereto, nor may the supplier produce any product as a result of, including and/or arising from any such information, data and Intellectual Property, and in the event that it does produce any such product, the product shall be, and be deemed in law to be, owned by the Employer;
 - 5.8.3.3 not apply for or obtain registration of any domain name, trademark or design which is similar to any Intellectual Property of the Employer;
 - 5.8.3.4 comply with all reasonable directions or instructions given to it by the Employer in relation to the form and manner of use of the Employer Intellectual Property, including without limitation, any brand guidelines which the Employer may provide to the supplier from time to time;
 - 5.8.3.5 procure that its employees, directors, members and contractors comply strictly with the provisions of clauses 5.8.3.1 to 5.8.3.3 above; unless the Employer expressly agrees thereto in writing after obtaining due internal authority.
 - 5.8.4 The supplier represents and warrants to the Employer that, in providing goods, services or both, as the case may be, for the duration of the contract, it will not infringe or make unauthorised use of the Intellectual Property rights of any third party and hereby indemnifies the Employer from any claims, liability, loss, damages, costs, and expenses arising from the infringement or unauthorised use by the supplier of any third party's Intellectual Property rights.
 - 5.8.5 In the event that the contract is cancelled, terminated, ended or is declared void, any and all of the Employer's Intellectual Property, and any and all information and data related thereto, shall be immediately handed over to the Employer by the supplier and no copies thereof shall be retained by the supplier unless the Employer expressly and in writing, after obtaining due internal authority,

agrees otherwise.

7. Performance Security

Delete clause 7.1 and replace with the following:

- 7.1 By no later than 30 days before the Commencement Date, the successful bidder shall furnish to the purchaser the performance security of the amount specified herein.

The Guarantee Sum shall be equal to Nine Million Rand (R9 000 000.00) being 5% percent of the estimated initial monthly Contract price for 6 months.

Delete clause 7.3 and replace with the following:

- 7.3 The performance security shall be furnished strictly in accordance with the terms and conditions set out in **Form of Guarantee / Performance Security** and can only be issued by any one of the Financial Institutions listed in **Annexure A** (attached to this form).

Delete clause 7.4 and replace with the following:

- 7.4 The performance security will be discharged by the purchaser and returned to the supplier strictly in accordance with the terms and conditions set out in the **Form of Guarantee / Performance Security**

8. Inspections, tests and analyses

Delete Clause 8.2 and substitute with the following:

- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organisation acting on behalf of the purchaser.

10. Delivery and documents

Delete clauses 10.1 and 10.2 and replace with the following:

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The time for delivery of the goods shall be the date as stated on the order. Orders for the supply and delivery of goods may be raised up until the expiry of a framework agreement bid, provided that the goods can be delivered within 30 days of expiry of the framework contract. All orders, other than for the supply and delivery of goods, must be completed prior to the expiry of the contract period.
- 10.2 The purchaser shall determine, in its sole discretion, whether the goods have been delivered in compliance with the contract, alternatively in such a state that it can be properly used for the purpose for which it was intended. When the purchaser determines that the goods have been satisfactorily delivered, the purchaser must issue an appropriate certification, or written approval, to that effect. Invoicing may only occur, and must be dated, on or after the date of acceptance of the goods.

11. Insurance

Add the following after clause 11.1:

11.2 Without limiting the obligations of the supplier in terms of this contract, the supplier shall affect and maintain the following additional insurances:

- a) Public liability insurances, in the name of the supplier, covering the supplier and the purchaser against liability for the death of or injury to any person, or loss of or damage to any property, arising out of or in the course of this Contract, in an amount not less than **R20 million** for any single claim;
- b) Motor Vehicle Liability Insurance, in respect of all vehicles owned and / or leased by the supplier, comprising (as a minimum) "Balance of Third Party" Risks including Passenger Liability Indemnity;
- c) Registration / insurance in terms of the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993. This can either take the form of a certified copy of a valid Letter of Good Standing issued by the Compensation Commissioner, or proof of insurance with a licenced compensation insurer, from either the bidder's broker or the insurance company itself (see **Proof of Insurance / Insurance Broker's Warranty** section in document for a pro forma version).
- d) Professional indemnity insurance providing cover in an amount of not less than R5 million in respect of each and every claim during the contract period.

In the event of under insurance or the insurer's repudiation of any claim for whatever reason, the CCT will retain its right of recourse against the supplier.

11.3 The supplier shall be obliged to furnish the CCT with proof of such insurance as the CCT may require from time to time for the duration of this Contract. Evidence that the insurances have been effected in terms of this clause, shall be either in the form of an insurance broker's warranty worded precisely as per the pro forma version contained in the **Proof of Insurance / Insurance Broker's Warranty** section of the document or copies of the insurance policies.

16. Payment

Delete Clause 16.1 in its entirety and replace with the following:

16.1 Payment of invoices will be made within 30 days of receiving the relevant invoice or statement, unless otherwise prescribed for certain categories of expenditure or specific contractual requirements in accordance with any other applicable policies of the City. All completed invoices for goods and services will be paid on a weekly basis and construction related invoices will be paid daily.

Notwithstanding anything contained above, the City shall not be liable for payment of any invoice that predates the date of delivery of any goods or services, or the date of certification for construction works.

Should the processing of a payment be delayed due to the late submission of documentation, any penalties imposed will be for the account of the functional business area. Any queries will also be referred to such line department.

No official shall commit Council to making a payment outside the scheduled payment terms

Delete Clause 16.2 in its entirety and replace with the following:

16.2 The supplier shall furnish the purchaser's Accounts Payable Department with an original tax invoice, clearly showing the amount due in respect of each and every claim for payment.

Add the following after clause 16.4

16.5 Notwithstanding any amount stated on the order, the supplier shall only be entitled to payment for goods actually delivered in terms of the Project Specification and Drawings, or any variations in accordance with clause 18. Any contingency sum included shall be for the sole use, and at the discretion, of the

purchaser.

The CCT is not liable for payment of any invoice that pre-dates the date of delivery of the goods.

- 16.6 The purchaser will only make advanced payments to the supplier in strict compliance with the terms and details as contained on **Proforma Advanced Payment Guarantee** and only once the authenticity of such guarantee has been verified by the City's Treasury Department.

17. Prices

Add the following after clause 17.1

- 17.2 If as a result of an award of a contract beyond the original tender validity period, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then the contract may be subject to contract price adjustment for that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Director: Supply Chain Management if such was not included in the bid documents.

- 17.3 If as a result of any extension of time granted the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then contract price adjustment may apply to that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Director: Supply Chain Management if such was not included in the bid documents.

- 17.4 The prices for the goods delivered and services performed shall be subject to contract price adjustment and the following conditions will be applicable:

- a) Contract price adjustment as set out in Schedule 8

- 17.5 If price adjustment for variations in the cost of plant and materials imported from outside of South Africa is provided for in the contract, such adjustment shall be based on the information contained on the schedule titled "**Price Basis for Imported Resources**" and as below. For the purposes of this clause the Rand value of imported Plant and Materials inserted on the schedule titled "**Price Basis for Imported Resources**" (column (F)) shall be the value in foreign currency (column (A)) converted to South African Rand (column (C)) by using the closing spot selling rate quoted by **CCT's** main banker, NEDBANK, on the Base Date (seven calendar days before tender closing date) rounded to the second decimal place (column(B)), to which shall be added any Customs Surcharge and Customs Duty applicable at that date (columns (D) and (E)).

- 17.5.1 Adjustment for variations in rates of exchange:

(a) The value in foreign currency inserted in column (A) shall be subject to clause (h) below when recalculating the Rand value.

(b) The rate of exchange inserted in column (B) shall be the closing spot selling rate quoted by Council's main banker, NEDBANK, on the Base Date, rounded to the second decimal place, subject to sub-paragraph (c) below.

(c) If the rate of exchange inserted by the Tenderer differs from the NEDBANK rate referred to above, then the NEDBANK rate shall apply and the Rand value in columns (C) and (F) shall be recalculated accordingly, without altering the price in the Price Schedule for the relevant items.

(d) If a tender from a supplier or sub-contractor provides for variations in rates of exchange, the Supplier may **only** claim for variations in rates of exchange if he binds the supplier or sub-contractor to the same provision to take out forward cover as described in sub-paragraph (e) below.

(e) The Supplier (or sub-contractor) shall within five working days from the date of placing a firm order on an overseas supplier, cover or recover forward by way of a contract with a bank which is an authorised foreign exchange dealer, the foreign exchange component of the cost of any imported Plant and Materials inserted by the Tenderer on the scheduled titled "**Price Basis for Imported Resources**".

(f) When the Supplier (or sub-contractor) so obtains forward cover, the Supplier shall immediately notify the CCT of the rate obtained and furnish the CCT with a copy of the foreign exchange contract note.

(g) Based on the evidence provided in sub-paragraph (f) above, the value in Rand inserted in column (C) of on the schedule titled "**Price Basis for Imported Resources**" shall be recalculated using the forward cover rate obtained, and any increase or decrease in the Rand value defined in this clause shall be adjusted accordingly, subject to sub-paragraph (h) below.

(h) The adjustments shall be calculated upon the value in foreign currency in the Supplier's (or sub-contractor's) **forward cover contract**, provided that, should this value exceed the value in foreign currency inserted in column (A) of on the schedule titled "**Price Basis for Imported Resources**", then the value in column (A) shall be used.

17.5.2 Adjustment for variations in customs surcharge and customs duty

(a) Any increase or decrease in the Rand value between the amounts of Customs Surcharge and Customs Duty inserted in on the schedule titled "**Price Basis for Imported Resources**" and those amounts actually paid to the Customs and Excise Authorities, which are due to changes in the percentage rates applicable or to the foreign exchange rate used by the authorities, shall be adjusted accordingly.

(b) The Tenderer shall state the Customs Duty Tariff Reference applicable to each item and the Supplier shall advise the CCT's Agent of any changes which occur.

17.5.3 Adjustment for variation in labour and material Costs

If the prices for imported Plant and Materials are not fixed, the Supplier shall in his Tender specify the formula for calculating Contract Price Adjustments normally used in the country of manufacture and the indices and relative proportions of labour and material on which his Tender prices are based. Evidence of the indices applicable shall be provided with each claim. The indices applicable 42 days before contractual dispatch date from the factory will be used for the purposes of Contract Price Adjustment.

Failure to specify a formula in the Tender shall mean that the prices are fixed or shall be deemed to be fixed.

18. Contract Amendments

Delete the heading of clause 18 and replace with the following:

18. Contract Amendments and Variations

Add the following to clause 18.1:

Variations means changes to the goods, extension of the duration or expansion of the value of the contract that the purchaser issues to the supplier as instructions in writing, subject to prior approval by the purchaser's delegated authority. Should the supplier deliver any goods not described in a written instruction from the purchaser, such work will not become due and payable until amended order has been issued by the purchaser.

20. Subcontracts

Add the following after clause 20.1:

20.2 The supplier shall be liable for the acts, defaults and negligence of any subcontractor, his agents or employees as fully as if they were the acts, defaults or negligence of the supplier.

20.3 Any appointment of a subcontractor shall not amount to a contract between the CCT and the subcontractor, or a responsibility or liability on the part of the CCT to the subcontractor and shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

Delete Clause 21.2 in its entirety and replace with the following:

21.2 If at any time during the performance of the contract the supplier or its sub-contractors should encounter conditions beyond their reasonable control which impede the timely delivery of the goods, the supplier

shall notify the purchaser in writing, within 7 Days of first having become aware of these conditions, of the facts of the delay, its cause(s) and its probable duration. As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation, and may at his discretion extend the time for delivery.

Where additional time is granted, the purchaser shall also determine whether or not the supplier is entitled to payment for additional costs in respect thereof. The principle to be applied in this regard is that where the purchaser or any of its agents are responsible for the delay, reasonable costs shall be paid. In respect of delays that were beyond the reasonable control of both the supplier and the purchaser, additional time only (no costs) will be granted.

The purchaser shall notify the supplier in writing of his decision(s) in the above regard.

- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of goods from a national department, provincial department, or a local authority.

22. Penalties

Delete clause 22.1 and replace with the following:

- 22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, penalties as described in Annexure GS3.

23. Termination for default

Delete the heading of clause 23 and replace with the following:

23. Termination

Add the following to the end of clause 23.1:

if the supplier fails to remedy the breach in terms of such notice

Add the following after clause 23.7:

- 23.8 In addition to the grounds for termination due to default by the supplier, the contract may also be terminated:
- 23.8.1 Upon the death of the supplier who was a Sole Proprietor, or a sole member of a Close Corporation, in which case the contract will terminate forthwith.
- 23.8.2 The parties by mutual agreement terminate the contract.
- 23.8.3 If an Order has been issued incorrectly, or to the incorrect recipient, the resulting contract may be terminated by the purchaser by written notice
- 23.8.4 If a material irregularity vitiates the procurement process leading to the conclusion of the contract, rendering the procurement process and the conclusion of the resulting contract unfair, inequitable, non-transparent, uncompetitive or not cost-effective, provided the City Manager follows the processes as described in the purchasers SCM Policy.
- 23.8.5 After providing notice to the supplier, if the implementation of the contract may result in reputational risk or harm to the City as a result of (inter alia):
- 23.8.5.1 reports of poor governance and/or unethical behaviour;
 - 23.8.5.2 association with known family of notorious individuals;
 - 23.8.5.3 poor performance issues, known to the Employer;
 - 23.8.5.4 negative social media reports; or
 - 23.8.5.5 adverse assurance (e.g. due diligence) report outcomes.

- 23.9 If the contract is terminated in terms of clause 23.8, all obligations that were due and enforceable prior

to the date of the termination must be performed by the relevant party.

26. Termination for insolvency

Delete clause 26.1 and replace with the following:

- 26.1 The purchaser may make either of the following elections to ensure its rights are protected and any negative impact on service delivery is mitigated:
- 26.1.1 accept a supplier proposal (via the liquidator) to render delivery utilising the appropriate contractual mechanisms; or
- 26.1.2 terminate the contract, as the liquidator proposed supplier is deemed unacceptable to the purchaser, at any time by giving written notice to the supplier (via the liquidator).
- 26.2 Termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

Amend clause 27.1 as follows:

- 27.1 If any dispute or difference of any kind whatsoever, with the exception of termination in terms of clause 23.1(c), arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

Delete Clause 27.2 in its entirety and replace with the following:

- 27.2 Should the parties fail to resolve any dispute by way of mutual consultation, either party shall be entitled to refer the matter for mediation before an independent and impartial person whose identity shall be agreed to between the Parties within fourteen (14) days, failing which the referring party will be entitled to approach the Chairperson of the Cape Bar for a recommendation of a mediator experienced in the subject matter of the dispute, to act as the mediator. Such referral shall be done by either party giving written notice to the other of its intention to commence with mediation. No mediation may be commenced unless such notice is given to the other party

Irrespective whether the mediation resolves the dispute, the parties shall bear their own costs concerning the mediation and share the costs of the mediator and related costs equally.

The mediator shall agree the procedures, representation and dates for the mediation process with the parties. The mediator may meet the parties together or individually to enable a settlement.

Where the parties reach settlement of the dispute or any part thereof, the mediator shall record such agreement and on signing thereof by the parties the agreement shall be final and binding.

Save for reference to any portion of any settlement or decision which has been agreed to be final and binding on the parties, no reference shall be made by or on behalf of either party in any subsequent court proceedings, to any outcome of an amicable settlement by mutual consultation, or the fact that any particular evidence was given, or to any submission, statement or admission made in the course of amicable settlement by mutual consultation or mediation.

28. Limitation of Liability

Delete clause 28.1 (b) and replace with the following:

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the sums insured in terms of clause 11 in respect of insurable events, or where no such amounts are stated, to an amount equal to twice the contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

Add the following after clause 28.1:

28.2 Without detracting from, and in addition to, any of the other indemnities in this contract, the supplier shall be solely liable for and hereby indemnifies and holds harmless the purchaser against all claims, charges, damages, costs, actions, liability, demands and/or proceedings and expense in connection with:

- a) personal injury or loss of life to any individual;
- b) loss of or damage to property;

arising from, out of, or in connection with the performance by the supplier in terms of this Contract, save to the extent caused by the gross negligence or wilful misconduct of the purchaser.

28.3 The supplier and/or its employees, agents, concessionaires, suppliers, sub-contractors or customers shall not have any claim of any nature against the purchaser for any loss, damage, injury or death which any of them may directly or indirectly suffer, whether or not such loss, damages, injury or death is caused through negligence of the purchaser or its agents or employees.

28.4 Notwithstanding anything to the contrary contained in this Contract, under no circumstances whatsoever, including as a result of its negligent (including grossly negligent) acts or omissions or those of its servants, agents or contractors or other persons for whom in law it may be liable, shall any party or its servants (in whose favour this constitutes a *stipulatio alteri*) be liable for any indirect, extrinsic, special, penal, punitive, exemplary or consequential loss or damage of any kind whatsoever, whether or not the loss was actually foreseen or reasonably foreseeable), sustained by the other party, its directors and/or servants, including but not limited to any loss of profits, loss of operation time, corruption or loss of information and/or loss of contracts.

28.5 Each party agrees to waive all claims against the other insofar as the aggregate of compensation which might otherwise be payable exceeds the aforesaid maximum amounts payable.

31. Notices

Delete clauses 31.1 and 31.2 and replace with the following:

31.1 Any notice, request, consent, approvals or other communications made between the Parties pursuant to the Contract shall be in writing and forwarded to the addresses specified in the contract and may be given as set out hereunder and shall be deemed to have been received when:

- a) hand delivered – on the working day of delivery
- b) sent by registered mail – five (5) working days after mailing
- c) sent by email or telefax – one (1) working day after transmission

32. Taxes and Duties

Delete the final sentence of 32.3 and replace with the following:

In this regard, it is the responsibility of the supplier to submit documentary evidence in the form of a valid Tax Clearance Certificate issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5).

Add the following after clause 32.3:

32.4 The VAT registration number of the City of Cape Town is [REDACTED]

ADDITIONAL CONDITIONS OF CONTRACT

Add the following Clause after Clause 1.25 of the SCC:

1.28 'Financial Year' means the 12-month period used for financial reporting and budgeting purposes by the City of Cape Town starting on 1 July and ending on 30 June every year.

Add the following Clause after Clause 34:

35. Reporting Obligations.

35.1 The supplier shall complete, sign and submit with each delivery note, all the documents as required in the Specifications. Any failure in this regard may result in a delay in the processing of any payments.

36. Protection of personal information

36.1 The supplier acknowledges that it will be processing personal information as defined in the Protection of Personal Information Act No. 4 of 2013 relating to City customers, on behalf of the City. Accordingly, it undertakes to ensure compliance with the Act in respect of its processing activities. In particular, it undertakes to keep such information confidential and not to disclose it unless required by law or in the course of the proper performance of its duties. Furthermore, it undertakes to maintain security measures as envisaged in Sections 19 and 21 of the Act. The requirements of this apply to all agents and subcontractors acting on behalf of tenderers and must be included in all contracts between tenderers and their agents or subcontractors.

37. Performance Monitoring

37.1 As required by section 116(2)(b) of the Local Government: Municipal Financial Management Act 56 of 2003, the City shall monitor the performance of the supplier/supplier on at least a monthly basis, and the supplier agrees to provide the City with its full cooperation in this regard.

PART 3: GENERAL CONDITIONS OF CONTRACT

(National Treasury - General Conditions of Contract (revised July 2010))

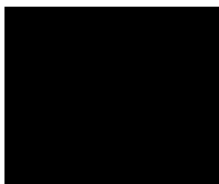
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1. Definitions

1. The following terms shall be interpreted as indicated:

- 1.1 'Closing time' means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2 'Contract' means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3 'Contract price' means the price payable to the supplier under the contract for the full and proper performance of his or her contractual obligations.
- 1.4 'Corrupt practice' means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.



- 1.5 'Countervailing duties' are imposed in cases in which an enterprise abroad is subsidised by its government and encouraged to market its products internationally.
- 1.6 'Country of origin' means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognised new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7 'Day' means calendar day.
- 1.8 'Delivery' means delivery in compliance with the conditions of the contract or order.
- 1.9 'Delivery ex stock' means immediate delivery directly from stock actually on hand.
- 1.10 'Delivery into consignee's store or to his site' means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
- 1.11 'Dumping' occurs when a private enterprise abroad markets its goods on its own initiative in the RSA at lower prices than that of the country of origin, and which action has the potential to harm the local industries in the RSA.
- 1.12 'Force majeure' means an event beyond the control of the supplier, not involving the supplier's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 'Fraudulent practice' means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 'GCC' means the General Conditions of Contract.
- 1.15 'Goods' means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 'Imported content' means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 'Local content' means that portion of the bidding price which is not included in the imported content, provided that local manufacture does take place.
- 1.18 'Manufacture' means the production of products in a factory using labour, materials, components and machinery, and includes other, related value-adding activities.
- 1.19 'Order' means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 'Project site', where applicable, means the place indicated in bidding documents.
- 1.21 'Purchaser' means the organisation purchasing the goods.
- 1.22 'Republic' means the Republic of South Africa.
- 1.23 'SCC' means the Special Conditions of Contract.

1.24 'Services' means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance, and other such obligations of the supplier covered under the contract.

1.25 'Written' or 'in writing' means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders, including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable, a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. Standards

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for the purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1, except for purposes of performing the contract.

5.3 Any document, other than the contract itself, mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so, required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so, required by the purchaser.

6. Patent rights

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from the use of the goods or any part thereof by the purchaser.

7. Performance Security

- 7.1 Within 30 (thirty) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in the SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser, and shall be in one of the following forms:
 - a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - b) a cashier's or certified cheque.
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than 30 (thirty) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in the SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organisation acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention of such is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier, who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of the GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights

shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in the SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in the SCC.
- 10.2 Documents to be submitted by the supplier are specified in the SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured, in a freely convertible currency, against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental Services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services (if any) specified in the SCC:
- (a) performance or supervision of on-site assembly, and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for the assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
 - (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.
- 13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

- 14.1 As specified in the SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
 - (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

- 15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless

provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications), or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for 12 (twelve) months after the goods, or any portion thereof, as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for 18 (eighteen) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in the SCC.

15.3 The purchaser shall notify the supplier promptly, in writing, of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in the SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in the SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in the SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of any other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than 30 (thirty) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in the SCC.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices tendered by the supplier in his bid, with the exception of any price adjustments authorized in the SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract Amendments

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

- 21.2 If at any time during the performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his or her discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure, outside of the contract, small quantities of supplies; or to have minor essential services executed if an emergency arises, or the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
- 21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and, without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

- 22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services, using the current prime interest rate, calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - (b) if the supplier fails to perform any other obligation(s) under the contract; or
 - (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than 14 (fourteen) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated 14 (fourteen) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer/Authority will, at the discretion of the Accounting Officer/Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person is or was, in the opinion of the Accounting Officer/Authority, actively associated.

23.6 If a restriction is imposed, the purchaser must, within 5 (five) working days of such imposition, furnish the National Treasury with the following information:

- (i) the name and address of the supplier and/or person restricted by the purchaser;
- (ii) the date of commencement of the restriction;
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period of not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction, and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidised import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall, on demand, be paid forthwith by the contractor to the State, or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he or she delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him or her.

25. Force majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if, and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall notify the purchaser promptly, in writing, of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

27.2 If, after 30 (thirty) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due to the supplier.

28. Limitation of Liability

28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6:

- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable Law

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in the SCC.

31. Notices

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail, and any other notice to him shall be posted by ordinary mail, to the address furnished in his bid or to the address notified later by him in writing; and such posting shall be deemed to be proper service of such notice.

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and Duties

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, licence fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, licence fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34 Prohibition of Restrictive practices

34.1 In terms of section 4 (1) (b) (iii) of the Competition Act, Act 89 of 1998, as amended, an agreement between or concerted practice by firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/are or a contractor(s) was/were involved in collusive bidding (or bid rigging).

34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act, Act 89 of 1998.

34.3 If a bidder(s) or contractor(s) has/have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and/or terminate the contract in whole or part, and/or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding 10 (ten) years and/or claim damages from the bidder(s) or contractor(s) concerned.

PART 4: SPECIFICATIONS

1 Introduction

The Directorate: Urban Mobility (DUM) has been managing the implementation and operation of the various public transport facilities through various service providers appointed through a CCT tender process. This contract is drawing to a close, creating an opportunity for prospective service providers to the CCT to tender on this service.

The DUM has, after due consideration decided to advertise the services as an integrated Facilities Management Contract encompassing a combination of hard and soft services required at the various facilities.

For the sake of clarity, some definitions of Facilities Management are listed below:

The SAFMA (South African Facilities Management Association) definition of Facilities Management is "Facilities Management is an enabler of sustainable enterprise performance through the whole life management of productive workplaces and effective business support services."

The British Institute of Facilities Management (BIFM) definition is "Facilities Management is the integration of multi-disciplinary activities within the built environment and the management of their impact upon people and the workplace".

The definition provided by the International Facility Management Association (IFMA) is: "The practice or coordinating the physical workplace with the people and work of the organization; integrates the principles of business administration, architecture, and the behavioural and engineering sciences."

Some educators define FM as "a strategically integrated approach to maintaining, improving and adapting the buildings and supporting services of an organisation in order to create an environment that strongly supports the primary objectives of that organisation." Peter Barret 2003

A simple definition of Facilities Management is **"the integrated management of the work environment and supporting services of an organisation to provide an environment that enables the business to achieve its primary objective."**

The intention of this contract is to appoint a Facilities Management Service Provider to provide and manage a range of services at DUM facilities including but not limited to:

- Ambassadorial services
- Cash management services
- Cleaning services
- Coordinator Services
- Event services at impacted DUM Facilities
- Equipment rental
- Hygiene services including Sanbin servicing, and provision of washroom accessories and consumables
- Landscaping services
- Maintenance services (including maintenance contracts)
- Pest control
- Professional services
- Security services
- Surveillance services
- Waste Management

The focus areas of the contract initially include the following DUM Facilities:

- MyCiTi Stations (existing and under development);
- MyCiTi Bus Shelters, Bus Stops, and temporary bus stops (existing and under development);
- MyCiTi Bus Depots;
- MyCiTi Staging/Holding areas;
- Public Transport Interchanges (existing and under development);
- Roads and Infrastructure Management (RIM) Depots

It is the intention of the DUM to also make some of the services provided through this contract available to other DUM departments. The pricing structure of this contract will therefore be rates based with the limitation that certain rates will pertain to specific services and can therefore not be applied to service not specifically covered in this contract. Services that may be made available to other DUM departments may include:

- Ambassadorial services
- Cash management services
- Coordinator Services
- Security services
- Surveillance services
- Maintenance services (including maintenance contracts)
- Cleaning services
- Hygiene services including Sanbin servicing, and provision of washroom accessories and consumables
- Pest control
- Event services at impacted DUM Facilities
- Professional services
- Equipment rental
- Waste Management

It should be noted that this tender specification consists of two parts, this document and an electronic version of detail information that may be required to completely understand the scope and make informed decisions.

2 Definitions and Interpretation

In this Contract, the following words shall, unless otherwise stated or inconsistent with the context in which they appear, bear the following meanings and other words derived from the same origins as such words (that is, cognate words) shall bear corresponding meanings:

"Annexure/s" means the annexures attached to this Specification, as amended from time to time;

"Authorised Representative/s" means person/s authorised by each of the City and the FM Contractor in writing as contemplated in terms of clause 3.19.1, and which shall include authorised persons to whom their roles have been delegated and regarding which the relevant Party has advised the other Party in writing;

"Business Day" means any day other than a Saturday, Sunday or gazetted national public holiday in the Republic of South Africa;

"Best Industry Practice" means applying, in relation to the manner in which the Services are rendered, the standards, practices, methods and procedures conforming to applicable law, and exercising that degree of skill, care, diligence, prudence and foresight that would reasonably and ordinarily be expected from a skilled and experienced person engaged in a similar type of undertaking under similar circumstances;

"City" or "CCT" means the City of Cape Town, a metropolitan municipality, established in terms of Local Government: Municipal Structures Act 117 of 2003;

"City/CCT Assets" or "DUM Assets" means the CCT facilities including but not limited to the MyCiTi Stations, PTI's and any other assets and rights made available by the City to the FM Contractor for use by the FM Contractor in the provision of the Services;

"Commencement Date" means the date on which the FM Contractor shall first become responsible for the provision of any Services;

"Confidential Information" means all information, without limitation, of whatsoever nature relating to the:

- Disclosing Party's business, operations, processes, drawings, sketches, plans, models, costs, product information, know-how, market opportunities, customers and business affairs;
- relationship between the Disclosing Party and its customers and suppliers; and
- contents of this Contract and any other information received pursuant to this Contract,
- but excludes information which:
 - is required to be disclosed under any law or regulation, or by any governmental or competent authority, including any stock exchange on which a Receiving Party may be listed, provided that the Receiving Party in question shall first consult with the Disclosing Party before making any such disclosure, statement or announcement; or
 - is in the public domain or enters into the public domain in any way (including, without limitation, through publication in the ordinary course on SENS) provided that the entry of such information into the public domain did not entail a breach of this Contract by the Receiving Party; or
 - the Receiving Party can show was within its possession or knowledge, such information being in its use or having been recorded in its files, computers or other recording media, prior to receipt thereof from the Disclosing Party, and which information was not previously acquired by the Receiving Party under any obligations of confidence or unlawfully; or
 - is disclosed by the Receiving Party with the prior written approval of the Disclosing Party; or
 - is disclosed by the Disclosing Party to a third party without restriction on disclosure or use, including without limitation, by way of a patent specification; or
 - is after the Signature Date disclosed or made available in good faith to the Receiving Party from a source other than the Disclosing Party, without breach by the Receiving Party of any obligation of confidentiality or non-use owed to the Disclosing Party or without breach by such other source who, to the knowledge of the Disclosing Party, is not subject to an obligation of confidentiality or non-use owed to the Disclosing Party; or
 - is developed independently by the Receiving Party without reference to the Confidential Information;
 - where the City is the Receiving Party, any information contemplated in this definition, which the City is reasonably required to disclose for operational reasons, as appropriate passenger information, in order to report appropriately to City structures and to Provincial or National Government, and/or to share with other cities/regions implementing similar projects to MyCiTi, it being recorded that, for purposes of this definition:
 - Disclosing Party means the Party disclosing Confidential Information to the Receiving Party; and
 - Receiving Party means the Party receiving Confidential Information from the Disclosing Party;

"Consents" mean all consents, permits, clearances, authorisations, approvals, rulings, exemptions, registrations, filings, decisions and licences, required to be issued by any Responsible Authority in connection with the performance of any of the Services;

"Contingencies" means the discretionary amounts which may be paid by the City in respect of costs which were not specifically provided for in the Price Schedule but which may arise in the implementation of this Contract;

"CPI" or the consumer price index, means the percentage of change in Statistics South Africa's Consumer Price Index as set out in Schedule 8.

"Day" means a calendar day or 24 hours.

"Directorate: Urban Mobility Contractors" means collectively the FM Contractor, AFC Contractor, APTMS Contractor, the VOCs and any such other contractors appointed by the City to perform services or works around Directorate: Urban Mobility Facilities;

"DUM" means the Directorate Urban Mobility of the City of Cape Town.

"Effective Date" means the Signature Date and being the date on which this Contract comes into effect;

"Equipment" means the equipment necessary for the provision of the Services and for Personnel to perform their duties in accordance with the terms and conditions of this Contract;

"Expiry Date" Date means a date not more than 8 financial years from the Commencement Date;

"Facilities" means Assets, properties and infrastructure belonging to the CCT Urban Mobility Directorate and which are included in this contract.

"FM Contractor" means the _____, being the tenderer to whom the Tender was awarded;

"Input Cost" or means the price of goods at which the Service Agent acquires the goods without any added mark-up or additions.

"Intellectual Property" means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, utility models, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, goodwill, copyright and rights in the nature of copyright, design rights, rights in data-bases, moral rights, know-how, trade secrets and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures, particulars of passengers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites;

"Invoice" means a valid tax invoice, in a form to be agreed between the Parties before the Effective Date;

"Manager" means an employee who is charged by an employer with the overall supervision over, responsibility for and direction of the activities of an establishment or part of an establishment and the employees engaged therein, but does not include any employee in the same establishment who relieves or acts for a manager during the manager's absence.

"Major Repairs" shall mean any repairs involving large expenditures that extend the useful life of an asset or restoring an asset which has been rendered unusable due to damage back to a useful condition

"Month" means a calendar month;

"Monthly Performance Report" means the monthly report submitted by the FM Contractor to the City as provided in clause 3.19.3;

"MyCiTi" means the City's integrated rapid transport system for the provision of public transport and ancillary services, and **"MyCiTi System"** shall have the same meaning;

"Normal Hours" shall mean the Shift hours that apply to the specific position and shall generally mean a 12-hour day for security and surveillance and an 8-hour day for all other services excluding breaks, starting and ending as agreed between the CCT and the FM Contractor.

"ODTP Areas" means the regions into which the Cape Metropole is divided in terms of the CCT Organisational Development and Transformation Plan and as depicted in Specification Annexure GS11.

"Operational Hours" means the hours during which the MyCiTi System and PTIs will be operational as set out in Annexure MC2, as amended from time to time in terms of this Contract;

"Operations and Maintenance Manuals" means the manuals relating to the operational and maintenance requirements and standards to be adhered to in the provision of or the in connection with the Services, as amended from time to time by agreement and/or through Protocols or Service Notices, which manuals shall form part of this Contract. In the event of a conflict between the provisions of the Operations and Maintenance Manuals and the provisions of this Contract, the provisions of this Contract shall prevail;

"Parties" means the parties to this Contract, being the City and the FM Contractor;

"Penalties" means the amounts to be deducted from payments to the FM Contractor, as provided more fully in Annexure GS3;

"Penalty Matrix" means the schedule of Penalties set out in Annexure GS3;

"Personnel" means any person rendering any aspect of the Services and acting on the direct or indirect instruction of the FM Contractor, including a subcontractor of the FM Contractor, an employee of the FM Contractor or of a subcontractor, as well as an agent, representative or consultant of the FM Contractor or of a subcontractor;

"Precinct" means the Facilities, roadways, landscaping fencing and all associated infrastructure within the areas as depicted in the Relevant Drawings contained in Volume 4 of the Tender Document.

"Price Schedule" means the bill of quantities and rates, as contained in Section 5 of this tender, for each function to be performed as part of the Services, as accepted by the City at the Effective Date, and which may be adjusted by agreement to reflect cost implications, if any, of Service Notices and any other changes to the Services;

"Prime Rate" means the rate of interest (nominal annual compounded Monthly in arrears) from time to time published by the City's designated bank as its prime overdraft lending rate (a certificate from any manager of that bank, whose appointment or authority need not be proved, as to the prime rate at any time and the usual way in which it is calculated and compounded at such time shall, in the absence of manifest or clerical error, be final and binding on the Parties);

"Primary Elements" means the main disciplines of services included in the contract which include cleaning, hygiene, pest control, ambassadorial services, surveillance, security, armed response, maintenance services, landscaping services, Event personnel, Project personnel, Equipment rental, and Cash management services.

"Provisions" or "Provisional Sum" means the provisional amounts, as listed in the Price Schedule which may become payable by the City;

"Protocols" means a protocol and/or a standard operating procedure issued from time to time by the City indicating how, amongst other things, the Services are to be rendered, the manner in which the FM Contractor should work together with any other contractors delivering related services, integration of the different functions forming part of the Services, and ancillary matters;

"PTI" means Public Transport Interchanges, designated locations within the CCT Metropole where different modes of public transport interconnects or where the public can access public transport services.

"Retail Areas" means the areas within the Facilities (formal and informal) which are, or may become, utilised for retail opportunities if so permitted by the City; which includes trader kiosks, informal trading bays, ticket offices, etc.; the extent and location of which retail areas will be agreed in writing (in a diagram, document or otherwise) and such diagrams, documents and/or written descriptions shall form part of this Contract;

"Responsible Authority" means any ministry, any minister, any organ of State, any official in the public administration or any other Governmental or regulatory department, commission, institution, entity, service utility, board, agency or authority (in each case, whether National, Provincial or Municipal) or any court, each having jurisdiction over the matter in question, but excluding for all purposes the City;

"Selected Public Transport Facilities" means the Station Precincts, Routes, PTIs and other Directorate: Urban Mobility Facilities at which the City requires facility management and / or cash management services to be provided by the FM Contractor.

"Service Agent" means the FM Contractor and any of its JV partners, sub-contractors or service providers to whom the tendered labour rates in the Price Schedule may apply.

"Service Notice" means the notice given by the City to the FM Contractor, describing and/or varying any of the Services to be rendered by the FM Contractor;

"Service Notice Matter" means any event or need which, in the discretion of the City, impacts on and/or requires an increase, variation or reduction in the Services, whether temporarily, permanently, scheduled or otherwise, such as a sporting event, added or reduced Services at Stations arising from a change in operational needs and/or cost implications in relation to MyCiTi and/or rerouting of a Route, and which may, in some instances, include an emergency or Event of Force Majeure;

"Shift" shall refer to the following working times:

- a. Security and Surveillance Shifts are for a duration of 12 hours starting at a time as is relevant to where and when a posting is needed.
- b. Any other shifts are for a duration of 8 hours, being the hours the service is required and excluding any lunch and tea breaks starting at a time as is relevant to where and when a posting is needed.

"Signature Date" means the latest of the dates on which this Contract (or any counterpart) was signed by any Party;

"Stops" and "Shelters" means the designated places, other than Stations, along the Routes at which public transport vehicles are required to stop for passengers to embark or disembark, as specified by the City;

"Sundries" means miscellaneous objects too small or unimportant to mention individually or with very low value.

"Termination Date" means the date upon which this Contract terminates, whether on the Expiry Date or earlier, as provided in this Contract;

"TMC" means the CCT Transport Management Centre located at Smartt Rd, Richmond Estate, Cape Town.

"VAT" means value-added tax levied in terms of the Value-added Tax Act 89 of 1991, as amended;

2.1 Interpretations:

In this Contract:

- unless expressly stated to the contrary, where the Parties are required to **"agree"**, **"notify"** or **"approve"**, they shall do so in writing, and for this purpose, writing shall include telefax, email or cellular phone-based short message services, and **"agreement"**, **"notification"** and **"approval"** shall have similar meanings;
- unless expressly stated to the contrary, where a Party's decision or act is in the discretion of that Party, it shall mean that Party's sole and unfettered discretion;
- references to a statutory provision include any subordinate legislation made from time to time under that provision and include that statutory provision (including subordinate legislation) as modified or re-enacted from time to time;
- words importing the masculine gender include the feminine and neuter genders and vice versa, the singular includes the plural and vice versa, and natural persons include artificial persons and vice versa, unless inconsistent with the context in which such words appear;
- references to a **"person"** include a natural person, company, close corporation or any other juristic person or other corporate entity, a charity, trust, partnership, joint venture, syndicate, any other association of persons or any government body;
- references to a **"subsidiary"** or a **"holding company"** shall be references to a subsidiary or holding company as defined in the Companies Act 71 of 2008;
- if a definition imposes substantive rights and obligations on a Party, such rights and obligations shall be given effect to and shall be enforceable, notwithstanding that they are contained in a definition;
- any definition, wherever it appears in this Contract, shall bear the same meaning and apply throughout this Contract unless otherwise stated or inconsistent with the context in which it appears;
- if there is any conflict between any definitions in this Contract then, for purposes of interpreting any clause of the Contract or paragraph of any Annexure, the definition appearing in that clause or paragraph shall prevail over any other conflicting definition appearing elsewhere in the Contract;
- where any number of Days is prescribed, those Days shall be counted exclusively of the first and inclusively of the last day unless the last day falls on a day which is not a Business Day, in which event the last day shall be the next succeeding Business Day, unless inconsistent with the context in which it appears;
- where the day upon or by which any act is required to be performed is not a Business Day, the Parties shall be deemed to have intended such act to be performed upon or by the next succeeding Business Day, unless inconsistent with the context in which it appears;
- any provision in this Contract which is or may become illegal, invalid or unenforceable in any jurisdiction affected by this Contract shall, as to such jurisdiction, be ineffective to the extent of such prohibition or unenforceability and shall be treated as having not been written (i.e. pro non scripto) and severed from the balance of this Contract, without invalidating the remaining provisions of this Contract or affecting the validity or enforceability of such provision in any other jurisdiction;
- the use of any expression covering a process available under South African law (such as but not limited to a winding-up) shall, if any of the Parties is subject to the law of any other jurisdiction, be interpreted in relation to that Party as including any equivalent or analogous proceeding under the law of such other jurisdiction;
- references to any amount shall mean that amount exclusive of VAT, unless the amount expressly includes VAT;
- the rule of construction that if general words or terms are used in association with specific words or terms which are a species of a particular genus or class, the meaning of the general words or terms shall be restricted to that same class (i.e. the eiusdem generis rule) shall not apply, and whenever the word "including" or "such as" is used followed by specific examples, such examples shall not be interpreted so as to limit the meaning of any word or term to the same genus or class as the examples given.
- The expiration or termination of this Contract shall not affect such of the provisions of this Contract which are expressly provided to operate after any such expiration or termination, or which of necessity

must continue to have effect after such expiration or termination, notwithstanding that the relevant provisions themselves do not provide for this.

- Each of the provisions of this Contract has been negotiated by the Parties and drafted for the benefit of the Parties, and accordingly the rule of construction that the contract shall be interpreted against or to the disadvantage of the Party responsible for the drafting or preparation of the Contract (i.e. the contra proferentem rule), shall not apply.

3 Generic Specifications

The following section contains the generic or general specifications that applies to the contract. In certain instances specific facilities have specific requirements. These specific requirements are specified under the facilities to which it apply. The specific requirements will always take precedence over and generic specifications that may be contradictory.

3.1 Extent of Services:

Services at the Commencement Date

The CCT will issue a Service Notice setting out which of the Services (and at which CCT Assets) must be provided by the FM Contractor from the Commencement Date. Such Service Notice will be issued by the CCT simultaneously with, or within 7 Business Days prior to or after, the notice has been given advising the FM Contractor of the Commencement Date.

Services instructed after the commencement date

Certain of the Services which form part of the contract may only be required to be provided by the FM Contractor, if at all, after the Commencement Date. These services and their extent will be instructed by the issue of a Service Notice.

3.2 Infrastructure and Facilities available to the FM Contractor

The FM Contractor will be entitled to use the infrastructure and facilities which are owned, managed or under the control of the CCT or third parties agreed at the commencement date or any other time during the contract terms.

3.3 Operating Hours and Related Operational Considerations

A timetable indicating the Operating Hours at the Commencement Date is contained in Annexure MC2. The CCT may amend starting or ending times for any Facilities by issuing a Service Notice to the FM Contractor on 14 Days' notice.

All operating Facilities must be adequately manned and all functions fully operational during the hours as specified in the relevant service notice.

Depending on ongoing operational requirements, some Facilities may:

- be closed during specific hours;
- require only certain Services during specific hours;
- require additional Personnel during certain hours;
- be closed temporarily or indefinitely (fully or partially).

The CCT will advise the FM Contractor of the operational requirements by way of Service Notices from time to time. In response to the foregoing, the FM Contractor will be entitled to recommend split shifts of certain Personnel to the CCT, or the CCT may instruct the FM Contractor to implement split shifts.

Should fewer Personnel be required as a result of any circumstances referred to above, the FM Contractor may continue to employ such Personnel at its own risk and cost.

3.4 Pricing Requirements

Tenderers are required to complete the Price Schedule as part of their Tender applications. Rates tendered in the Price Schedule will be the basis of payments made to the FM Contractor in terms of the FM Contract.

In compiling the Price Schedule, Tenderers must develop a pricing model which aligns with their Proposals and which incorporate the principles described in this section.

3.5 Human Resources

3.5.1 Management Structure

Tenderers must submit a detailed organogram depicting the full organizational structure from executive and senior management to operational staff, including support functions such as human resources, finance and the like.

The typical structure of the staffing under the FM Contract should include:

Senior Management: Executive and senior management that will have a part to play in the High level management of this contract and who may be communicating with the CCT or with whom the CCT may need to communicate with from time to time.

Key Personnel:

The key personnel as required in the Proposal is listed below.

Contract Manager

Manager: Maintenance Services

Manager: Security & CCTV Surveillance Services

Manager: Cleaning Services

Manager: Cash Receipting & Reconciliation

Tenderers are referred to the eligibility criteria for Key personnel as set out in clause 2.2.1.1.8 Key Personnel of the Conditions of Tender. (attached as Appendix A)

3.5.2 Other Supervisory and Specific Personnel (Not Key Personnel)

The FM Contractor will be required to provide supervisory personnel in the execution of the contract as stipulated in the table below. The FM Contractor must ensure that there is adequate supervision of Personnel to ensure proper and timeous execution of all the Services. Such supervision includes, but is not limited to, the deployment and management of all Personnel and co-ordination of the tasks across functions. The FM Contractor must ensure that sufficient Personnel are employed in supervisory roles for this purpose.

The CCT reserves the right to request copies of qualifications and experience for any or all of these positions.

Supervisor: Information, Call Centre & Communications	No Formal Qualification Specified	Minimum of 3 years' verifiable experience in managing Information distribution, Call Centre's & Communications service.
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Facility Coordinator	• Matric qualification (NQF 4) • Numeracy and computer skills, - No criminal record.	Minimum of 4 years' experience in co-ordinating and supervising the provision of facility management services Minimum of 3 years supervisory experience in the receiving, receipting, balancing, safekeeping, and banking of cash.
Cashier/Finance Clerk	• Matric qualification (NQF 4) • Numeracy and computer skills, • The correct aptitude, attitude, • No criminal record.	Minimum 3 years' experience in cashier / financial services;

3.5.3 Further Submissions

Tenderers must submit:

- copies of the curricula vitae of the Key Personnel who will execute the obligations in the FM Contract;
- certified copies of qualifications of Key Personnel who will execute the obligations in the FM Contract;

3.5.4 Appointment of Personnel

The FM Contractor should endeavour, as far as possible, to recruit labour from the local communities as defined by the CCT Sub Councils. In the event that the FM Contractor fails to procure the personnel from local communities they need to provide proof of the efforts made to comply with this clause in order to justify procuring from other areas.

The CCT shall have the right to:

1. Require of the FM Contractor to source more suitably qualified personnel to those proposed by the FM Contractor in their Tender submission. This specifically applies to supervisory and management personnel;
2. Require of the FM Contractor to replace any personnel on good cause to do so.

Where supervisory or management personnel are replaced for whatever reason, the new staff member shall have same or better qualifications, experience and knowledge specified in the Tender unless the CCT agrees to a deviation.

3.5.5 Trade Unions:

It should be noted that, unless otherwise ruled by the Commission for Conciliation, Mediation and Arbitration (CCMA), this contract is not subject to the South African Road Passenger Bargaining Council (SARPBAC) mandate.

3.5.6 Multi-tasking and Training

Many of the Facilities are small and may require only one or two Personnel to carry out most of the tasks falling within the Services. Such Personnel may perform several Services at one or at several Facilities and/or be supplemented by roaming Personnel travelling between Facilities. The FM Contractor must ensure that Personnel are adequately trained to perform all the services they are required to perform at the small facilities. This may include but is not limited to:

- Basic passenger assistance (such as providing general information on services that operate from the facility at which they are stationed)
- Manually opening of the station doors at Stations in the event of malfunction
- Fire marshal training
- Health & Safety training
- First Aid
- Operational procedures
- General conduct
- Communication skills and the like.

3.5.7 Time and Attendance

The FM Contractor will be required to implement a time and attendance system for all Personnel. This may be in the form of biometric scanners installed at the Facilities, or such alternative approved by the CCT, at the cost of the FM Contractor.

3.5.8 Staff Transport

It is recognized that the FM Contractor is obligated to provide staff transport for all shifts that start before or finish after the hours of public transport services. The FM Contractor is to include an allowance for staff transport in the rates tendered for the various shifts in the price schedule to which this will apply. No additional claims in terms of staff transport will be entertained by the CCT. Refer to Clause 5.1.3 of the pricing instructions.

3.6 Overheads and Management Fee percentage

Overheads:

A) All overhead costs that will not be directly impacted by the addition or removal of Facilities and/or Services must be priced separately. These are costs that are typically incurred in execution of the Contract that will not change. Such overhead costs include but are not limited to:

- the cost of senior members of staff (Including all key personnel) needed to manage the contract;
- human resource functions;
- financial management;
- office rental; vehicles (Excluding self-transport);
- equipment;
- telephone costs;
- FM Contractor Call Facility ,
- maintenance management software licences and hardware/software customisation;

- and
 - other similar disbursements.
- B) Overhead costs that are directly impacted by the addition or removal of facilities and/or services are to be included in the tendered Monthly, weekly, daily, hourly or percentage rate.

Management Fee Percentage:

The Management Fee Percentage will be included as a as a separate priceable line item. The management fee percentage represents the percentage mark-up the FM Contractor adds to the services rendered and approved during the invoice period to cover the FM Contractor's mark-up and profit.

3.7 Handover of Facilities between outgoing contractor and new FM Contractor

The FM Contractor will be required to provide its full cooperation to ensure a smooth handover of facilities both at the start and at the termination of the contract. This shall include, but not be limited to:

- transfer of Forcelink database to new incumbent;
- documentation including maintenance manuals, drawings, standard operating procedures or any other relevant documentation;
- warranties and guarantees;
- any contracts that may not yet reached its termination date;
- spares and equipment procured or stored on behalf of the CCT;
- transition of personnel where applicable;
- OHS regulations compliance
- Electrical & Mechanical compliance

The FM Contractor will be required to, for a period of up to 30 Days prior to the Commencement and Termination Dates, co-operate fully with all service providers, including the CCT, who may be rendering services at the Directorate Urban Mobility Facilities after the Commencement /Termination Date, and in this regard do all things reasonably necessary in order to ensure appropriate information, knowledge and skills transfer for the services to continue uninterrupted after handover.

The FM Contractor shall, in the period leading up to the Commencement Date develop Standard Operating Procedures (SOP's) and train its staff to ensure a smooth transition from the present contractor to the new FM Contractor.

Each facility shall be inspected jointly by the outgoing contractor, the new FM Contractor and an official nominated by the CCT. The Facility Handover Document (Annexure GS5) must be completed and signed by a duly authorized representative of each of the contractors and the CCT nominated official.

Where the CCT is of the view that the FM Contractor is not providing its full cooperation in managing the handover of facilities it may procure the services of external service providers to manage the process and recover such costs from the FM Contractor by any means available through this contract including deducting it from the last payment due.

3.8 Phased Transfer and Assets to be managed by the FM Contractor

Annexures MC1 and PTI1 provide a summary of the typical services at each facility.

The CCT is in the process of developing more DUM facilities that may be incorporated into this contract. As these developments are completed and rolled out, it may be handed over to the FM Contractor to manage. The CCT shall in its sole discretion allocate sites to the FM Contractor. The CCT reserves the right to add or remove sites from the contract based on operational requirements. The addition of any additional facilities to the Contract shall be subject to budget being allocated and the appropriate approvals being obtained to increase the Services.

Facilities that may be included in this contract and which is not included in the services at the Commencement Date may be handed over to the FM Contractor in a phased manner as and when the CCT elects to do so. The FM Contractor will be responsible to provide all services as specified in the Service Notice informing them of the inclusion of the services from the hand over date until such time as the CCT has retaken possession of such Facility and contents for any reason, including the closure of a Facility or the termination of the Contract. The rates as tendered in the price schedule shall apply.

The transfer procedure of each Facility will include the issuing of a full inventory by the CCT and the testing by the FM Contractor of functionality of the Facility and all Equipment within the CCT Asset. A list of any agreed patent defects will be drawn up between the Parties within the period to be set out in a Protocol. Where defects are noted and accepted by the CCT, the CCT will be responsible for the rectification of such defects, which will be undertaken either before, or as soon as possible after, the transfer of the relevant CCT Asset. The CCT may issue a Service Notice requiring the FM Contractor to undertake the rectification of the defects.

Upon transfer of the CCT Assets, the FM Contractor will become responsible for the management and maintenance of the CCT Assets and its contents as provided in this Contract. In the event that, upon transfer of a CCT Asset, not all Equipment may have been installed, such installation may take place after the transfer date of that CCT Asset. The FM Contractor will only become responsible for the Equipment as and when it is installed and only once any warranty periods that may apply have expired. Upon installation of Equipment as aforesaid, the inventory in respect of the relevant CCT Asset will be amended and signed by the FM Contractor.

Where the CCT has not yet rectified a defect, the FM Contractor will be required to take reasonable steps to prevent further damage to such defective components until the defect is rectified.

3.9 ISO 9001 Accreditation

The FM Contractor will be required to be ISO9001:2015 accredited or obtain such other accreditation standard that may supersede ISO9001 ("ISO9001") for the duration of this Contract. Such accreditation must align with the objectives of Directorate: Urban Mobility and specifically with the record keeping, operations and evaluation requirements.

In the event that the FM Contractor is not ISO9001 accredited at the date of the award of the Tender, it will be required to apply for ISO9001 accreditation within 3 Months of the Tender award and must, as far as reasonably possible, become ISO9001 accredited within 18 Months of the Commencement Date but in any event by no later than 24 Months after the Commencement Date.

In the event that the FM Contractor has not achieved ISO9001 accreditation at the Effective Date, it shall report to the CCT on its progress of achieving ISO9001 accreditation on a Monthly basis.

Failure by the FM Contractor to obtain or maintain their ISO status shall attract penalties as set out in Annexure GS3.

Regardless of whether any subcontractors of the FM Contractor are ISO9001 accredited or not, the FM Contractor will require its subcontractors to render services and report on all matters in accordance with the standards of ISO9001.

The CCT shall be entitled to reasonably amend the requirements of this Contract and the FM Contractor shall be obliged to adjust its ISO accreditation systems to align with such requirements.

3.10 Information, Call Centres and Communication

City of Cape Town's Transport Information Centre

The City of Cape Town has a public Transport Information Centre ("TIC"), located at the CCT's Transport Management Centre ("TMC") in Goodwood, which is operational 24 hours a day, 7 days a week. The primary role of the TIC is to provide the public with bus (including MyCiTi), rail and taxi information relating to routes, timetables, fares, ticket outlets, taxi interchanges, taxi ranks and park-and-ride facilities. The other role of the TIC is to log public transport issue, or complaint, related calls, which are then escalated by the TIC to the appropriate CCT Official to resolve.

Calls to the TIC related to MyCiTi issues which cannot be answered by the TIC, will be forwarded to the FM Contractor's call facility.

The FM Contractor shall familiarize itself with the roles, responsibilities and operations of the TIC and establish the necessary communications link with the TIC to fulfil its obligations in terms of this clause. In addition, the FM Contractor shall draft appropriate training and briefing material to enable efficiency and co-operation between the TIC and the FM Contractor's Call Facility. For more information, the FM Contractor shall refer to the TIC website

(<http://www.capetown.gov.za/en/transport/Pages/default.aspx>).

FM Contractor's Call Facility

The FM Contractor will establish a call facility, to be manned by its Personnel from 07h00 to 19h00 Mondays to Saturdays, to field calls directed from the TIC as provided in clause 4.3.8 ("Call Facility"). Such Personnel will be trained with regard to up-to-date and accurate information regarding MyCiTi, including but not limited to matters relating to lost property and other matters relating to the Services.

The FM Contractor's Call Facility will be responsible for:

- a) receiving and directing calls which are received from the TIC;
- b) receiving and directing written reports and complaints from the TIC, and responding to such reports with comment within 1 Business Day;
- c) recording of all calls for quality assurance purposes;
- d) logging calls received and closing off completed calls on Forcelink.

The cost of establishing and operating the FM Contractor's Call Facility is to be included within the FM Contractor's overheads.

3.11 Forcelink

The CCT has acquired Maintenance Management Software / Information Management Software (called Forcelink) for use across all contracted services of the Directorate: Urban

Mobility operation. The FM Contractor will purchase license/s for use by the FM Contractor and provide all additional hardware, hardware customization and software customization as may be required to execute the Services and allow for record keeping as required in this Contract. Where so provided, the FM Contractor will use such software to manage their maintenance obligations, and to report compliance-related information by others, as directed by the CCT by way of a Protocol, unless the CCT agrees otherwise in writing. The cost for implementing these requirements shall be charged in accordance with the tendered prices as provided for in the Price Schedule.

The FM Contractor will be entitled to enter into a contract directly with Acumen Software. Any contract between the FM Contractor and Acumen Software will expressly record Acumen Software's obligations to the CCT as determined by the CCT, and the CCT will be entitled, in its discretion, to require the FM Contractor and Acumen Software to enter into a tripartite agreement with the CCT in order to regulate the relationships amongst the three parties, and in particular in order to record Acumen Software's specific obligations to the CCT across all MyCiTi operations.

It is expressly recorded that all data and configurations on Forcelink will belong to the CCT and the FM Contractor shall instruct Acumen Software to transfer this to the CCT on expiry of the FM Contract for whatever reason.

The CCT may require of the FM Contractor to procure usage licenses for CCT use in the event of the contract with the existing service provider being terminated for whatever reason.

The CCT may in the course of the contract replace the system with an alternative system. In the event of this occurring, the CCT will inform the FM Contractor of its intention through a service notice. The FM Contractor shall implement the new system in accordance with the instructions in the service notice and shall be entitled to charge the CCT at agreed rates or at the rates the CCT may already have obtained through an open tender process.

More information on Forcelink and how it is used in the CCT, are included in Annexure GS4

3.11.1 Alternative Computerised Maintenance Management System (CMMS)

The FM Contractor may propose the use of an alternative CMMS to replace Forcelink keeping in mind the following requirements:

- a) All existing data on Forcelink must be transferred to the alternative CMMS without any data loss or corruption.
- b) All costs associated with the configuration of the CMMS, the transfer of the data and the training by own and CCT personnel shall be for the account of the FM Contractor.
- c) Irrespective of the CMMS utilised, all data shall remain the property of the CCT.
- d) Unless adequate assurances are provided to the contrary, the FM Contractor shall procure the necessary hardware, software, access and processes to ensure a weekly back-up of the data to be delivered to the CCT at the offices as nominated by the CCT.
- e) The FM Contractor shall procure licenses for use by the CCT to utilise the CMMS to:
 - i. Log calls
 - ii. Draw reports
 - iii. Upload and save data
 - iv. Close calls
- f) Any alternative CMMS shall have the same or better functionality as the system presently in use.
- g) The CCT shall instruct the FM Contractor regarding the number of licenses required for CCT staff and shall reimburse the tendered license fee towards the usage rights of same.

Notwithstanding the provisions of this clause 3.11.1, the CCT may elect not to make use of the CMMS proposed by the FM Contractor and instruct the FM Contractor to make use of a CMMS of its choosing. In the event of this occurring, the CCT will inform the FM Contractor of its intention through a service notice. The FM Contractor shall implement the nominated

system in accordance with the instructions in the service notice and shall be entitled to charge the CCT at agreed rates or at the rates the CCT may already have obtained through and open tender process.

3.12 Service Levels

In this Service Level Specification, the following words shall be interpreted as described below:

- “Pro-Active” means calls logged by the FM Contractor identifying works and problems before it is logged by the CCT.
- Response time: The time within which the FM Contractor is required to respond to the incident/request commencing from the time the notification is sent or the incident logged on Forcelink whichever comes first.
- Resolution Time: The time when the work is completed, adequate feedback provided to the CCT and the works instruction indicated as complete on the system. The resolution time is in addition to the Response Time. Sample: A P1 call in total has 5 hours from it being logged to the end of the resolution time.
- “Reactive” means calls logged on Forcelink by the CCT identifying works and problems before it is logged by the FM Contractor. Note: This definition is limited to the “Service Level” part of the contract and does not apply to the use of the term elsewhere in this document.

The appropriate priority level shall be assigned to calls by the FM Contractor after considering the variables shown in the matrix below:

Impact/Urgency			
	High Impact	Medium Impact	Low Impact
High Urgency	P1	P2	P3
Medium Urgency	P2	P3	P4
Low Urgency	P3	P4	P5

Priority Level P6 will be reserved for projects.

The CCT reserves the right to review the priority level set for any incidents or service requests in conjunction with the FM Contractor.

In the event that an incident cannot be resolved within the specified time, the FM Contractor shall inform the CCT of the reasons for failure and the response time updated in accordance to any adjustments agreed to by the CCT. No Priority level shall be revised more than twice per incident.

In the event that the incident requires quotations or tender processes, the incident shall be suspended with approval from the CCT and a new resolution time agreed.

The various priority levels are summarised in the following table:

Abbreviation	Name	Response Time	Resolution Time
P1	Emergency Incident	1 Hour	4 Hours
P2	Urgent	24 Hours	4 Days
P3	Routine	3 Days	5 Days
P4	Pro-Active	5 Days	10 Days
P5	Scheduled	As Scheduled	21 Days
P6	Projects	30 Days	As Agreed

Abbreviation	Name	Response Time	Resolution Time
P7	Mutually Agreed Date	As per original priority level	As agreed

Description of Priority Levels

P1 and P2 calls as described below can only be closed off on Forcelink by a City Official. The clock will stop upon the FM Contractor marking the job as Resolved, awaiting final close off by the CCT Official. Should the CCT Official find the work of unsatisfactory quality or incomplete the call will not be closed off and penalties for late completion will apply in accordance with the Penalty Schedule.

P1 – Priority 1: Emergency Incident

Incidents which take priority over all other work and require immediate action to address situations that present immediate or imminent danger to life, health, safety, security, or significant damage to buildings, equipment or other property.

P2 – Priority 2: Urgent

Urgent service requests are unscheduled or reactive and may pose a threat of personal injury, cause property or equipment damage, or serious disruption of service. This type of work demands prompt attention to supplement emergency repairs or prevent a subsequent emergency. Urgent work orders may include responses to safety deficiencies and regulatory violations.

P3 - Priority 3: Routine

Routine service requests address service or project requests that do not pose a threat to life and property or disrupt operations.

P4 - Priority 4: Pro-Active

Pro-active service requests logged by the FM Contractor to address service or project requests that do not pose a threat to life and property or disrupt operations.

P5 – Priority 5 Scheduled

Scheduled work orders address date-sensitive requests. This is work that may require prior coordination and lead time to procure supplies and/or services. Scheduled work orders include preventive maintenance services intended to protect and preserve physical assets and reduce the threat of major equipment breakdowns.

P6 - Priority 6: Projects

Typically projects which require pre-planning and procuring of proposals. The time frames will be agreed between CCT and the FM Contractor.

P7 - Priority 7: Mutually Agreed Date

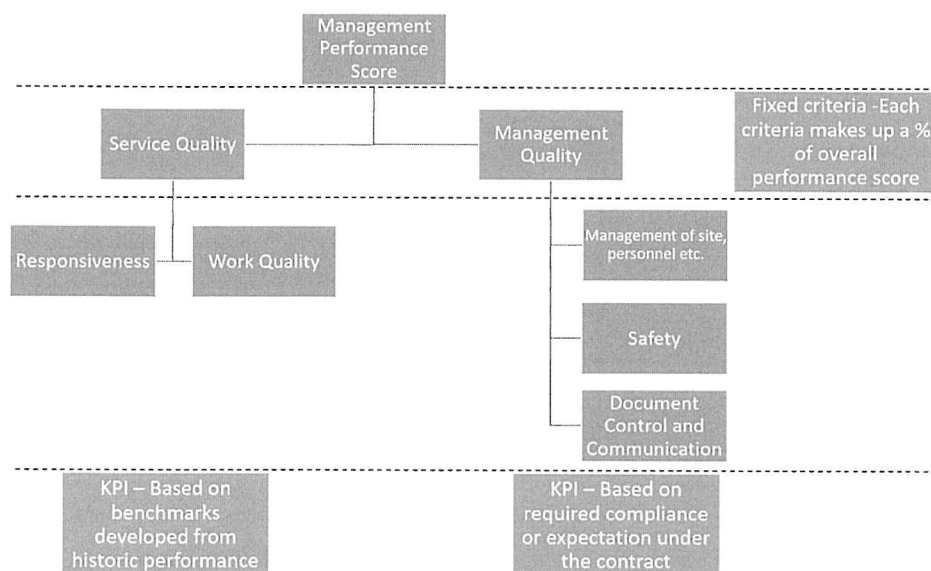
Where any previously assigned priority cannot be met within reason and a mutually agreed date is accepted.

3.13 Performance Management and Penalties

Performance and Performance Adjustments

The monthly performance of the FM Contractor shall be measured by fixed criteria in a Performance Evaluation Matrix which the CCT will develop and subsequently agree with the FM Contractor. The intent of the Performance Evaluation Matrix is to determine a Performance Evaluation Score used to track the FM Contractors monthly performance and apply Performance Adjustments (refer to Annexure GS 3)

A hierarchy of evaluation attributes and key performance indicators (KPI's) under each of the fixed criteria including a method of measuring each KPI shall be confirmed during the agreement process (refer to the figure below).



KPI's shall be quantitative and not qualitative and shall be capable of audit from data that the FM Contractor will collate during the normal course of its service delivery operations.

To provide a common measure for performance measurement, the specific KPI's shall be set against fixed criteria (e.g., service quality and management quality).

- Fixed Criteria - fixed criteria (e.g., Service Quality and Management Quality), to standardize the evaluation performance across all services rendered. Criteria are to be weighted as agreed by the CCT and FM Contractor.
- Evaluation attributes - Fixed evaluation attributes shall provide common areas of evaluation under each fixed criteria. The scores of each evaluation attribute under each criteria will be added together and aggregated to determine the score for each of the fixed criteria. E.g. Service Quality Score = Responsiveness Score + Quality Score.
- KPI's - The KPI's and Performance Measurements, which are determined by the CCT and subsequently agreed with the FM Contractor provides the method of assessing the evaluation attributes under each fixed criteria. Scores of the KPI's under each evaluation attribute will be totalled to form the evaluation attribute's score. Refer to the table below of an example of mapping KPI's to evaluation attributes and fixed criteria:

Fixed Criteria	Evaluation attributes example	Key Performance Indicators (KPI) for management assessment example
Service Quality	Responsiveness	% of feedback responded Closed within stipulated time
	Work Quality	Services not rendered according to accepted standards

Fixed Criteria	Evaluation attributes example	Key Performance Indicators (KPI) for management assessment example
Management Quality	Management of site, personnel and term contractors deployment	No. of lapses resulting in significant impact on operations
		No. of lapses resulting in negative impact on operations
		Operating Hours
	Safety	No. of major accidents
		Non-Compliance to national, local and departmental laws, regulations, rules, protocols and any reasonable instructions from an authorized CCT representative
	Document Control & Communications	Monthly Performance Report
		Financial Reports (Payment Certificate / Invoice)
		Water and Electricity reports
		PEP or matrix not completed
		Meetings and communication not held or responded to

- d) Scoring of KPI's - The FM Contractor shall provide a scoring of each KPI as part of its monthly performance report, based on the requirements of Clause 3.13 and report on the Performance Evaluation Score achieved.

The FM Contractor and CCT shall agree a basis for aggregating the KPI's to derive a master KPI that will be used to calculate an overall service Performance Evaluation Score.

For all KPIs, the FM Contractor and CCT shall agree a range of values for:

- I. An acceptable performance against that KPI to be applied over a period to be agreed which will be used to judge performance on a monthly basis;
 - II. A target performance which is better than the acceptable performance and which the FM Contractor will apply its best endeavours to achieve;
 - III. A base-line performance below which the FM Contractor's performance will be deemed to be failing the requirements of the agreement. Failure of the baseline would attract a cost penalty. The basis for applying cost penalties is detailed in the "Performance Adjustments" section of Annexure GS3.
 - IV. The KPI's shall be reviewed formally at least once per financial year (CCT's fiscal cycle) and revised or updated as necessary to the mutual agreement of CCT and the FM Contractor.
- e) The Performance Evaluation Score of the FM Contractor will be determined by benchmarking the total Performance Evaluation Scores against the performance target set by CCT. There will be defined performance grades (E.g. Excellent, Good, Satisfactory, Poor), to be assigned according to how well the FM Contractor has performed against the performance target.

3.13.1 Management Quality

The KPIs will be identified to measure appropriate inputs and outputs of the management functions of the FM Contractor on a monthly basis and shall be such that when taken collectively they provide a reasonable basis for assessing the quality of management. The KPI's will be quantitative, based on expected performance against a contractual or service requirement.

Evaluation attributes will measure (inter alia):

- Management of site, personnel and contractors (e.g. no. of lapses resulting in significant impact on operations, no. of lapses resulting in negative impact on operations, conformance to operating hours),
- Safety e.g. (no. of major accidents, noncompliance to national, local and departmental laws, regulations, rules, protocols and any reasonable instructions from an authorized CCT representative),
- Document control & communications (e.g.) monthly performance report, financial reports (payment certificate / invoice), water and electricity reports, PEP or matrix not completed meetings and communication not held or responded to).

Management quality shall be scored as part of the monthly performance report.

3.13.2 Service quality

The KPIs will be identified to measure appropriate inputs and outputs of the service functions of the FM Contractor on a monthly basis and it shall be such that when taken collectively they provide a reasonable basis for assessing the quality of individual services delivered in relation to service levels defined in Clause 3.12. The performance target of KPI's shall be measured against a benchmark set by CCT derived from historic trends of adequate service delivery.

Both the response time and work quality shall be measured. The performance benchmark shall be set aligned with the specification requirements per service delivered under this contract. Forcelink reports and exports shall be used to track performance for all levels of work priorities.

3.13.3 Reporting

The contractor shall deliver a Monthly Performance Report as per Clause 3.19.3.

Penalties

Refer to Annexure G3 for Occurrence (Spot) Penalties and Performance Adjustments.

3.14 Service Notices and Protocols

The CCT shall be entitled to issue reasonable Protocols after giving reasonable notice of implementation.

The FM Contractor may suggest Protocols for consideration by the CCT.

The CCT shall be entitled to issue a Service Notice to vary any aspect of the Services in order to meet the requirements of the Service Notice Matter, subject to the provisions of this clause.

When issuing a Service Notice from time to time, the CCT shall set out the Services to be provided, anticipated duration and other relevant details. If no duration is provided in the Service Notice, the implementation of the Service Notice shall continue until such time as a further Service Notice is issued to terminate such implementation. The issuing of Service Notices is subject to the remaining provisions of this Contract.

Once a Service Notice has been issued, the FM Contractor shall advise the CCT, by means of a quote, of additional costs, if any, which arise as a result of the Service Notice. All Services shall be rendered at the rates contained in the Price Schedule. Where Services are not contemplated in the Price Schedule, and the Services fall within the scope of the Contract, the FM Contractor shall follow an open procurement process to obtain at least three quotations or an open tender process and submit this together with a recommendation for acceptance by the CCT.

The CCT shall provide reasonable notice to the FM Contractor relating to the implementation of a Service Notice. Once a Service Notice is issued, the FM Contractor shall advise the CCT of any constraints in meeting the required implementation date. The CCT and FM

Contractor shall endeavour to reach agreement on alternative methods to meet the Service Notice requirements and should none be accepted, the original Service Notice shall prevail.

Where the CCT has issued a Service Notice, such notice shall state any amendments to the Operations and Maintenance Manuals, if applicable.

Once a Service Notice or Protocol has been issued by the CCT, should the CCT so require, the FM Contractor shall be obliged to implement the Services in accordance with the provisions of such Service Notice or Protocol even if the FM Contractor and the CCT have not yet reached agreement in relation to any aspect of the Services to be rendered and/or any ancillary matter, arising directly or indirectly from the implementation of such Service Notice or Protocol. Should the FM Contractor wish to raise any dispute relating to any aspect of the Service Notice or Protocol, it shall be required to follow the processes set out in this contract.

3.15 Payment

3.15.1 Payment to the FM Contractor

The CCT shall pay the FM Contractor for the rendering of the Services as provided in the GCC and SCC.

Where facilities from other DUM Departments are included, the budget for the services at these facilities will come from the relevant DUM Department/s and invoicing for services rendered at these facilities will be directly to the DUM Department or as directed by the CCT.

3.15.2 Invoices

The FM Contractor shall, by no later than the **5th** Business Day of every Month, submit a Monthly Invoice to the City.

3.15.2.1 The FM Contractor's Monthly Invoice must include:

- i. the cost of services rendered in terms of all Service Notices issued to date;
- ii. Less any amounts in respect of Services not rendered during the previous Month, including services not rendered due to failure to perform and services terminated or suspended through Service Notices;
- iii. plus, the value, for any additional ad-hoc Services of temporary duration performed during the previous Month in respect of which the CCT issued a Service Notice;
- iv. any adjustments to the previous invoice;
- v. less any adjustments in terms of Performance Evaluation;
- vi. less any deductions arising from the imposition of Penalties;
- vii. less any further deductions which the City is entitled to make in terms of this Contract; and
- viii. any VAT in respect of any of the above amounts.

3.15.3 Monthly Invoice Reports

The Monthly Invoice shall be accompanied by a report ("Monthly Invoice Report") which shall set out:

- i. details of the Services which were required to have been rendered and were actually rendered for the previous Month and the prices of such Services calculated in accordance with the Price Schedule;

- ii. details of any Services which were required to have been rendered and were not rendered during the previous Month and the prices of such Services calculated in accordance with the Price Schedule;
- iii. the updated portions of the Price Schedule reflecting the cost adjustments arising from the Services rendered during the previous Month pursuant to a Service Notice together with the date of such update.
- iv. details of any additional Services rendered;
- v. details of and reasons for any adjustments and any deductions arising from the imposition of Penalties.
- vi. all expenses against Provisions and Contingencies, accompanied by such supporting documentation and proof as may be reasonably required by the CCT

3.16 Access to Information

One of the CCT's Authorized Representatives shall at all reasonable times, and on not less than 24 hours prior notice to the FM Contractor, be given such access to the auditors of the FM Contractor and books of account and financial statements relating to this Contract. The CCT's Authorized Representatives shall be entitled to make copies of any relevant documents and records of the FM Contractor.

In order to assess the FM Contractor's compliance with its obligations in terms of this Contract, the CCT's Authorized Representatives shall be entitled, in addition to the foregoing and with no prior notice, to carry out spot checks during Operational Hours at any facility managed by the FM Contractor or at any other premises from which the FM Contractor operates in connection with this Contract, for the purposes of, amongst other things, to verify any records of the FM Contractor, including, but not limited to, Monthly salary schedules of Personnel, attendance registers of Personnel, receipts in respect of payments made, and any other records of the FM Contractor.

If the FM Contractor renders the Services in addition to operating other businesses, the FM Contractor shall account for the finances of the Services rendered in terms of this Contract separately and in a ring-fenced manner.

3.17 Subcontracting

The FM Contractor may be required to provide services for which it does not have the skills in-house.

The FM Contractor shall be liable for all acts and/or omissions of any subcontractor, agents or employees, as if they were the acts and/or omissions of the FM Contractor.

Where any of the primary elements of this contract are contracted out, the FM Contractor shall provide copies of all signed agreements with these subcontractors used in the execution of the Service.

In the event of a breach or termination in terms of an agreement with a sub-contractor, the FM Contractor is required to immediately inform the CCT and appoint a suitably qualified and experienced replacement.

The FM Contractor shall furthermore submit copies of the signed agreement with the newly appointed sub-contractor.

Any escalation in service fees due to the appointment of a new sub-contractor shall be for the FM Contractor's account and the prices as tendered shall stand.

3.18 Co-operation amongst Directorate: Urban Mobility Contractors

Where interaction amongst the FM Contractor and any other Directorate: Urban Mobility Contractors is required for the efficient and effective execution of the Services, the FM Contractor shall take reasonable steps to solicit cooperation with the other Directorate: Urban Mobility Contractor(s). The FM Contractor shall formulate the necessary operating procedures and practices by written agreement with the other Directorate: Urban Mobility Contractor(s). A sample cooperation agreement is included in Specifications Annexure GS6 – Sample Co-operation Agreement.

Should the FM Contractor and the other Directorate: Urban Mobility Contractor(s) fail to reach agreement on any operating procedures and practices, the FM Contractor shall request the CCT to issue a Protocol to regulate their interaction in this regard and shall propose provisions of such Protocol.

Notwithstanding the foregoing, the CCT shall be entitled to, at any time, issue Protocols which describe how the Directorate: Urban Mobility Contractors shall interact and work together. The FM Contractor shall be obliged to follow such Protocols, which, in the event of a conflict, shall supersede any Protocols which the FM Contractor and the Directorate: Urban Mobility Contractors may have agreed upon.

In the event of a dispute between the FM Contractor and any or all of the Directorate: Urban Mobility Contractors, in relation to MyCiTi services, the FM Contractor shall provide its fullest co-operation and take all reasonable steps to resolve the dispute within 5 Business Days of the dispute having arisen, or where such dispute interrupts any of the Services, forthwith upon the dispute having arisen. Should the dispute fail to be resolved in the time frames provided, the dispute shall be referred to the CCT for resolution in accordance with such procedures as the CCT may decide. Any of the parties to the dispute shall have the right to appeal the decision of the CCT within a period of 5 Business Days of receipt of the CCT's decision.

3.19 Communication and Reporting to the CCT

3.19.1 Authorized Representatives

The CCT and the FM Contractor will notify each other, by no later than 5 Days after the Signature Date, of the identity and contact details of their Authorised Representatives who will represent them for the purposes of this Contract. Each Party will appoint from their Authorised Representatives one person who will act as their primary representatives ("Primary Representatives").

All Service Notices and similar notifications, other than legal notices, will be directed by the CCT to the FM Contractor's Primary Representative.

Without derogating from the generality of this clause, the CCT and the FM Contractor, as the case may be, will be entitled to appoint further Authorised Representatives for general administrative matters (for example in relation to specific shifts) and for operational matters (for example in relation to a scheduled event).

Each Party will advise the other of and changes or additions to its Authorised Representatives and their up-to-date contact details from time to time.

3.19.2 Team Leaders

The FM Contractor shall assign a team leader to every facility where three or more personnel in any discipline is deployed. The FM Contractor shall ensure that the Team Leader is introduced to the DUM Personnel responsible for the Facility.

3.19.3 Monthly Performance Report

The FM Contractor's Authorised Representative/s shall provide the CCT's Authorised Representative/s, by no later than the 10th Business Day of each Month, with a written Monthly performance report in relation to the preceding Month for each facility and function ("Monthly Performance Report"). The extent of the Monthly Performance Report is subject to review and the CCT may elect to add or remove certain sections of the Monthly Performance Report (as described below) to create a more useful report.

The Monthly Performance Report must include:

- a) the number of Personnel employed during the Month in question, including the positions in which they are placed;
- b) a roster reflecting the supervisors on duty for each shift carried out during the previous Month;
- c) the duty roster for all Personnel for the current (new) Month;
- d) attendance registers, which are to be signed daily by the Personnel, alternatively where their attendance is recorded electronically, copies of such electronic registers;
- e) reports on the performance and any matters relating to processes and procedures within each of the functions;
- f) all Personnel related matters, even if minor, relating to conduct, absenteeism and problematic areas, as well as the outcome of any disciplinary procedures;
- g) the condition of any CCT Assets and any maintenance defects and breakdowns, including when and to whom such defects and breakdowns were reported and their current status;
- h) any matter which the FM Contractor wishes to draw to the attention of the CCT or which, in the reasonable assessment of a prudent contractor in the position of the FM Contractor, should be brought to the attention of the CCT;
- i) readings of consumption of water and electricity at each Station and PTI (if available), recorded against the benchmark consumption for each Station and PTI and plotted against trends for previous Months (only if available for PTI's), and the same Month in the previous year (if available);
- j) copies of any documents and/or records which the CCT's Authorised Representative/s may request, such as payroll schedules, financial records, maintenance records, supplier invoices and the like, which may reasonably be necessary for the CCT to satisfy itself of the FM Contractor's compliance with its obligations in terms of this Contract;
- k) The performance Evaluation Matrix in as may be adjusted from time to time; and
- l) the outcome of the analysis of Performance Monitoring and Penalties for the Month, including all requested supporting documentation.

3.19.4 Management Meetings

The FM Contractor's Primary Representative or his/her delegate will be required to be available for:

- a) mandatory site meetings with the CCT's Primary Representative or his / her delegate as and when required or as otherwise agreed between the Parties;
- b) Monthly performance meetings at which issues of performance standards will be discussed and, where necessary, rectification measures will be discussed and agreed upon; and
- c) emergency / ad-hoc meetings to address unforeseen matters that require urgent attention.

3.19.5 Financial Reports

The FM Contractor shall, on request from the CCT and by a reasonable date specified by the CCT, supply any additional financial reports other than those supplied in the Monthly Performance Report.

3.19.6 Functions Reports

The FM Contractor shall, on request from the CCT and by a reasonable date specified by the CCT, supply any additional reports related to any functions to be performed in terms of this Contract other than those supplied in the Monthly Performance Report.

3.19.7 Liaison with the CCT

In addition to the management meetings, the FM Contractor will, in accordance with the management structure described in the Proposal, as may be amended at the election of the CCT or by the FM Contractor with the approval of the CCT from time to time, undertake liaison with staff of the CCT for the purpose of day-to-day management of the Contract, arranging monthly or ad hoc meetings, invoicing procedures and any ad hoc contractual matters that may arise in the course of the Contract.

3.19.8 Record-keeping

In addition to any other obligations in the Contract with regard to the keeping of any records, where any communication between the Parties is required to be in writing, both Parties will retain records of such communication for the duration of this Contract and for 3 years thereafter. Where communication is not in paper form (such as an SMS or WhatsApp), then the Parties, exercising reasonable judgment as to the importance of the information contained in such communication, will be required to convert such information into paper form and retain it in terms of this clause, or send a confirmatory email of the dispatch of the SMS, including the time, date and content of such SMS.

3.19.9 Submission of Quotations

The FM Contractor shall submit estimates for works to be paid out of Contingencies and quotations for works to be paid out of Provisional Sums in a format that provides adequate detail of the works and how the cost is made up. The FM Contractor shall ensure that all quotations from sub-contractors apply to this requirement. The CCT reserves the right to reject any quotations that do not provide adequate detail of the works.

Labour Rates:

The FM Tenderer is required to tender labour rates on a range of services. This includes:

- Ambassador
- Cashiers
- Cleaners
- Facility Coordinators
- A range of Event Services Labour
- Landscaping Labour
- A range of Maintenance Services Labour
- A range of Professional Services
- Security and Surveillance Personnel

The tenderer is required to tender these rates irrespective of whether they intend executing the service in-house, through a JV Partner or Sub-contractor.

The labour rate shall include:

- Labour
- Uniforms

- Travel (Including staff travel where applicable or travel to site for service/repair teams)
- Tools
- Relievers
- Statutory costs
- Administration and management
- Sundries such as rags, general lubricants, cleaning chemicals and consumable equipment, etc.

Wherever a labour rate is tendered, this rate shall apply to **all** work related to the specific type of labour. The CCT will reject any cost proposals or invoices for work which do not adhere to the tendered rates.

Procurement Principles:

The procurement principles as described in the CCT Supply Chain Management Policy (SCM Policy, 5 December 2024), as amended from time to time, applies to this contract. For the avoidance of doubt, the SCM Policy states:

Provisional Sums and Prime Cost or Sub-Contract Allowances

188. Where monetary allowances in excess of R300 000 in respect of provisional sums or prime cost items have been included in the bid documents, and where the work or items to which the sums relate are to be executed/supplied by sub-contractors/suppliers, then one of the following processes, as determined by the Bid Specification Committee, shall be followed in respect of these allowances:

188.1 An open competitive bidding process in which bid documents are prepared by a consultant or a City employee in collaboration with the Responsible Person(s) in consultation with and to the approval of the supplier, invitations to bid are advertised in the media by the consultant or City employee or responsible person(s) on behalf of the supplier, and whereby the selected sub-contractor/supplier is chosen in consultation between the consultant, City employee or Responsible Person(s), together with the supplier from the responses received. The supplier must satisfy him/herself that the selected subcontractor/supplier can meet the requirements of the subcontract/supply agreement and assumes the risk for the performance of the sub-contractor/supplier. The supplier may, on reasonable grounds, elect not to employ a particular sub-contractor/supplier.

188.2 A two-stage selection process, whereby the consultant or a City employee or Responsible Person(s) will advertise (in the media) for expressions of interest from suitably qualified sub-contractors/suppliers. From the responses received, the consultant or City employee, Responsible Person(s) and the supplier, in conjunction, shall compile a list of at least three (unless less than three responses were received) suitable sub-contractors/suppliers who will then be asked to submit prices for the works/items required. The supplier will assume the risk for the performance of the selected sub-contractor/supplier identified through this process. The supplier may, on reasonable grounds, elect not to employ a particular sub-contractor/supplier.

188.3 A nominated process, whereby the City instructs the supplier to appoint a particular (typically specialist) sub-contractor/supplier. In this process the sub-contractor/supplier is a nominated subcontractor/supplier, and the risk is transferred from the supplier to the City. The use of this process must therefore be motivated to, and approved by, the Director: Supply Chain Management prior to its implementation.

188.4 A preference point system (as described later in this policy) must be applied in respect of the processes described in clauses 188.1 to 188.3 above.

The Procurement Principles described herein apply to all procurement through the FM Contract.

Three types of provisions are made in the contract namely

- Prime Costs

- Contingencies
- Provisional Sums

Prime Costs:

Prime Costs is budget set aside to pay for materials used in the execution of the services rendered under the contract but for which it is not possible to specifically define these items. This may include items like replacement parts, sundries, consumables and may include maintenance, cleaning, landscaping and any other service delivery area where similar types of cost can be expected. Note: The tendered labour rates are excluded from Prime Costs.

The SCM Process tender process as described above shall apply to all procurement under Prime Costs in excess of R300 000 excluding VAT.

The following principles shall apply to expenses incurred on materials under Prime Costs:

1. The tendered labour rates apply.
2. The tendered mark-up rate shall apply to all Prime Costs (Costs other than the tendered rates) needed in the execution of the service. This mark-up rate shall apply to the FM Contractor, the JV partners and the sub-contractors used in execution of **tendered** services.
3. For material costs below R5000 excluding VAT, a cost breakdown as per the example below will suffice.
4. Where the material costs are between R5000 and R300 000 excluding VAT, the cost estimate shall be accompanied by three formal quotations from proposed suppliers detailing the cost as in the sample below.
5. The CCT may at its discretion test costs submitted by the FMC and require adjustments if found to be not market related.
6. Cost breakdown shall be submitted to the CCT's authorized official for approval prior to works being carried out unless otherwise agreed.
7. The cost breakdown shall be in the format shown below.

Works Order No:			Ref No:	
Location:		Somerset West PTI	Date:	6 May 2022
Description:		Replace damaged sink in ablution block		
Service provider:		In-house Handyman Team		
Item No	Description	Qty	Rate	Amount
	Materials			
1	Sink	1	R 750.00	R 500.00
2	Sink Screws, plumbing fittings, sealer	1	R350.00	R 70.00
3	Sundries	1		R 250.00
4				
5	Mark-up on materials	% as tendered	10%	R 82.00
	Materials Total			R 902.00
	Labour	Hours	Rate as tendered	
6	Plumbing Team	2	R250.00	R 500.00
	(Includes, travel, tools, uniforms, PPE etc.)			
Total excluding VAT				R 1 402.00
VAT			15%	R 210.30

Total Due	R 1 612.30
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Prime Costs will only apply where specific services are included and priced in some format in the pricing schedule.

Contingencies:

Contingent Sums is budget set aside to pay for unforeseen expenses incurred where work or services, which can reasonably be expected to form part of Facilities Management Services.

The SCM process as described above and as updated from time to time shall apply.

Quotations for work paid out of Contingent Sums shall be on a formal quotation from the proposed service provider/s and shall contain the minimum information as detailed in the below example.

Example Contingent Sum Works quotation:

Works Order No:			Ref No:	
Location:		Somerset West PTI	Date:	6 May 2022
Description:		Repair leaking roof to office building		
Item No	Description	Qty	Rate	Amount
	Materials			
1	Roof Sheets – IBR, 0.6mm	5.00	R350.50	R 1752.50
2	Roof Screws	100.00	R3.00	R 300.00
3	Torch on water proofing (m)	10.00	R50.00	R 500.00
4	Sundries	1.00		R 350.00
	Labour	Hours		
5	Roofing Team	5.00	R250.00	R 1250.00
		km		
6	Travel	50.00	R3.75	R 187.50
7	Mark-up	1.00	10%	R 434.00
Sub Total				R 4 774.00
VAT			15%	R 716.10
Total Due				R 5 490.10

Provisional Sums:

Provisional Sums is budget set aside to pay for expenses incurred where work or services, were not specifically included in the tender due to insufficient information during the tender process.

The SCM process as described above and as updated from time to time shall apply.

Quotations for work paid out of Provisional Sums shall be on a formal quotation from a Service Provider other than the FM Contractor and shall contain the minimum information as detailed in the below example.

Example Provisional Sum Works quotation:

Works Order No:		Ref No:		
Location:	Somerset West PTI	Date:	6 May 2022	
Description:	Replace roof to office building			
Item No	Description	Qty	Rate	Amount
	Materials			
1	Roof Sheets – IBR, 0.6mm	150.00	R350.50	R 52 575.00
2	Roof Screws	2000.00	R3.00	R 6 000.00
3	Torch on water proofing (m)	100.00	R50.00	R 5 000.00
4	Sundries	1.00		R 1 575.00
	Labour	Hours		
5	Roofing Team	30.00	R250.00	R 7 500.00
		km		
6	Travel	200.00	R3.75	R 750.00
7	Mark-up	1.00	10%	R 7 340.00
Sub Total				R 80 740.00
VAT			15%	R 12 111.00
Total Due				R 92 851.00

Summary table:

Expense Type	Labour Rate	Material s Price	Mark-up on	Mark-up Rate	Management Fee
Prime Cost (Material costs below R5000)	As tendered	Input Price	Materials only	As tendered	As tendered by FMC
Prime Cost (Material costs above R5000, below R 300 000)	As tendered	3 formal quotes	Materials only	As tendered	As tendered by FMC
Prime Cost (Material costs above R 300 000)	As tendered	As per SCM tender process	As per SCM tender process	As tendered	As tendered by FMC
Contingency	As per SCM process quote / tender		Full Cost	As per SCM quote /tender process	As tendered by FMC
Provisional Sums	As per SCM process quote / tender		Full Cost	As per SCM quote /tender process	As tendered by FMC

*The FM Contractor is not allowed to add a mark-up to works procured through any of the SCM Processes, a management fee may be added in accordance with the tendered rate.

3.20 COVID-19 protocols

The FM Contractor shall follow all City of Cape Town protocols related to COVID-19 as instructed and updated by Service Notice from time to time.

3.21 Trade Names or Proprietary Products

Bid specifications may not make any reference to any particular trademark, name, patent, design, type, specific origin or producer, unless there is no other sufficiently precise or intelligible way of describing the characteristics of the work, in which case such reference must be accompanied by the words "or equivalent".

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADEMARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS 'OR EQUIVALENT'

3.22 Employment Of Security Personnel

All security staff employed by the supplier on behalf of the CCT or at any CCT property must be registered with Private Security Industry Regulatory Authority (PSIRA). Proof of such registration must be made available to the CCT's agent upon request.

3.23 Project Labour

3.23.1 Forms For Contract Administration

The Contractor shall complete, sign and submit with each monthly statement for payment, the following updated returns (the format of which are attached in the Annexures as amended from time to time):

- a) Monthly Project Labour Report (Annexure GS7)
- b) B-BBEE Sub-contract Expenditure Report (Annexure GS8)
- c) Joint Venture Expenditure Report (Annexure GS9)
- d) Targeted Labour Contract Participation Expenditure Report (Annex GS10)

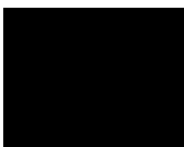
The Monthly Project Labour Reports must include details of all labour (including that of sub-contractors) that are SA citizens earning less than **R450.00** per day (excluding any benefits), as adjusted from time to time, who are employed on temporary or contract basis on this contract in the month in question.

In addition to the Monthly Project Labour Report the Contractor shall simultaneously furnish the Employer's Agent with the following project documentations:

- a) Copies of the **signed employment contracts** entered into with such labour;
- b) Together with **certified copies of identification documents**;
- c) Proof of attendance in the form of attendance **register or timesheets**; and,
- d) As well as evidence of payments to such labour in the form of copies of **payslips or payroll runs**.

If the worker is paid in cash or by cheque, this information must be recorded on the envelope and the worker must acknowledge receipt of payment by signing for it and proof of such acknowledgement shall be furnished to the Employer's Agent.

The Monthly Project Labour Reports shall be completed and submitted in accordance with the instructions therein and copies of all submitted documents must be kept on site and be made available to the employer's agent upon request.



3.23.2 PARTICIPATION OF TARGETED LABOUR

3.23.2.1 Minimum targeted labour contract participation goal

In support of the National Department of Public Works and Infrastructure's Expanded Public Works Programme which is aimed at alleviating poverty through the creation of temporary employment opportunities using labour intensive methodologies and practices where possible, the Employer is seeking to increase the intensity of labour, as appropriate, in all of its infrastructure sector projects.

It is a requirement of this contract, therefore, that any work through this contract that may require temporary personnel be executed in such a manner so as to maximise the use of labour-intensive methods in order to provide unskilled and semi-skilled temporary employment opportunities.

To this end, a minimum targeted labour contract participation goal is specified below, which shall be achieved by the Contractor in the performance of the contract, failing which, penalties as described will be applied. The Contractor is required to provide all skills training where necessary, so as to ensure that a minimum level of competence is achieved and maintained, such that the various activities are carried out safely and to the required standard. The cost of training shall be included in the rates for the various work activities.

The specified minimum targeted labour contract participation goal (CPG_L) is .01%

The minimum CPG_L is such that the Contractor will have to carry out some of the work that would normally have been undertaken using mechanised methods, by using labour intensive methods instead. It is left to the discretion of the Contractor to identify suitable work activities for the intensification of labour. The Contractor shall, within 5 working days of being requested in writing by the Employer's Agent to do so, submit details of his/her empowerment plan to achieve the minimum CPG_L.

3.23.2.2 The selection and recruitment of targeted labour

Where targeted labour is to be drawn from specific local communities (defined in terms of the target area), such labour shall be identified using the relevant Sub-Council Job-Seekers Database. The Contractor shall request, via a Community Liaison Officer (if required in terms of the contract), a list of suitable candidates from the database, from which the Contractor shall make his/her final selection. The contractor shall enter into written contracts of temporary employment with all targeted labour.

Any difficulty experienced by the Contractor in identifying candidates through the Job-Seekers Database, or as regards any matter relating to the employment of targeted labour, shall be immediately referred to the Employer's Agent.

3.23.2.3 Training of targeted labour

The Contractor is required to provide all informal (on-the-job) skills training so as to ensure that a minimum level of competence is achieved and maintained, such that the various activities are carried out safely and to the required standard. The cost of informal training shall be included in the rates for the various work activities.

3.23.3 EXPANDED PUBLIC WORKS PROGRAMME (EPWP)

The successful contractor must provide temporary EPWP employment opportunities to the unskilled / semi-skilled labour within the local community. These individuals should be employed in accordance with Basic Conditions of Employment Act, 1997, Ministerial Determination 4: Expanded Public Works Programs and provision make for one half-day for EPWP induction training for the EPWP beneficiaries. The contractor is required to report monthly labour returns on the EPWP beneficiary template and include it with the submission of the monthly certificates. The targets for the following groups are as follows:

- 60% women;
- 55% youth who are between the ages of 16 and 35; and
- 2% persons with disabilities.

4 Services Specifications

4.1 Ambassadorial Services

Unless otherwise instructed, Ambassadorial Services only to MyCiTi. Ambassadorial Services are required by the time the first vehicle of the day arrives to that the facility is operational and passenger assistance can be provided.

The primary functions performed under Ambassadorial Services include:

- Ticket validation
- Passenger flows are managed
- Reporting faulty equipment
- Utilisation of handheld validators when required
- Passengers "tap in" and "tap out" of the stations
- Access gates are manned and used correctly where required
- Ensuring that it is safe for vehicles to depart without placing passengers in harm's way.
- Assist passengers with route system, fare and timetable information

Ambassadorial Services require personnel with a friendly customer driven approach but who are also able to assert themselves under pressure conditions and manage situations in the midst of such pressure.

It is not a specific requirement of this contract that dedicated Ambassadorial Personnel must be PSIRA registered. Where multitasking duties are proposed which includes security duties, personnel must be at least C-Grade PSIRA registered.

4.2 Cash Management Services

The services as described in this section are the services in operation at the time of tender. The City is constantly looking at improving the services and this specification is therefore likely to change or to be replaced entirely. Such changes will be informed through the issue of service notices and protocols.

Cash Management Services are presently limited to MyCiTi and is described in detail in clause 5.19. The service may be extended to other DUM departments if the need arises.

4.3 Cleaning Services

The FM Contractor shall clean all the CCT Assets in accordance with this clause 4.3. ("Cleaning Services"), which will include but not be limited to the following:



- a) daily cleaning;
- b) deep cleaning;
- c) high cleaning;
- d) waste removal

Where specific cleaning requirements apply to specific Facilities, these requirements are set out under the specifications for these facilities.

4.3.1 Cleaning Methods, Materials and Equipment

The FM Contractor shall ensure that the cleaning Equipment, materials and methods used are not abrasive or detrimental in any way to any of the surfaces in the CCT Assets. In this regard, the FM Contractor must adhere to any requirements set out in the Operations and Maintenance Manuals.

The cleaning Equipment shall be kept in an excellent condition at all times.

The FM Contractor shall provide all Equipment and materials required to execute the services, which may include, amongst other things, industrial-type vacuum cleaners, industrial auto-scrubbers, industrial multi-speed burnishers, hose pipes, industrial machine sweepers, mops, brooms, buckets, janitor trolleys, ladders, industrial carpet cleaners, industrial cleaning chemicals (environmentally friendly and SABS approved), personal protective clothing where needed (including face masks and gloves).

Cleaning materials required such as carpet cleaners and chemicals etc. are to be procured by the FM Contractor and will be reimbursed at cost price from the Prime Costs (item 15.2.16.2.1 of the Price Schedule). The CCT reserves the right to request proof of these costs and to refuse payment should the cost price be found to be exaggerated.

The FM Contractor shall, upon request, provide Material Safety Data Sheets (MSDS) for all proposed chemicals and keep this available for inspection by the CCT. Any changes in chemicals must be approved by the CCT after submission of the MSDS information of such chemicals.

The FM Contractor shall ensure that sufficient Personnel are employed to render the Cleaning Services ("Cleaning Personnel") and that such Personnel:

- a) are properly trained in the use of the cleaning Equipment and materials as well as in all relevant cleaning procedures and safety precautions to which they must adhere; and
- b) receive basic training on the operation of the cisterns and other flushing systems that are used in the toilets to enable them to report problems in a time-saving manner.

4.3.2 The FM Contractor will furthermore ensure that:

- a) all necessary safety signage is used during cleaning to prevent any potential injuries of any persons using the facilities;
- b) a contemporaneous record is kept of the main cleaning activities at each facility, including the time of day it was done, such as when floors were washed, when toilets were cleaned and when high-cleaning was done – and that such record is always kept available for inspection by the CCT;
- c) all taps in the facility are turned off when not in use;
- d) Cleaning Personnel oversee the general cleaning of drains and execute regular deep cleaning to avoid blockages in toilets;

- e) any toilet blockages are reported to the relevant persons to ensure timeous unblocking; and
- f) all doors, including fire protective doors, are closed after cleaning.

4.3.3 Cleaning Activities

4.3.3.1 Daily Maintenance Cleaning

- Spot check all floor surfaces and clean where required
- Wipe down all handrails, access gates and surfaces regularly touched by users
- Empty and clean all waste receptacles
- Sweep and clean floor areas
- Inspect and collect litter
- Replenish consumables in toilet facilities
- Cleaning of toilet facilities
- Spot check glass surfaces and wipe down any marks – internally only
- Remove all waste from site in line with waste management programme
- Wash down all hard floor surfaces.

4.3.3.2 Monthly Maintenance Cleaning

- Polish all stainless-steel surfaces
- Wipe down all high areas above 2.5m including any equipment, sign boards, screens and ceilings
- Deep Clean toilet facilities
- Wash all windows internally and externally
- Deep clean all hard floor surfaces

4.4 Coordinator Services

Coordination Services entails the day-to-day supervision and coordination of all the FM Contractor activities at DUM Facilities as applicable to the specific facility. Coordination Services will typically include, but not be limited to:

- Customer Relations
- Cash Management Procedures
- Passenger Management Procedures
- Security Procedures
- Cleaning Procedures
- Health and Safety Procedures
- Monitoring and reporting on compliance to the MyCiTi Rules

4.5 Equipment Rental

The FM Contractor will be required to from time to time, as required by the CCT, provide and service chemical toilets and/or guard huts at facilities covered under this agreement.

The rental charge for chemical toilets must include:

- Delivery to site;
- Collection from site;
- Servicing of units three times per week;

Servicing shall include:

- Vac Pump the waste tank until completely empty
- Clean toilet seat, replace if broken
- Clean all internal walls and floor
- Add the recommended dosage of approved chemical and enough water to cover solid waste
- Replenish toilet paper
- Refill water for hand basin and flush system
- Test flush system and pump *
- Ensure toilet is on a level surface
- Check door locks
- Deodorize
- Flush the toilet until all liquid has been purged out of the flush line and only air is being pumped through **
- Add sufficient water to cover the filter by at least 20mm **
- Flush the toilet until the flush line is fully charged with chemical mix **

**Full flush and hand basin toilets*

***Recirculating toilets*

All toilets shall be lockable inside and outside.

Description of Toilets:

Toilet Type 1:

- Non-flushable
- No hand wash basin
- Lockable inside and outside.

Toilet Type 2:

- Chemical flush toilet
- Hand wash basin
- Lockable inside and outside.

Description of Guard Huts:

Guard Hut Type 1:

1m x 1m with windows all round.

Guard Hut Type 2:

1.5m x 2m with windows all round

4.6 Event Services

Event services in this contract are restricted to the provision of additional services like ambassadorial services, crowd control, cleaning and security at DUM Facilities as and when required. This predominantly pertains to MyCiTi at the time of tender and is therefore described in more detail under the MyCiTi Specifications.

4.7 Hygiene Services

The FM Contractor shall execute hygiene services to ensure optimum levels of hygiene ("Hygiene Services"). The Hygiene Services must be performed at intervals which comply with Best Industry Practice or more frequently if required.

The Hygiene Services shall include but not be limited to:

- a) the servicing of bins used for the disposal of sanitary towels;
- b) the provision of high-quality washroom equipment such as soap dispensers, toilet paper dispensers, and hand towel dispensers and
- c) the provision of high-quality soap, toilet paper and hand towels and their replenishment as required.

4.7.1 Sanbin Servicing:

The FM Contractor must do the on-site sanitising service to all the sanitary bins throughout the facility.

The on-site sanitising and servicing will comprise of the following:

- a. removal of the full bin liners and placing thereof into refuse bags
- b. refuse bags to be placed in enclosed trolleys for conveying in a discreet manner throughout the service in facilities.
- b) bins to be sanitised inside and outside with sanitising agents/products
- c) provide new bin liners and any other sanitising agent/product to further enhance the sanitisation of the bins.

Servicing will be required monthly or otherwise as per arrangement through a service notice.

Servicing must take place during normal working hours between 8:00 – 15:00 unless otherwise agreed with the CCT.

Any additional service costs will be in accordance with the approved Pricing Schedule.

The FM Contractor will implement a register at each Station to record all consumables used in performing the Hygiene Services.

4.8 Landscaping Services

The FM Contractor will be responsible for providing landscaping services at selected DUM Facilities as instructed through a Service Notice and the upkeep of the route landscaping along MyCiTi bus routes as defined in the Service Notice.

The FM Contractor will be expected to render a professional service which will not only comply with governing regulations in force but ensure alignment to relevant market best practice and OHS standards for the service. The FM Contractor is further expected to render technical management, supervisory functions of the service and ensure that all landscaping included are well maintained throughout the duration of the contract and that all seasonal requirements are met in full thus providing constantly an aesthetically pleasing landscape.

Unless otherwise specified under specific sections, the following general specifications shall apply in accordance with the landscaping requirements at each facility:

- Daily maintenance which includes but not limited to the following:
 - Lawn maintenance: watering, cutting lawn and edges;
 - Plants: plant movement, soil turning and pruning;
 - Planting of new plants as and when required;
 - Sprinkler minor maintenance: filter and nozzle cleaning to ensure proper spraying functionality;
 - Removal of weeds in all ground surfaces and
 - Ensure proper removal from site and disposal of garden rubbish.
- Quarterly maintenance which includes:
 - Seasonal preparations for lawn: apply fertiliser & lawn dressing; and
 - Seasonal preparations for plant beds: planting new plants, fertiliser and compost.
- Internal pot plant maintenance will include but is not limited to:
 - Maintenance pot plants (only CCT owned);
 - Watering, fertilising and general arrangement;
 - Potting soil to be replaced bi-annually; and
 - Planting of new pot plants as and when required.
- Ad hoc services
 - Replacement of sprinkler valves, valve boxes and conduit spares when necessary
 - Lawn replanting as and when required; and
 - Cutting dead and obstructive trees deemed hazardous/ risk in their growth – to be done in consultation with the CCT.

Materials required for landscaping services e.g. fertilizer, compost etc. shall be procured by the FM Contractor at cost plus the tendered mark-up for landscaping supplies. The cost of these materials will be reimbursed from Prime Costs (item 5.2.16.2.2 of the Price Schedule). The CCT reserves the right to request proof of the costs and to refuse payment should the price be found to be exaggerated.

4.9 Maintenance Services

In this Contract, "Maintenance Services" or "Maintenance and Repairs" will be the collective term for (i) Preventative Maintenance and Servicing, (ii) Maintenance and Repairs and (iii) First Response Inspection & Repairs as elaborated on below.

The FM Contractor will be responsible for performing Maintenance & Repairs in the CCT Assets in accordance with this clause 4.9.

The Price Schedule makes allowance for various labour rates as detailed below.

Section 9.1 to 9.15 – Preventative Inspections and Reactive Maintenance Teams:

- First Response / Handyman Team
- Electrician Team
- Electrician in Training Team
- Plumbing Team
- Air-conditioning Repair Team
- Fire Detection Repair Team
- Fire Equipment Repair Team
- Roller Shutter Door Repair Team
- Carpentry Team
- Tiler Team
- Electronic Equipment Repair Team
- UPS Repair Team
- Automatic Sliding Door Repair Team
- Elevator Repair Team
- Bus to Station Communication System Repair Team

Section 9.16 to 9.21 – Servicing:

- Air-conditioning
- Roller Shutter Doors
- UPS Systems
- Fire Panels
- Sliding Doors

Section 9.23 to 9.25 – Specialist Contracts:

- Elevators
- Parking Equipment at Airport Station
- Bus to Station Communication Systems

Where works are needed which cannot be performed by any of the teams or service providers listed above, and where such work falls within the ambit of this contract, the CCT Supply Chain Management (SCM) Policy shall apply as described in clause 4.4.16.9. In such instance, the quoted labour, material and travel rates shall take preference over the rates tendered.

Section 16 of the Price Schedule makes provision for mark-up on materials and traveling costs. These rates shall apply to the FM Contractor and all sub-contractors used in the execution of the services excluding works subject to SCM Policy as stated above.

Labour will be paid against the specific line items as listed above and any works performed through the SCM Process, Materials and Traveling shall be paid out of Contingencies.

It is expected that all facilities will be returned to the CCT at the termination of the contract in the same or better condition it was received by the FM Contractor. The onus is on the FM Contractor to, at the start of the contract, put on record the state of all facilities under its control and to show that it has met the requirements in terms of Maintenance and Repairs.

While the FM Contractor will not itself be required to undertake Maintenance and Repairs of any parts covered by the guarantees of third parties, the FM Contractor will be required to

procure that such third parties undertake the necessary Maintenance and Repairs forthwith as and when required but is not required to institute any legal proceedings against such third parties unless the CCT agrees to indemnify the FM Contractors in respect of any such legal proceedings. In this regard the FM Contractor is authorized by the CCT to require such third parties to perform in terms of their guaranteed obligations.

The FM Contractor will take all reasonable measures to mitigate the risk of any latent defect in the CCT Assets that falls within the knowledge of the FM Contractor or should have reasonably fallen within its knowledge and attention.

The FM Contractor will be obliged to report monthly to the CCT on the condition of the CCT Assets and to immediately report any latent and patent defects which it discovers, as provided in the Monthly Performance Report.

The FM Contractor will not be entitled to claim from the CCT the costs of any repairs necessary because of damage to the CCT Assets or any Equipment due to the negligence or incorrect use by Personnel or the FM Contractor's subcontractors.

The FM Contractor will perform any repairs required within the CCT Assets as a result of actions by other CCT contractors at the rates tendered in this Contract. If none of the tendered rates apply, the FM Contractor will be obliged to obtain quotes in accordance with the CCT's procurement process. Such repairs shall be executed after due liaison with the relevant CCT contractor and shall be billed directly to the relevant CCT contractor, provided that where such amount is not paid by the relevant CCT contractor concerned within 60 Days of due date:

- a) the CCT will on request by the FM Contractor and provided the CCT is lawfully entitled to do so, deduct such amount from amounts payable by the CCT to that CCT contractor and pay same to the FM Contractor; or
- b) Insofar as the repairs are covered by an insurance policy for which the CCT is responsible for taking out, the CCT will claim under such insurance policy and reimburse the FM Contractor accordingly.
- c) Where the City cannot recover such costs from the CCT contractor or through an insurance claim the cost will be carried by the City.

The FM Contractor will ensure that all repairs are carried out in the timeframes as set out in the service level specifications.

Failure by the FM Contractor to comply with the aforesaid provisions within the stipulated time periods will attract Penalties in accordance with the Penalty Schedule.

4.9.1 Maintenance Plan

The FM Contractor shall review and update the pro-active maintenance plan for all facilities and equipment under this contract taking into consideration the present maintenance regime and the age of the facilities. Facilities and equipment include, but is not limited to, MyCiTi Stations, Depots, Holding Areas, MyCiTi Bus Shelters, PTI's, RIM Depots and any other facility forming part of the contract. Where no maintenance plan exists, the FM Contractor shall develop a maintenance plan for the facility and associated equipment based on best practice and industry norms. This process shall include the tagging of assets not already tagged and loading the assets on Forcelink with the associated maintenance plans. All maintenance plans shall be developed on Forcelink which shall be configured to automatically generate reminders and work orders for the work when due.

The FM Contractor shall review and update, or where no plan exists, develop the long term (10 years) maintenance/repair plan on all facilities. The FM Contractor shall, as first reference, make use of any existing condition audits already completed on facilities. These

condition audits will not limit the FM Contractor's responsibility in terms of performing their own due diligence.

This long-term maintenance plan shall be submitted to the CCT to assist with its long-term planning and budgeting and shall be presented to the CCT at a date determined by the CCT, which will allow the FM Contractor sufficient time to prepare such plan.

The FM Contractor shall submit a cost estimate for each facility and this shall be paid from Provisional Sums on approval. The CCT shall issue a Service Notice instructing the relevant action per facility.

4.9.2 First Response Inspection and Repairs:

The FM Contractor shall have, or source Maintenance Teams tasked with visiting the facilities daily to investigate and as far as possible repair all maintenance calls logged or, where the repair requires escalation, report back to the FM Contractor's office for further action. The First Response teams must be adequately trained and skilled to perform a range of first line maintenance including but not limited to:

- Replacement of lamps;
- Reset of Sliding Doors Systems;
- Replacement of Sliding Door Remote Batteries;
- Programming and replacement of Sliding Door Remote Units;
- Basic plumbing repairs such as leaking taps, toilets not flushing, replacement of flushing mechanisms etc.
- General handyman services such as fitting of doors and hinges, lock replacements, repairs to cabinetry, replacement of broken tiles, ceiling boards, painting and any other repairs reasonably expected of a general handyman;
- Identify, document and report maintenance and repair work

4.9.3 Planned Maintenance

The FM Contractor shall have, or source Service Teams tasked with performing planned maintenance at the facilities in accordance with the Maintenance Plan and in accordance with the manufacturer's specifications and any statutory service requirements as applicable. The Service Teams shall include but not be limited to:

- Sliding doors;
- Emergency doors;
- Roller Shutter doors;
- Fire Equipment;
- Fire Detection Systems, Public Address Systems and any other electronic systems;
- Electrical Installations;
- Air-conditioning and ventilation systems;
- Elevators - Presently pertaining to the elevators in Civic Station Zones 2 and 3; Mitchell's Plain and Joe Gqabi;
- Safes;
- UPS Systems;
- CCTV Systems at PTI's
- Gates and Fences;
- Civil and Structural;
- Plumbing;
- Parking Systems;
- Carpentry & cabinet making;
- Drains & Gutter Cleaning

4.9.4 Reactive Maintenance and Repairs

The FM Contractor shall have, or source Repair Teams tasked executing repairs falling outside the scope of First Response and Planned Maintenance. The Repair Teams in general may be the same teams conducting First Response and Planned Maintenance provided that there is adequate capacity not to delay First Response or Planned Maintenance. It is not the intention of the contract to have separate teams unless this cannot be avoided.

The Repair Teams shall cover all the disciplines listed under First Response and Planned Maintenance

Reactive Maintenance and Repairs will also include such tasks as would reasonably be understood to constitute Reactive Maintenance and Repairs by a reasonable contractor in the position of the FM Contractor. In addition, the CCT will be entitled to add areas associated with and/or close to the Stations which require Maintenance and Repairs which the FM Contractor shall undertake at rates contained in the Price Schedule.

4.9.5 Sub-Contracting

Where the FM Contractor does not have the skills in-house and/or have indicated that it will sub-contract certain services, the FM Contractor shall procure these services and be reimbursed at the rates tendered in the Pricing Schedule.

4.9.6 Maintenance Costs

Maintenance services work shall be carried out at the rates tendered in the Pricing Schedule irrespective of whether the work is carried out directly by the FM Contractor or a sub-contractor. Materials used, except those included within planned maintenance contracts, shall be procured by the Service Agent at Input Cost and shall be reimbursed from Prime Costs (item 16.2 of the Price Schedule). The Service Agent shall use best endeavours to obtain parts and materials at the best price possible. The CCT reserves the right to request proof of cost or to refuse payment should the Input Cost be found to be exaggerated.

Where no rate is tendered for any specific discipline, the FM Contractor shall submit three quotes to the CCT with motivation as to which to appoint. These rates shall be inclusive of vehicle costs, traveling, communication devices, tools, uniforms and any other costs required to perform these services. All quotations shall be set out as described in 3.19.9.

The FM Contractor will not be allowed to directly render any maintenance and repair works where the combined labour and material cost of such works is expected to exceed the CCT SCM Policies requirement for open tenders, Where such work is required, the FM Contractor will follow an open tender process to procure such services and the FM Contractor will not be entitled to tender as this will compromise the fairness of the tender process.

The CCT may require the FM Contractor to oversee and manage maintenance and repair works procured through the tender process referred to above. The FM Contractor shall be entitled to charge for this service at the rates as contained in the Price Schedule.

4.9.7 Lift & Escalator Servicing

The FM Contractor shall ensure that maintenance contracts are in place with specialist service providers for the servicing of the lifts at the following locations:

- i. Civic Station Zones 2 and 3- (Zone 2 - 400kg, Vimec ; Zone 3 - Disabled Lift, 300kg, Wesant.);
- ii. Mitchell's Plain (PTI) - (630kg, Kone) and
- iii. Joe Gqabi - (630kg, Bowie)

The maintenance contracts shall make provision for the regular servicing of the lifts including the annual statutory inspections, but excluding any part replacements.

4.10 Pest Control

The FM Contractor must provide Pest Control Services during office hours. All pesticides are to be applied as prescribed by the manufacturer in terms of preparation and application method. A 90-day guarantee is required with each application.

Service will be in accordance with, and meet all minimum requirements as set out in Act 36 of 1947 as well as all the amendments – Fertilizer, Farms Feeds, Agricultural Remedies and Stock Remedies Act 36 of 1947, or other legislation referred to and should be endorsed as Plant Pest and Diseases.

All products must be certified safe for use in offices in accordance with Government Legislation (Fertilizer, Farms Feeds, Agricultural Remedies and Stock Remedies Act, 36 of 1947).

All applications shall be in accordance to best industry practice in terms of chemicals used, equipment used for application, method of application, training and skill of personnel, PPE used and compliance to personal safety.

Pest Control Services for all services excluding rodent control shall be on an ad-hoc bases as requested by the CCT and shall be charged for per M² applied.

Rodent control shall be in the form of bait stations placed ad facilities and serviced at intervals in accordance with best practice. This shall be charged at a rate per box per month, including replenishment of bait.

4.11 Professional Services

In the execution of Major Repairs and similar projects the CCT may from time to time require of the FM Contractor to provide Professional Services. For the sake of this contract Professional Services shall refer to Project Managers, Engineers and Quantity Surveyors. Professional Services shall only be utilised once the CCT has issued a service notice requiring such services. The FM Contractor may propose the use of Professional Services for any project but the decision of the CCT in this regard shall prevail.

The Price Schedule in Section 11, Project Personnel requires of the FM Contractor to tender rates towards these services in three categories for example Senior Engineer, Engineer and Junior Engineer. Tenderers are required to tender rates in the following disciplines:

Profession	QUALIFICATION	YEARS OF EXPERIENCE
Senior Quantity Surveyor	Professional Quantity Surveyor registered as such in terms of the Quantity Surveying Professional Act, 2000	Minimum of 10 years quantity surveying experience after registration as a Professional Quantity Surveyor
Quantity Surveyor	Professional Quantity Surveyor registered as such in terms of the Quantity Surveying Professional Act, 2000	Minimum of 5 years quantity surveying experience after registration as a Professional Quantity Surveyor
Junior Quantity Surveyor	Candidate Quantity Surveyor registered as such in terms of	-

Profession	QUALIFICATION	YEARS OF EXPERIENCE
	the Quantity Surveying Professional Act, 2000	
Senior Project Manager	Professional Construction Project Manager registered as such in terms of the Project and Construction Management Professional Act, 2000	Minimum of 10 years construction management experience after registration as a Professional Construction Project Manager
Project Manager	Professional Construction Project Manager registered as such in terms of the Project and Construction Management Professional Act, 2000	Minimum of 5 years construction management experience after registration as a Professional Construction Project Manager
Junior Project Manager	Candidate Construction Project Manager registered as such in terms of the Project and Construction Management Professional Act, 2000	-
Health and Safety Manager	Construction Health and Safety Manager registered as such in terms of the Project and Construction Management Professional Act, 2000	Minimum of 5 years construction health and safety management experience after registration as a Construction Health and Safety Manager
Engineers	Engineers may include but are not limited to Structural, Civil, Wastewater, Potable Water Reticulation, Electrical, Transportation, Geotechnical, Mechanical, Coastal, Fire & Fire Safety, Geometrics, Acoustic, Electronic, Wind.	
Senior Engineer	Professional Engineer registered as such in terms of the Engineering Professional Act, 2000	Minimum of 10 years professional engineering experience after registration as a Professional Engineer
Engineer	Professional Engineer or Engineering Technologist registered as such in terms of the Engineering Professional Act, 2000	Minimum of 5 years engineering experience after registration as a Professional Engineer or Engineering Technologist
Junior Engineer	Candidate Professional Engineer or Engineering Technologist registered as such in terms of the Engineering Professional Act, 2000	-
Senior Landscape Architect	A registered professional Landscape Architect Registered as such with the South African Council for the Landscape Architectural Profession (SACLAP)	Minimum of 10 years' experience in landscape architecture after registration as a Landscape Architect
Landscape Architect	A registered professional Landscape Architect Registered as such with the South African	Minimum of 5 years' experience in landscape

Profession	QUALIFICATION	YEARS OF EXPERIENCE
	Council for the Landscape Architectural Profession (SACLAP)	architecture after registration as a Landscape Architect
Junior Landscape Architect	Candidate Landscape Architect Registered as such with the South African Council for the Landscape Architectural Profession (SACLAP)	
Senior Irrigation Specialist	Registered under SABI	Minimum of 10 years' experience in irrigation design and implementation.
Irrigation Specialist	Registered under SABI	Minimum of 5 years' experience in irrigation design and implementation.
Junior Irrigation Specialist	Registered under SABI	

For each of these disciplines a Senior shall refer to a professional with a minimum of 10 years' experience in the relevant field of expertise (for example Civil/Electrical/Mechanical/Electronic/Environmental/Structural Engineer); a Junior shall refer to a professional with less than 5 years' experience and a professional without any prefix shall mean a professional with 5 to 10 years' experience.

In this contract a "Project Manager" shall refer to a suitably qualified individual put in charge of a specific project to manage the project from start to completion within the set budget, time frame and deliverables.

4.12 Capital Projects

In the event that the CCT requires of the FM Contractor to manage capital projects, the FM Contractor shall follow the CCT Supply Chain Management Regulations as summarized in clause 4.4.16.9 under Provisional Sums in sourcing suitable service providers to deliver the work. Specific purchase orders will be issued for Capital Projects. The FM Contractor shall procure the relevant professional service at the rates as tendered after consultation and agreement with the CCT.

4.13 Security Services

4.13.1 Introduction

The main purpose of Security Services is to protect DUM assets and staff as well as the public while on CCT premises by complying with Legislative Requirements, Conditions of Contract and the CCT's generic and specific site instructions which outline roles, responsibilities, liability, accountability and duties.

The CCT will require of the FM Contractor to provide security guarding, mobile patrols, armed mobile response.

The security service requirement for this contract consists of:

The provision of guarding services (armed and unarmed security officer)

Guarding of passengers, CCT Assets, Security Areas and the contents of CCT Assets;

Managing and preventing the presence of vagrants in and around the CCT Assets;

Inspections;

Operation of Response Units;

Manage access and keeping record of duly authorised representatives from its own staff and contractors as well as any third-party contractors in line with Protocols issued by the CCT as amended from time to time.

At Gardens Station: managing the opening and closing of the skateboard park adjacent to the Station as well as managing access to the toilet facilities on the Station provided for use by skateboard park users.

4.13.2 General Matters

Definitions

Security Manager, Grade A means the person registered in terms of the Private Security Industry Regulation Act 56 of 2001 and designated as such and who is graded as such with PSIRA and who performs any one or more of the following duties:

- Planning, Leading and Organizing of Resources to optimize effectiveness, efficiency and productivity.
- Co-ordinating Actions / Tasks / Deliverables
- Control (policies, processes, personnel, equipment and customer relations)
- Investigative Skills and Risk Assessment; as a pro-active (prevention) and re-active (investigation) measure to highlight and report on all aspects of risks / incidents i.e.: Security and / or Emergency Management.
- Report Writing
- Security Risk Management
- Project Management
- Co-ordination of Administrative Workflow
- Customer Communication and Relations
- Solving Problems and Hazard Identification
- Attending Meetings with CCT's Management members

Security Officer means a Security Officer registered in terms of the Private Security Industry Regulation Act 56 of 2001 and provided by the FM Contractor to render the Security Services in terms of the provisions of this Contract.

Security Officer, Grade B means an employee who is graded as such with PSIRA and who performs any one or more of the following duties:

- Supervising / controlling Security Officers Grade C, D
- Driving a motor vehicle in the course of inspecting or supervising or controlling Security Officers, Grade C, D

- May be called upon to perform any or all of the duties of a Security Officer Grade C if required;
- Reporting and advising on security matters;
- Performing armed escort or armed response duties.

Security Officer, Grade C means an employee who is graded as such with PSIRA and who performs any one or more of the following duties:

- Supervising or controlling Security Officers, Grade D
- Driving a motor vehicle in the course of supervising or controlling Security Officers, Grade D
- Driving a motor vehicle for the purposes of transporting Security Officers and who may be called upon to perform any or all of the duties of a Security Officer Grade D;
- Armed response
- Performing Security Receptionist / Access Control duties (with a good public relations image and with computer skills; for rendering service predominantly in corporate buildings).
- Performing Ambassadorial duties at MyCiTi Stations as described in the relevant section.

Security Officer, Grade D means an employee who is graded as such with PSIRA and who performs any one or more of the following duties:

- controlling or reporting on the movement of persons or vehicles through checkpoints or gates;
- searching persons and, if necessary, restraining them;
- searching of goods or vehicles; and
- assisting during emergency drills and incidents

Uniforms and Equipment

The uniform requirements for Security Services at MyCiTi Stations are specific and covered under the MyCiTi section of this contract. It should be noted that MyCiTi is a registered brand and uniforms and equipment branded as such may not be used at facilities outside the MyCiTi portfolio.

Uniform and equipment for DUM Facilities, other than MyCiTi, shall consist of a full set of combat uniform for operational staff (e.g.: magnum / canvas / leather combat boots, combat pants, shirt, jersey, socks, combat jacket, cap, epaulettes and flashers with company logo for identification purposes as well as a rainsuit) OR a full set of step-outs for corporate facilities (e.g.: parabellum shoes, semi formal pants, semi formal shirt, jersey, blazer / jacket, epilates and flashers with logo for identification).

"Tools of the trade" as a minimum requirement consist of, but not limited to (e.g.: baton, baton holder, handcuffs, handcuff keys, torch, pocketbook, pen, unless otherwise stipulated).

The security officer appearance needs to identify the contractor, reflect a professional attitude and project a neat as well as positive (efficient and effective) public image of the CCT.

4.13.3 Specific Requirements for Provision of Security Officers

The CCT reserves the right to require that the FM Contractor provide and submit certified copies of the relevant certificates of registration as proof that its directors or the directors of its relevant sub-contractors are registered with the Private Security Industry Regulator.(PSIRA)

The CCT furthermore reserves the right to require proof of the qualifications of all security personnel deployed by the FM Contractor in the following form:

Certification of training in the PSIRA grades required as specified relevant to the Service Notice on the matter;

Certified copies of the proof (NQF or equivalent qualification or PSIRA registration or SASSETA training certificates (Grades A to D), inclusive of firearm related training).

The FM Contractor shall only deploy South African citizens or persons who have permanent residential status in South Africa in the execution of security services and in accordance with PSIRA requirements.

The security personnel provided in terms of this agreement shall generally commence shifts at 06H00 (day shift) and 18H00 (night shift) and would typically be on duty for a 12-hour shift. The start and end time is site specific and may be directed by the CCT (not exceeding the 12-hour cycle).

Self- Posting of security officers shall be allowed.

All security personnel shall:

- daily sign on and off duty as required by the parties
- when on duty (unless the CCT should decide otherwise), wear the prescribed uniform
- be in possession of his/her PSIRA identity card indicating his/her grade or if not yet issued, an company identity card with a recent colour photograph identifying his/her name, PSIRA Registration number and grade, name and company logo and in the case of dog handlers, the DH - level;
- if armed, be in possession of a valid firearm permit and certificate of competence (COC) issued by the SAPS at the FM Contractor's own cost in compliance with the Fire Arms Control Act 60 of 2000
- whilst on duty, not allow/ entertain visitation by friends or family as this disrupts service delivery.
- only change out of uniform until after shift change

The FM Contractor shall, upon request from the CCT, provide proof of Firearm inspection by a certified/competent armourer declaring fire arms serviceable and that none of the fire arms to be deployed during the contract period fall within the category of prohibited fire arms as per Section 4 of the Fire Arms Control Act, Act 60 of 2000 or last SAPS firearm inspection compliance report.

No Fires (for the purpose of keeping warm) will be permitted on any CCT site and security officers found doing so will lead to a request for the replacement (within two hours) of the security officer concerned.

No loud music or watching of any tv or mobile/handheld device will be permitted on CCT premises whilst the security officers are on duty and security officers found doing so will lead to a request for the replacement (within two hours) of the security officer concerned.

No money lending amongst security officers and/or clients will be permitted on CCT property and security officers found doing so will lead to a request for the replacement (within two hours) of the security officer concerned.

No prohibited substance or liquor will be allowed to be consumed or sold on CCT premises and if found to be true, the officer will be replaced and could face criminal charges.

No unauthorised electrical equipment may be used on CCT sites and if found it shall be removed off site.

4.13.4 Specific Requirements for Mobile Response

The provision and installation of alarm systems will not form part of this contract. This contract is for armed mobile response to activated alarms and armed response to distress telephone calls from DUM Facilities (where there may or may not be alarms).

The following standard operating procedure applies to the abovementioned functions:

- Investigate cause
- Dispatch response team to location (if necessary)
- Notify key holders and / or client and / or owner and / or representative of activation.
- Notify essential services in such instance where additional support is required or where the type of activation / incident demands additional / alternative response (i.e.: fire department, ambulance, SAPS etc.).
- Confirm and report back on findings to identified CCT Control Room.
 - Standdown and / or remain in place in support of protection of asset and preservation of lives.
 - When assistance arrive ensure proper briefing and handover is done, prior to vacating / leaving the premises.

4.13.5 Security Placement

The FM Contractor shall on commencement conduct a security risk assessment per site to determine the site status (at the time of deployment) and site shortcomings and advise the relevant Authorized Representative via written report format of such findings within 21 Business Days).

In cases where any allocated site is found to be without security officers, the FM Contractor will be required to within 1 hour after shift commencement or becoming aware of such situation place/post alternative security officers.

Any new security personnel being posted to a site must be introduced to the CCT Authorised Representative of the respective site and an induction session should be held with the guard in question prior to such deployment.

Contract security officers are prohibited from driving or moving any CCT vehicles or equipment and if reported doing so, will be removed from sight immediately.

Where security officers take receipt of any keys for offices, vehicles or any other plant or machinery they are to ensure that these keys are signed over in the OB and if lost, the FM Contractor will be held liable for the replacement of such keys and all locks or related items.

4.13.6 FM Contractor Site Visits

The FM Contractor shall conduct one compulsory site visit per 12hr shift. When carrying out the inspection the inspector must check all equipment and sign the Occurrence book in "red" pen only.

All site visits must be carried out by Senior Personnel (Inspectors) of the FM Contractor i.e. Supervisor, Manager or higher. Day shift site visits may be by any Senior Personnel of the FM Contractor associated with the contract including Facility Coordinators and supervisory staff from other disciplines (cleaning, maintenance etc.). Night Shift visits must be conducted by security trained Inspectors, no lower than Grade B security officers.

The delivery "Drop off" of security personnel at sites which are not self-posting sites is not regarded as a site inspection.

As part of each inspection, the Inspector must:

- check that all Equipment and communication devices (including radios) are in good working order;
- ensure that the duty rosters of all Personnel for that Month (including their names and personnel numbers) are available at the Facilities; and
- after completing each inspection, record and sign details of each such inspection in the Occurrence Book.

4.13.7 FM Contractor Control Rooms

The FM Contractor shall have a fully functional, equipped and operational control room from where the security operations to the CCT will be coordinated. The control room shall be established and/or located within the geographical area of the City of Cape Town.

The control room must be manned on a 24/7 basis by duly trained officers who can communicate in the official English language.

All security officers working at Control rooms must be trained to report any incident to the Emergency Management Control (EMC) at (021- 400 2828). Successful Tenders will be issued with a procedures manual in which further details will be indicated.

The control room must be fully equipped to manage all CCT sites and must be in possession of all the necessary documentation to ensure that they comply with legislative requirements.

The FM Contractor must ensure that the control room establish and maintain radio communication to all allocated sites.

Note: The control rooms may be inspected during the evaluation phase and at any time during the duration of the contract.

4.13.8 Security Equipment

4.13.8.1 Occurrence Book (OB)

An Occurrence Book (OB) must be placed at each Site (at least 1 per site unless otherwise stipulated / requested)

The FM Contractor is required (at his cost) to provide a robust OB (Occurrence Book) for each site/area of responsibility where security services are rendered. All Occurrence Books should be referenced in a sequential numbering order

Occurrence book must remain on site whilst not fully completed.

Security Officers are to complete the occurrence book in "black" pen only and no open lines to be left.

No pages may be torn out or defaced of any official register/Occurrence Books.

Fully Completed Occurrence Books must be verified by the relevant CCT Authorised Representative (who will sign the last page of the Occurrence Book) in order to authorize the removal of such completed Occurrence Book from site for the purpose of storage thereof. It is the responsibility of the FM Contractor to present completed Occurrence Books to the relevant CCT Authorised Representative for authorization/ signoff

Fully completed Occurrence Books should be stored at the FM Contractors place of business and must be accessible to the City upon request. These Occurrence Books must be available for the full duration of the contract period.

For the purpose of investigation of incidents, no Occurrence book shall be removed from site unless authorised (in writing) by the relevant Authorised Representative. The request to remove Occurrence Books off site must be done in writing.

Security officers are to carry out hourly patrols and the findings of such hourly patrols recorded in the Occurrence Book. The Occurrence book must be kept up to date.

Every event and incident must be clearly written in the Occurrence Book in the correct chronological sequence at the time of occurrence including but not limited to:

- Health and safety incidents;
- Incidents of fare evasion, bypassing of gates and bus doors;
- Security incidents;
- Visits to stations by Supervisors and Management from the FM Contractor and the CCT
- Incidents of vandalism or public unrest;
- Altercations with or between members of public.

Every person making a record in the Occurrence Book shall sign and clearly print his/her name next to every entry.

As the records in an Occurrence Book may be needed as evidence, investigations or court cases, or to answer enquiries, all entries in the Occurrence Book must be recorded in English.

4.13.8.2 Visitors Register

The FM Contractor will keep at each Facility a Visitors Register where every contractor visiting the Facility will be required to fill in their details, purpose of the visit, arrival time and departure time.

At MyCiTi Facilities, every transaction where the security access card is used to allow people in or out of the Facility shall be recorded in the register in the same format as above.

The CCT reserves the right to verify the register against the tap records of the card and the FM Contractor will be liable for any variances.

4.13.8.3 Pocket Book

All security personnel shall have a robust Notebook provided by the FM Contractor(at his cost), with a pen in good working order to record details and incidents.

The Pocket Book may be required to be used as evidence in disciplinary or criminal cases, or inquiries into incidents.

Security officers to be in possession of their individually issued pocketbooks. Security officers are to hourly record their patrol/ observation or general security findings in their pocketbooks. Pocket book entries must simulate/correspond with the site Occurrence Books.

4.13.8.4 Radio

If a radio is included in an order, the radio must be in full working condition, and any dysfunctional or faulty radios shall be replaced with immediate effect by the FM Contractor at its own cost. The radios must remain visible to the CCT'S inspectors/managers when checking.

It is the responsibility of the FM Contractor to ensure that batteries for the radios are charged at all times and that a spare set of batteries are available on each site to provide constant communication.

Where a site does not obtain signal, it is the responsibility of the FM Contractor to install a base station and/or establish effective communications. Should this not be possible then a company Cell phone may be used, but must have at least R50 airtime on inspection and be authorized via the relevant Ops Manager.

4.13.8.5 Firearms

All firearms shall be accompanied by certificate of serviceability, which will be valid for twelve (12) months and shall be issued by a qualified gunsmith. Certificates shall be kept on the FM Contractors relevant premises and be made available if requested by Client.

Only firearms registered in the name of the FM Contractor shall be permitted on City premises for the purpose of providing an armed security service to the City. Under no circumstances shall firearms belonging to another person be utilised for the provision of the Services in terms of this agreement.

No security personnel shall be allowed to utilise or carry private firearms whilst on duty.

Active Guard Tracking / Tagging Systems: Specification (Guard Tracking / Tagging Systems)

All Items (other than the vehicle tracking system) provided by the vendor must be able to be used (via a consultative process) by the next tenderer after the contract period has lapsed.

The tenderer (handing over such equipment) must also provide all the details and copies of the software codes and installer codes used.

The systems installed to be transferred to the next vendor.

The rental cost should include maintenance and repairs to the systems to ensure continuity.

The existing devices are to be reused by the next tenderer. The reason for this, is that department is not to be inundated with having to provide support for the next tender vendor, and having to fit new devices onto its structures each time.

Additional devices provided must be compatible with the existing software and the web-based system with devices installed.

Funding of the GSM / guards will be charged to the cost centre which provided the notification.

4.13.9 Incident Reporting:

All parties shall report any incident where serious or concerning behaviour by an employee may affect the safety of the public or staff to the relevant Authorized Representative who will report the matter to the CCT Risk Officer if necessary;

All safety & security incidents reported in Forcelink;

All Incidents shall be assessed and advised to relevant persons as per the Incident Reporting process;

The Supervisor Security are responsible for ensuring all reported incidents are investigated;

The owner of the facility cost centre will initiate insurance claim procedures resulting from an incident if required;

As far as practicable, the scene of any crime or accident must be left as it was found until the Police have investigated, noting that Police may not be in a position to attend immediately.

4.14 Surveillance Services

4.14.1 Surveillance of CCTV Cameras at DUM Facilities

The FM Contractor shall ensure that the CCTV surveillance cameras placed within the Facilities are regularly monitored for security purposes, performance management of Personnel and the reporting of faults, damage and incidents as aforesaid, in accordance with the procedures set out in this Contract.

The remote surveillance function described in this clause is supplementary to the other Security Services described in the specifications, but the FM Contractor may, in appropriate cases, make use of the CCTV system to minimize guarding services at Security Areas after Operating Hours.

The FM Contractor shall appoint trained, skilled and competent persons, or appoint a relevant qualified subcontractor, to perform the reporting, monitoring and surveillance functions of the FM TMC Unit described in this clause.

The FM Contractor shall ensure that, in accordance with Best Industry Practice, an adequate number of FM TMC Unit Personnel are on duty at any given time during MyCiTi Operating Hours. It is recorded that, as at the Commencement Date, the CCT will make available up to four workstations for the work of the FM TMC Unit and the FM Contractor shall be entitled to make recommendations to the CCT in this regard.

The FM Contractor shall procure the training of its Personnel undertaking the security surveillance function through liaison with the SSU.

The FM Contractor shall be required to keep electronic records of incidents using the video footage obtained from the CCTV surveillance system installed by the Control Centre Contractor. The CCT may permit the FM Contractor to link into its reporting system in which case this requirement shall fall away. The FM Contractor shall further review CCTV footage as relevant in response to queries from the public or from the CCT regarding incidents or issues of quality of Services.

4.14.2 Use of Remote Surveillance

Where the CCT has agreed, the FM Contractor will be entitled to use its remote surveillance system for after-hours protection with the assistance of the necessary Response Unit/s in order to reduce the cost of security.

4.15 Water and Electricity

The FM Contractor will be required to take all reasonable steps to contain or reduce the water and electricity consumption at the Facilities and will, as soon as it becomes aware, inform the CCT of any suspected excessive usage or leak.

4.16 Waste Disposal

The waste generated at MyCiTi stations are limited and the daily disposal of such waste is included under the Cleaning requirements for the Stations.

The City's Solid Waste Department is contracted to regularly remove waste from PTI's and other DUM Facilities. It may from time to time be required for the FM Contractor to arrange for the removal and disposal of waste. In such instances, the FM Contractor will be instructed by means of a service notice to implement this service at the specified facilities.

Specification Annexure GS1 - Landscaping Specifications

1. PRECINCT LANDSCAPING

1.1. HORTICULTURAL MAINTENANCE

1.1.1. Weeding

1.1.1.1. All agricultural weeds and new alien vegetation i.e. Port Jackson and Rooikrans saplings and/or any other alien vegetation, shall be removed using an appropriate methodology as per standard horticultural practice from all planting areas on a monthly basis, during June, July and August and fortnightly from September to May. All resulting weed material shall be removed from site.

1.1.1.2. All weed material removed from beds is to be bagged and removed off site. Under no circumstance may any of this material be left on paved surfaces, even temporarily.

1.1.1.3. The landscaped areas are covered by drip irrigation, and all care should be taken to avoid mechanical damage to this system, i.e. by the use of forks (for turning of soil, which is not encouraged).

1.1.2. Pruning

1.1.2.1. Shrubs and trees shall be pruned as and when required by using an appropriate methodology as per standard horticultural practice. Clean tools must be used at all times in order to prevent spreading diseases from infected plants to healthy plants.

1.1.2.2. All canopies of trees occurring within the bus Station platforms are to be shaped to a height of no less than 2m from paving level, to allow free pedestrian movement.

1.1.2.3. Shrubs and groundcovers are to be pruned back to ensure clear kerb lines and paved edges.

1.1.3. Composting

Composting must be performed during August of each year. A 50mm layer of compost shall be applied to all exposed bed areas and to areas replanted due to damage and ongoing replacement of senescent plants.

1.1.3.2. Compost shall only be obtained from a source approved by the CCT and shall be free of any agricultural weed seed or alien vegetation seed, plastic, glass or any other alien material and debris.

1.1.3.3. Any further application of compost shall be charged for as an additional amount with prior agreement between the Client and the CCT and in accordance with tendered rates.

1.1.4. Fertilisers and Additives

1.1.4.1. 'Bounce back' or similar slow-release organic fertiliser shall be applied at a rate of 80 g/m² in February, August, October and December to all landscaped areas and at the bases of trees within the platforms.

" Maxiphos " or a similar product ,or bone meal shall be applied at a rate of 15g/m² in March, September, November and January to all landscaped areas (hydro –seeded areas excluded)

1.1.5. Mulching

- 1.1.5.1. A 30 mm layer of coarsely ground, weed free compost shall be applied annually, in August, to all planted areas.
- 1.1.5.2. The mulch shall be laid in a uniform layer. Care is to be taken to not cover leaves and shoots of groundcovers, or any other plant.
- 1.1.5.3. Mulching should not cover drip irrigation lines, all drip lines to be visible, and re-instated as detailed below once the mulch layer has been spread.

1.1.6. Tree stakes and ties

- 1.1.6.1. Tree stakes and ties shall be examined on a monthly basis. Stakes shall be firmed into the soil and tree ties shall be replaced or adjusted where required. Stakes that have been pulled inwards must be straightened. Cross braces must be securely attached to uprights at all times.
- 1.1.6.2. After spells of strong wind, all tree staking to be inspected and made good as necessary.

1.1.7. Replacement of plant material

- 1.1.7.1. It is the responsibility of the maintenance contractor to replace dead plants at his own cost if the plants died due to negligence on the contractor's part.
- 1.1.7.2. Examples of negligence include: failure to inspect and repair any damage to irrigation, failure to identify and act on infestations of pest and or diseases, failure to comply with good horticultural practices which may shorten the lifespan of certain species.

1.2. PESTS AND DISEASE

1.2.1. Monitoring

- 1.2.1.1. The FM Contractor shall check weekly for the presence of pests and diseases and shall report any such presence to the CCT.

1.2.2. Spraying

- 1.2.2.1. Pesticides and fungicides shall be applied as per manufacturer's specifications and with the CCT's approval.

1.3. IRRIGATION

Hand watering

The FM Contractor shall be responsible for the cost of hand watering, unless otherwise stated in this Contract, i.e. if the automated irrigation system should fail, be stolen, damaged or vandalised and hand watering is required until the irrigation

system is operational. Such cost of hand watering by means of a water bowser or similar method shall be subject to the prior approval of the CCT.

1.3.1. Automatic irrigation system

- 1.3.1.1. The FM Contractor shall carry out the following tasks once a Month unless otherwise instructed by Service Notice and shall report to the CCT the dates on which these tasks were completed:
- 1.3.1.2. Adjust the irrigation schedules in the control computer in accordance with the current seasonal irrigation demand.
- 1.3.1.3. Operate the system automatically, Station by Station and check that every valve opens and closes according to programme.
- 1.3.1.4. Drip irrigation to be monitored to ensure that all connections are secured, and that all drip apertures are functioning correctly. Check that the surface mounted drip lines are spaced equidistantly, running parallel and that the wire tie-down hoops are secured correctly.
- 1.3.1.5. The bubblers at the base of the trees on platforms are to be monitored by removing the cover plates at the base of trees and individually inspecting each bubbler to confirm their operation.
- 1.3.1.6. Where drip lines or bubblers at trees are not operating at the specified pressure, identify and correct the cause of the lack of pressure. The cost of this item must be allowed for and will not be considered as an additional item at a later stage.
- 1.3.1.7. Mainline flushing: It is strongly recommended that the mainline be flushed to rid all lines of accumulated sediment after non-use during winter Months. It is suggested that this takes place annually in August.
- 1.3.1.8. The FM Contractor must:
 - 1.3.1.8.1. be observant for any excessively wet areas which may indicate leaks in the pipe network and for any excessively dry areas which may indicate a blockage in the pipe network.
 - 1.3.1.8.2. open all valve boxes and check for leakage at the valve, and remove any debris or vegetation from the inside of the box.
 - 1.3.1.8.3. re-adjust the installed height of drip line following mulching activities and positioning of dripper lines in relation to the finished level (i.e.: to be on top of mulch).
- 1.3.1.9. Any repair to damaged solenoid valves resulting from careless manual opening and closing of the valves, will be for the account of the FM Contractor.
- 1.3.1.10. Any defects or damage must be rectified immediately, and the FM Contractor must always notify the CCT of such problems.

1.4. SUNDRY PERIODIC HORTICULTURAL REQUIREMENTS

- 1.4.1.1. *Carpobrotus edulis* are to be replaced when die-back occurs in extent larger than 0.5m².

Replanting of these areas by using cuttings harvested from site, planted at a density of 8 per m². Such replanting is best done in spring.

- 1.4.1.2. Bulbous plant species, e.g.: Agapanthus, Dietes should be lifted and divided and replanted following good horticultural practices (green leaf blades to be cut back to 70% of their length), in properly prepared soil (compost, mulch etc. as detailed in this document), at a planting density of 6 per m² for both these species.
- 1.4.1.3. Plectranthus neochilus, Arctotis acaulis & Osteospermum species are to be replaced when die-back occurs in extent larger than 0.5m². Replanting of these areas by using cuttings harvested from site, planted at a density of 6 per m². Such replanting is best done in spring.
- 1.4.1.4. Woody shrubs, e.g.: Buddleja species, Euryops species, Salvia species, Plumbago species, etc. are to be pruned back to encourage new compact growth. Pruning of these after flowering.
- 1.4.1.5. The above illustrates specific requirements for these species, on site conditions may require additional interventions, and must be allowed for.

1.5. GRAVEL IN-FILL IN PAVED STATION PRECINCTS

- 1.5.1.1. Gravel layers beneath palm trees (Table Mountain sandstone crusher stone, 20-25mm) must be kept weed-free at all times. Any loose stones shall be returned to the square opening under palm trees and shall be replaced where necessary. Gravel layers must be maintained at the general paving level, on an on-going basis (and where additional gravel is required by the CCT it shall be paid in accordance with tendered rates).

1.6. GENERAL

1.6.1. External general cleaning

- 1.6.1.1. All hard landscaped areas are to be kept weed free, using appropriate herbicides.
- 1.6.1.2. Any plastic bags caught in structures and trees to be kept clear on a daily basis from station precincts or as directed by CCT.
- 1.6.1.3. All litter accumulated in planted areas to be removed to the municipal refuse depot on a daily basis or as directed by CCT.
- 1.6.1.4. FM Contractors to ensure that all labourers' personal effects are kept out of the public realm.
- 1.6.1.5. The landscape maintenance contractor to ensure all Health and Safety rules and regulations as per the Occupational Health and Safety act of 1993 are adhered to by his staff, drivers and labourers.

1.7. ADMINISTRATIVE OBLIGATIONS

- 1.7.1.1. The FM Contractor shall be responsible for keeping monthly maintenance record sheets, which shall be made available for inspection by the CCT or client on request.
- 1.7.1.2. The CCT shall inspect and verify the FM Contractors' in-house maintenance record sheets

before the FM Contractor presents his payment claim to the CCT for authorization of payment.

- 1.7.1.3. The Landscape contractor shall familiarise himself with the conditions laid down in the Maintenance Specifications, and shall ensure that they are strictly adhered to in the maintenance programme.

2. ROUTE LANDSCAPING SERVICES

2.1. Horticultural Maintenance of planted landscaped areas

2.1.1. Weeding

- 2.1.1.1. All agricultural weeds and new alien vegetation i.e. Port Jackson and Rooikrans saplings and/or any other alien vegetation, shall be removed using an appropriate methodology as per Best Industry Horticultural Practice from all planting areas on a monthly basis, during June, July and August and fortnightly from September to May. All resulting weed material shall be removed from site.
- 2.1.1.2. Tibullus spp (Devils' Thorn) is to be removed by hand during October to April, where it appears in a three-meter-wide strip, on either side of the cycle way and paved Station Precincts.
- 2.1.1.3. All weed material removed from beds is to be bagged and removed off site. Under no circumstance may any of this material be left within the Routes, cycle ways or paved surfaces, even temporarily.

2.1.2. Pruning

- 2.1.2.1. Shrubs and trees shall be pruned as and when required by using an appropriate methodology as per standard horticultural practice. Clean tools must be used at all times in order to prevent spreading diseases from infected plants to healthy plants.
- 2.1.2.2. Palm tree fronds must be pruned once a year, in March/April. The pruning method of palm trees shall be to promote a 'Pineapple' shaped crown. Any cracked, dislodged or dangerous fronds must be removed on an on-going basis. Any fruit clusters or dead flower fronds must be removed on an ongoing basis. These obligations are also applicable to both Washingtonia and Phoenix species.
- 2.1.2.3. All canopies of trees occurring within the Station platforms must be shaped to a height of no less than 2m from the paving level, to allow free pedestrian movement.
- 2.1.2.4. Shrubs and groundcovers must be pruned back to ensure clear kerb lines, paved edges and cycle ways.

2.1.3. Composting

- 2.1.3.1. Composting must be performed during August of each year. A 50mm layer of compost shall be applied to all exposed bed areas and to areas replanted due to damage and ongoing replacement of senescent plants.
- 2.1.3.2. Compost shall only be obtained from a source approved by the CCT and shall be free of any agricultural weed seed or alien vegetation seed, plastic, glass or any other alien material and debris.
- 2.1.3.3. Any additional application of compost shall be charged for as an additional amount but only with prior agreement between the CCT and the FM Contractor and in accordance with tendered rates.

2.1.4. Fertilisers and Additives

- 2.1.4.1. 'Bounceback' or a similar approved slow-release organic fertiliser shall be applied at a rate of 80 g/m² in February, August, October and December to all landscaped areas (Hydro-seeded areas excluded).
- 2.1.4.2. 'Maxiphos' or a similar product, or bone meal shall be applied at a rate of 15 g/m² in March, September, November and January to all landscaped areas (Hydro-seeded areas excluded).

2.1.5. Mulching

- 2.1.5.1. A 30 mm layer of coarsely ground, weed-free compost shall be applied annually, in August.
- 2.1.5.2. The mulch shall be laid in a uniform layer and must be applied in a careful manner to ensure that it does not cover leaves and shoots of groundcovers, or any other plant.

2.1.6. Tree stakes and ties

- 2.1.6.1. Tree stakes and ties shall be examined on a monthly basis. Stakes shall be firmed into the soil and tree ties shall be replaced or adjusted where required. Stakes that have been pulled inwards must be straightened. Cross braces must be securely attached to uprights at all times.
- 2.1.6.2. After spells of strong wind, in addition to the routine monthly examinations, all tree stakes must be inspected and replaced or adjusted as required.

2.1.7. Replacement of plant material

- 2.1.7.1. Dead plants must be replaced by the FM Contractor at its own cost if the plants died due to the fault or negligence of the FM Contractor. Examples of fault or negligence include but are not limited to: failure to inspect and repair any damage to irrigation, failure to identify and act on infestations of pest and/or diseases, failure to comply with best industry horticultural practices and any other act or omission which may shorten the lifespan of certain species.
- 2.1.7.2. The FM Contractor shall be responsible for plant replacement caused by damage by a third party, natural causes or any extra-ordinary event where the damage was not predictable.

The cost of such replacement plants shall be in accordance with rates provided for in the Price Schedule. Anything not provided for in the Price Schedule shall be for the account of the FM Contractor.

- 2.1.7.3. The FM Contractor shall be held responsible and liable for the replacement of plants stolen and shall replace these plants with plants of the same species, type, number and size, unless otherwise instructed by the CCT.

2.1.8. Horticultural Maintenance of Hydro-seeded Areas

- 2.1.8.1. Definition of Hydro-seeding: Hydroseeding typically consists of applying a mixture of seed, wood fibre, fertilizer, and stabilizing emulsion with hydro-mulch equipment, which temporarily protects exposed soils from erosion by water and wind. Hydroseeding is applied on disturbed soil areas requiring temporary protection until permanent vegetation is established or where a specific mix of indigenous plant material is to be established, using seed material sourced from local mother stock.

- 2.1.8.2. The initial Hydro-seeding prior to the commencement of this Contract took place within a non-favourable season, and as such it must be expected that there will be an unsatisfactory rate of success. Allowance must be made for hand broadcasting of Hydroseeding mix to bare areas.

- 2.1.8.3. The areas to be Hydro-seeded are set out in the plant layout plans, and include:

- 2.1.8.3.1. the Eastern side of Zoarvlei Station, on the Zoarvlei wetland edge;
- 2.1.8.3.2. from Racecourse Station to Blaauwberg Road on the western edge of the cycle lane.

2.1.9. Brush-cutting of Hydro-seeded areas

- 2.1.9.1. The FM Contractor shall affect one brush cut to Hydro-seeded areas per year unless otherwise instructed by the CCT from time to time.
- 2.1.9.2. Areas may only be cut during normal working hours, unless permission is granted in advance by the CCT for cutting outside of normal working hours.
- 2.1.9.3. All edges shall, where bordering paving, pathways, structures, kerbs, poles and fences, planting areas etc., be cut or trimmed neatly with secateurs or edge cutters.
- 2.1.9.4. Any Hydro-seeding bordering the cycle way is to be brush cut to a width of 1m either side of the cycle way. Brush cut strips to be maintained at a height no greater than 30cm from ground level.
- 2.1.9.5. After completion, all resulting debris on the cycle way to be removed by mechanical blower.

2.1.10. Fertilisers and additives in hydro seeded areas

- 2.1.10.1. Fertiliser and additives to be applied as agreed with CCT

2.1.11. Weeding

- 2.1.11.1. Weeds in hydro seeded areas shall be removed by hand or chemically treated by spot application of an herbicide approved by the CCT. Herbicides shall only be applied in accordance with the Manufacturer's specifications and instructions. The cost of any application of herbicides during the term of this Contract shall form part of the FM Contractor's costs.
- 2.1.11.2. All agricultural weeds and new alien vegetation i.e., Port Jackson and Rooikrans and/or any other alien vegetation indicated by the CCT, shall be removed by using an appropriate methodology as per standard horticultural practice from all planting areas on a monthly basis, during June, July and August and fortnightly from September to May. All resulting weed material shall be removed by the FM Contractor from site. Tribulus spp (Devils' Thorn) is to be removed by hand during October to April, for a 5 (five) meter wide strip, on either side of the cycle way and paved Station Precincts

2.1.12. Areas of Natural Re-vegetation

- 2.1.12.1. For the purposes of this Contract, "areas of natural re-vegetation" shall mean: All areas adjacent to the cycle way or bus lane which have not been landscaped (either with formal planting or by means of Hydroseeding) but have been allowed to re-establish following disturbance. Examples of these areas are: From Milner Road, western edge to Lagoon Beach Station and from Woodbridge Island Station, along the western edge to Racecourse Station.
- 2.1.12.2. Areas of natural re-vegetation are to be kept clear of all invasive alien vegetation, i.e.: Port Jackson Willow/Rooikrans etc. for a minimum of 5 (five) meters from the nearest kerb edge. The methodology for this clearing is to be approved by the CCT prior to implementation. Maintenance of areas of natural re-vegetation shall include the prevention of the occurrence of Tribulus spp. by means of manual removal in the non-flowering season, as well as spot treatment of any new emergence of this species. In addition, the FM Contractor must sweep up and dispose of any thorns which occur in the landscaped areas, and especially within any paved surface.

2.2. Pests and Disease

Monitoring

- 2.2.1.1. The FM Contractor shall check weekly for the presence of pests and diseases and shall immediately report any such presence to the CCT .

Spraying

- 2.2.1.2. Pesticides and fungicides shall be applied as per manufacturer's specifications and with the CCT's approval.

2.3. Irrigation

2.3.1. Hand watering

- 2.3.1.1. The FM Contractor shall be responsible for the cost of hand watering, unless otherwise stated in this Contract, i.e.: if the automated irrigation system should fail, be stolen, damaged or vandalised and hand watering is required until the irrigation system is operational. Such cost of hand watering by means of a water bowser or similar method shall be subject to the prior approval of the CCT.

2.3.2. Automatic irrigation system

- 2.3.2.1. The FM Contractor shall carry out the following tasks once a Month unless otherwise instructed by the CCT and shall report to that CCT the dates on which these tasks were completed:

- 2.3.2.1.1. Adjust the irrigation schedules in the control computer in accordance with the relevant seasonal irrigation demand.
- 2.3.2.1.2. Operate the system automatically, Station by Station and check that every valve opens and closes according to programme.
- 2.3.2.1.3. With the system operating, locate every sprinkler head and check to see that it is performing according to the specifications.
- 2.3.2.1.4. Check pop-up sprinklers to see that they rise and retract freely, and that there is no leakage from the pop-up seals. Sprinklers that are fitted with check valves against low head drainage must be checked to see that there is no drainage after the control valve is closed.
- 2.3.2.1.5. Trim grass around pop-up sprinklers and valve boxes. Particular attention shall be paid to pop-up sprinklers that may have become overgrown or covered with soil. The interior mechanism from a small sample of sprinklers must be periodically removed and checked that the strainers at the base are not blocked.
- 2.3.2.1.6. Check for any excessively wet areas which may indicate leaks in the pipe network and such leaks, where detected, must be immediately fixed.
- 2.3.2.1.7. Open all valve boxes and check for leakage at the valve, and remove any debris or vegetation from the inside of the box.
- 2.3.2.1.8. Check the direction of spray and spray radius of all sprinklers in relation to over spray onto cycle ways, bus lanes, Station Precincts etc. and adjust them where necessary for minimum over spray consistent with effective coverage of the planted area.
- 2.3.2.1.9. Readjust the installed height and positioning of pop-up sprinklers in relation to finished level.
- 2.3.2.1.10. Where sprinklers are not operating at the specified pressure, identify and correct the cause of the lack of pressure. Where sprinklers or sprayers on riser pipes are becoming overgrown by foliage, the riser pipes shall be extended by the addition of an extra length

of riser pipe. The cost of this item must be allowed for and will not be considered as an additional item at a later stage.

- 2.3.2.1.11. Any damage to any component of the irrigation system caused by the fault or negligence of the FM Contractor shall be repaired and/or replaced at the cost of the FM Contractor, including but not limited to repair and/or replacement resulting from careless manual opening and closing of the solenoid valves. Any defects or damage must be rectified immediately and the FM Contractor must always notify the CCT.

2.3.3. In-line treated effluent water filters

- 2.3.3.1. Filter requiring manual flushing: 'Arkal 2-inch manual filter' must be monitored daily and flushed in accordance with manufacturers' specifications as and when required to ensure clean water flow to downline irrigation components.
- 2.3.3.2. '2-inch Spin Klin' compact filter (self-flushing filter system) must be maintained as per the manufacturer's recommendations.

2.3.4. Mainline flushing

- 2.3.4.1. The treated effluent mainline must be flushed to rid all lines of accumulated sediment after non-use during winter Months. It is suggested that this takes place annually in August.

2.4. Sundry Periodic Horticultural Requirements

- 2.4.1.1. *Carpobrotus edulis* planted in areas without irrigation cover, must be replaced when die-back occurs in extent larger than 0.5m². Replanting of these areas shall be with cuttings harvested from site, planted at a density of 8 per m². Such replanting is best done in Spring.
- 2.4.1.2. Bulbous plant species, e.g.: *Agapanthus*, *Dietes* should be lifted and divided and replanted following best practice horticultural practices (green leaf blades to be cut back to 70% of their length), in properly prepared soil (compost, mulch etc. as detailed in this Contract), at a planting density of 6 per m² for both these species.
- 2.4.1.3. *Plectranthus neochilus*, *Arctotis acaulis* & *Osteospermum* species are to be replaced when die-back occurs in extent larger than 0.5m². Replanting of these areas shall be with cuttings harvested from site, planted at a density of 6 per m². Such replanting is best done in spring.
- 2.4.1.4. Woody shrubs, e.g.: *Buddleja* species, *Euryops* species, *Salvia* species, *Plumbago* species, etc. must be pruned back to encourage new compact growth.
- 2.4.1.5. The above illustrates specific requirements for these species. On site conditions may require additional interventions, and must be allowed for and implemented.

2.5. Sundry Hard Landscaping Elements

2.5.1. Earth storm water drainage channels

- 2.5.1.1. These channels must be kept free of any large plant material that may obstruct free water flow. Occasional re-shaping of channels may be required to avoid ponding.

2.5.2. Post and rail fencing

- 2.5.2.1. All tanalith treated timber post and rail fencing must be inspected and repaired where necessary. This must include, but is not limited to, securing posts and rails, replacement of cracked or missing components. Any costs associated with such repairs are to be approved by the CCT.

2.6. Repair to landscaping following motor vehicle accidents

- 2.6.1.1. In the event of damage caused by motor vehicle accidents or other disturbances, the FM Contractor shall:
- 2.6.1.1.1. remove all landscape debris from any surface upon which vehicles or bicycles may travel;
 - 2.6.1.1.2. remove all motor vehicle or other debris, and sweep bus way surfaces of any glass etc;
 - 2.6.1.1.3. check the irrigation system; and
 - 2.6.1.1.4. replace any irrigation or plant material and plants as required.
- 2.6.1.2. The FM Contractor shall provide the CCT with a quotation for the repair required, using rates as approved in the Price Schedule.

2.7. Cleaning

2.7.1. Landscapes and Hydro-seeded areas

- 2.7.1.1. Any plastic bags and other litter caught in razor wire, diamond mesh, palisade or other structures and trees e.g.: Acacia species, must be kept clear of Routes every two weeks or monthly as determined by the CCT.
- 2.7.1.2. All litter must be collected at least every two weeks or monthly as determined by CCT from Routes and must be discarded at a municipal dump site or municipal drop-off area.
- 2.7.1.3. The FM Contractor shall be responsible for all costs attendant upon litter removal and disposal.
- 2.7.1.4. All litter accumulated in all planted, paved, bus lane and cycle ways must be removed to the municipal landfill site or municipal drop-off site.

2.8. External general cleaning

- 2.8.1.1. The FM Contractor shall clean the pre-cast concrete benches twice a Month, with an approved commercial grade detergent and water. Any such cleaning shall be forming part of the FM Contractor's maintenance amount.
- 2.8.1.2. Sweeping of the cycle lanes must take place every month, and every 14th day during the limited periods when the adjacent planted areas produce dry thorns (duiweltjies). This is necessary to ensure that cycling is encouraged and is feasible.
- 2.8.1.3. All segmented paving (clay and concrete) areas must be kept clean of windblown sand and debris. Such cleaning and sweeping shall take place on a weekly basis. Cleaning of these

surfaces shall not be administered by means of high-pressure water jets.

- 2.8.1.4. All hard landscaped areas must be kept weed free, using appropriate herbicides.
- 2.8.1.5. The FM Contractor must ensure that all workers' personal effects are kept out of the public realm.

Specification Annexure GS2 – Not Used

Specification Annexure GS3 – Penalties and Performance Adjustments

Penalties

1. The CCT shall be entitled to impose Penalties on the FM Contractor according to the Penalty Matrix and Performance Adjustments.
2. The CCT may, after consultation with the FM Contractor, publish amendments to the Penalty Matrix during the course of the Contract. The CCT shall be entitled to add infringements which attract Penalties to the Penalty Matrix by way of Service Notices and/or Protocols delivered to the FM Contractor in writing at least 30 Days before such additional infringement or category of infringement will become effective. The Service Notice/Protocol will stipulate the infringement, the category of infringement, where appropriate, the period for which the Penalty will be imposed (for example per Day or per occurrence) and the quantum of the applicable Penalty. The CCT shall not increase the quantum of any Penalty by more than 100% of the quantum of that Penalty at the Signature Date. In respect of any new Penalty which the CCT is entitled to introduce, the quantum of such Penalty will not be more than the quantum of any existing Penalty at the Signature Date, increased by 100%. In exercising its rights in terms of this clause, the CCT undertakes to act reasonably and will consider relevant factors such as the impact which the infringement will have on the Services or other MyCiTi Services, the image of MyCiTi and the safety of MyCiTi passengers and the general public.
3. The CCT shall submit a schedule of all recorded non-compliances to time frames listing all incidents for the previous Month recorded on Forcelink or such other software package as utilised by the CCT. The schedule will indicate the proposed penalties and the type of penalty according to the penalty matrix.
4. The FM Contractor shall within 21 Business Days from receiving the report, submit proof of any mitigating circumstances and evidence for all incidents where the FM Contractor is of the view that a penalty should not be applied together with a root cause analysis and preventative actions taken.
5. The CCT will schedule a meeting within 21 Business Days of the FM Contractor submitting its report where the FM Contractor will have a final opportunity to present reasons as to why penalties should not be applied and provide further evidence as required.
6. The CCT shall within 14 Business Days of the meeting inform the FM Contractor of its decision whether penalties will be imposed. This correspondence will take the form of a Penalty Notice.
7. The CCT may withdraw an infringement on sufficient proof or justification provided by the FM Contractor.
8. Penalties will stand unless withdrawn by the CCT.
9. The CCT will inform the FM Contractor by means of Penalty Notices of all penalties that stand. Such penalties shall be deducted from the Monthly Invoice following receipt of the Penalty Notices.
10. All Penalties as recorded in the Penalty Matrix shall automatically be imposed at 70% of the indicated Penalty. If the FM Contractor disputes a Penalty and the outcome of the dispute is in favour of the CCT, the remaining 30% of the Penalty shall be imposed.
11. Should the FM Contractor wish to dispute the imposition or amount of a particular Penalty, the FM Contractor shall be entitled, by notice to the CCT given within 10 Business Days of receipt of the Penalty Notice, do so in accordance with the dispute resolution provisions in the contract. The FM Contractor shall be required to provide evidence substantiating its claim.
12. Should the evidence be conclusive and accepted by the CCT, the FM Contractor shall reverse the penalty in question in the subsequent invoice.
13. Any Adjustments, Spot Penalties or Penalties shall not preclude the CCT from its other remedies provided for in terms of this Contract for breach or non-fulfilment by the FM Contractor of its obligations;

14. The CCT reserves the right, at its discretion, and with adequate justification or proof of extenuating circumstances supplied by the FM Contractor, to waive or reduce any Spot Penalty or Penalty or Adjustment.
15. All Penalties, including the Spot Penalty, expressed as a Rand value at the Commencement Date shall increase annually on the anniversary of the Commencement Date by the same percentage as the percentage increase in the CPI as applied to the Contract in terms of Clause 17 of the SCC.
16. In the event that the FM Contractor is aware that it has acted or failed to act in such a manner that the CCT would be entitled to impose Spot Penalties or Penalties or Adjustments in terms of this Contract ("failure"), the FM Contractor shall be entitled of its own accord to advise in writing the CCT of such failure, together with its undertaking to remedy the failure and the time period within which it will remedy such failure, and in such event the CCT may, in its discretion, waive all or a portion of such Spot Penalties or Penalties or Adjustments. Should the FM Contractor thereafter fail to remedy the failure within the time undertaken, the CCT shall be entitled to impose the Spot Penalties or Penalties or Adjustments, both in respect of the original failure and the subsequent non-compliance with the undertaking. In order for the FM Contractor to avail itself of the grace period referred to above, it shall be obliged to inform the CCT in writing of the failure within 5 Days of the failure having occurred.
17. In the event that the FM Contractor has not achieved ISO9001 accreditation within 24 Months of the Commencement Date, the FM Contractor shall thereafter pay Monthly, pro-rated for any part of a Month, a penalty of R25 000 per Month until it achieves ISO9001 accreditation ("ISO Penalty").
18. If, at any time during the term of this Contract, the FM Contractor loses its ISO9001 accreditation, the ISO Penalty shall become due and payable monthly until such time as the ISO9001 accreditation is reinstated.
19. The ISO Penalty shall increase annually on the anniversary of the Commencement Date by the same percentage as the percentage increase in the CPI for the preceding 12 Month period.
20. Any underperformance not fully rectified by the FM Contractor timeously will affect further Penalties and Spot Penalties in subsequent Months.

Occurrence (Spot) Penalties

Definitions:

Occurrence: Every time the CCT becomes aware of a specific non-compliance, or every time interval indicated in the schedule.

A penalty factor shall be applied to all penalties incurred as detailed in the penalty matrix. The penalty factor shall apply to all penalties, whether the penalty can be charged per occurrence or per time interval. Each time interval shall be deemed an occurrence in terms of the penalty factor.

The penalty as listed in the Penalty Matrix below shall apply to the first occurrence of the type of penalty in the particular Month. Every subsequent occurrence, irrespective of where on the system the transgression is incurred, shall be subject to the relevant factor.

The penalty factor shall reset to nil on the first Day of every Month.

Penalty Factor				
Occurrence	6th	11 th	16 th	21 st
Factor	X2	X4	X8	X15

Description of Penalty	Penalty
1. Failure to provide services, severely impacting the operations of Urban Mobility facilities. Example: a. Stations not being open on time or closing early; b. Specific functions like cashier services not available at a station when it is contracted to be. This penalty may be charged per occurrence.	R15 000.00
2. Failure to provide services, negatively impacting on the operation of Urban Mobility facilities. Example: a. Reduced services due to staff not on their posts or arriving late (1 cashier on duty in place of 2 as contracted); b. Station operational without all posts as contracted being manned by the correct staff; c. Personnel not at their post when required to be there; d. Disruption of Urban Mobility services due to any conduct or failure to execute by the FM Contractor. This penalty may be charged per 15-minute interval or part thereof for as long as the service is not provided.	R1500.00
3. Conduct that places the Urban Mobility image in disrepute. Example: a. Uniforms incomplete, dirty, not worn correctly. b. No ID Tag visible; c. Personnel loitering; d. Personnel under the influence of alcohol or any other intoxicating substances; e. Personnel conduct not according to MyCiTi standards; f. Unauthorised items/personal belongings in public view within stations/station precincts; g. Personnel sleeping or appearing unfit for duty; h. Any other conduct that impacts negatively on the image of Urban Mobility including but not limited to rudeness, fighting, swearing, noisiness (including playing music through radios, music players, cellular phones etc.) The CCT may also require that personnel guilty of this kind of offence are replaced with immediate effect, either temporarily or permanently. This penalty may be charged per occurrence.	R 750.00

Description of Penalty	Penalty
4. Failure to comply with national, local and departmental laws, regulations, rules, protocols and any reasonable instructions from an authorized CCT representative. Example: a. No OHASA Agreement in place with sub-contractors; b. OHASA Agreement not updated with change of Responsible Person; c. Unauthorised use of bus lanes; d. Not adhering and or enforcing MyCiTi Rules; e. Unsafe working practices; f. Personnel guilty of aiding or abetting fraud. These penalties do not substitute or absolve the FM Contractor from any punitive measures that may follow in terms of the relevant legislation applicable to the offence. This penalty may be charged per occurrence.	R1 500.00
5. Failure to provide services to the expected levels of service or standards as provided for in the contract or through service notices and protocols. Example: a. Meetings not taking place; b. Reports, minutes or any other required documentation not submitted as agreed; c. Poor execution of services; d. Incorrect placement of staff in respect of quantity/qualifications/training/skill/aptitude; e. Equipment not fully operational/batteries not charged etc.; f. Services and workmanship executed to sub-standard quality; g. Shortfall in cash reconciliations. (The penalty will not absolve the FM Contractor from having to pay the shortfall.) h. Payment for CTT's revenue not made in time, as per payment requirements stated in 4.5.2.4.3. i. Using the incorrect deposit identifier or date reference, when making payment to the City This penalty may be charged per occurrence.	R1 500.00

Description of Penalty	Penalty
6. Abuse, misuse of, tampering with or deliberate damage to Urban Mobility equipment. Example: a. Improper use of equipment; b. Mismanagement of water and electricity usage; c. Obstructing surveillance cameras; d. Unauthorised issue of Personalized cards; e. Abuse of safety equipment like fire extinguishers, fire exits and communication systems. This penalty may be charged per occurrence.	R1 500.00
7. On-going non-compliance with any aspect of the contractual obligations. Example: a. Toilet facilities not adequately stocked with toilet paper, soap, hand towels, SHE Bins etc.; b. Failure to report malfunctions of equipment maintained by others within 15 minutes of the failure; This penalty may be charged per 15-minute interval of an occurrence or part thereof for as long as the service is not provided.	R 750.00
8. Non-compliance with any aspect of the contractual obligations. Example: a. Inaccurate or falsified reports on operational activities like cleaning, maintenance etc.; b. Supervisors not visiting stations as agreed or rostered; c. Occurrence book not on site or not up to date; d. Refusal of access to toilet facilities by MyCiTi customers when requested; e. Failure to ensure that users of the MyCiTi service validates their entry into the system; f. Failure to inspect feeder busses when expected to do so; g. Failure to keep record of operational activities and lack of proof; h. Refusing access to duly authorised and vetted members of the CCT or its accredited contractors; i. Repairs not executed within 3 days if reported by the CCT or 10 days if reported by the FM Contractor. j. Failure to report incidents of crime to a police officer or an officer of the CCT's Department of Safety and Security within 15 minutes of reasonably being able to do so. This penalty may be charged per occurrence.	R1 500.00

Notes:

1. The CCT reserves the right to continue issuing penalties for the same non-compliance, every hour as long as the non-compliance is not addressed or in accordance with the time intervals indicated in the penalty.
2. Where more than one penalty could apply to the same breach, the CCT may issue the highest penalty applicable. It will not issue penalties cumulatively, unless this clearly relates to a separate breach, or unless this schedule specifically provides for cumulative penalties

All penalties are in addition to other appropriate measures permitted in the contract. For example, re Penalty 14 - where fewer members of staff are supplied than tendered / agreed the penalty may be issued in addition to the required reduction of contract fees due to the non-provision of staff.

All penalties shall increase annually on the anniversary of the contract with the same CPI rate as the contract price.

Performance Adjustments

1. The FM Contractor shall be required to undertake an evaluation of its own performance every Month according to the performance criteria, requirements and standards set out in the Performance Evaluation Matrix (Refer to Clause 3.13), the details of which will be in the Monthly Performance Report (Refer to Clause 3.19.3). The results of the Performance Evaluation shall be included in the Monthly Invoice Report.
2. The purpose of the Performance Evaluation is to incentivise the FM Contractor to render performance of the Services at a consistently high standard. The FM Contractor shall apply the Performance Evaluation score in respect of the previous Month to 10% of the Monthly Management Fee and adjust the Monthly Invoice as set out in the table below. The CCT will assess the FM Contractor's Performance Evaluation and will notify the FM Contractor of any adjustments to be made to its scoring and Payment ("Adjustments").

Performance Evaluation Score	% of the 10% reduction regarding Performance Evaluation
95 – 100%	0%
91 – 94.99%	25%
81 – 90.99%	50%
70 – 80.99%	75%
Below 70%	100%

3. The amounts payable to the FM Contractor in respect of the relevant Month shall be reduced in accordance with any adjustments made by the CCT based on the table above and the FM Contractor shall be required to provide an adjusted Invoice in order to be paid.
4. The FM Contractor shall, as soon as possible after the Effective Date, meet with CCT to confirm and refine the Performance Evaluation Matrix (refer to Clause 3.13) and Performance Evaluation Procedure (PEP) through which its Performance Evaluation scores will be determined. **The formulae and criteria shall be developed by the CCT and refined and agreed with the FM Contractor and shall include protocols for observations made by CCT's monitoring teams and others to be recorded in Forcelink or such other software package.**
5. In this regard, the FM Contractor shall, within 1 Month after the Commencement Date, following agreement of the KPI's (As per Clause 3.13), submit a first draft of the Performance Evaluation Matrix and PEP to the CCT, and shall immediately commence its performance evaluation, as required in terms of clause 1 of this Annexure, utilising such draft as a working model to evaluate its performance, (which draft will either be approved by the CCT, or the CCT will require amendments to such draft, as set out in clause 9 of this Annexure). The CCT will be entitled to reduce the amount payable to the Contractor based on its performance evaluation score for the second and subsequent months.
6. If the FM Contractor does not submit a draft PEP for approval by the CCT, or fails to implement a PEP that has been approved by the CCT:
 - 6.1. the CCT shall be entitled, to deduct the portion of the 10% per Month indicated in the table below, until the FM Contractor has implemented the CCT approved PEP and Performance Evaluation Matrix;

Months since Commencement Date	% Deduction of 10% of the monthly management fee
Over 3 up to 4 months	25%
Over 4 up to 5 months	50%
Over 5 up to 6 months	100%

- 6.2. after 6 Months following the Commencement Date, the FM Contractor shall be in breach of this Contract and the provisions for breach shall come into effect.
7. The CCT may refuse to accept the PEP and Performance Evaluation Matrix on reasonable grounds and such refusal shall in no way affect the CCT's right to implement the provisions of clause 6 of this Annexure.
8. At any time after acceptance by the CCT of the draft or an amended PEP submitted by the FM Contractor, the CCT may on reasonable grounds:
 - 8.1. amend the Performance Evaluation Matrix; and/or
 - 8.2. require the FM Contractor to amend the PEP, as set out in clause 9 of this Annexure.
9. The FM Contractor shall submit an amended PEP for approval by the CCT within one Month ("the Initial Month") after a request for amendment to the PEP has been submitted to the FM Contractor.
 - 9.1. Should the FM Contractor fail to submit an amended PEP to the CCT within the Initial Month, or if the FM Contractor has submitted an amended PEP, which has been approved by the CCT, but the FM Contractor fails to implement such approved amended PEP within one Month of its approval by the CCT, then the CCT shall be entitled to deduct the portion of the 10% per Month indicated in the table below, until the PEP has been submitted and approved by the CCT and the FM Contractor has implemented the CCT approved PEP provided that any period that the amended PEP is lying with the CCT for approval shall be disregarded for purposes of calculating the number of Days adding up to a Month that the amended PEP is not implemented. Where an amended PEP is submitted to the CCT for approval but is rejected by the CCT, or if the CCT requires further amendments to such document, the additional period until the PEP is approved shall be counted for purposes of the Penalty below (excluding any period that the amended PEP proposed by the FM Contractor is lying with the CCT for approval).
 - 9.2. The amount to be deducted as aforesaid is **in addition** to the % of the 10% which is deducted due to **inadequate performance** in terms of the PEP as had been approved by the CCT at that stage:

Months since CCT's requirement to amend PEP or failure to implement amended PEP	% Deduction of 10% of the monthly management fee
1	0%
2	10%
3	30%
4	50%
5	75%
6	100%

10. The FM Contractor shall retain and have available for inspection by the CCT all documents which support its own Performance Evaluation. Failure to have documents available may result in a Spot Penalty as contemplated in clause 11.
11. Should the CCT in its discretion reasonably assess that the FM Contractor has overrated its performance for any 2 consecutive Months or any three Months in a 12 Month period by more than 5%, the CCT shall be entitled to impose a spot penalty of R 100 000 which the CCT shall be entitled to deduct from the Monthly Invoice ("Spot Penalty"). The CCT shall, where it has imposed a Spot Penalty, provide its own written assessment of the FM Contractor's performance for the relevant Months. In performing such assessment, the CCT shall not be required to focus on all the items in Monthly Performance Report, and shall be entitled to rely on some of the items in the Monthly Performance Report to conclude that the FM Contractor has overrated its performance by more than 5% and therefore apply the Spot Penalty.
12. Based on the CCT's evaluation of the FM Contractors performance, a higher deduction may apply in terms of clause 2 and the CCT may recoup this additional deduction as provided in clause 5.
13. The FM Contractor may dispute any adjustments in terms of the provisions of the Contract.

Specification Annexure GS4 - Forcelink

What is Forcelink?

Forcelink is a mobile-enabled Field Services ERP Solution which fully automates your field staff and connects your customers and assets. The Solution is highly configurable making it adaptable in most industries and different applications. It is offered in a Software as a Service (SaaS) model and can be deployed rapidly (weeks rather than months).

How Forcelink should be used in the CCT space:

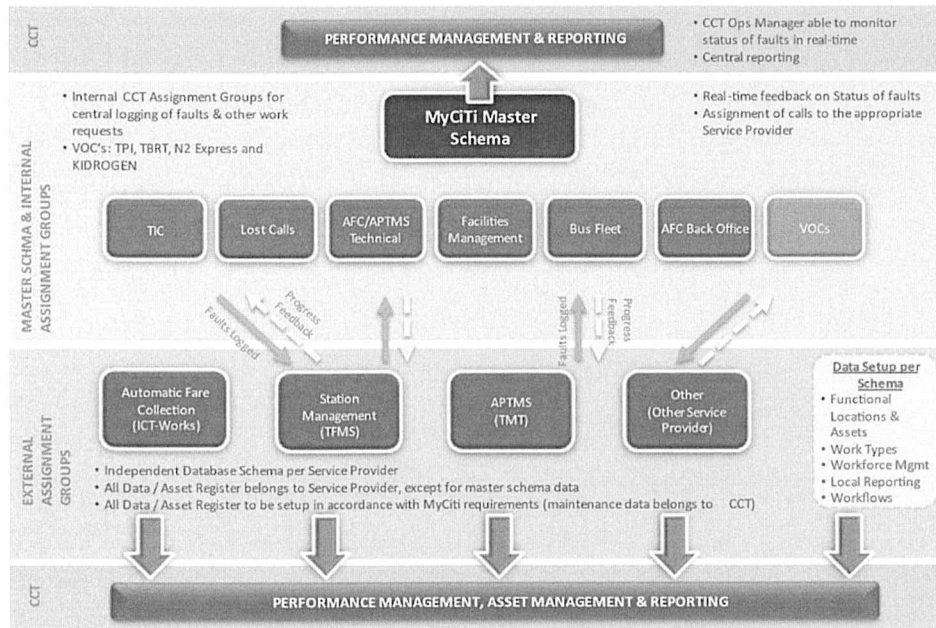
Forcelink is implemented in a master-sub schema model (refer to the Solution Overview diagram below). What this means is that there is a master schema (implementation) for CCT and a sub schema for each of the various service providers. Each schema is ring-fenced whilst still being fully integrated, which means service providers can also use their schema for internal operations that are not relevant to CCT.

This model allows for:

- controlling and sharing of master data such as functional locations and equipment (assets),
- managing contracts and SLA's, and
- interaction between CCT and service providers (service providers can also interact with each other)

Forcelink modules used:

- CCT:
 - Call Take (issue logging)
 - Issue Dispatch to internal department or external service provider
 - SLA & Contract Management
 - Reporting
- Service Providers:
 - Issue Logging & Management
 - Work & Mobile Field Work Management
 - Asset Management & Planned Maintenance
 - Resource Management
 - Materials & Stores Management
 - SLA Management
 - Reporting

CCT Solution Overview:**SOLUTION OVERVIEW****History of Forcelink in CCT:****MyCiti:**

- Forcelink has been used at MyCiti since 2011
- Service Providers:
 - Automatic Fare Collection: ICT-Works (current)
 - Station and PTI Management: TFMS (FM-Solutions previously as AEM and currently as TFMS)
 - APTMS: Traffic Management Technologies (previous Lumen and VIX Questek)

What does a new service provider get as a standard with their implementation?

There is a once-off implementation cost for each new service provider which covers the full configuration and setup of the solution. This includes:

- Their own Forcelink schema (implementation), configured to slot into the master-sub schema model (as explained above), as well as catering to their own requirements
- Access to all Forcelink modules as required for both CCT and internal operations
 - Issue Logging & Management
 - Work & Mobile Field Work Management
 - Asset Management & Planned Maintenance
 - Resource Management
 - Materials & Stores Management
 - SLA Management
 - Reporting

Forcelink website: <https://www.forcelink.net/>

Also see the Forcelink presentation included in Volume 4 of the tender specifications.

Specification Annexure GS5 – Facility Handover Sheet

Location	
Project Description	
Project Manager	
Facilities Manager	
Issue Date	

All fields to have a signature or N/A. 2xCD and x2 Hardcopies of all data including Handover Checklist

#	As per Chris	Checked	Project Manager's Signature	Facilities Manager's Signature
1	SECTION A – Certificates & Sign offs			
1.1	Fire Clearance Certificate			
1.2	Occupancy Certificate			
1.3	COC – Electrical Compliance Certificate			
1.4	Electrical Practical Completion Certificate			
1.5	Plumbing Certificate of Compliance -MC			
1.6	HVAC Practical Completion Certificate			
1.7	HVAC Commissioning Report			
1.8	Fire - Practical Completion Certificate			
1.9	Fire Service - Commissioning Certificate			
1.10	IT Test Certificate			
1.11	Practical Completion certificate			
1.12	Works Completion Certificate			
1.13	Final Completion Certificate			
1.14	Glazing Certificate - MC			
1.15	CCTV Installation Sign-off – Absa Sec			
1.16	Access Control (all access) Sign-off			
1.17	Alarm system Sign-off			
Comments:				
2	SECTION B – Project Design Information			
2.1	Council Approved Drawings - Architect			

2.2	Construction As built Drawings			
2.3	Architectural Drawings - Architect			
2.4	Mechanical Dwg– HVAC Consultant			
2.5	Electrical Dwg– Electrical Consultant			
2.6	Fire Rational Design Dwg– Fire Consultant			
2.7	Security Dwg (CCTV, Alarm, Access Control)			
2.8	Evacuation Plans			
Comments:				
3	SECTION C – Material & Equipment Data sheets and Specifications. O&M Manuals			
3.1	Kwikot Geyser			
3.2	Kwikot Hydro boil			
3.3	Cobra Taps			
3.4	Fire Systems			
3.5	Fire Control Panel User Guide			
3.6	Formica			
3.7	Paint			
3.8	Handrails			
3.9	Door handles			
3.10	Carpet tiles			
3.11	Ceramic tiles			
3.12	Plaster Board Concealed Tee System			
3.13	Ceiling sub grit			
3.14	Aluminium Profiles			
3.15	Ceiling tiles			
3.16	Light fittings			
3.17	CCTV, Access Control & Intruder Detection			
3.18	HVAC O&M & Service Schedule			
3.19	UPS Manual			
3.20	BMS Manual			

PM to add and update List according to site specifics				
Comments:				
4	SECTION D – Snag Lists			
4.1	MC Snag List			
4.2	Architect Snag List			
Comments:				
5	SECTION E			
5.1	Key Register and Keys - MC			
5.2	Fire Equipment Register			
5.3	Supplier/ Contractor list with Contact details			
5.4	Health & Safety File			
5.5	BMS Training List			
5.6	Engineering reports (Structural etc.)			
5.7	Project BOQ (Bill of Quantities)			
Comments:				
6	SECTION F – Warrantees & Guarantees			
6.1	Equipment:			
6.2	Equipment:			
6.3	Equipment:			
6.4	Equipment:			
Comments:				
7	GENERAL – Anny additional info or Data			

7.1				
7.2				
Comments:				

Date of Project Hand-Over to
Facilities Management:

Signatures:

Facilities Manager

Project Manager:



Specifications Annexure GS6 – Sample Co-operation Agreement

Agreement between Advertising Contractor and other MyCiTi contractors

Co - Operation Agreement between

.....

("MyCiTi Contractor")

and

.....

("Advertising Contractor")

in favour of the City of Cape Town

1. Interpretation and Definitions

- 1.1 In this Agreement, unless inconsistent with, or otherwise indicated by the context:
- 1.2 "Advertising Agreement" means an agreement concluded between the City and the Advertising Contractor pursuant to tender no [REDACTED]
- 1.3 "MyCiTi Contractor" means the Station Management Contractor and/or the Vehicle Operator Contractor appointed by the City under separate agreement to operate or manage specific aspects of the IRT System or their assigns as the case may be;
- 1.4 "MyCiTi Project" means the City's Integrated Rapid Transport system;
- 1.5 "Parties" means the MyCiTi Contractor and the Advertising Contractor;
- 1.6 "Station Management Contractor" means (●); and
- 1.7 "Vehicle Operator Contractor" means (●).
- 1.8 Unless inconsistent with the context, the words and expressions defined in the Advertising Agreement entered into between the City and the Advertising Contractor, where they appear in this Agreement, have the same meaning.

2. Recordal

- 2.1 The City and the Advertising Contractor have entered into the Advertising Agreement pursuant to tender number [REDACTED]
- 2.2 The MyCiTi Contractor has entered into an agreement with the City for provision of services as described in the Vehicle Operator Agreement or Station Management Agreement as the case may be.
- 2.3 The Parties hereto have agreed to co-operate for purposes of fulfilling their obligations in terms of their respective agreements concluded with the City.

- 2.4 The Advertising Contractor shall provide the MyCiTi Contractor with reasonable notice, requesting access to the relevant MyCiTi Infrastructure for purposes of erecting, installing, maintaining and/or repairing advertisements on the Advertising Sites and any necessary maintenance thereof.
- 2.5 The MyCiTi Contractor shall ensure that the MyCiTi Infrastructure is available and reasonable access is granted to the Advertising Contractor and its duly Authorised Representatives, employees or sub-contractors.
- 2.6 Upon completion by the Advertising Contractor of its obligations in terms of the Advertising Agreement, the Authorised Representatives of the Parties shall record any damage caused to the MyCiTi Infrastructure while under the management and control of the Advertising Contractor or its employees, contractors and/or agents.
- 2.7 The MyCiTi Contractor shall be obliged to repair any such damage caused by the Advertising Contractor to the MyCiTi Infrastructure and recover such costs incurred directly from the Advertising Contractor.
- 2.8 The MyCiTi Contractor shall be obliged to ensure that the cost of necessary repair is reasonable. In amplification hereof, the MyCiTi Contractor shall submit two quotations to the Advertising Contractor prior to making any repairs to the damaged MyCiTi Infrastructure and the parties shall reach agreement on the final cost thereof. All repairs shall be conducted only by such contractors pre-approved by the City.
- 2.9 In the event that the Parties fail to agree on the quotations submitted in terms of 2.8 above or any dispute arises from the submission of the quotations within 7 Days of submission, such dispute shall be referred to the City for final determination. In this regard, the City shall act as arbitrator and not mediator and its decision shall be final and binding on the Parties.

Signed at _____ on this _____ day of _____ 2019

Witness: for MyCiTi Contractor:

duly authorised and warranting such authority

Signed at _____ on this _____ day of _____ 2019

Witness for Advertising Contractor

duly authorised and warranting such authority

Specification Annexure GS7 – Monthly Project Labour Report (Example)

CITY OF CAPE TOWN
MONTHLY PROJECT LABOUR REPORT

Instructions for completing and submitting forms

General	
1	The Monthly Project Labour Reports must be completed in full, using typed, proper case characters; alternatively, should a computer not be available, handwritten in black ink.
2	Incomplete / incorrect / illegible forms will not be accepted.
3	Any conditions relating to targeted labour stipulated in the Contract (in the case of contracted out services or works) shall apply to the completion and submission of these forms.
4	This document is available in Microsoft Excel format upon request from the City's EPWP office, tel 021 400 9406, email EPWPLR@capetown.gov.za.
5	If a field is not applicable insert the letters: NA
6	Only the Project Number supplied by the Corporate EPWP Office must be inserted.
7	The Project Number can be obtained from the Coordinator or Project Manager or from the e-mail address in point 4 above.
8	On completion of the contract or works project the anticipated end date must be updated to reflect the actual end date.
Project Details	
9	A new beneficiary is one in respect of which a new employment contract is signed in the current month. A certified ID copy must accompany this labour report on submission.
10	Was the beneficiary sourced from the City's job seeker database?
11	The contract end date as stated in the beneficiary's employment contract.
12	Where a beneficiary has not worked in a particular month, the beneficiary's name shall not be reflected on this form at all for the month in question.
13	Training will be recorded separately from normal working days and together shall not exceed the maximum of 23 days per month.
14	Workers earning more than the maximum daily rate (currently R450 excluding any benefits) shall not be reflected on this form at all.
Submission of Forms	
15	Signed hardcopy forms must be scanned and submitted to the City's project manager in electronic (.pdf) format, together with the completed form in Microsoft Excel format.
16	Scanned copies of all applicable supporting documentation must be submitted along with each monthly project labour report. Copies of employment contracts and ID documents are only required in respect of new beneficiaries.
17	If a computer is not available hardcopy forms and supporting documentation will be accepted.
Beneficiary Details and Work Information	
18	Care must be taken to ensure that beneficiary details correspond accurately with the beneficiary's ID document.

PROJECT DETAILS

Numbers in cells below e.g. (6) refer to the relevant instruction above for completing and submitting forms

CONTRACT OR WORKS PROJECT NAME: (6)		EPWP SUPPLIED PROJECT NUMBER: (6)																							
DIRECTORATE:		DEPARTMENT:																							
CONTRACTOR OR VENDOR NAME:		CONTRACTOR OR VENDOR E-MAIL ADDRESS:																							
CONTRACTOR OR VENDOR CONTACT PERSON:		CONTRACTOR OR VENDOR TEL. NUMBER:	CELL WORK																						
PROJECT LABOUR REPORT CURRENT MONTH (mark with "X")																									
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEAR													
ACTUAL START DATE (yyyy/mm/dd) <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																									
ANTICIPATED / ACTUAL END DATE (yyyy/mm/dd) (7) <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																									
TOTAL PROJECT EXPENDITURE / VALUE OF WORK DONE TO-DATE (INCLUDING ALL COSTS, BUT EXCLUDING VAT)																									
R																									

CONTRACT NO: 385S/2022/23

ANNEX 1 (continued)

MONTHLY PROJECT LABOUR REPORT

BENEFICIARY DETAILS AND WORK INFORMATION



CONTRACT OR WORKS PROJECT NUMBER:				Year Month		Sheet 1 of			
--------------------------------------	--	--	--	---------------	--	------------------	--	--	--

No.	(8) First name	(8) Surname	(9) ID number	(9) New Beneficiary (Y/N)	(9) Gender (M/F)	(9) Disabled (Y/N)	(10) Job seeker database (Y/N)	(10) Contract start date (DDMMYY)	(11) Contract end date (DDMMYY)	(12) No. days worked this month (excl. training)	(13) Training days	(14) Rate of pay per day (R – c)
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												

0 0 R -

Declared by Contractor or Vendor to be true and correct:	Name		Signature	
	Date			

Received by Employer's Agent / Representative:	Name		Signature	
	Date			

Specification Annexure GS8 – BBEE Sub-Contractor Expenditure Report (Pro-Forma)

TENDER NO. AND DESCRIPTION: _____

SUPPLIER: _____

B-BBEE SUB-CONTRACT EXPENDITURE REPORT

Grand Value of the contract (as defined in Schedule 4: Preference Schedule) (P*)	R	B-BBEE Status Level of Prime Supplier	
--	---	---------------------------------------	--

Name of Sub-contractor (list all)	B-BBEE Status Level of supplier ¹	Total value of Sub-contract (excl. VAT) ¹	Value of Sub-contract work to date (excl. VAT) ¹	Value of Sub-contract work to Sub-contractors with a lower B-BBEE Status Level than supplier
Sub-contractor A		R	R	R
Sub-contractor B		R	R	R
Sub-contractor C		R	R	R

¹Documentary evidence to be provided.

Total: R

Expressed as a percentage of P* %

SignaturesDeclared by supplier
to be true and correct:

Date: _____

Verified by CCT
Project Manager:

Date: _____

Specification Annexure GS9 - PARTNERSHIP/ JV / CONSORTIUM/ EXPENDITURE REPORT (PRO FORMA)

TENDER NO. AND DESCRIPTION: _____

SUPPLIER: _____

PARTNERSHIP/ JOINT VENTURE (JV)/ CONSORTIUM EXPENDITURE REPORT

Rand value of the contract (as defined in Schedule 4: Preference Schedule) (P*)	R	B-BBEE Status Level of Partnership/ Joint Venture (JV)/ Consortium	
---	---	--	--

Name of partners to the Partnership/ JV / Consortium (list all)	B-BBEE Status Level of each partner at contract award	Percentage contribution of each partner as per the Partnership/ JV/ Consortium Agreement ¹	Total value of partner's contribution (excl. VAT) ¹ $B = A\% \times P^*$	Value of partner's contribution to date (excl. VAT) ¹ C	Value of partner's contribution as a percentage of the work executed to date. $D = C/P^* \times 100$
		A			
Partner A		%	R	R	%
Partner B		%	R	R	%
Partner C		%	R	R	%

¹Documentary evidence to be provided.Signatures

Declared by supplier to be true and correct: _____

Date: _____

Verified by CCT Project Manager: _____

Date: _____

Specification Annexure GS10 - TARGETED LABOUR CONTRACT PARTICIPATION EXPENDITURE REPORT (PRO FORMA)

CITY OF CAPE TOWN

CONTRACT NO. AND NAME: _____

CONTRACTOR: _____

TARGETED LABOUR CONTRACT PARTICIPATION EXPENDITURE REPORT BASED ON CERTIFICATE NO. _____

Value of the contract (as defined in the Preference Schedule) (P*)	R	Specified Targeted Labour Contract Participation Goal	%
--	---	---	---

Name of Contractor/Sub-contractor (list all)	Total previous expenditure on wages in respect of targeted labour	Net Amount for this month ¹	Total expenditure on wages in respect of targeted labour
Contractor	R	R	R
Sub-contractor A	R	R	R
Sub-contractor B	R	R	R

¹ Documentary evidence to be provided.

Total:	R	
Expressed as a percentage of P*		%

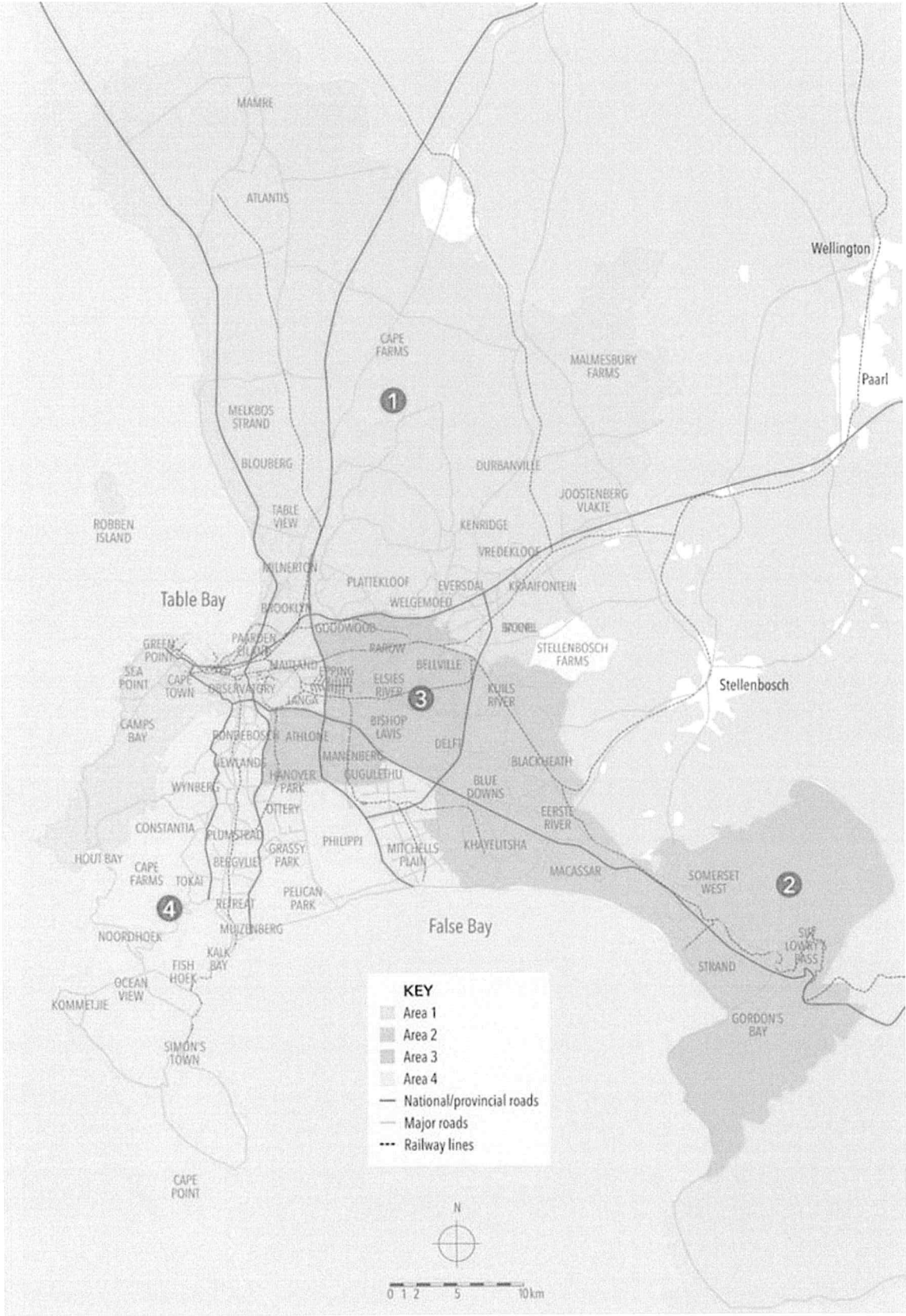
SignaturesDeclared by Contractor
to be true and correct: _____

Date _____

Verified by Employer's
Agent/
Employer's Agent's
Representative: _____

Date _____

Specification Annexure GS11: ODTP Areas



5 Specifications specific to MyCiTi Facilities:

5.1 Definitions

"Precinct Landscaped Areas" means the areas described in the definition of Station Precincts, as may further be demarcated as precinct landscaped areas on the diagrams of each Station and/or described in writing, provided or to be provided by the City, which diagrams and/or written descriptions may be amended from time to time and shall form part of this Contract;

Disclaimer: The drawings provided in Volume 4 are not to scale and precinct demarcation is indicative. The FM Contractor shall confirm the precincts for themselves and the CCT will not accept any responsibility for any errors or omissions.

"Routes" means the MyCiTi vehicle routes demarcated on the diagrams and/or described in writing, provided or to be provided by the City, which diagrams and/or written descriptions may be amended from time to time and shall form part of this Contract;

"Route Landscaped Areas" means the landscaped areas along Routes outside Station Precincts, as described in 5.3, as may be amended by the issue of a Service Notice;

"Security Areas" means the Stations and other buildings within the Station Precincts, the surrounding area up to 5m outside such buildings and/or up to 5m measured from the bottom of the ramps or the far end of steps immediately adjacent to such buildings.

"Stations" means the vehicle stations, along the Routes where MyCiTi vehicles stop to allow the boarding and alighting of passengers, as described in the specification, as may be amended from time to time through a Service Notice;

"Station Precincts" means the CCT Assets handed over by the City to the FM Contractor for the purpose of providing the Services, which are demarcated on the diagrams of each Station and/or described in writing, provided or to be provided by the City, which diagrams and/or written descriptions may be amended from time to time and shall form part of this Contract; Station Precincts shall -

- exclude busways and general traffic lanes, street lighting and all traffic signals and signage in terms of the National Road Traffic Act and its regulations;
- exclude street lighting and all traffic signals and signage in terms of the National Road Traffic Act and its regulations;
- include the Station building, all lighting within facility boundaries, ramps, paving and curbs forming part of the Station Precincts or located between the busways and general traffic lanes adjacent to the Station buildings, dropped curbs and paving of walkways and cycle ways including those on the opposite side of the busways and/or general traffic lanes longitudinally adjacent to the Station Precincts, all railing (including handrails), totems, directional signage to and from the Stations, seating and bicycle lock-up facilities (where provided);

Disclaimer: The drawings provided in Volume 4 are not to scale and precinct demarcation is indicative. to the FM Contractor shall confirm the precincts for themselves and the CCT will not accept any responsibility for any errors or omissions.

"VOC Agreements" means the VOC agreements entered into by the City and the VOCs, in terms of which the VOCs, amongst other things, operate the MyCiTi vehicles along the Routes and provide station services at the Stations on an interim basis.

5.2 MyCiTi Facilities

Phase 1 Stations

No.	Facility	Address
1	Adderley	Adderley & Riebeek Street, Cape Town
2	Airport	Cape Town International Airport, Airport Industria
3	Atlantis	Cnr Reygersdal Ave & Arion Drive, Atlantis
4	Century City	Cnr Century City Way & Century City Link, Century City (at taxi rank)
5	Circle East	Cnr Blaauwberg Road & Boy De Goede Circle, Tableview
6	Civic	Cnr Hertzog Boulevard & DF Malan Street, Cape Town
7	Dunoon	Potsdam Road, Dunoon
8	Gardens	Cnr Buitenkant & Maynard Street, Gardens
9	Granger Bay	Cnr Granger Bay Boulevard & Fort Wynyard Street, Green Point
10	Grey	Cnr Raatz & Grey Avenue, Tableview
11	Janssens	Cnr Raatz & Janssens Road, Tableview
12	Killarney	Cnr Potsdam Rd & Silverstone Rd, Killarney
13	Kuyasa (KIOSK)	Krebe Street, off Ntlazane Road, Khayelitsha
14	Lagoon Beach	Cnr Marine Drive & Lagoon Beach Drive, Milnerton
15	Melkbosstrand	Otto Du Plessis Drive & Birkenhead/ 6th Street, Melkbos
16	Milnerton	Cnr Otto Du Plessis & Broad Road, Milnerton
17	Mitchell's Plain	1st Avenue, Town Centre, Mitchells Plain
18	Montague Gardens	Cnr Koeberg Road & Montague Drive, Milnerton
19	Neptune	Cnr Milner Road & Neptune Street, Paarden Eiland
20	Omuramba	Cnr Racecourse & Omuramba Road, Montague Gardens
21	Paarden Eiland	Cnr Milner & Paarden Island Drive, Paarden Eiland
22	Phoenix	Cnr Omuramba Road & Freedom Way, Phoenix
23	Porterfield	West Coast R27 & Porterfield Road, Tableview
24	Potsdam	Potsdam Road, Killarney
25	Queens Beach	Cnr Beach Road & Queens Road, Sea Point
26	Racecourse	Cnr R27 & Racecourse Road, Milnerton

No.	Facility	Address
27	Refinery	Cnr Koeberg Road & Topaz Blvd Milnerton
28	Royal Ascot	Cnr Racecourse & Grand National Boulevard, Milnerton
29	Sandown	West Coast R27 & Sandown Road, Tableview
30	Sanddrift	Cnr Ratanga Road & Ocean Spirit Avenue, Century City (opposite Sable Square entrance)
31	Section	Cnr Milner Road & Section Road, Paarden Eiland
32	Stadium	Cnr Portwood Road & Helen Suzman Boulevard, Green Point
33	Sunset Beach	Cnr R27 & Ocean Way, Milnerton
34	Table View	Cnr Raatz & Blaauwberg Road, Tableview
35	Thibault	Hans Strijdom Avenue & Long Street, Cape Town
36	Turf Club	Cnr Koeberg Road & Omuramba Road, Milnerton
37	Usasaza	Potsdam Road, Dunoon
38	Vrystaat	Cnr Milner Road & Vrystaat Road, Paarden Eiland
39	Waterfront	Breakwater Boulevard, Waterfront
40	Wood	Cnr Blaauwberg & Wood Drive, Tableview
41	Woodbridge	Cnr Marine Drive & Loxton Road, Milnerton
42	Woodstock	End of Milner Road, Paarden Island, Woodstock
43	Zoarvlei	Cnr Milner Road, Paarden Island, Paarden Eiland

Phase 2 Stations

The following Phase 2 Stations may be included into this contract as the phase is rolled out:

No.	Facility	Address
1	Claremont	Cnr Claremont Blvd & Station Rd, Claremont
2	Kenilworth	Kenilworth Centre, Chichester Rd, Kenilworth
3	Hanover Park	Govan Mbeki Rd, Near Strandfontein Rd, Crossroads
4	Link	Govan Mbeki Rd, Near Link Rd, Nyanga
5	EMMS	Govan Mbeki Rd, Near Emms Dr, Nyanga
6	New Eisleben	Govan Mbeki Rd, Near New Eisleben Rd, Crossroads
7	Mitchells Plain	First Ave, Mitchells Plain

No.	Facility	Address
8	Stock	Govan Mbeki Rd, Near Stock Rd, Crossroads
9	Nolungile	Govan Mbeki Rd, Near Solomon Tsuku Ave, Kayalitsha
10	Kayalitsha CBD	M45, Kayalitsha
11	Wynberg (PTI) West	Station Road, Wynberg
12	Wynberg (PTI) East	Station Road, Wynberg
13	Nyanga Interchange (PTI)	Cnr Emms Dr & Terminus Rd, Nyanga

MyCiTi Phase 1 Depots and Staging Areas

The MyCiTi Depots and Staging Areas that may be included under this contract are listed in the table below:

Stables Depot	Stables Way, Dunoon
Atlantis Depot	Cnr Charel Uys Dr & Christopher Starke St, Atlantis
Inner City Depot	60Prestwich St, Cape Town
Hout Bay Staging Area	Cnr The Promenade & Melkhout Cres, Hout Bay
Foreshore Staging Area	FW De Klerk Blvd, Cape Town

MyCiTi Phase 2 Depots & Staging Areas

Mitchells Plain	Cnr Spine and Mew Way
Khayelitsha	Cnr Spine and Mew Way
Wynberg	TBC
Hout Bay	TBC

5.3 Landscaping

The FM Contractor will be responsible for providing landscaping services, as specified in Annexure GS1, at:

MyCiTi:

- a) the Precinct Landscaped Areas, in accordance with the Precinct Landscaping Specifications ("Precinct Landscaping Services"), provided that the Precinct Landscaping Services were included as a component of the Services at the date the Tender was awarded to the FM Contractor; and
- b) the Route Landscaped Areas, in accordance with the Route Landscaping Specifications ("Route Landscaping Services"), provided that the Route Landscaping Services were included as a component of the Services at the date the Tender was awarded to the FM Contractor.

It should be noted that the cleaning (waste collection and removal) and pest control in landscape areas are included in the service specifications and the FM Contractor are required to include these services in the cost.

Route Landscaping by Region

1	Route Landscaping: Central Region (Area 1)	
1.1	Marine Drive/Milner Road to southern side of Racecourse Road intersection	13 666m ² LS
1.2	Northern side of Racecourse Road intersection to Blaauwberg Road/R27 intersection	25 691m ² LS + 42 425m ² HS
1.3	R27 north of Blaauwberg Road intersection up to Tryall Road	33 436m ² LS
1.4	Atlantis CBD and Melkbos CBD Trunk stations	17 284m ² LS
1.5	Blaauwberg Road from Tableview Station to Potsdam	60 240m ² LS
1.6	Potsdam Road from Blaauwberg Road to Usasaza Station	31 233m ² LS
2	Route Landscaping: Northern Region (Area 3)	
2.1	Christiaan Barnard Drive to N1 underpass	22 834m ² LS
2.2	N1 underpass to Marine Drive/R27	17 450m ² LS + 7 927m ² HS
2.3	Racecourse Road from R27 eastwards to Omuramba Drive	8 760m ² LS + 4 490m ² HS
	Note: LS = Landscaping (Trees; Shrubs; Groundcover; Lawn) HS = Hydro-seeding	

5.4 Personnel

Skills, Training and Development

The FM Contractor shall identify candidates with the aptitude and capacity to be able to execute the various obligations in this Contract. It is specifically noted that, the priority duty is customer service. As such, the emphasis should be on employing personnel with a very strong aptitude towards customer service and then qualify that personnel to also fulfil other duties such as security functions.

Where necessary, the FM Contractor shall provide training to Personnel in relation to their specific tasks and functions to ensure that they have the necessary skills to render the Services and that they understand and can meet the FM Contractor's obligations and undertakings in terms of this Contract.

The FM Contractor shall further ensure that Personnel have sufficient training on the functions of other Personnel in order to provide back-up support in the event of temporary absence of some Personnel and for the purposes of multi-tasking (as contemplated in clause 3.5.6).

The FM Contractor is aware that there will be any number of independent service providers offering some form of service to the MyCiTi project and all these personnel will be seen in the eyes of the general public as MyCiTi staff and are therefore custodians of the MyCiTi brand and its reputation. In this regard the FM Contractor acknowledges, and undertakes to comply, as far as is reasonably possible, with the principles and objectives expressed below:

- a) MyCiTi is a service brand. The integrity of the brand, its standards and its personality are more important than in the hands, minds and actions of all MyCiTi personnel working when may have contact with the public, whether they are employed by a contractor such as a FM Contractor, or by the CCT (all referred to as "MyCiTi staff").
- b) As such, there is a need for a uniform code of conduct MyCiTi staff. They are the first contact point for customers and based on this interaction the public will have either a positive or a negative impression of the entire MyCiTi service.
- c) The CCT requires of anyone working on the MyCiTi project to be proud of the position they hold, their part in changing public transport in Cape Town, and to make this pride translate into everything they do.
- d) MyCiTi staff must at all times be smartly dressed, presentable and polite. They must be helpful and proactively offer informed advice to any member of the public who requires assistance.
- e) MyCiTi staff must view their role as more than functional. Their role is also to make every journey a better experience for every customer they meet. The public must look forward to their interactions with the MyCiTi team. The FM Contractor is required:
 - to make their staff available for MyCiTi customer and communication training by MyCiTi service providers, and to train its staff in these disciplines, as required;
 - participate fully in MyCiTi promotional activities that promote the service and the MyCiTi brand;
 - to circulate MyCiTi publications and material directed at MyCiTi staff as well as that directed to the public (of which the staff should take note) to their staff;
 - to take responsibility as employers and holders of the SM Contract for ensuring and upholding the brand service standards as outlined above and as may be supplemented through Protocols or as a result of training;
 - to take prompt action to resolve any failure to deliver according to the MyCiTi service standards;
 - to view itself and its staff as much a part of making MyCiTi a success and a superior service for customers as any CCT employee and participate wholeheartedly and with pride.

The cost for the above activities shall be for the account of the FM Contractor.

Where the CCT itself provides training and materials, the cost of the trainer and all other costs, if any, shall be for the account of the FM Contractor. If agreed by the CCT, the venue will be at the CCT's cost.

The FM Contractor shall supply trainers to be trained by the AFC Contractor, and such trainers shall train all new Personnel as may be required. This shall also apply to top-up training as and when required. The FM Contractor shall provide or arrange for the relevant training venue and for the duplication of training material provided by the AFC Contractor. The FM Contractor shall liaise with the AFC Contractor regularly before any training is to take place to ensure that the most up-to-date training material is available.

Where replacement trainers have to be trained by the AFC Contractor, due to Personnel changes or additions, this shall be for the account of the FM Contractor, at the training rates set out in the agreement between the CCT and the AFC Contractor. Where training or re-training is required due to system changes, the cost of such initial training of the trainers and training materials shall be for the CCT.

Risk to Passengers or CCT Assets

Where the CCT has reason to believe that any Personnel pose a risk to the safety or security of passengers, their belongings and/or the property of the CCT, or to the reputation of MyCiTi, the CCT may notify the FM Contractor in writing setting out the reasons for its belief, and the FM Contractor will be obliged to take all steps as may be necessary, including, where appropriate, conducting an immediate investigation into the allegations and effecting the suspension of such Personnel pending the finalization of appropriate disciplinary action.

The FM Contractor shall report to the CCT on the progress and outcome of investigations and disciplinary enquiries instituted and shall also include all relevant details in the Monthly Performance Report(s).

Checklist for Conduct and Quality of Personnel

- a) In relation to MyCiTi Stations, it is specifically noted that, the priority duty is customer service. As such, the emphasis should be on employing personnel with a very strong aptitude towards customer service and then qualify them to also fulfil other duties such as security functions.
- b) The FM Contractor shall ensure that all Personnel will:
- c) at the time of their appointment, have no criminal record relating to a crime of violence or of dishonesty, such as theft, extortion or fraud (and, in this regard, the FM Contractor shall provide proof to the CCT on request);
- d) undergo ad-hoc polygraph testing and if specifically requested by the CCT;
- e) carry out their duties as instructed by the FM Contractor;
- f) work shifts and/or overtime as and when required by the CCT;
- g) be in a physically and mentally fit condition for employment in the relevant function;
- h) report timeously for duty so as to ensure that facilities are ready 15 minutes before the first vehicle arrives/leaves and that Parking Areas are ready for operation at the scheduled starting time of Parking Management;
- i) daily sign on and off duty at the starting and finishing times of shifts;
- j) not leave their relevant posts during or at the end of a shift without being relieved or authorised by the FM Contractor to leave;
- k) duly record in the relevant Occurrence Book every shift change-over, safety incident, or breach by other Personnel or by passengers of the MyCiTi Rules, or other incidents / events;
- l) not be under the influence of intoxicating liquor and/or any drugs for the duration of his/her duty;
- m) not sleep on duty;
- n) when on duty, wear the prescribed Uniform, including having an identification card with photograph, and, where necessary, a raincoat or rain suit and any other protective clothing and footwear;
- o) when on duty, be in possession of a pocketbook and pen;
- p) perform all duties with due regard to the provisions of any relevant code of conduct and all legal requirements;
- q) not use private radios and television sets or any devices playing sound (such as iPods) while on duty; and

- r) carry out any additional functions identified by the CCT from time to time.

Public / Passenger-related Obligations

Walk-in Centre and Information Desk

The CCT will provide the FM Contractor with space at the Civic Station for the purposes of a walk-in centre for the public, which the FM Contractor shall be required to furnish and equip as necessary and to operate during the Operational Hours of the Civic Station.

The walk-in centre will perform multiple functions.

The FM Contractor shall be required to operate an information desk at the Civic Station.

Appointment of Security Personnel

In relation to MyCiTi Stations, it is specifically noted that, the priority duty is customer service. As such, the emphasis should be on employing personnel with a very strong aptitude towards customer service and then qualify that personnel to also fulfil other duties such as security functions.

5.5 Uniforms and Name Badges

All Personnel who are required to fulfil their duties in view of the public (other than construction workers, and other categories to which the CCT may agree, or may specify by way of a Protocol) will wear uniforms as set out in the MyCiTi Uniform Specifications, ("Uniforms") whilst on duty.

The FM Contractor will allocate Uniforms for each function as identified in the Uniform Specifications. Where changes in the uniform specifications are contemplated, such proposed changes will be submitted to the Directorate: Urban Mobility Marketing Department for approval and will not be implemented until approval is granted.

Security Personnel, whether dedicated to Security Services or performing such Services as part of a process of multi-tasking, will wear the Security Uniform and, in addition shall be equipped with a torch, one set of handcuffs, a two-way radio and, where applicable, a whistle.

It should be noted that "MyCiTi" is a registered brand which is specific to MyCiTi facilities. Personnel working at other facilities, whether temporary or permanently, are not to wear MyCiTi uniforms.

All other Personnel who are in direct contact with the public (other than members of its senior management, and as the CCT may exempt by way of a Protocol) are to wear the station ambassador Uniform indicated in the Uniform Specifications.

Where the Uniform is not prescribed with effect from the Commencement Date and the CCT has not given notice of a date in terms of this clause, the Uniform to be worn by Personnel will be navy blue pants and a white or light blue or navy blue shirt, or jersey or jacket (as provided by the FM Contractor), as well as a MyCiTi bib for males and females (to be worn by Personnel of the gender for whom the bib was intended).

Personnel who are not employed directly by the FM Contractor and who will be deployed at Stations permanently, shall in addition to the prescribed Uniform, also wear an approved name tag with the names of both the subcontracting company and the FM Contractor.

Subcontractors performing Services at Stations intermittently will wear the subcontracting company uniform, clearly marked with the subcontracting company name and logo.

The Uniforms contemplated in this clause shall be worn from the Commencement Date or from a date specified by the CCT in writing on 30 calendar days' notice to the FM Contractor.

If the Uniforms specified in clause are not available despite the FM Contractor taking reasonable steps to procure same, the Uniform to be worn by Personnel will be navy blue pants and a white or light blue or navy-blue shirt, or jersey or jacket (as provided by the FM Contractor), as well as a MyCiTi bib for males and females (to be worn by Personnel of the gender for whom the bib was intended).

The FM Contractor will take such reasonable steps as may be necessary to ensure that the Uniforms are kept in good condition and worn in a professional manner and in accordance with the standards required by the CCT.

Note: The cost of uniforms and the timeous replacement thereof must be included in the tendered rates for the various positions. No additional claims in terms of uniform procurement will be entertained by the CCT. Refer to Clause 5.1.3 of the Pricing Instructions.

5.6 Staff Transport

Generally, all Personnel undertaking private travel on MyCiTi vehicles shall pay for such private travel, including to and from work during the operating hours of other public transport services. For this purpose, they shall use their own Smart Cards or personalised Smart Cards paid for by the FM Contractor.

Personnel who, as part of their job descriptions, need to travel between Stations numerous times throughout the working day in the execution of their duties ("Travelling Staff") may use the MyCiTi System free of charge to the FM Contractor and the relevant Personnel, provided the CCT is satisfied that such travel is appropriate and regular enough to justify this concession. The CCT may change the way this is managed through Service Notices or Protocols but in general will require that the FM Contractor keep record of the staff movements to compare with tap data from the security access card.

5.7 Equipment

The FM Contractor shall be entitled to use any of the Equipment owned by the CCT or third parties as listed in Annexure MC5.

The FM Contractor shall not be responsible for the installation and maintenance of the Equipment listed in Annexure MC5. Such Equipment shall be installed and maintained by other parties, such as the APTMS and the AFC Contractor.

The FM Contractor shall safeguard and monitor all Equipment (whether owned by the FM Contractor or not) in order to ensure that it is at all times in proper working order.

In relation to Equipment listed in Annexure MC5, the FM Contractor shall immediately report any failures or malfunctions in terms of a Protocol issued by the CCT to arrange for the necessary repair or replacement.

In relation to Equipment not listed in Annexure MC5, the FM Contractor shall itself immediately repair or replace such Equipment in accordance with this Contract.

The FM Contractor shall ensure that the batteries (including replacement batteries) and other necessary parts, in respect of all Equipment, are serviceable and immediately available, when needed.

The FM Contractor shall insure its own Equipment, infrastructure and facilities.

The CCT shall provide the FM Contractor with 2 sets of keys for each Station under the control of the FM Contractor. Should any keys or locks be lost or damaged, the FM Contractor shall be responsible for replacing those locks and keys at its cost and shall advise the CCT accordingly.

5.8 Rules of Conduct

In addition to laws of the country and the municipal by-laws, the CCT has issued rules of conduct in terms of Section 2(3) (a) of the Control of Access to Public Premises and Vehicles Act (referred to as the "Access Act") with which persons using the Stations and buses must comply ("the MyCiTi Rules").

These rules are available on the MyCiTi website, presently at <https://myciti.org.za/en/passenger-information/travel-information/myciti-rules/> or at an amended location as the CCT may notify the FM Contractor.

The FM Contractor shall ensure that the Personnel are at all times aware of and familiar with the MyCiTi Rules, including any changes to such rules.

When the Personnel use the MyCiTi system, they shall be exemplary in complying with the MyCiTi Rules.

The FM Contractor shall be vigilant in enforcing the MyCiTi Rules and, where transgressions are committed, shall take appropriate action in compliance with Protocols against passengers or Personnel.

5.9 Security

Security Areas

The CCT may instruct by Service Notice that the Security Area is expanded in future to include the remote surveillance of areas outside MyCiTi Stations, on the red busways and at PTI's with cameras and report incidents to the SSU for its action.

Guarding of Passengers and CCT Assets

- a) The FM Contractor will be required to manually set the intrusion detection system, installed by the APTMS Contractor, unless it is configured to automatically activate and de-activate at pre-set times;
- b) at MyCiTi Stations, implement crowd control measures and ensure that passengers entering or leaving the Stations and Station Precincts are controlled and directed in such a way that (i) their safety and security is given the highest priority; (ii) they enter and leave the Stations within the time frames as may be indicated in Protocols and (iii) there is no damage to the assets of passengers, the CCT or the CCT's contractors.

Surveillance of CCTV Cameras at Facilities

The FM Contractor shall be required to place Personnel in the TMC to undertake surveillance ("FM TMC Unit"), to the extent and in accordance with the FM Contractor's Proposal.

The FM TMC Unit shall be responsible for the monitoring of the CCTV cameras installed by the APTMS Contractor, placed in key areas inside Facilities.

The purposes of the surveillance undertaken is to -

- a) where appropriate identify potential incidents, accidents, and crime, in the areas being surveyed and to report them to the SSU, the Personnel acting in supervisory roles at the various Stations and the MyCiTi Operations Call Centre in compliance with this Contract and any Protocol. The FM TMC Unit shall hand over control of the cameras monitoring an incident to the SSU for the duration of the incident;
- b) monitor the performance of the Personnel; and

- c) provide surveillance through CCTV cameras installed inside Stations to prevent fare evasion (in addition to physical access control and validation, or where Stations are unmanned, as the only mechanism for preventing fare evasion).

Armed Response

The FM Contractor shall procure the services of Armed response companies to monitor the intruder detection system at MyCiTi Stations and provide 24-hour armed response services, on a non-exclusive basis, to these facilities during and after operating hours or as directed by the CCT.

The monthly rate shall include all costs related to providing the service including amongst others:

- a) The submission of radio transmitters to the CCT's Authorized representative for testing of integration with the CCT's APTMS Systems;
- b) The initial procurement and installation of radio transmitters. Note, unless it is specifically indicated that the procurement cost is a deposit refundable on termination, any equipment paid for by the CCT shall become the property of the CCT;
- c) Any annual radio license fees payable;
- d) Provision of armed response services as required.

A schedule of intruder detection systems installed at MyCiTi Stations are included as Annexure MC7. The list is not exhaustive and the CCT may require further installations or monitoring services at additional facilities including PTI's. Such service shall be provided at the tendered rate and shall be activated by service notice.

5.10 Scheduled Events

The CCT provides MyCiTi vehicle transport services for approximately 15 to 20 scheduled events per year, in relation to which the CCT shall issue a Service Notice to the FM Contractor.

Where events impact other regions, the FM Contractors for such other regions shall follow the operational plan as developed by the appointed FM Contractor and as approved by the CCT. To this end the other FM Contractors shall allow the deployment of event personnel on the stations under their management to execute the services.

The CCT may itself develop an operations plan for each such scheduled event and distribute it to the FM Contractor to plan and operate the Stations in accordance with the operations plan. Alternatively, the CCT may require the FM Contractor to develop the operations plans in relation to the Services to be rendered during the scheduled events and, if so, may accept or amend such plan.

In relation to Services for scheduled events, the FM Contractor:

- a) may only charge for Services according to the Price Schedule.
- b) on request from the CCT and prior to the scheduled event, shall submit to the CCT a detailed schedule of costs, according to the Price Schedule, confirming the cost for the scheduled event.
- c) must provide adequate resources and staffing to operate the Stations during scheduled events, as determined by the event size and any service notices issued by the CCT; and
- d) must ensure that each affected Station remains operational until the last MyCiTi vehicle making use of such Station has completed its Route.
- e) shall take overall responsibility for the management and coordination of Services for special events including drafting the operations plan, liaison with other contractors, ensuring that the VOC hire in additional vehicles according to the approved operations

plan, the activities at the Stations, scheduling of PODS, marshalling of vehicles and communication with the VOC to send or remove vehicles.

As many events take place on weekends, including Sundays and Public Holidays, it is important to note the following relating to staffing costs for events:

- Only employees earning below the threshold as contemplated and amended by the Minister in terms of Section 6. (3) of the BCEA shall be entitled to overtime pay. For sake of clarity, the threshold is set at R205, 433.30 per annum (as at 2 September 2019).
- All event staff shall be paid at the contracted rate irrespective of the day of the week. However,
 - a. In the case where ordinary shifted staff hours are extended due to an event, irrespective of the day of the week, he/she will be remunerated at 1.5 times the extended hours worked, e.g. where a station is required to stay open for another hour due to the ending time of the event.
 - b. Where event staff is required to work a shift that extends beyond 8 hours, the time beyond the 8 hours shall be paid at 1.5 times the extended hours worked.
 - c. In the case where an event takes place on a Public Holiday:
 - i. Where ordinary shifted hours are extended, the extended hours shall be remunerated at 2 times the extended hours worked.
 - ii. Where event staff is required to work a shift that extends beyond 8 hours, the time beyond the 8 hours shall be paid at 2 times the extended hours.
- All instances where overtime may be claimed are subject to the FM Contractor providing acceptable motivation for extending working hours and the CCT approving this before the event.

Hours:

Event staff is required to be on duty one hour (1) before the start of the services as required in the service notice for the event. This is to allow for the briefing, placement and other logistical aspects that may be required before the services commence.

5.11 Transport and Use of Vehicles on Routes

Where necessary, the FM Contractor shall apply, in terms of the CCT's by-laws, for permission to use any vehicles on the Routes for the purpose of rendering the Services, by completing the application contained in Annexure MC6.

5.12 Lost Property

The FM Contractor shall be responsible for establishing a system of recovering lost property found at Station Precincts, Parking Areas and Stops and on MyCiTi vehicles.

This system shall include detailed hand-over procedures of lost property between different Personnel, staff members of any other contractor contracted by the CCT, CCT staff or other relevant parties. The system must include a database which records the nature of the lost property (including the main contents of any items), the time, date and place of its discovery, the name of the person(s) who handled the lost property and the name of the person who handed back the lost property to its rightful owner.

The FM Contractor shall ensure that reasonable steps are taken to contact the owner of the lost property (if the identity and contact details can be ascertained), and that reasonable steps be taken to ensure that any person claiming an item is indeed the owner or a person who has a right to claim such property.

The FM Contractor will be provided with a small space at the Civic Station at which a limited amount of lost property can be stored, and where customers may apply for the return of their lost property. Lost property articles that are not able to be stored at the Civic Station facility must be stored off-site at a safe location provided by the FM Contractor at its own cost.

The FM Contractor shall also be responsible for the safe storage of such lost property for a period of 3 Months. Any lost property not claimed by the end of the 3 Month period shall be handed over to the CCT. If so requested by the CCT by way of a Service Notice, the FM Contractor shall dispose of such unclaimed lost property for a fee to be agreed upon between the Parties.

5.13 Passenger Assistance: Ambassadorial Services

The FM Contractor shall train Personnel on how to provide Passenger Assistance. In this Contract, "Passenger Assistance" includes, but is not limited to, assisting passengers in relation to the following:

- a) providing information on the MyCiTi system, such as information about the purchase and recharge of Smart Cards for purposes of bus travel and parking, where complaints may be lodged and generally how to navigate the MyCiTi System;
- b) wayfinding to key destinations in the vicinity of the MyCiTi Stations and Stops; and
- c) providing other relevant information, such as links to other public transport services, such as rail.

Personnel are required to display a helpful and customer-friendly attitude at all times, and in particular when providing Passenger Assistance. The FM Contractor's employee recruitment and Personnel management must take this into account.

Where new Stations become operational, the FM Contractor shall ensure that experienced Personnel are placed at these Stations to provide Passenger Assistance.

Where there is an expansion of the Services to be rendered or new Stations become operational, additional Personnel may be made available for the provision of Passenger Assistance for a period of 3 Months (or for a different period determined by the CCT by way of a Service Notice which shall specify the period as well as the relevant Personnel requirements). The CCT shall pay for such additional Personnel in accordance with the Price Schedule.

5.14 Call Centre & Communications

MyCiTi Operations Call Centre

It is recorded that the CCT is establishing a MyCiTi Operations Call Centre at the TMC. It is not a public call centre. The role and responsibility of the MyCiTi Operations Call Centre will be to deal with all calls related to MyCiTi operations in particular, in order to ensure integration between the various operational functions, such as the VOCs, AFC Contractor, APTMS Contractor, FM Contractor and the CCT, in the overall operation of the MyCiTi Service. The MyCiTi Operations Call Centre will be installed and operationally manned by the APTMS Contractor until such time it is taken over by the CCT.

Personnel shall report all equipment and service-related faults, emergencies, incidents and similar occurrences in and around Station Precincts and Parking areas to the MyCiTi Operations Call Centre, via the communication system installed at the Stations referred to in clause 0 and otherwise, in terms of the appropriate Protocols.

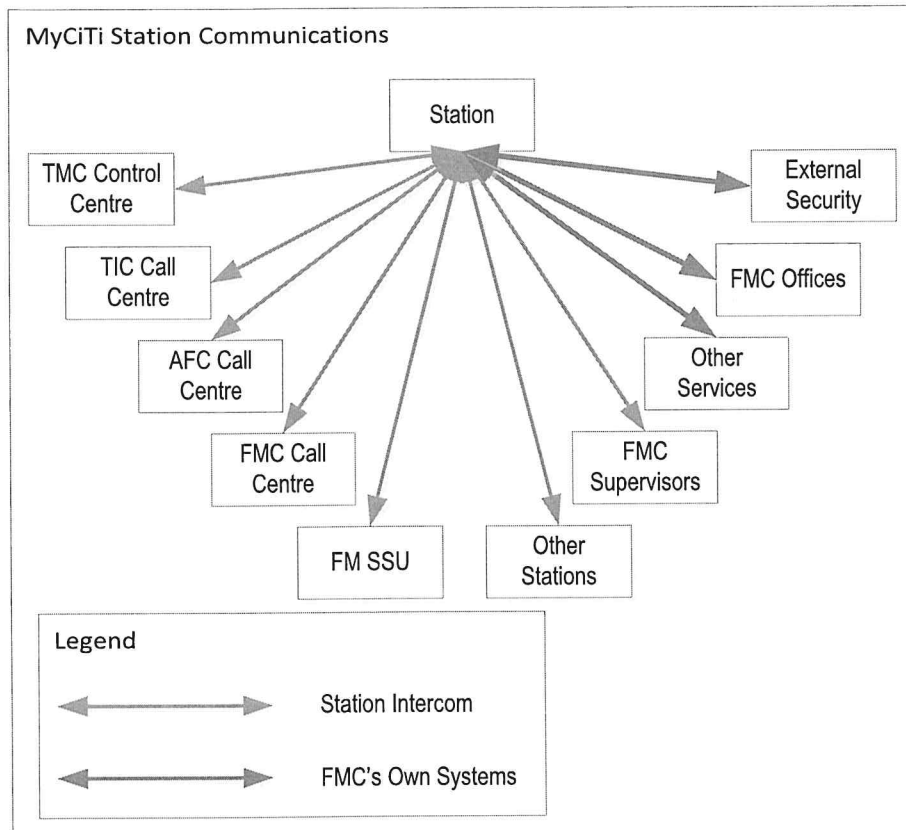
It is the intention that all such faults/emergencies/incidents reported to the MyCiTi Operations Call Centre will be logged by the MyCiTi Operations Call Centre. The FM Contractor shall be required to log the status of all calls re-directed to the FM Contractor Call Facility by the MyCiTi Operations Call Centre so that those calls may be tracked to their conclusion and signed off by the relevant party who attended to the call.

In relation to the FM Contractor's obligations, these records will be used to assist the CCT with performance management of the FM Contractor and all other MyCiTi contractors.

Communication and Reporting of Faults, Incidents and Emergencies

It is recorded that reporting and communication requirements in this clause 0 may be refined and/or amended from time to time through Protocols.

The FM Contractor shall use the intercom system provided for in clause 0, and its own communication system, for the uses as is illustrated below.



An intercom type communication system, which will link all the Stations with the MyCiTi Operations Call Centre and the FM TMC Unit (as defined and described in this clause), has been installed and is maintained by the APTMS Contractor.

This intercom system shall be used by Personnel, all of whom have an obligation to communicate all Equipment and service-related faults to the MyCiTi Operations Call Centre, which shall log and track such faults, and direct the rectification of the faults to the appropriate party/parties (which may be the FM Contractor, the CCT, one of the MyCiTi Contractors or a third party).

This intercom system shall be used by Personnel to communicate emergencies other incidents and thereafter log such emergency or incident with the MyCiTi Operations Call Centre. The MyCiTi Operations Call Centre shall log and track such emergencies and incidents and call the appropriate law enforcement agencies and/or emergency service providers to respond. Personnel shall also be trained to judge and respond appropriately to any given situation, including themselves contacting the appropriate law enforcement agencies, emergency service providers and/or Response Units, such as when the intercom/communication system is not operational.

The intercom system will essentially be a speed-dial type facility. In the Station kiosks this speed-dial will have prescribed channels for emergency services, SSU, AFC Contractor, CC Contractor, TIC, FM Contractor and MyCiTi Operations, which Personnel will use to communicate all faults/emergencies/incidents requiring a response. Inside each Station pod / platform an intercom will also be provided, with programmed speed dials to the TIC (for

redirecting to all other relevant numbers) and to emergency services. The facility to further direct calls to different numbers within the FM Contractor's operations will not be provided by the CCT and must, therefore, be provided by the FM Contractor. However, it shall be possible for the calls from intercoms on the Stations to be put through to the FM Contractor's main telephone number, via the TIC, from where such calls can be further directed by the FM Contractor (subject to its own telecommunication equipment).

In addition to the primary communication system in clause 0, the FM Contractor shall ensure that a communication system is in place to enable Personnel within Station Precincts, Security Areas and any adjacent Parking Areas to (i) communicate with one another, (ii) to contact emergency service providers where the primary communication system in clause 0 is not operational; and (iii) contact Response Units. This additional communication system may consist of devices such as mobile telephones and two-way radios with an adequate range to ensure good communication.

The FM Contractor shall ensure that Personnel are trained in the use of the intercom system implemented by the APTMS Contractor, and in the FM Contractor's internal communication system. The FM Contractor shall also ensure that Personnel adhere to the required procedures and Protocols for the logging and status tracking of its internal calls with the MyCiTi Operations Call Centre.

The communication system linking the Personnel and the FM TMC Unit will be vital to the uninterrupted execution of the Services and, accordingly, the FM Contractor shall ensure the communication system is operational 24 hours a day, 365 days of the year. Any problems with the communication system shall be directed to the MyCiTi Operations Call Centre.

5.15 Access Control, Validation, Gate Surveillance and Fare Evasion

Passenger Control

The FM Contractor undertakes to take all reasonable steps to implement crowd control measures, prevent fraud and fare evasion at the Stations and to manage passengers entering Stations to ensure that:

- a) only validated passengers enter Stations and MyCiTi vehicles;
- b) passengers are actively encouraged to board MyCiTi vehicles if the MyCiTi vehicles have the capacity for such additional passengers, provided that the MyCiTi vehicles are not filled beyond their legal capacity; and
- c) when required, emergency procedures are executed to ensure the safe evacuation of Stations.

Access Personnel

Certain Personnel present in Stations shall be tasked with performing the function of access control, validation, gate surveillance and preventing fare evasion ("Access Personnel"). The Access Personnel shall also be involved in Passenger Assistance, as contemplated in clause 5.13.

The FM Contractor shall procure special training from the AFC Contractor for the Access Personnel regarding the functioning of the access gates and other access control Equipment.

Access Personnel shall be trained in taking appropriate action in the event of fare evasion such as tailgating or climbing over gates, including citizen's arrest and the handover of suspects to law enforcement officials.

Access Personnel shall be trained in the authorized actions which may be taken to facilitate access to the Stations and the standard procedures or Protocols to be followed in the event that the access gates fail to operate correctly due to a power failure, system malfunction,

breakage of parts or any other reason. Such standard procedures may include, but are not limited to, the use of hand-held verification devices and the manual overriding of access gates.

The FM Contractor shall be directly responsible for fare evasion at stations and more specifically where fare evasion takes place in the following areas:

- a) Station Entrances;
- b) Between busses and station sliding doors;
- c) Over station fences;
- d) Through any other openings at a station.

Where fare evasion occurs at a station, the FM Contractor shall take all reasonable steps to apprehend the fare evaders without causing delays to the service. In the case of it not being possible, the FM Contractor shall inform the next scheduled station who shall take action as described above.

Where fare evasion occurs on departing feeder busses, the FM Contractor shall immediately inform the driver to wait while its staff apprehends the passenger or passenger concerned and takes corrective action.

Passengers arriving at the airport with insufficient funds to exit shall be escorted to the kiosk to top up their cards and the correct fee deducted from the card before being allowed to exit the station.

5.16 Malfunctioning of Doors and Emergency Procedures

All Personnel deployed at the Stations, and the Access Personnel in particular, must be trained in releasing the Station sliding doors during a malfunction in order to ensure that people can enter and exit the Stations into and from MyCiTi vehicles during Operational Hours.

As required in this contract, Personnel shall be trained in the emergency procedures. In addition, Access Personnel shall be trained in the opening and securing of the emergency exit doors.

5.17 Planned Maintenance by Specialist Subcontractors

Certain equipment installed at MyCiTi Stations are excluded from this contract as it is maintained by the relevant contractors to the CCT. A schedule of this equipment is included as Annexure MC5. This schedule is not exhaustive and may be amended through a Service Notice.

The FM Contractor shall ensure that the following specific planned maintenance contracts are in place with specialist service providers:

- i. Elevators – Presently pertaining to the elevators in Civic Station Zones 2 and 3;
- ii. Parking Equipment – Pertaining to access barrier for the busses at Airport Station:

The access road to the MyCiTi Station at the Cape Town International Airport is fitted with access booms to prevent unauthorized entry. The busses servicing the Airport Route are equipped with radio tags which activate the access booms. The system is part of the ACSA parking system and is maintained by the ACSA appointed contractor. As these access booms are exclusive to the MyCiTi station, the maintenance of the system is the responsibility of the CCT. A separate contract is needed with the service provider to maintain the equipment and the FM Contractor is tasked with ensuring this contract is in place, maintained and payment affected.

- iii. Sliding Doors – Pertaining to the automatic sliding doors on all MyCiTi Stations and the bus arrays on all MyCiTi Busses.

The busses serving MyCiTi Stations are equipped with communication systems that are designed to communicate with the doors on the MyCiTi Stations. Each bus is equipped with a single communication unit or bus array. The system allows the bus driver to select which doors on the bus to open and simultaneously open the corresponding doors on the station. Each platform or pod at a station has a single communication unit that opens the selected doors on the platform. For the sake of clarity and as an example:

The Civic Station has 13 platforms/pods, each equipped with three sets of sliding doors, thus 39 sets of sliding doors in total. There are thirteen communication units/arrays on the station to open the doors of the relevant platform once a bus stops at the platform.

The current number of station and bus doorways fitted with the communication system are shown in the tables below.

Description	Number of vehicles in MyCiTi fleet
A : 18m Volvo (High floor)	8
B : 12m Volvo (High floor)	7
C : 12m Volvo (High floor)	37
D : 9m Optare (Low entry)	212
E : 12m Scania (High floor)	23
F : 18m Scania (High floor)	40
G : 18m Volvo (Low floor)	15
H : 12m Volvo (Low floor)	19

Description	Number of stations	Total number of platforms at stations
Station with 3 or more platforms	10	57
Station with 2 platforms	30	60
Total	40	117

The door communication software is proprietary to Frost International and the FM Contractor will be required to enter into a service agreement with Frost International to maintain this equipment. A specific requirement of this service contract is the maintenance of any warranties that are in place and access for the CCT to the monitoring desktop for the communication system.

In the event of the CCT appointing a different supplier to install and manage a new bus to station door interface communication system on Phase 1 of MyCiTi, the CCT will inform the FM Contractor via a service notice.

The CCT may appoint a different supplier for the bus to station door communication systems in Phase 2 of MyCiTi. The CCT shall inform the FM Contractor of the appointment of such alternative supplier. The FM Contractor shall, initially, as part of their service delivery report any failures to these systems.

The FM Contractor will ensure that all the components, structures and equipment listed in clause 4.5.17, as well as any other parts identified by the FM Contractor and/or the CCT for this purpose, are serviced at intervals and levels which accord with the requirements of the manufacturers of those components, structures and equipment.

The FM Contractor will keep records of all preventative maintenance services and make these records available to the CCT on request.

Also refer to clause 4.9 regarding maintenance costs and how this will be dealt with in terms of payment.

5.18 Cleaning

Cleaning Methods, Materials and Equipment

The FM Contractor shall ensure that no cleaning Equipment is left in any public spaces. It should also be noted that limited provision is made at the smaller Stations for the storage of cleaning Equipment. Accordingly, the cleaning Equipment stored at these Stations should be:

- a) small in size or able to be adjusted for storage in small spaces;
- b) kept to a minimum; and
- c) stored in the locker when not in use.
- d) Cleaning Personnel

The FM Contractor shall ensure that sufficient Personnel are employed to render the Cleaning Services ("Cleaning Personnel") and that such Personnel:

- a) are properly trained in the use of the cleaning Equipment and materials as well as in all relevant cleaning procedures and safety precautions to which they must adhere; and
- b) receive basic training on the operation of the cisterns and other flushing systems that are used in the toilets to enable them to report problems in a time-saving manner.

Toilet Facilities

As the toilet facilities (other than facilities in large Stations such as Civic) are not generally available for public use, the toilet facilities must be kept locked and only opened for cleaning or for public use upon request by a member of the public in the case of need. The toilet key will be kept by a member of the Personnel on duty at the Station.

General

The FM Contractor will furthermore ensure that:

- a) Cleaning Personnel (i) comply with all relevant laws and procedures; (ii) make use of the necessary safety signage and cones to advise the public of their activities and (iii) are safe when working along the streets around the Station Precincts;
- b) a contemporaneous record is kept of the main cleaning activities at each Station, including the time of day it was done, such as when floors were washed, when toilets were cleaned and when high-cleaning was done – and that such record is always kept available for inspection by the CCT;
- c) all taps in the Station are turned off when not in use;

- d) Cleaning Personnel oversee the general cleaning of drains and execute regular deep cleaning to avoid blockages in toilets;
- e) any toilet blockages are reported to the relevant persons to ensure timeous unblocking; and
- f) all doors, including fire protective doors, are closed after cleaning.

5.19 Cash Management Services

5.19.1 The FM Contractor shall provide Cash Management Services at the MyCiTi kiosks as listed in Annexure MC3 or as instructed through a service notice. The present hours and days when the services are required are included in Annexure MC3 and may be adjusted through a Service Notice.

Cash Management Services in this contract refers to the following services:

- Provision of Cashier Services at Kiosks, including but not limited to the receiving, receipting, balancing, safekeeping and depositing of cash;
- Provision of Cashier Services at off-site locations;
- Transporting and safekeeping of the Smart cards received from the CCT.
- Management and sales of the Smart cards received from the CCT;
- Occasional bulk sales of preloaded Smart cards to clients, including CCT departments, via an invoicing process.
- Receiving applications for refunds, transfers, replacement of cards and managing the process to completion;
- Replenishment of Single Trip Ticket Dispensers (STTDs) including reconciliation and banking of cash;
- Replenishment of Card Vending Machines (CVMs) including reconciliation and banking of cash;
- Safe removal of cash from the Kiosks, using a professional, PSIRA registered, CIT company for banking purposes;
- Full detailed reconciliation process of all monies received on behalf of the City of Cape Town.

5.19.2 Definitions and Interpretations

In this section, relating specifically to cash management services, the following words shall, unless otherwise stated or inconsistent with the context in which they appear, bear the following meanings and other words derived from the same origins as such words (that is, cognate words) shall bear corresponding meanings:

“ABSA BICOS System” means the Business Integrator Card Online System of ABSA Bank. BICOS is a front-end system for managing and funding co-branded, pre-paid cards electronically. It enables you to order, issue and activate cards and process payments electronically.

“AFC Contractor” means the CCT’s service provider managing the AFC System.

“AFC System” means the Automated Fare Collection System which is the CCT’s MyCiTi transport information system.

“AVM” means the automatic vending machines.

“Cash” means, but not limited to, money, credit card, debit card or any other form of legal payment, excluding cheques, however transmitted.

“Cashiers” means, but not limited to, personnel processing cash transactions.

“Card Terminal” means a card payment device, provided by the FM Contractor.

“CCTV” means Closed Circuit Television Cameras, as installed at MyCiTi stations, also inside kiosks, with monitoring facilities at the Transport Management Centre (TMC).

“CIT Company” means a professional, PSIRA registered, service provider of armed carrier services.

“CIT services” means the safe transporting of, but not limited to cash, documents, Smart cards etc.

“COM” means Card Office Machine and it is mainly a touch screen PC, loaded with software developed specifically as per CCT requirements, and works in conjunction with the ABSA point of sale (POS) device, as well as a thermal COM printer, provided by the City.

“COM Data” means the detail data of each transaction performed on the COM, including the COM number, the date/time of the transaction, the type of product sold, the amount of the sale, the cashier name and the start/end time of the shift.

“CVM” means Card Vending Machine which is a floor standing, weather resistant, self-service component of the AFC system, enabling smart card purchases and product loads by passengers making cash or debit/credit card payments

“EFT” means electronic fund transfer, which is the depositing of the CCT's revenue.

“EMV” means the integrated circuit card specifications for chip-based bank-issued fare media and point of sale acceptance devices.

“Key register” means a register in which the movement of keys are recorded.

“Kiosk” means the cashier kiosks at MyCiTi stations or off-site locations, staffed by the FM Contractor's cashiers, where sales of MyCiTi products to passengers are performed'

“Normal shift” means, but not limited to, a 40-hour week work shift that a staff member is required to work between a Monday and a Sunday, including public holidays.

“NQF4 or National Qualifications Framework 4” means a Matric Certificate.

“Overtime” means the time a staff member works over and above the Normal shift.

“Payment Report” means the Statement of Accounts (SOA) or Statement of Accounts Verified Incomplete Transactions (SOAVIT), as issued by the AFC System contractor.

“POS” means ABSA point of sale device and works in conjunction with the Card Office Machine (COM) and functions as card reader/writer, provided by the CCT.

“Rerun SOA” means Statement of Accounts updated with daily sales data not included in the original SOA, due to technical or other reasons.

“SOA” means Statement of Accounts and it is a pdf record, supplied daily by the AFC Contractor for the previous transaction day, that states all product sales per COM per transaction day per session number, as performed at all points of sales in the MyCiTi system, including card vending machines (CVMs) and off site kiosks.

“SOAVIT” means Statement of Accounts Verified Incomplete Transactions and it is a pdf record supplied monthly by the AFC Contractor on the 15th of the month of product sales per COM per transaction day per session number, as performed at all points of sales in the MyCiTi system for the previous month, where the sales transactions were recorded on Myconnect cards, but recorded as incomplete in the COM memory and therefore excluded from the daily Statement of Accounts (SOAs).

“Smart Card” means the EMV smart cards used by passengers in order to use the MyCiTi System, including “Myconnect” cards and such other cards as may be introduced during the term of this Contract.

“STT” means Single Trip Tickets, both Standard (excluding Airport route) and Premium (including Airport route), and is a card that allows a passenger one journey on the MyCiTi system, including transfers.

“STTD” means Single Trip Ticket Dispenser and it is a wall mounted, cash accepting card vending machine that allows passengers to purchase Single Trip Tickets (STT) by presenting the correct cash amounts, as the dispensers do not give change.

“Transit Products” means travel products sold at a fixed price per product, .e.g. monthly products or day passes, where the validity of the product is linked to a time duration, e.g. a month or a day.

5.19.3 Cashiers at Kiosk

Cashiers will operate the COM provided by the CCT.

Fares on the MyCiTi services are collected via a bank issued EMV dual interface Smartcard called a Myconnect card.

The FM Contractor shall appoint the necessary personnel to fulfil the cashier functions in accordance with the contract requirements. Cashier functions will include, but not limited to, the following:

- a) The receiving and receipting of cash.
- b) Operating the COM/POS and Card Terminal.
- c) Selling and issuing Myconnect cards.
- d) Selling top-up credit on Myconnect cards.
- e) Assisting with applications for personalised Myconnect cards.
- f) Receiving cash from the sale of Myconnect cards and top-up credit.
- g) Operating the card terminal for sale of Myconnect cards, top-up credit, selling of single-trip tickets and merchandise.
- h) Selling single-trip tickets and other fare-related products.
- i) Selling MyCiTi or related merchandise as specified by the CCT by way of a Service Notice.
- j) Providing statements for EMV transactions and Transit Products.
- k) Managing faulty and expired Myconnect cards including transferring of funds and card replacements.
- l) Loading of pre-deposit transactions (registering top-up transactions by client on the internet onto their cards).
- m) Processing reports and capturing on the system cards reported faulty/stolen/lost.
- n) Issue emergency tokens/tickets when required and as instructed through a Service Notice.
- o) Managing all transactions in accordance with relevant Protocols including emergency Protocols in case of system failures.
- p) Recording all transactions on the COM/POS and Card Terminal.
- q) Balancing of all cash and other transactions for each session/day.

- r) The safekeeping of cash and cash documents.
- s) Depositing of balanced cash into a drop safe for later transfer to the bank by the CIT company.
- t) Ensuring cashiers comply with a code of conduct from the FM Contractor when dealing with CCT's customers, by acting in the best interest of the CCT at all times and ensuring that the image of the CCT is positively reflected.

The Kiosk Sales figures are shown in the tables below. Sales at kiosks exclude cash collection amounts at STTDs and CVMs:

2017/18 Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-17	R 4 184 176	R 12 012 436	R 16 196 612
Aug-17	R 4 386 779	R 12 992 917	R 17 379 696
Sep-17	R 4 428 653	R 12 778 660	R 17 207 313
Oct-17	R 4 983 948	R 13 732 429	R 18 716 377
Nov-17	R 4 658 265	R 13 076 711	R 17 734 976
Dec-17	R 4 273 865	R 11 780 476	R 16 054 341
Jan-18	R 5 424 800	R 13 665 663	R 19 090 463
Feb-18	R 5 068 469	R 13 266 248	R 18 334 717
Mar-18	R 5 141 724	R 12 865 568	R 18 007 292
Apr-18*	R 2 272 385	R 6 745 550	R 9 017 935
May-18*	R 3 046 010	R 6 724 913	R 9 770 923
Jun-18	R 4 618 052	R 10 758 939	R 15 376 991
Total	R 52 487 126	R 140 400 510	R 192 887 636

*Bus driver strike in Apr/May 2018.

2018/19 Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-18	R 5 565 288	R 12 294 394	R 17 859 682
Aug-18	R 5 461 573	R 12 781 344	R 18 242 917
Sep-18	R 5 211 527	R 12 381 820	R 17 593 347
Oct-18	R 3 741 053	R 9 278 025	R 13 019 078
Nov-18	R 3 882 904	R 9 977 993	R 13 860 897
Dec-18	R 3 951 040	R 10 298 834	R 14 249 874
Jan-19	R 5 686 981	R 12 673 078	R 18 360 059
Feb-19	R 5 722 626	R 12 423 325	R 18 145 951
Mar-19	R 6 077 079	R 12 782 164	R 18 859 243
Apr-19	R 5 928 589	R 12 701 909	R 18 630 498
May-19	R 6 268 196	R 12 804 357	R 19 072 553
Jun-19	R 4 402 769	R 8 956 504	R 13 359 273
Total	R 61 899 625	R 139 353 747	R 201 253 372

2019/20 Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-19	R 5 318 598	R 10 632 944	R 15 951 542
Aug-19	R 5 303 343	R 10 527 252	R 15 830 595
Sep-19	R 5 095 718	R 10 211 010	R 15 306 728
Oct-19	R 5 965 356	R 11 553 407	R 17 518 763
Nov-19	R 5 500 569	R 10 852 458	R 16 353 027
Dec-19	R 4 555 978	R 9 928 251	R 14 484 229
Jan-20	R 6 089 207	R 11 012 018	R 17 101 225
Feb-20	R 6 150 502	R 10 961 923	R 17 112 425
Mar-20*	R 3 897 459	R 8 102 330	R 11 999 789
Apr-20*	R 528 781	R 1 109 356	R 1 638 137
May-20	R 1 320 229	R 2 673 506	R 3 993 735
Jun-20	R 1 599 448	R 4 262 388	R 5 861 836
Total	R 51 325 188	R 101 826 842	R 153 152 030

*Covid-19 lockdown in Mar/Apr 2020.

2020/21 Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-20	R 2 077 154	R 5 201 361	R 7 278 515
Aug-20	R 2 167 999	R 5 828 872	R 7 996 871
Sep-20	R 2 477 907	R 6 537 459	R 9 015 366
Oct-20	R 3 006 571	R 7 419 845	R 10 426 416
Nov-20	R 3 164 027	R 7 545 768	R 10 709 795
Dec-20	R 2 774 952	R 7 044 965	R 9 819 917
Jan-21	R 2 837 137	R 6 379 377	R 9 216 514
Feb-21	R 2 958 925	R 6 845 839	R 9 804 764
Mar-21	R 3 728 142	R 8 052 054	R 11 780 196
Apr-21	R 3 332 988	R 7 271 086	R 10 604 074
May-21	R 3 798 434	R 8 004 578	R 11 803 012
Jun-21	R 3 293 570	R 7 247 185	R 10 540 755
Total	R 35 617 806	R 83 378 388	R 118 996 194

2021/22 Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-21	R 3 260 749	R 7 119 958	R 10 380 707
Aug-21	R 3 509 753	R 8 103 377	R 11 613 130
Sep-21	R 3 727 823	R 8 040 930	R 11 768 753
Oct-21	R 4 201 129	R 8 720 227	R 12 921 356
Nov-21	R 4 387 555	R 9 035 550	R 13 423 105
Dec-21	R 3 962 770	R 8 209 539	R 12 172 309
Jan-22	R 4 630 722	R 9 195 550	R 13 826 272
Feb-22	R 4 965 936	R 9 343 886	R 14 309 822
Mar-22	R 5 932 626	R 11 670 025	R 17 602 651
Apr-22	R 5 794 730	R 10 895 481	R 16 690 211
May-22	R 6 457 310	R 11 980 157	R 18 437 467
Jun-22	R 6 063 081	R 11 202 016	R 17 265 097
Total	R 56 894 184	R 113 516 696	R 170 410 880

2022/23 Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-22	R6 778 887	R12 059 308	R18 838 195
Aug-22	R7 212 166	R12 817 628	R20 029 794
Sep-22	R6 977 802	R12 384 776	R19 362 577
Oct-22	R7 677 814	R13 540 758	R21 218 572
Nov-22	R6 932 929	R13 330 445	R20 263 374
Dec-22	R5 818 670	R11 404 551	R17 223 221
Total	R41 398 268	R75 537 466	R116 935 733

5.19.4 The COM

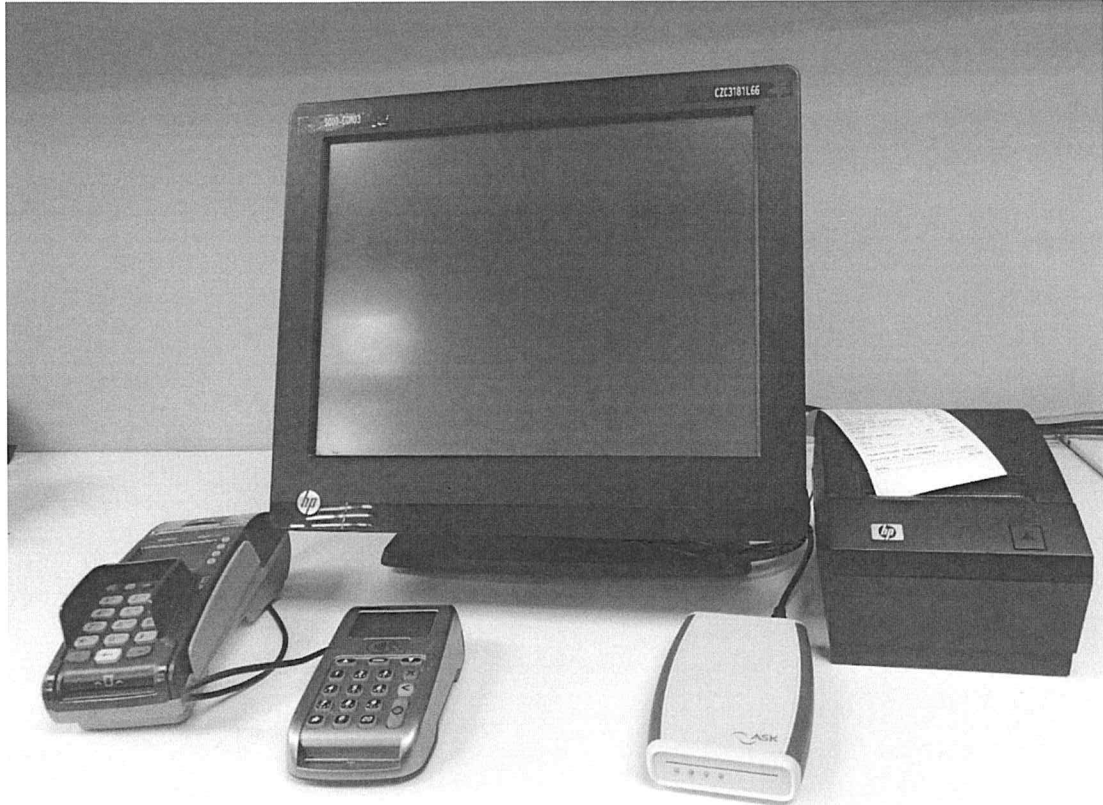
The COM, which is mainly a touch screen PC, is loaded with software developed specifically for the CCT and works in conjunction with the POS, as well as a thermal printer. Other parts such as additional printers may also be added if required by the CCT.

The COM is used to perform the following functions:

- To manage shifts through the recording of operator activity and log-on / log-off.
- To manage commuter card enquiries – i.e. Myconnect cards and Single Trip Tickets (STTs)
- To manage card status and transactions.
- To conduct card sales – i.e. both the Myconnect cards and STTs
- To add value and/or transit products onto Myconnect cards.
- To manage card replacements – i.e. faulty and expiring/expired Myconnect cards.

- To record all transaction data securely and the transfer thereof to the AFC System.
- To manage data communication to and from the AFC System.

The COM and Peripherals



COM and Peripherals

Example Screen - Sale Module Screen



Sale Module Screen

5.19.5 Insurance, Banking and Reconciliation

5.19.5.1 Insurance – The FM Contractor shall:

Effect and maintain insurances for:

- a) The Cash, including the cash floats, on site at MyCiTi Stations and off-site kiosks.
- b) The Card Terminals
- c) The cash cleared from the AVMs and the cash floats.
- d) The Cash in transit.
- e) The Smart cards and & single trip tickets received from the CCT.
- f) The FM Contractor's assets and equipment the FM Contractor utilises on the premises of the CCT in carrying out its obligations in terms of this contract.

5.19.5.2 Banking - The FM Contractor shall:

- a) Ensure the safe removal of cash from the MyCiTi Kiosks, utilising a professional CIT company for banking purposes.
- b) Ensure the depositing of daily COM cash (money) total into its own bank account.

5.19.5.3 Reconciliation – The FM Contractor shall be required to conduct reconciliations at various levels which shall include as a minimum the following:

- a) The COM provides an end of session report detailing, but not limited to, the number of transactions, the rand value thereof and the modes of payment which the FM Contractor must use to balance with the relevant cashiers' sales declaration, bank deposit amounts declared and supporting documents, e.g. ABSA POS terminal totals slip, Dt/Ct card settlement slip and incident reports, if any.

- b) The card loads as reported through the SOA Report and the SOAVIT Report (which is supplied by the 15th of the following month) against EFTs to the CCT.
- c) Where there are independent records related to transactions not recorded through the AFC System, the FM Contractor shall be required to reconcile the physical cash collected and Card Terminal totals with such records. The FM Contractor shall be required to immediately report any anomalies and investigate same to the satisfaction of the CCT. The FM Contractor shall be liable to make payment for any anomalies found.
- d) The FM Contractor MUST transfer, via EFT, the consolidated Rand value of the SOA Report into the CCT's nominated bank account, every Business Day, within 24 hours calculated from 20h00 every evening. The EFT reference MUST be the numerical progressive Deposit Identifier supplied by CCT.
- e) In the event of the SOA report failing, the FM Contractor must deposit according to the COM session reports, however if the POS banking report's total is more than the COM session reports, the POS banking report's total must be deposited. In the event of the SOA report failing, payment should be made every Business Day, within 48 hours calculated from 20h00 every evening.
- f) In the case of any dispute as to whether the amount specified in such SOA and/or SOAVIT Report is the correct amount due, the FM Contractor shall pay the amount as specified in such reports or records pending resolution of this matter in terms of this Contract.
- g) The FM Contractor shall be entitled to request such records and evidence from the CCT and the CCT shall be required to provide such records within its possession within a reasonable time after such request. If the FM Contractor can provide the CCT with adequate proof in the reasonable discretion of the CCT that the SOA/SOAVIT Report and/or the records referred to are not accurate, the CCT will take immediate steps to remedy any errors in the AFC System.
- h) The FM Contractor shall bear the full risk of amounts reflected in the AFC System. Should there be any shortfalls and/or discrepancies, arising, in the EFT compared to such records, the FM Contractor shall be liable for any shortfalls and/or discrepancies. Any shortfalls and/or discrepancies shall be included in the Monthly Performance Report.
- i) The CCT shall not be liable for any bank charges incurred by the FM Contractor pursuant to the deposit and transfer of funds in terms of this Contract.

5.19.5.4 Banking charges reimbursement:

The City shall reimburse the Service Provider's bank costs incurred at a percentage of the transaction value of card payments only (Note Clause .5.19.5.3 (i) above).

5.19.6 Card Terminal

The FM Contractor shall:

- a) Provide and maintain card terminals at each operational COM device for the City to facilitate card payments and furthermore provide the consumables for the card terminals. The number of card terminals shall not exceed the number of operational COM devices.
- b) The terminal is operated per cashier per shift.
- c) Ensure card terminal cashier shift sales balances to COM shift sales of the cashier.
- d) Ensure card terminals are operational at all times.
- e) Supply or remove card terminals as and when required by the CCT

The FM Contractor must supply the CCT with Card Terminals to facilitate card mode of payments at the MyCiTi Kiosks.

At present the CCT is operating thirty-two(32) Card Terminals at twenty-one (21) sites, listed in Annexure MC3 of the tender specifications. Should sites and/or Card Terminals increase or decrease, the FM Contractor will be entitled to a proportionate increase or decrease in the Card Terminals against the fixed rates. The payable amount will be as per the number of Card Terminals deployed and operational as at the last day of the month.

5.19.7 Automatic Vending Machines (AVM)

Debit and credit card transactions at the automatic vending machines clears directly into the CCT bank account. The FM Contractor responsibilities in terms of these transactions are limited to reporting and reconciliation.

5.19.7.1 Card Vending Machine (CVM)

The CVM is loaded with software developed specifically for the CCT and works in conjunction with an ABSA POS device, as well as a thermal printer. Other parts such as cash boxes (for coins and notes) form part of the CVM. The CVM accepts cash payments (gives change) as well as debit/credit card payments.

The CVM performs the following functions:

- a) Commuter card enquiries – i.e. Myconnect card balances, PIN changes.
- b) Card sales – i.e. Myconnect cards.
- c) Adding value and/or transit products onto Myconnect cards.
- d) Records all transaction data securely and the transfer thereof to the AFC Central System.
- e) Manage data communication to and from the AFC Central System.
- f) The debit/credit card payments revenue flows directly into the CCT's bank account



The FM Contractor will be required to do the following:

- a) Replenish Myconnect cards.
- b) Replace the audit roll when required.
- c) Provide and replenish the cash float.
- d) Reconcile CVM payments, as per banking and reconciliation procedures described.
- e) Clear the devices of the cash and deposit such cash it into its own bank account.
- f) Daily, EFT the cash only total as per the SOA into the CCT's bank account.
- g) Maintain a Key and Access Card register.

Currently the City has nine CVMs: Adderley Station, Century Gate (x2) (off-site location, Waterfront Silo (off-site location), Table View Station, Civic Centre Station, Atlantis Station, Century City Station and Bayside Mall (off-site location).

Historical data:

- a) CVM sales per Month from July 2017 to December 2022 (Both Cash and Debit & Credit card transactions).

Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-17	R 70 515.00	R 203 490.00	R 274 005.00
Aug-17	R 63 688.00	R 198 925.00	R 262 613.00
Sep-17	R 66 670.00	R 233 300.00	R 299 970.00
Oct-17	R 79 025.00	R 232 047.00	R 311 072.00
Nov-17	R 75 019.00	R 232 250.00	R 307 269.00
Dec-17	R 50 190.00	R 188 524.00	R 238 714.00
Jan-18	R 86 085.00	R 244 124.00	R 330 209.00
Feb-18	R 79 215.00	R 256 064.00	R 335 279.00
Mar-18	R 75 331.00	R 215 910.00	R 291 241.00
Apr-18	R 31 800.00	R 99 608.00	R 131 408.00
May-18	R 44 038.00	R 97 026.00	R 141 064.00
Jun-18	R 48 445.00	R 122 914.00	R 171 359.00
Total	R 770 021.00	R 2 324 182.00	R 3 094 203.00

Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-18	R 66 910.00	R 131 545.00	R 198 455.00
Aug-18	R 67 110.00	R 134 310.00	R 201 420.00
Sep-18	R 51 060.00	R 104 675.00	R 155 735.00
Oct-18	R 34 940.00	R 96 000.00	R 130 940.00
Nov-18	R 22 940.00	R 56 630.00	R 79 570.00
Dec-18	R 17 780.00	R 54 145.00	R 71 925.00
Jan-19	R 37 605.00	R 98 935.00	R 136 540.00
Feb-19	R 16 715.00	R 43 240.00	R 59 955.00
Mar-19	R 12 205.00	R 38 155.00	R 50 360.00
Apr-19	R 12 280.00	R 32 280.00	R 44 560.00
May-19	R 15 950.00	R 31 550.00	R 47 500.00
Jun-19	R 11 935.00	R 29 800.00	R 41 735.00
Total	R 367 430.00	R 851 265.00	R 1 218 695.00

Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-19	R 16 830	R 35 810	R 52 640
Aug-19	R 12 805	R 34 995	R 47 800
Sep-19	R 8 020	R 20 415	R 28 435
Oct-19	R 10 700	R 29 110	R 39 810
Nov-19	R 10 500	R 23 900	R 34 400
Dec-19	R 7 900	R 15 095	R 22 995
Jan-20	R 12 270	R 23 745	R 36 015
Feb-20	R 10 730	R 25 585	R 36 315
Mar-20	R 11 170	R 17 630	R 28 800
Apr-20	R 685	R 3 675	R 4 360
May-20	R 2 120	R 9 395	R 11 515
Jun-20	R 2 540	R 6 270	R 8 810
Total	R 106 270	R 245 625	R 351 895

Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-20	R 3 360	R 7 860	R 11 220
Aug-20	R 2 200	R 8 510	R 10 710
Sep-20	R 3 885	R 9 580	R 13 465
Oct-20	R 5 255	R 7 860	R 13 115
Nov-20	R 3 130	R 10 805	R 13 935
Dec-20	R 3 210	R 9 885	R 13 095
Jan-21	R 3 010	R 8 420	R 11 430
Feb-21	R 4 075	R 9 545	R 13 620
Mar-21	R 5 805	R 13 085	R 18 890
Apr-21	R 5 145	R 12 160	R 17 305
May-21	R 8 815	R 15 560	R 24 375
Jun-21	R 6 440	R 17 250	R 23 690
Total	R 54 330	R 130 520	R 184 850

Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-21	R 7 840	R 16 130	R 23 970
Aug-21	R 11 060	R 19 325	R 30 385
Sep-21	R 15 890	R 22 910	R 38 800
Oct-21	R 17 395	R 28 520	R 45 915
Nov-21	R 22 850	R 31 215	R 54 065
Dec-21	R 14 080	R 22 500	R 36 580
Jan-22	R 20 550	R 26 245	R 46 795
Feb-22	R 30 860	R 28 920	R 59 780
Mar-22	R 47 645	R 46 515	R 94 160
Apr-22	R 34 255	R 34 740	R 68 995
May-22	R 54 275	R 33 950	R 88 225
Jun-22	R 51 665	R 34 330	R 85 995
Total	R 328 365	R 345 300	R 673 665

Month	Dt/Ct Card Sales (R)	Cash Sales (R)	Total Sales (R)
Jul-22	R55 420	R35 160	R90 580
Aug-22	R66 860	R42 740	R109 600
Sep-22	R65 565	R55 940	R121 505
Oct-22	R76 115	R61 005	R137 120
Nov-22	R180 440	R199 095	R379 535
Dec-22	R158 660	R178 830	R337 490
Total	R 603 060	R 572 770	R 1 175 830

b) CVM cash collection amounts and collection events from July 2017 to June 2022.

c) Card Vending Machines (CVMs)			
Cash collection amounts and collection events for 2017/18			
Nr	Station/ Location	Collected per Year (R)	Collection events (Nr)
1	Adderley	R1 420 969	77
2	Century Gate	R927 329	73
	Total	R2 348 298	150

Cash collection amounts and collection events for 2018/19			
Nr	Station/ Location	Collected per Year (R)	Collection events (Nr)
1	Adderley	R316 271	44
2	Century Gate	R412 499	63
	Total	R728 770	107

Cash collection amounts and collection events for 2019/20			
Nr	Station/ Location	Collected per Year (R)	Collection events (Nr)
1	Waterfront Silo*	R7 700	4
2	Adderley	R0	0
3	Atlantis	R2 570	1
4	Century Gate	R214 367	33
	Total	R224 637	38

Cash collection amounts and collection events for 2020/21			
Nr	Station/ Location	Collected per Year (R)	Collection events (Nr)
1	Table View	R15 386	4
2	Civic Centre 1	R150	1
3	Civic Centre 2	R0	0
4	Waterfront Silo*	R5 700	6
5	Adderley	R0	0
6	Atlantis	R1 455	2
7	Century City	R100	1
8	Century Gate 1*	R77 950	13
9	Century Gate 2*	R25 450	3
	Total	R126 191	30

Cash collection amounts and collection events for 2021/22			
Nr	Station/ Location	Collected per Year (R)	Collection events (Nr)
1	Table View	R108 504	11
2	Civic Centre 1	R16 700	7
3	Civic Centre 2	R7 120	6
4	Waterfront Silo*	R13 350	7
5	Adderley	R20 240	2
6	Atlantis	R18 895	8
7	Century City	R8 900	3
8	Century Gate 1*	R52 833	9
9	Century Gate 2*	R89 140	10
	Total	R335 682	63

*Waterfront Silo and Century Gate are off-site locations

5.19.7.2 Single Trip Ticket Dispenser (STTD)

A commuter can purchase a pre-loaded STT through the use of the dispenser by either inserting the correct amount in coins and/or notes. No change is given by the STTD and overpayments are retained by the STTDs. Premium STTs can be used to travel on any route on the MyCiTi system, including the Airport route, while Standard STTs exclude the Airport route.

Currently there are 21 STTDs in operation at MyCiTi, as listed in the Protocol for the management of Single Trip Ticket Dispensers in Volume 4 of the tender specifications.

STTD Locations and Type

Nr.	Station (where no type is indicated, it is a Standard)	Nr.	Station (where no type is indicated, it is a Standard)
1	Granger Bay	12	Sunset Beach
2	Section	13	Omuramba
3	Milnerton	14	Potsdam
4	Racecourse	15	Janssens
5	Paarden Eiland	16	Sandown
6	Airport Premium*	17	Adderley (Absa)
7	Table View Premium*	18	Adderley (Circle)
8	Table View	19	Civic
9	Wood	20	Civic Premium*
10	Melkbosstrand	21	Atlantis **
11	Lagoon		

* The Premium STTD's at Airport, Tableview and Civic are presently not in use and thus do not require servicing.

** The STTD at Atlantis is under repair at present and may not be reinstated.



Single trip ticket dispenser (above) and single trip ticket (below: front/back)



The FM Contractor will be required to do the following:

- Replenish Single Trip Tickets, as per the Protocol for the management of Single Trip Ticket Dispensers in Volume 4 of the tender specifications.
- Clear the STTDs of the cash and deposit it into its own bank account.
- Print out a Sales Report at each cash collection and supply to the CCT monthly.
- EFT the totals collected into the CCT's bank account within 24 hours after each collection.
- Maintain a Key register of all STTDs.
- Collect STT stock from CCT and store stock of STTs for up to 10 months of projected sales.
- Maintain STT recycle bins at all stations and monthly collection, recording and handover of recycled STTs, as per the Protocol for the management of Single Trip Ticket Dispensers in Volume 4.

HISTORICAL DATA:

Single Trip Ticket Dispenser (STTD) deposits per month, for the period July 2017 to June 2021.							
Month	Amount (R)	Month	Amount (R)	Month	Amount (R)	Month	Amount (R)
Jul-17	R23 188	Jul-18	R19 168	Jul-19	R10 383	Jul-20	R4 352
Aug-17	R23 477	Aug-18	R27 411	Aug-19	R16 475	Aug-20	R3 841
Sep-17	R32 925	Sep-18	R20 723	Sep-19	R19 649	Sep-20	R4 031
Oct-17	R40 292	Oct-18	R21 978	Oct-19	R17 206	Oct-20	R9 493
Nov-17	R35 605	Nov-18	R13 871	Nov-19	R20 429	Nov-20	R5 787
Dec-17	R45 222	Dec-18	R10 298	Dec-19	R21 862	Dec-20	R12 266
Jan-18	R33 064	Jan-19	R35 269	Jan-20	R20 681	Jan-21	R4 812
Feb-18	R45 559	Feb-19	R26 900	Feb-20	R30 997	Feb-21	R7 382
Mar-18	R36 480	Mar-19	R21 426	Mar-20	R30 788	Mar-21	R10 776
Apr-18	R34 339	Apr-19	R32 308	Apr-20	R128	Apr-21	R9 218
May-18	R30	May-19	R12 889	May-20	R780	May-21	R9 477
Jun-18	R20 845	Jun-19	R40 673	Jun-20	R9 370	Jun-21	R21 025
Total	R371 026	Total	R282 914	Total	R198 748	Total	R102 460

Note: No STT Premium sales while Airport route was suspended from 27 March 2020 to 30 October 2021 and from 01 Dec 2022 to current.

Single Trip Ticket Dispenser (STTD) deposits per month, for the period July 2021 to December 2022.			
Month	Amount (R)	Month	Amount (R)
Jul-21	R2 811	Jul-22	R6 766
Aug-21	R6 792	Aug-22	R9 545
Sep-21	R8 399	Sep-22	R21 161
Oct-21	R7 768	Oct-22	R18 322
Nov-21	R16 033	Nov-22	R54 820
Dec-21	R13 258	Dec-22	R58 876
Jan-22	R12 719	Jan-23	
Feb-22	R10 842	Feb-23	
Mar-22	R18 394	Mar-23	
Apr-22	R5 915	Apr-23	
May-22	R26 389	May-23	
Jun-22	R12 277	Jun-23	
Total	R141 597	Total	R169 490

Note: No STT Premium sales while Airport route was suspended from 27 March 2020 to 30 October 2021 and from 01 Dec 2022 to current.

Single Trip Ticket Dispenser Protocol:

The FM Contractor must manage both the Standard and Premium Single Trip Ticket Dispensers (also referred to as Single Trip card vending machines) at all locations where they have been installed.

The CCT may issue further service notices and protocols to change or add to the location of the STTDs, install more STTDs or change the service frequency of the STTDs or the protocol to manage them.

5.19.8 Consumables

The FM Contractor must include in their costs the cost of any consumables used in the execution of the Cash Management Services. This includes thermal printer paper rolls for the COM devices, ABSA POS and the Card Terminals provided by the FM Contractor in terms of clause 4.5.19.6 in the card vending machines (CVMs), clause 4.5.19.7 and the STTD's, clause 4.5.19.8.

Consumable	Consumption per Month
Comm Rolls	20 Boxes
POS Rolls	10 Boxes

5.19.9 myconnect Cards



5.19.9.1 The CCT will supply the FM Contractor with Myconnect cards.

The FM Contractor shall:

- a) Accept delivery of Myconnect cards from CCT or delegated contractor and record acceptance of the delivery as per prescribed procedure;
- b) Acknowledge receipt of cards, after the card delivery was checked and verified, as per detailed card number listing;
- c) Store the cards securely and make provision for stock storage of up to 10 months of projected sales, based on historic sales records;
- d) Store the cards with the CIT company for safekeeping and make provision for stock storage of up to 10 months of projected sales;
- e) Keep a Card Register of all cards received and issued; and
- f) Provide the CCT with a monthly reconciliation of cards in stock, issued and sold;
- g) Perform a detail stock take off all Myconnect cards at both front- and back office at the end of the financial year (30 June) or at any other appropriate date/frequency, as determined by the CCT, and present stock take records to the CCT;
- h) Make payment to the CCT for any shortfalls in Myconnect card stock identified, in accordance with the year-end accounting procedures at the CCT.

5.19.9.2 Card sales at Kiosks for 2017/18 to 2021/22

Financial Year	New Cards	Replacement Cards	Total
2017/18	142 053	13 405	155 458
2018/19	117 079	9 372	126 451
2019/20	91 045	9 541	100 586
2020/21	54 198	6 595	60 793
2021/22	93 028	6 114	99 142

5.19.9.3 Retailers/ABSA Bank network's role in card sales and loads (for information purposes)

See [REDACTED]

5.19.10 Late/Non-EFT/Depositing

- 5.19.10.1 In the event that the FM Contractor is unable to deposit the CCT's revenue as per the tender specifications the FM Contractor shall within 24 hours upon becoming aware of this fact, notify the CCT in writing thereof.
- 5.19.10.2 Notwithstanding the above if the FM Contractor for whatsoever reason breaches the provision of Clause 4.5.19.5.2, above the Penalties as listed in the Penalty Matrix, Annexure GS3 will apply.

5.19.11 General Requirements/Specifications:

5.19.11.1 Skills, Training and Development

The City will provide training to the FM Contractor's Trainers who in turn shall provide training to Personnel in relation to their specific tasks and functions to ensure that they have the necessary skills to render the Services and that they understand and can meet the FM Contractor's obligations and undertakings in terms of this Contract.

The cost for training its Personnel shall be for the account of the FM Contractor. However, where the CCT itself provides training the materials and venue shall be for the CCT.

The FM Contractor shall supply trainers to be trained by the CCT, and such trainers shall train all new Personnel as may be required. This shall also apply to top-up training as and when required. The FM Contractor shall liaise with the CCT regularly before any training is to take place to ensure that the most up-to-date training material is available.

5.19.11.2 Cash floats

- a) All cash floats are for the FM Contractor's own account.
- b) The FM Contractor shall provide its staff with sufficient cash floats, at all times, to ensure efficient and effective service to the CCT's commuters.
- c) The FM Contractor shall replenish the cash float at the AVMs, where applicable.

5.19.11.3 CIT Services

- a) The FM Contractor shall have a valid contract with a reputable PSIRA registered CIT company. Proof of this contract must be submitted 7 days before contract commencement date.
- b) CIT Services must be used for the conveyance of cash and documents.
- c) A collection event includes a single collection at a facility irrespective of the number of kiosks or collection points at the facility. The collection frequency per facility to be agreed by CCT.

5.19.11.4 Handover of Services and Facilities between outgoing contractor and new FM Contractor

The FM Contractor shall provide its full cooperation to ensure a smooth handover of facilities both at the start and at the termination of the contract. This shall include, but not be limited to:

- a) Documentation including standard operating procedures or any other relevant documentation.
- b) Consumables
- c) Details on Cash floats
- d) Keys and key registers
- e) Inventory stock i.e.: Smart cards; Single trip cards;

- f) Concluding final reconciliation of revenue and card inventory.

5.19.11.5 Mitigation of Criminal Activities

It is a specific requirement that the FM Contractor shall be vigilant in investigating any possible activities by its own personnel and others at facilities managed by the FM Contractor that may result in the CCT losing income. As such, the FM Contractor shall be required to engage in processes that may expose such activities including but not limited to:

- Polygraph testing of Personnel;
- Mystery shoppers;
- FM Contractor will have access to CCTV footage available at the TMC, if such footage is available.

Any costs incurred in mitigation of criminal activities shall be for the FM Contractor's account.

5.20 MyCiTi Bus Shelters and Stops

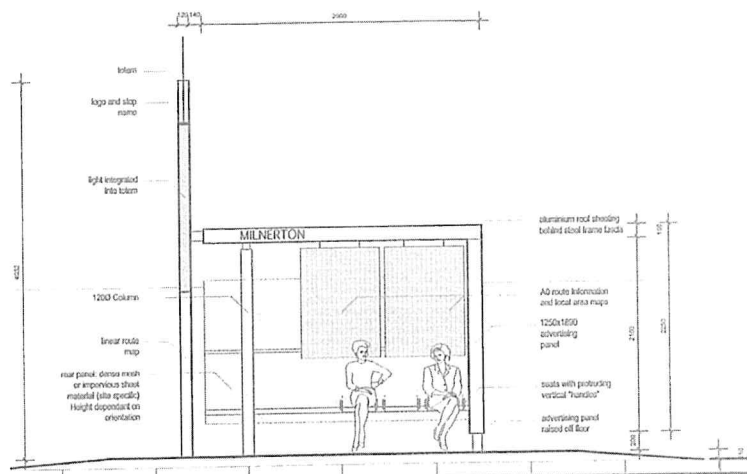
5.20.1 Introduction

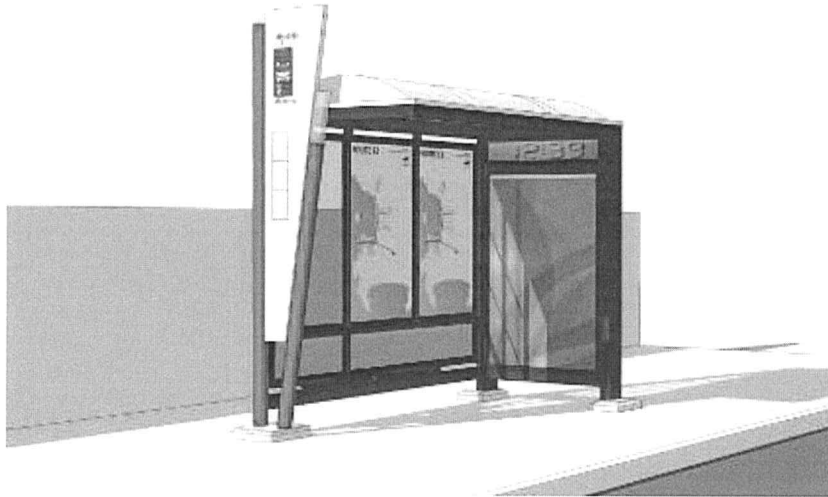
The DUM has, as part of the MyCiTi Bus Transport System, developed bus shelters and stops along the routes used by MyCiTi. Most of these Shelters and stops received approval from the CCT Environmental Management Department (EMD) to be used for advertising. These approved Shelters and Stops are maintained under the Advertising Contract. The stops and shelters which were not approved, also need to be cleaned and maintained. The FM Contractor will assume responsibility for the cleaning and maintenance of these shelters and stops which are not suitable for advertising.

5.20.2 Types of Shelters and Stops

5.20.2.1 Full Shelter

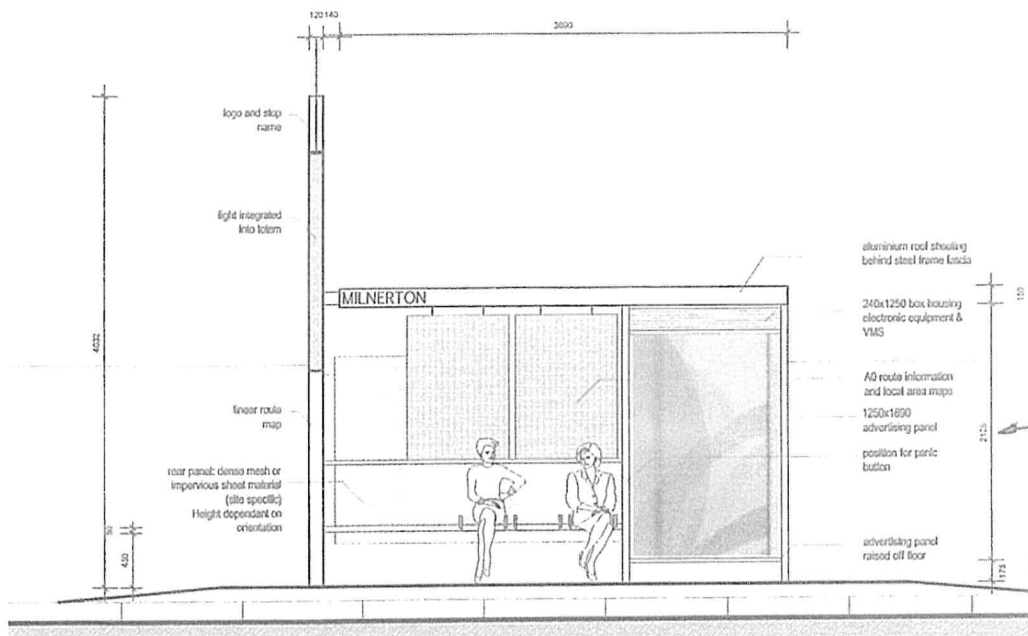
Architectural drawings and an artist's impression of the open feeder stop (full shelter) appear below:

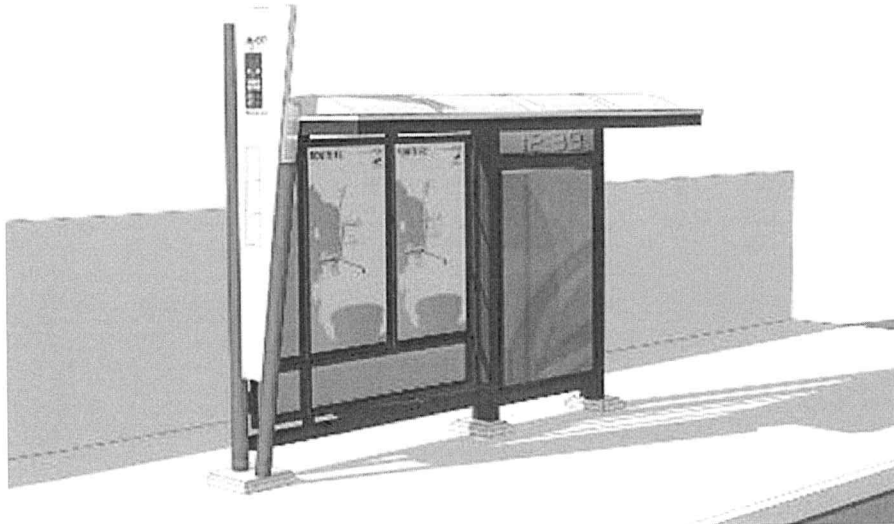




5.20.2.2 Cantilever Shelter

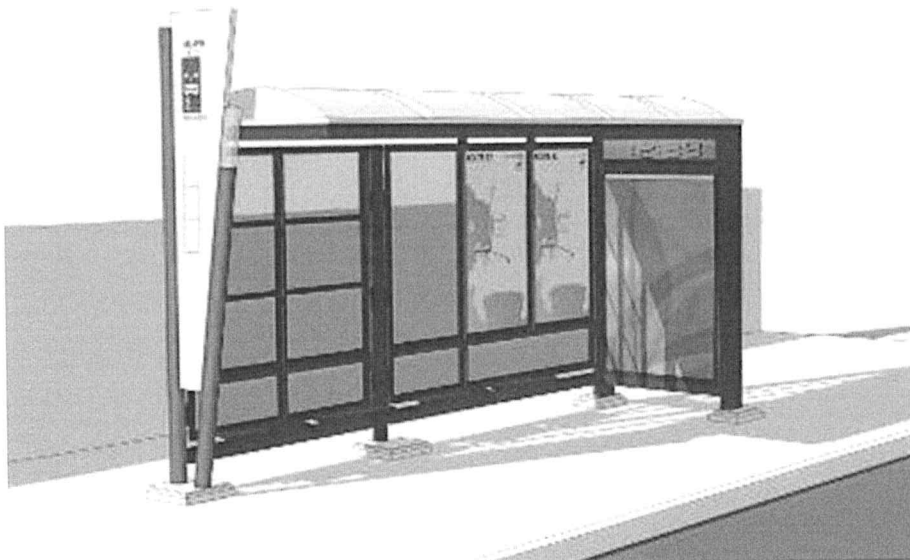
Architectural drawings and artist's impression of the cantilever shelter are shown below:





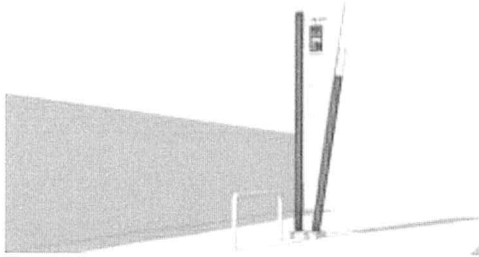
5.20.2.3 Extended Shelter

The extended shelter is an extended version of the full shelter as shown in the artist's impression below:

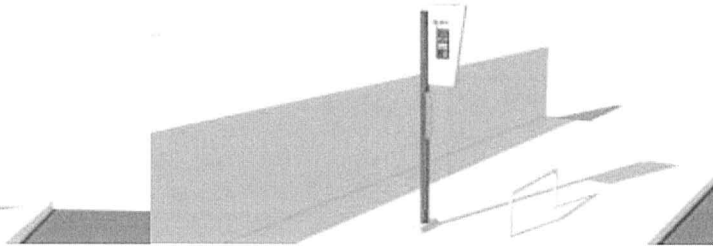


5.20.2.4 Totems and Reduced Totems

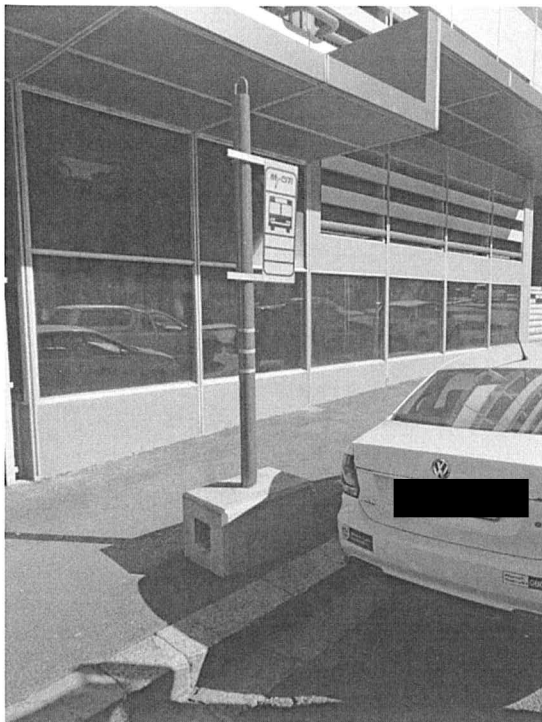
TOTEM:



REDUCED TOTEM:



5.20.2.5 Temporary Poles



5.20.3 Stops & Shelters not approved for advertising

The table below reflects the quantities of Shelters, Totems and Reduced Totems where no advertising opportunities exist, and which will also require maintenance through this contract:

Description	Cantilever	Full Shelter	Totem Pole	Extended Shelter	Total
Inner City	1	2	0	0	3
Houtbay	0	7	0	2	9
Camps Bay & Sea Point	3	9	0	0	12
Salt River	0	0	0	0	0
Atlantis	0	2	0	0	2
Table View	5	3	0	0	8
Montague Gardens	2	0	0	0	2
Melkbosstrand	0	0	0	0	0
Mitchell's Plain	0	0	0	0	0
Khayelitsha	6	3	0	0	9
Route 261 – Salt River/Montague Gardens	0	0	0	0	0
Route 260 – Summer Greens /Woodbridge	0	0	0	0	0
Route 262 - Summer Greens /Century City Rail	0	0	0	0	0
Route 217 – Parklands/Melkbosstrand	0	0	0	0	0
Total Declined Stops					45

The FM Contractor will be responsible for the cleaning of bus stops & shelters, and an area of 5m in every direction around the facility (unless this area is restricted by a fence, a border or a road) and for maintenance of the bus shelter (which is referred to as “the bus stop precinct”) as described below.

5.20.4 Maintenance

The FM Contractor must ensure that ad-hoc maintenance are performed on all relevant components, structures and equipment in the Bus Stops which it is responsible to maintain, including but not limited to the:

- electrical installations;
- signage and advertising displays;
- metal structures and roofs;
- any sheeting;
- benches and seats;
- paved surfaces around stops;
- drains, water channels and gutters; and
- other components, structures and equipment as notified to The FM Contractor by the CCT from time to time.

The FM Contractor must ensure that all the components, structures and equipment as well as any other parts identified by The FM Contractor and/or the CCT for this purpose, are regularly inspected and repairs scheduled where needed. It is expected that the cleaning teams visiting the

bus stops will also inspect the stops for any maintenance required and report such to the FM Contractor for further action.

The FM Contractor shall be required to maintain and where necessary, replace parts and components of the structures, including but not limited to:

- lamp replacements in accordance with manufacturer's lamp life specifications;
- electrical link(cable) between the IRT shelter and the street light pole. To this end The FM Contractor may need to liaise with the relevant department in the CCT for permission to access the connection in the street light pole; and
- replacement of damaged components, structures and equipment listed in 4.5.20.

The FM Contractor will be required to apply Asset Tags to the stops and shelters managed under this contract and record the data on Forcelink. All maintenance and repairs must be recorded on Forcelink.

Save to the extent otherwise provided for in this Agreement, items / work covered by guarantees of third parties are excluded from the maintenance and repair obligations placed on The FM Contractor in terms of this Agreement, although The FM Contractor(with the assistance of the CCT, where required) remains responsible for making the necessary arrangements for such work to be completed.

The advertising displays at stops and shelters that are not approved for advertising contains System Information. The maintenance and upkeep of the displays is the responsibility of the FM Contractor whilst the information will be provided and installed by others.

All repairs to bus stops will be paid from Prime Cost provisions against an approved quotation.

5.20.5 Cleaning

5.20.5.1 Cleaning methods, materials and equipment

The FM Contractor must ensure that the Cleaning equipment, materials and methods used are not abrasive or detrimental in any way to any of the surfaces in and around the facilities. In this regard, The FM Contractor must adhere to any requirements set out in the Operations and Maintenance Manuals.

The Cleaning equipment must be kept in an excellent condition at all times, fair wear and tear excepted.

The FM Contractor must provide all equipment and materials required to clean the facilities.

The FM Contractor must provide Material Safety Data Sheets ("MSDS") for all proposed chemicals and keep this available for inspection by the CCT.

The FM Contractor must ensure that no Cleaning equipment is left in any public spaces.

5.20.5.2 Cleaning personnel

The FM Contractor must ensure that sufficient personnel are employed to render the Cleaning services and that such personnel are properly trained in the use of the Cleaning equipment and materials as well as in all relevant Cleaning procedures and safety precautions to which they must adhere.

5.20.5.3 General

The FM Contractor must furthermore ensure that:

- all required safety signage is used during Cleaning to prevent any potential injuries of any persons using the Facilities;

- a contemporaneous record is kept of the main Cleaning activities for each Facility, including the time of day it was done, such as when floors were washed and when high-Cleaning was done, and that such record is always kept available for inspection by the CCT.

5.20.5.4 Cleaning specifications

The Facilities must be cleaned during normal operating hours of the Facilities unless specifically indicated otherwise, ensuring the least possible disruption or inconvenience to passengers.

The FM Contractor acknowledges that the Cleaning services must include the Cleaning of all areas, surfaces and structures within Facilities, even higher than 2.5 metres ("High Cleaning"). Accordingly, The FM Contractor must ensure that it has the necessary Cleaning equipment and adequately trained personnel to execute High Cleaning. High Cleaning must include but not be limited to the following:

- electronic and other high signage;
- totem poles;
- external signage and
- external surfaces of Facilities
- surrounding areas up to 5m from the facility as described above.

Facilities must be cleaned weekly or as required through a Service Notice, and Cleaning activities must include:

- scrubbing the floor of each Facility, cleaning any spots and removing of chewing gum, and ensure that no dirt remains on the ground, against the walls or in corners;
- although the CCT Cleansing Department is responsible for sweeping and picking up of litter, as well as clearing all kerbs and the mouth of storm water gulley's, if any litter is found at the time that The FM Contractor undertakes the scrubbing, then sweeping the area around the Facility as described above, and removing refuse so collected;
- removing all weeds that may be growing on paved surfaces;
- damp wipe and disinfect all horizontal and vertical surfaces including poles and sign faces;
- damp wipe of bum rails and benches where present.
- removing any graffiti, markings and signs of vandalism;
- thorough inspection of facility to record any maintenance requirements and passing such requirements on to the call facility to log on Forcelink.

All papers and other litter must be deposited in the green CCT litter bins, where these have been provided. Where none is provided, the FM Contractor shall dispose of the waste in accordance with municipal by-laws and regulations.

All weeds removed through weeding must be bagged and removed from the site and must be disposed of in accordance with municipal by-laws.

5.20.5.5 Placement and removal of Temporary Poles

It may be required of the FM Contractor to place or remove Temporary Poles from time to time.

The CCT will request a quotation and issue an instruction by way of a Service Notice describing where and when such placement/removal must take place.

Specification Annexure MC1 – Typical Personnel: MyCiTi Stations

Annexure MC1-1 – Typical Personnel: MyCiTi Stations – Security

NOTE: The postings shown below are constantly being reviewed by the City in order to provide the most efficient, cost-effective service. The posts required at implementation will be agreed with the FM Contractor during the mobilisation phase.

Facility	Security Personnel							
	Day				Night			
	Grade A	Grade B	Grade C	Grade D	Grade A	Grade B	Grade C	Grade D
Adderley	0	1	2	0	0	0	1	0
Airport	0	0	1	0	0	0	1	0
Atlantis	0	1	2	0	0	0	2	0
Century City	0	0	1	0	0	0	1	0
Circle East	0	0	1	0	0	0	1	0
Civic	0	1	4	0	0	0	2	0
Dunoon	0	0	1	0	0	0	1	0
Gardens	0	0	2	0	0	0	0	0
Granger Bay	0	0	1	0	0	0	0	0
Grey	0	0	1	0	0	0	1	0
Janssens	0	0	1	0	0	0	1	0
Killarney	0	0	1	0	0	0	1	0
Kuyasa (KIOSK)	0	0	1	0	0	0	0	0
Lagoon Beach	0	0	1	0	0	0	0	0
Melkbosstrand	0	0	1	0	0	0	1	0
Milnerton	0	0	1	0	0	0	0	0
Mitchell's Plain	0	0	2	0	0	0	2	0
Montague Gardens	0	0	1	0	0	0	1	0
Neptune	0	0	1	0	0	0	0	0
Omuramba	0	0	2	0	0	0	2	0
Paarden Eiland	0	0	1	0	0	0	0	0
Phoenix	0	0	1	0	0	0	1	0
Porterfield	0	0	1	0	0	0	1	0

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Facility	Security Personnel							
	Day				Night			
	Grade A	Grade B	Grade C	Grade D	Grade A	Grade B	Grade C	Grade D
Potsdam	0	0	1	0	0	0	1	0
Queens Beach	0	0	1	0	0	0	1	0
Racecourse	0	0	1	0	0	0	0	0
Refinery	0	0	1	0	0	0	1	0
Royal Ascot	0	0	1	0	0	0	1	0
Sandown	0	0	1	0	0	0	1	0
Sanddrift	0	0	1	0	0	0	1	0
Section	0	0	0	0	0	0	0	0
Stadium	0	0	2	0	0	0	2	0
Sunset Beach	0	0	0	0	0	0	0	0
Table View	0	1	2	0	0	0	1	0
Thibault	0	0	2	0	0	0	0	0
Turf Club	0	0	1	0	0	0	1	0
Usasaza	0	0	1	0	0	0	1	0
Vrystaat	0	0	1	0	0	0	0	0
Waterfront	0	0	1	0	0	0	1	0
Wood	0	0	1	0	0	0	1	0
Woodbridge	0	0	1	0	0	0	0	0
Woodstock	0	0	1	0	0	0	0	0
Zoarvlei	0	0	1	0	0	0	0	0

Annexure MC1-2 – MyCiTi Station Gradings and Hours per 7-day week per Post Type

NOTE: The hours shown below are constantly being reviewed by the City in order to provide the most efficient, cost-effective service. The hours required at implementation will be agreed with the FM Contractor during the mobilisation phase.

Station	Grade	Facility Coordinator	Cashiers	Ambassador	Security: B-Grade	Security: C-Grade	Cleaning
Adderley	2	31	210.75	40	60	252	91
Airport	5	14	0	0	0	168	56
Atlantis	2	35	216	56	84	336	131
Century City	4	19	64	0	0	168	35
Century Gate	Kiosk	0	0	0	0	0	0
Circle East	4	21	52	0	0	168	63
Civic station	1	50	242	347.5	84	504	346
Dunoon (Stables Turnaround)	5	0	0	0	0	168	0
Gardens	3	14	46	0	0	252	91
Granger Bay	5	14	0	0	0	168	28
Grey	5	14	0	0	0	168	56
Janssens	5	14	0	0	0	168	56
Killarney	5	14	0	0	0	168	35
Kuyasa	Kiosk	14	40	0	0	84	7
Lagoon Beach	5	14	0	0	0	145.5	35
Melkbosstrand	4	21	84.25	56	0	168	56
Milnerton	5	29	0	0	0	168	35
Mitchells Plain	3	35	89.25	56	0	336	86
Montague Gardens	5	14	0	0	0	168	35
Neptune	5	14	0	0	0	168	35
Omuramba	3	32	56.25	116	0	336	86
Paarden Eiland	4	19	54	0	0	168	35
Phoenix	5	0	0	0	0	168	0
Porterfield	5	14	0	0	0	168	35

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Station	Grade	Facility Coordinator	Cashiers	Ambassador	Security: B-Grade	Security: C-Grade	Cleaning
Potsdam	4	21	43	0	0	168	35
Queens Beach	5	14	0	0	0	168	35
Racecourse	4	21	30	84	0	168	35
Refinery	5	14	0	0	0	168	35
Royal Ascot	5	14	0	0	0	168	35
Sanddrift	5	14	0	0	0	168	35
Sandown	4	21	54.5	0	0	168	35
Section	5	14	0	0	0	168	35
Stadium	3	14	0	0	0	336	91
Sunset Beach	5	14	0	0	0	168	35
Table View	2	56	255.5	154	84	252	152
Thibault Square	4	14	0	0	0	252	35
Turf Club	5	14	0	0	0	168	35
Usasaza	5	0	0	0	0	168	0
Vrystaat	5	14	0	0	0	168	35
Waterfront	4	21	29.5	0	0	168	35
Wood	4	21	33.75	20	0	168	56
Woodbridge	4	21	55.5	0	0	168	35
Woodstock	5	14	0	40	0	168	0
Zoarvlei	5	14	30	0	0	168	35

MyCiTi Cashiers

		Weekdays				Saturday				Sunday				
		Hours				Hours				Hours				
Station	Nr of Posts	Start	Finish	Hours /day /post	Total Hours Weekdays	Nr of Posts	Start	Finish	Total Hours per day	Nr of Posts	Start	Finish	Total Hours per day	Total Hours per 7-day Week
Adderley														
Cashier Post 1	1	05:30	19:00	13:30	67.50	1	05:45	17:15	11.5	1	05:45	19:30	13.75	92.75
Cashier Post 2	1	06:15	18:15	12:00	60.00	1	09:00	19:30	10.5				0	70.5
Cashier Post 3	1	05:30	09:30	04:00	20.00				0				0	20
Cashier Post 4	1	14:45	21:00	06:15	31.25				0				0	31.25
Atlantis														
Cashier Post 1	1	05:30	18:00	12:30	62.5	1	05:30	16:00	10.5	1	06:00	14:00	8	81
Cashier Post 2	1	06:00	18:00	12:00	60	1	06:30	16:00	9.5	1	08:00	16:00	8	77.5
Cashier Post 3	1	05:00	09:00	04:00	20	1	07:00	18:00	11	1	10:00	19:00	9	40
Cashier Post 4	1	14:30	19:00	04:30	22.5				0				0	22.5
Century City														
Cashier Post 1	1	06:00	10:00	04:00	20	1	07:30	19:30	12	1	07:00	19:00	12	44
Cashier Post 2	1	14:00	19:00	05:00	25				0				0	25
Circle East														
Cashier Post 1	1	06:00	10:00	04:00	20	1	08:00	17:00	9	1	06:00	10:00	4	33
Cashier Post 2	1	14:00	18:00	04:00	20				0	1	14:00	19:00	5	25
Civic station														
Cashier Post 1	3	05:00	18:00	13:00	195	2	06:00	18:00	24	1	06:00	18:00	12	231
Cashier Post 2	2	06:00	10:00	04:00	40				0				0	40
Cashier Post 3	2	14:30	19:00	04:30	45				0				0	45
Gardens														

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		Weekdays				Saturday				Sunday				
		Hours				Hours				Hours				
Station	Nr of Posts	Start	Finish	Hours /day /post	Total Hours Weekdays	Nr of Posts	Start	Finish	Total Hours per day	Nr of Posts	Start	Finish	Total Hours per day	Total Hours per 7-day Week
Cashier Post 1	1	06:00	10:00	04:00	20	1	09:00	17:00	8	1	06:00	10:00	4	32
Cashier Post 2	1	14:00	18:00	04:00	20				0	1	13:30	18:30	5	25
Kuyasa														
Cashier Post 1	1	05:00	09:00	04:00	20	1	07:00	15:30	8.5	1	11:30	15:30	4	32.5
Cashier Post 2	1	13:00	17:00	04:00	20				0				0	20
Melkbosstrand														
Cashier Post 1	1	06:15	18:30	12:15	61.25	1	06:30	18:30	12	1	07:30	18:30	11	84.25
Mitchells Plain														
Cashier Post 1	1	05:15	18:00	12:45	63.75	1	05:15	18:00	12.75	1	05:15	18:00	12.75	89.25
Omuramba														
Cashier Post 1	1	05:45	09:45	04:00	20	1	06:00	17:00	11	1	07:00	18:30	11.5	42.5
Cashier Post 2	1	14:45	18:45	04:00	20				0				0	20
Paarden Eiland														
Cashier Post 1	1	05:30	09:30	04:00	20	1	06:00	10:00	4	1	06:00	10:00	4	28
Cashier Post 2	1	14:00	18:00	04:00	20	1	14:00	18:00	4	1	14:00	18:00	4	28
Potsdam														
Cashier Post 1	1	06:00	10:00	04:00	20	1	07:00	18:00	11	1	06:00	10:00	4	35
Cashier Post 2	1	15:00	19:00	04:00	20				0	1	14:00	18:30	4.5	24.5
Racecourse														
Cashier Post 1	1	06:00	10:00	04:00	20	0			0	0			0	20
Cashier Post 2	1	14:00	18:00	04:00	20				0				0	20
Sandown														

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		Weekdays				Saturday				Sunday				
		Hours				Hours				Hours				
Station	Nr of Posts	Start	Finish	Hours /day /post	Total Hours Weekdays	Nr of Posts	Start	Finish	Total Hours per day	Nr of Posts	Start	Finish	Total Hours per day	Total Hours per 7-day Week
Cashier Post 1	1	06:00	10:00	04:00	20	1	06:00	10:00	4	1	12:00	17:30	5.5	29.5
Cashier Post 2	1	13:30	18:30	05:00	25	1	12:00	18:30	6.5				0	31.5
Table View														
Cashier Post 1	2	06:15	21:30	15:15	152.5	1	06:15	21:00	14.75	1	06:15	21:00	14.75	182
Cashier Post 2	1	06:15	10:15	04:00	20	1	16:00	20:00	4	1	06:30	18:30	12	36
Cashier Post 3	1	14:00	19:30	05:30	27.5	1	06:00	10:00	4				0	31.5
Cashier Post 4	1	06:15	10:15	04:00	20	1	12:30	17:30	5				0	25
Cashier Post 5	1	15:00	19:00	04:00	20									20
Waterfront														
Cashier Post 1	1	14:30	18:30	04:00	20	1	12:30	18:00	5.5	1	14:30	18:30	4	29.5
Wood														
Cashier Post 1	1	06:15	10:15	04:00	20	0			0	0			0	20
Cashier Post 2	1	14:30	18:30	04:00	20				0				0	20
Woodbridge														
Cashier Post 1	1	06:00	10:00	04:00	20	1	06:30	16:00	9.5	1	12:00	18:00	6	35.5
Cashier Post 2	1	14:00	18:30	04:30	22.5				0				0	22.5
Zoarvlei														
Cashier Post 1	1	06:00	10:00	04:00	20	0			0	0			0	20
Cashier Post 2	1	15:00	19:00	04:00	20				0				0	20

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MyCiTi Ambassadors

	Weekdays					Saturday					Sunday					
	Hours					Hours					Hours					
Station	Nr of Posts	Start	Finish	Hours /day per post	Total Hours Weekdays	Nr of Posts	Start	Finish	Total Hours per day	Total Hours Saturday	Nr of Posts	Start	Finish	Total Hours per day	Total Hours Sunday	Total Hours per 7-day Week
Adderley																
Ambassador Post 1	1	11:00	19:00	08:00	40	0			0		0			0		40
Atlantis																
Ambassador Post 1	1	05:00	13:00	08:00	40	1	05:00	13:00	8		1	05:00	13:00	8		56
Civic station																
Ambassador Post 1	5	05:00	19:00	14:00	350	2	05:00	19:00	28		2	05:00	19:00	28		406
Ambassador Post 2	2	14:30	19:00	04:30	45				0					0		45
Melkbosstrand																
Ambassador Post 1	1	05:00	13:00	08:00	40	1	05:00	13:00	8		1	05:00	13:00	8		56
Mitchells Plain																
Ambassador Post 1	1	05:00	13:00	08:00	40	1	05:00	13:00	8		1	05:00	13:00	8		56
Omuramba																
Ambassador Post 1	2	05:00	09:00	04:00	40	1	05:00	13:00	8		1	06:00	14:00	8		56
Ambassador Post 2	2	15:00	18:00	03:00	30				0					0		30
Ambassador Post 3	1	09:00	15:00	06:00	30				0					0		30
Racecourse																
Ambassador Post 1	1	06:00	18:00	12:00	60	1	06:00	18:00	12		1	06:00	18:00	12		84
Table View																
Ambassador Post 1	1	05:00	18:00	13:00	65	1	05:00	18:00	13		1	05:00	18:00	13		91

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	Weekdays					Saturday					Sunday					
	Hours					Hours					Hours					
Station	Nr of Posts	Start	Finish	Hours /day per post	Total Hours Weekdays	Nr of Posts	Start	Finish	Total Hours per day	Total Hours Saturday	Nr of Posts	Start	Finish	Total Hours per day	Total Hours Sunday	Total Hours per 7-day Week
Ambassador Post 2	2	05:00	09:30	04:30	45	2	05:00	09:30	9		2	05:00	09:30	9		63
Ambassador Post 3	2	14:00	19:30	05:30	55	2	14:00	19:30	11		2	14:00	19:30	11		77
Wood																
Ambassador Post 1	2	06:00	10:00	04:00	40	2	06:00	10:00	8		2	06:00	10:00	8		56
Ambassador Post 2	2	14:30	18:30	04:00	40	2	14:30	18:30	8		2	14:30	18:30	8		56

MyCiTi Stations Cleaning Services

NOTE: Cleaning Services for MyCiTi Stations **DO NOT** refer to people or postings but to the total number of hours spent for the cleaning activity at the facility.

For the avoidance of doubt, if for example, the Day Cleaning at Adderley MyCiTi Station is performed by a team of two cleaners, each is allowed 4 hours per day, thus totalling 8 hours.

Cleaning day shift is from 07:00 to 17:00 including breaks.

Station	Weekdays		Saturdays		Sundays		Total Hours per Week
	Hours per day	Total Hours Weekdays	Hours per day	Total Hours Saturday	Hours per day	Total Hours Sunday	
Adderley							
Day cleaner	13.00	65.00	13.00	13.00	13.00	13.00	91.00
Night cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Airport							
Day cleaner	5.00	25.00	5.00	5.00	5.00	5.00	35.00
Night cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Atlantis							
Day cleaner	18.00	90.00	18.00	18.00	18.00	18.00	126.00
Night cleaner	5.00	25.00	5.00	5.00	5.00	5.00	35.00
Century City							
Day cleaner	5.00	25.00	5.00	5.00	5.00	5.00	35.00
Night cleaner	4.00	20.00	4.00	4.00	4.00	4.00	28.00
Circle East							
Day cleaner	5.00	25.00	5.00	5.00	5.00	5.00	35.00
Night cleaner	4.00	20.00	4.00	4.00	4.00	4.00	28.00
Civic station							
Day cleaner	36.00	180.00	36.00	36.00	36.00	36.00	252.00
Night cleaner	36.00	180.00	9.00	18.00	9.00	18.00	216.00
Dunoon (Stables Turnaround)							
Day cleaner	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Night cleaner	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Gardens							
Day cleaner	8.00	40.00	8.00	8.00	8.00	8.00	56.00
Night cleaner	5.00	25.00	5.00	5.00	5.00	5.00	35.00
Granger Bay							
Day cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Grey							
Day cleaner	4.00	20.00	4.00	4.00	4.00	4.00	28.00
Night cleaner	4.00	20.00	4.00	4.00	4.00	4.00	28.00
Janssens							
Day cleaner	4.00	20.00	4.00	4.00	4.00	4.00	28.00
Night cleaner	4.00	20.00	4.00	4.00	4.00	4.00	28.00
Killarney							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00

	Weekdays		Saturdays		Sundays		
Station	Hours per day	Total Hours Weekdays	Hours per day	Total Hours Saturday	Hours per day	Total Hours Sunday	Total Hours 7-day Week
Kuyasa	Reduce hours at Kuyasa PTL accordingly						
Day cleaner	1.00	5.00	1.00	1.00	1.00	1.00	7.00
Night cleaner	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Lagoon Beach							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Melkbosstrand							
Day cleaner	5.00	25.00	5.00	5.00	5.00	5.00	35.00
Night cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Milnerton							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Mitchells Plain							
Day cleaner	8.00	40.00	8.00	8.00	8.00	8.00	56.00
Night cleaner	4.00	20.00	5.00	5.00	5.00	5.00	30.00
Montague Gardens							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Neptune							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Omuramba							
Day cleaner	8.00	40.00	8.00	8.00	8.00	8.00	56.00
Night cleaner	4.00	20.00	5.00	5.00	5.00	5.00	30.00
Paarden Eiland							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Phoenix							
Day cleaner	0.00	0.00	0.00	0.00	0.00	0.00	0
Night cleaner	0.00	0.00	0.00	0.00	0.00	0.00	0
Porterfield							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Potsdam							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Queens Beach							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Racecourse							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00

	Weekdays		Saturdays		Sundays		
Station	Hours per day	Total Hours Weekdays	Hours per day	Total Hours Saturday	Hours per day	Total Hours Sunday	Total Hours 7-day Week
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Refinery							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Royal Ascot							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Sanddrift							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Sandown							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Section							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Stadium							
Day cleaner	8.00	40.00	8.00	8.00	8.00	8.00	56.00
Night cleaner	5.00	25.00	5.00	5.00	5.00	5.00	35.00
Sunset Beach							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Table View							
Day cleaner	13.00	65.00	13.00	13.00	13.00	13.00	91.00
Night cleaner	9.00	45.00	9.00	9.00	9.00	9.00	63.00
Thibault Square							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Turf Club							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Usasaza							
Day cleaner	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Night cleaner	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Vrystaat							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Waterfront							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Wood							
Day cleaner	9.00	45.00	9.00	9.00	9.00	9.00	63.00

	Weekdays		Saturdays		Sundays		
Station	Hours per day	Total Hours Weekdays	Hours per day	Total Hours Saturday	Hours per day	Total Hours Sunday	Total Hours per 7-day Week
Night cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Woodbridge							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00
Woodstock							
Day cleaner	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Night cleaner	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Zoarvlei							
Day cleaner	3.00	15.00	3.00	3.00	3.00	3.00	21.00
Night cleaner	2.00	10.00	2.00	2.00	2.00	2.00	14.00

MyCiTi Stations Security Services

Notes on Security Postings:

Day Posts start at 06:00 and are 12-hour posts unless otherwise advised.

Night Posts start at 18:00 and are 12-hour posts unless otherwise advised.

Day Security Officer (Grade C)			
Station	Weekdays	Saturdays	Sundays
Adderley	2	2	2
Airport	1	1	1
Atlantis	2	2	2
Century City	1	1	1
Circle East	1	1	1
Civic station	4	4	4
Dunoon (Stables Turnaround)	2	2	2
Gardens	2	2	2
Granger Bay	1	1	1
Grey	1	1	1
Janssens	1	1	1
Killarney	1	1	1
Kuyasa	1	1	1
Lagoon Beach	1	1	1
Melkbosstrand	1	1	1
Milnerton	1	1	1
Mitchells Plain	2	2	2
Montague Gardens	1	1	1
Neptune	1	1	1
Omuramba	2	2	2
Paarden Eiland	1	1	1
Phoenix	0	0	0
Porterfield	1	1	1
Potsdam	1	1	1
Queens Beach	1	1	1
Racecourse	1	1	1
Refinery	1	1	1
Royal Ascot	1	1	1

Day Security Officer (Grade C)			
Station	Weekdays	Saturdays	Sundays
Sanddrift	1	1	1
Sandown	1	1	1
Section	1	1	1
Stadium	2	2	2
Sunset Beach	1	1	1
Table View	2	2	2
Thibault Square	2	2	2
Turf Club	1	1	1
Usasaza	0	0	0
Vrystaat	1	1	1
Waterfront	1	1	1
Wood	1	1	1
Woodbridge	1	1	1
Woodstock	1	1	1
Zoarvlei	1	1	1

Night security officer (Grade C)			
Station	Weekdays	Saturdays	Sundays
Adderley	3	3	3
Airport	1	1	1
Atlantis	3	3	3
Century City	1	1	1
Circle East	1	1	1
Civic station	4	4	4
Dunoon (Stables Turnaround)	0	0	0
Gardens	1	1	1
Granger Bay	1	1	1
Grey	1	1	1
Janssens	1	1	1
Killarney	1	1	1
Kuyasa			
Lagoon Beach	1	1	1
Melkbosstrand	1	1	1
Milnerton	1	1	1
Mitchells Plain	2	2	2

Night security officer (Grade C)			
Station	Weekdays	Saturdays	Sundays
Montague Gardens	1	1	1
Neptune	1	1	1
Omuramba	2	2	2
Paarden Eiland	1	1	1
Phoenix	0	0	0
Porterfield	1	1	1
Potsdam	1	1	1
Queens Beach	1	1	1
Racecourse	1	1	1
Refinery	1	1	1
Royal Ascot	1	1	1
Sanddrift	1	1	1
Sandown	1	1	1
Section	1	1	1
Stadium	2	2	2
Sunset Beach	1	1	1
Table View	2	2	2
Thibault Square	1	1	1
Turf Club	1	1	1
Usasaza	0	0	0
Vrystaat	1	1	1
Waterfront	1	1	1
Wood	1	1	1
Woodbridge	1	1	1
Woodstock	1	1	1
Zoarvlei	1	1	1

_____ bidders should use this information to determine the opening and closing times of each station and the respective opening times of the stations.

The hours required at implementation will be agreed with the FM Contractor during the mobilisation phase.

Station	Weekdays		Saturdays		Sundays & Public Holidays	
	First Bus	Last Bus	First Bus	Last Bus	First Bus	Last Bus
Adderley	05:34	21:58	05:35	22:13	05:24	21:01
Airport	05:30	21:30	06:25	21:30	06:25	21:30
Atlantis	04:05	23:00	04:23	23:00	04:23	23:00
Century City	05:10	22:29	05:36	22:21	05:34	21:37
Century Gate	06:00	18:00				
Circle East	05:15	21:45				
Civic station	05:00	22:31	05:31	22:30	05:30	22:30
Dunoon (Stables Turnaround)	05:14	23:11	05:13	23:06	05:13	23:06
Gardens	06:05	19:48	06:05	19:55	06:05	19:55
Granger Bay	06:18	22:03	06:03	21:43	06:03	21:43
Grey	05:27	22:51	05:35	22:51	05:37	22:51
Janssens	05:26	22:53	05:34	22:53	05:34	22:53
Killarney	05:26	23:02	05:24	23:02	05:24	23:02
Kuyasa	04:42	23:11	05:06	23:13	05:00	23:13
Lagoon Beach	05:26	22:32	05:50	22:32	05:54	22:32
Melkbosstrand	04:50	22:36	04:50	22:28	04:48	22:28
Milnerton	05:30	22:39	05:48	22:39	05:48	22:39
Mitchells Plain	04:55	23:10	05:36	22:47	05:36	22:47
Montague Gardens	05:35	20:31	05:34	20:28	05:32	20:28
Neptune	05:18	22:23	05:58	22:23	06:04	22:23
Omuramba	05:16	22:52	05:29	22:03	05:29	21:49
Paarden Eiland	05:16	22:22	05:29	22:22	06:06	22:22
Phoenix	05:16	22:24	05:33	21:45	05:32	21:45
Porterfield	05:05	22:18	05:06	22:11	05:06	22:11
Potsdam	05:24	23:00	05:27	23:00	05:27	23:00
Queens Beach	06:04	20:06	06:18	20:20	06:21	20:23

Station	Weekdays		Saturdays		Sundays & Public Holidays	
	First Bus	Last Bus	First Bus	Last Bus	First Bus	Last Bus
Racecourse	05:21	22:41	05:23	22:41	05:23	22:41
Refinery	05:34	21:51	05:33	21:47	05:31	21:52
Royal Ascot	05:19	22:16	05:25	21:53	05:25	21:53
Sanddrift	05:08	22:27	05:35	21:41	05:35	21:41
Sandown	05:03	22:20	05:04	22:13	05:04	22:13
Section	05:19	22:24	05:56	22:24	06:02	22:24
Stadium	06:16	22:05	06:05	21:45	06:05	21:45
Sunset Beach	05:19	22:43	05:21	22:43	05:20	22:43
Table View	05:00	22:49	05:06	22:49	05:00	22:49
Thibault Square	06:12	22:10	06:10	21:50	06:10	21:50
Turf Club	05:38	20:29	05:36	20:26	05:34	20:26
Usasaza						
Vrystaat	05:21	22:26	05:55	22:26	05:59	22:26
Waterfront	06:21	22:00	06:00	21:40	06:00	21:40
Wood	05:24	22:55	05:33	22:55	05:33	22:55
Woodbridge	05:29	22:35	05:51	22:35	05:51	22:35
Woodstock	05:13	22:19	06:19	22:19	06:10	22:19
Zoarvlei	05:23	22:28	05:53	22:28	05:57	22:28

Specification Annexure MC3: Operating hours of kiosks

Operational Kiosks

NOTE: The hours shown below are constantly being reviewed by the City in order to provide the most efficient, cost-effective service. The hours required at implementation will be agreed with the FM Contractor during the mobilisation phase.

	Weekdays			Saturdays			Sundays & Public Holidays		
Station	Number of Posts	Start	Finish	Number of Posts	Start	Finish	Number of Posts	Start	Finish
Adderley									
Cashier Post 1	1	05:30	19:00	1	05:45	17:15	1	05:45	19:30
Cashier Post 2	1	06:15	18:15	1	09:00	19:30			
Cashier Post 3	1	05:30	08:45						
Cashier Post 4	1	14:45	21:00						
Atlantis									
Cashier Post 1	1	05:30	18:00	1	05:30	16:00	1	06:00	14:00
Cashier Post 2	1	06:00	18:00	1	06:30	16:00	1	08:00	16:00
Cashier Post 3	1	05:00	08:00	1	07:00	18:00	1	10:00	19:00
Cashier Post 4	1	14:30	19:00						
Century City									
Cashier Post 1	1	06:00	09:00	1	07:30	19:30	1	07:00	19:00
Cashier Post 2	1	14:00	19:00						
Circle East									
Cashier Post 1	1	06:00	09:00	1	08:00	17:00	1	06:00	09:00
Cashier Post 2	1	14:00	18:00				1	14:00	19:00

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	Weekdays			Saturdays			Sundays & Public Holidays		
Station	Number of Posts	Start	Finish	Number of Posts	Start	Finish	Number of Posts	Start	Finish
Civic station									
Cashier Post 1	2	05:00	18:00	1	06:00	18:00	Closed		
Cashier Post 2	2	06:00	08:30						
Cashier Post 3	2	14:30	19:00						
Cashier Post 4	1	06:00	09:00						
Cashier Post 5	1	15:00	18:00						
Gardens									
Cashier Post 1	1	07:00	09:00	1	09:00	17:00	1	06:00	09:00
Cashier Post 2	1	14:00	18:00				1	13:30	18:30
Kuyasa									
Cashier Post 1	1	05:30	08:00	1	07:00	15:30	1	11:30	15:30
Cashier Post 2	1	13:00	16:00						
Melkbosstrand									
Cashier Post 1	1	06:15	18:30	1	06:30	18:30	1	07:30	18:30
Mitchells Plain									
Cashier Post 1	1	05:15	18:00	1	05:15	18:00	1	05:15	18:00
Omuramba									
Cashier Post 1	1	05:45	08:45	1	06:00	17:00	1	07:00	18:30
Cashier Post 2	1	14:45	18:30						

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	Weekdays			Saturdays			Sundays & Public Holidays		
Station	Number of Posts	Start	Finish	Number of Posts	Start	Finish	Number of Posts	Start	Finish
Paarden Eiland									
Cashier Post 1	1	05:30	09:30	1	06:00	09:00	1	06:00	09:00
Cashier Post 2	1	14:00	18:00	1	14:00	18:00	1	14:00	18:00
Potsdam									
Cashier Post 1	1	06:00	08:00	1	07:00	18:00	1	06:00	08:30
Cashier Post 2	1	15:30	18:30				1	14:00	18:30
Racecourse									
Cashier Post 1	1	06:30	08:30	Closed			Closed		
Cashier Post 2	1	14:00	18:00						
Sandown									
Cashier Post 1	1	06:00	09:00	1	06:00	08:30	1	12:00	17:30
Cashier Post 2	1	13:30	18:30	1	12:00	18:30			
Table View									
Cashier Post 1	2	06:15	21:30	1	06:15	21:00	1	06:15	21:00
Cashier Post 2	1	06:15	09:00	1	16:15	19:15	1	06:30	18:30
Cashier Post 3	1	14:00	19:30	1	07:30	08:30			
Cashier Post 4	1	06:15	08:30	1	12:30	17:30			
Cashier Post 5	1	15:30	18:00						
Waterfront									
Cashier Post 1	1	14:30	18:30	1	12:30	18:00	1	14:30	18:30

CONTRACT NO: 385S/2022/23

	Weekdays			Saturdays			Sundays & Public Holidays		
Station	Number of Posts	Start	Finish	Number of Posts	Start	Finish	Number of Posts	Start	Finish
Wood									
Cashier Post 1	1	06:15	09:00	Closed			Closed		
Cashier Post 2	1	14:30	18:30						
Woodbridge									
Cashier Post 1	1	06:00	09:30	1	06:30	16:00	1	12:00	18:00
Cashier Post 2	1	14:00	18:30						
Zoarvlei									
Cashier Post 1	1	06:00	09:00	Closed			Closed		
Cashier Post 2	1	15:00	18:00						

Non-operational Kiosks

MyCiTi Kiosks - not operational: April 2022													
Kiosk hours			Monday to Friday				Saturday			Sunday & PH			Hrs./week
Nr	Station: Kiosk	Sales Pnts	Grading	Open	Close	Hours	Open	Close	Hours	Open	Close	Hours	Total
1	Dunoon *	1	2		Closed			Closed			Closed		Closed
2	Granger Bay	1	4		Closed			Closed			Closed		Closed
3	Grey	1	4		Closed			Closed			Closed		Closed
4	Janssens	1	4		Closed			Closed			Closed		Closed
5	Killarney	1	4		Closed			Closed			Closed		Closed
6	Lagoon Beach	1	4		Closed			Closed			Closed		Closed
7	Milnerton	1	4		Closed			Closed			Closed		Closed
8	Montague Gardens	1	4		Closed			Closed			Closed		Closed
9	Neptune	1	4		Closed			Closed			Closed		Closed

CONTRACT NO: 385S/2022/23

MyCiti Kiosks - not operational: April 2022													
Kiosk hours			Monday to Friday			Saturday			Sunday & PH			Hrs./week	
Nr	Station: Kiosk	Sales Pnts	Grading	Open	Close	Hours	Open	Close	Hours	Open	Close	Hours	Total
10	Phoenix*	1	3		Closed			Closed			Closed		Closed
11	Porterfield	1	3		Closed			Closed			Closed		Closed
12	Queens Beach	1	4		Closed			Closed			Closed		Closed
13	Refinery	1	4		Closed			Closed			Closed		Closed
14	Royal Ascot	1	4		Closed			Closed			Closed		Closed
15	Sanddrift	1	4		Closed			Closed			Closed		Closed
16	Section	1	4		Closed			Closed			Closed		Closed
17	Stadium	1	4		Closed			Closed			Closed		Closed
18	Sunset Beach	1	3		Closed			Closed			Closed		Closed
19	Thibault Square	1	1		Closed			Closed			Closed		Closed
20	Turf Club	1	4		Closed			Closed			Closed		Closed
21	Usasaza *	1	3		Closed			Closed			Closed		Closed
22	Vrystaat	1	3		Closed			Closed			Closed		Closed
23	Woodstock	1	3		Closed			Closed			Closed		Closed
Total hours per week													0.00

* Temporarily closed due to vandalism.

Specification Annexure MC4 – Uniforms



SMO MENS apparel



SMO TECHNICAL MENS apparel



SMD SECURITY LADIES apparel



LADIES, Shoes, COURT, Black



LADIES, Socks, Black



LADIES, Blouse, JANINE, White with epaulettes – worn with Security Brassard



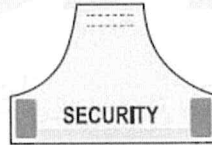
UNISEX, Beanie, Navy



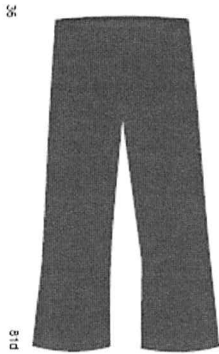
UNISEX, Security Jersey, Navy with epaulettes Worn with Security Brassard



UNISEX, Belt, Black



Security Brassard, Hi-Viz with reflective strip



LADIES, Slacks BEVERLEY, Navy



UNISEX, Jacket, PARKA, Navy with epaulettes Worn with Security Brassard



UNISEX, Scarf, Navy



LADIES, Skirt, CLAIRE, Navy





Specification Annexure MC5 - Equipment not installed or maintained but used by the FM Contractor

Equipment installed at MyCiTi Stations that is not to be directly maintained by the FM Contractor must be treated with the necessary precaution and protected from harm. Faults or issues with such equipment must be reported to the relevant maintainers via the prevailing mechanism(s), e.g. Forcelink.

Such equipment is listed as follows:

City Telecommunications // Internal City department with various subcontractors

- Server room equipment:
 - Fibre optic cable termination panels ("splice trays")
 - Metro Area Network (MAN) switch, normally Cisco or Alcatel
- Ethernet data cabling (copper and/or fibre optic)

Automated Fare Collection (AFC) // AFC Contractor: ICT-Works

- Fare Access Gates, normally Vix
- Info Terminals ("balance checkers")
- Card Vending Machines (CVMs)
- Kiosk equipment:
 - Card Office Machines (COMs), normally Hewlett Packard
 - COM Printers, normally Hewlett Packard
 - Point of Sale (POS) Terminal with external PIN pad, normally ABSA Verifone
 - Single Trip Ticket Card Readers, normally ASK
 - Fastnet Routers and Antennae
- Server room equipment:
 - Local Area Network (LAN) switches, normally Hewlett Packard
 - Mobile Data ("3G") Router, normally MTN
- Ethernet data cabling (copper and/or fibre optic)

Advanced Public Transport Management Systems (APTMS) // APTMS Contractor: TMT Services

- Passenger Information Displays (PID), normally Hanterex
- Kiosk Intercoms, normally Stentofon, with covert emergency buttons
- Platform Intercoms, normally Stentofon
- Intruder Detection System, normally Honeywell Galaxy, connected to:
 - Passive Infrared (PID) motion sensors
 - Magnetic door sensors
- Server room equipment:
 - Local Area Network (LAN) switches, normally Alcatel or Moxa
- Ethernet data cabling (copper and/or fibre optic)

Strategic Surveillance Unit (SSU) // Internal City department with various subcontractors

- CCTV Cameras
- Server room equipment:
 - Local Area Network (LAN) switches, normally Cisco
- Ethernet data cabling (copper and/or fibre optic)

Platform Screen Door (PSD) Station Interface System (SIS) // Frost International

- Wireless access points, normally Ubiquiti or Mikrotik
- Ethernet data cabling (copper and/or fibre optic)

Specification Annexure MC6 – Vehicle Permit Application

APPLICATION FOR A VEHICLE TO ENTER IRT DEDICATED BUSWAY



(A separate application is required for each vehicle)

1. DETAILS OF APPLICANT

Name:		Physical Address:	
Company:			
Tel number:		Proof of authority to submit application is attached	Yes / No
(To be completed by City of Cape Town)			
Date application received by CCT:		CCT Application Reference Number:	

2. DETAILS OF APPLICATION

1. I request permission for my vehicle detailed below to be authorized to enter the IRT dedicated busway at *(enter location of entry)*
and leave at *(enter location of exit)*

2. The time of entry will be *(enter date and time entry is required)*

3. The time of exit will be *(enter date and time exit is required)*

4. Entry is requested for the following reasons:

1. Maintenance of IRT Station /busway Yes / No
2. Cleaning of IRT Station / busway Yes / No
3. Other (please state):

5. Details of the vehicle that requires authorization

Registration Number	Colour	Vehicle		
		Type (car, bakkie, etc.)	Make	Model

6. Permission to park is requested at the following locations: 1. 2. 3.
7. I attach proof of my authorization to sign the undertakings and indemnity. Yes / No
8. I have read and agree to comply with the Conditions of Entry to IRT Dedicated Busways as stated below. Signed: _____ Date: _____ _____

3. OUTCOME OF APPLICATION (to be completed by the City of Cape Town)	
The City of Cape Town approves / rejects your application for the above detailed vehicle to enter the IRT Dedicated Busway as requested above. Approval to entry and park in the busway is subject to the following in addition to the Conditions of Entry stated below: 1. 2. 3.	
Parking plan attached for the following IRT Stations: 1. 2. 3.	
Layout of work area standard detailed attached: Yes / No	
For Director of IRT Name: Position: (Valid only if IRT stamp is affixed here)	Date:



4. RECEIPT OF PAYMENT OF DEPOSIT
Not Applicable

5. ISSUE OF PERMIT AND DECAL	
Name:	Permit Number:
Position:	Date:
For Director IRT (Valid only if IRT stamp is affixed here)	

6. COLLECTION OF PERMIT AND DECAL	
Collected by:	Date:
Name:	
ID:	

CONDITIONS TO ENTER IRT DEDICATED BUSWAY

- "Dedicated busway" means a road way for the exclusive use of buses and other authorised vehicles, which may be a separate facility in its own right of way, part of the surfaced width of a road used by general traffic and separated from general lanes by a painted line, or part of the surfaced width of a road used by general traffic and separated from general traffic by a barrier kerb or any other such physical separation. (City of Cape Town Parking By-Law, 2010)
- Vehicles authorized to enter the dedicated busway do so subject to the following conditions:
 - A copy of the permit authorizing entry is kept in the vehicle whilst it is in the busway for inspection by the City of Cape Town.
 - The attached decal is to be displayed on the front left and rear left window of the authorized vehicle whilst it is using the IRT dedicated busway.

- The permit is valid only for the vehicles listed on it and is not transferable to other vehicles.
- MyCiTi buses have priority at all times.
- Vehicles travel at no more than 60 km/hr and observe all traffic laws and regulations.
- Vehicle only park in the designated parking space shown on the parking plan that forms part of the permit.
- Any spillage of any material in the busway must be cleaned immediately.
- Storage of any plant, equipment or material on the busway is not permitted.
- Work areas are to be cordoned off in accordance with the attached standard detail.
- Ladders are not to be left unattended at any time and are to be removed from the busway at close of work each day.
- The Applicant must ensure that accommodation is made for Emergency Vehicles to pass at all times including when the busway is occupied by a MyCiTi bus.
- No spikes or stakes may be driven into the busway and no excavation into the road or footway will be permitted unless approved by the City of Cape Town.
- Any damage caused to the busway is to be reported immediately to the IRT Transport Controller (telephone [REDACTED]).
- Necessary precautions are taken to protect pedestrians and cyclists if they are found in the busway.
- Noise and dust to be kept to statutory levels.
- The Conditions attached to this Permit may be varied, added to or withdrawn as considered necessary by the City of Cape Town.
- This Permit may be revoked without further notice if it is found that any Condition contained herein has not been or is not being adhered to.
- The Applicant is liable for the cost of repairs to, or cleaning of the busway should this be necessary due to their actions.

- Acceptance of the Permit by the Applicant hereby indemnifies the City of Cape Town and holds it harmless in respect of all actions, proceedings, claims, demands, costs, damages and expenses, arising whether directly or indirectly from the use of the busway.
- The Applicant hereby certifies that he / she is fully authorized to sign the undertakings and indemnity herein contained, in his / her capacity as, or on behalf of, the registered owner(s) of the Company for whom the application is submitted. Proof of this authorization is attached to this application.

Specification Annexure MC7 – MyCiTi Stations with Security Systems

Description	Number of MyCiTi Stations	Number of Cameras
Intruder Detection System	42	
CCTV	42	487

Specification Annexure MC8 – Monthly Passenger Movement Data

The tables below show the respective numbers on passenger movement data at each station for the period July 2019 to December 2019, July 2020 to December 2020 and lastly the passenger movement data at each station for the period July 2021 to December 2021, as demand recovered compared to the year before. It should be noted that the data below is a reflection of tap in and out. These numbers are only shown for completeness and to assist tenderers with determining the activity at each facility.

Passenger numbers per station for Jul to Dec 2019						
Station	JUL-19	AUG-19	SEP-19	OCT-19	NOV-19	DEC-19
Adderley	194959	176840	154172	201282	200773	179295
Airport	14357	14710	12996	15297	15075	14541
Atlantis Station	194868	192649	180185	197266	194853	189492
Century City	60010	59378	48674	58858	57897	59209
Circle East	33005	34891	31302	36464	35261	25725
Civic Centre	217986	206887	184872	233932	211140	176259
Gardens	24510	22917	20323	23438	23925	19351
Granger Bay	6733	6142	6066	7465	6986	5546
Grey	9046	9907	8521	10315	9557	7374
Janssens	15638	15603	13354	16833	14845	10469
Killarney	13096	13877	12525	18108	17919	15582
Lagoon Beach	14861	14972	13654	16003	14436	12884
Melkbosstrand	84666	84301	79773	89468	76692	70626
Milnerton	15525	16949	12522	17736	13747	12725
Mitchells Plain	1689	1730	1142	1033	785	985
Montague Gardens	8181	8361	6322	5545	7737	5861
Neptune	15445	15263	13554	15097	14081	11024
Omuramba	63253	65063	54760	90581	82530	70211
Paarden Eiland	22124	20777	17599	20142	18859	14749
Phoenix	47235	47369	32694	112	126	261
Porterfield	19643	21246	17046	21002	19024	13099
Potsdam	24723	21082	32979	31528	22472	18476
Queens Beach	7256	6791	7142	8649	8303	7954
Racecourse	28414	24570	13049	28952	30183	25166
Refinery	8465	8636	7852	8118	8489	7607
Royal Ascot	17148	16686	15224	17642	16071	15094
Sanddrift	19051	20287	16130	21631	21919	19732
Sandown	60115	60229	56679	65584	62418	53672
Section	15304	14253	12593	14680	13719	11055
Stadium	14558	14680	15099	16533	13923	7847
Sunset Beach	19694	19171	14664	17261	19578	18073
Table View	203605	206158	192420	215856	192315	188562
Thibault Square	58281	57296	48428	44049	15939	14215
Turf Club	1943	2023	1825	1874	1875	1574
Vrystaat	26186	24616	21522	25028	22910	18603
Waterfront	39892	37322	27864	6336	47120	56227
Wood	59779	61735	56116	67310	63329	45498
Woodbridge	50646	50326	28264	48207	51819	43286
Woodstock	33785	33507	27808	33050	27415	20127
Zoarvlei	19630	20201	17701	21267	19537	16218
Total	1785305	1749401	1535415	1789532	1695582	1504254
Note: The N2e was suspended in June 2019.						

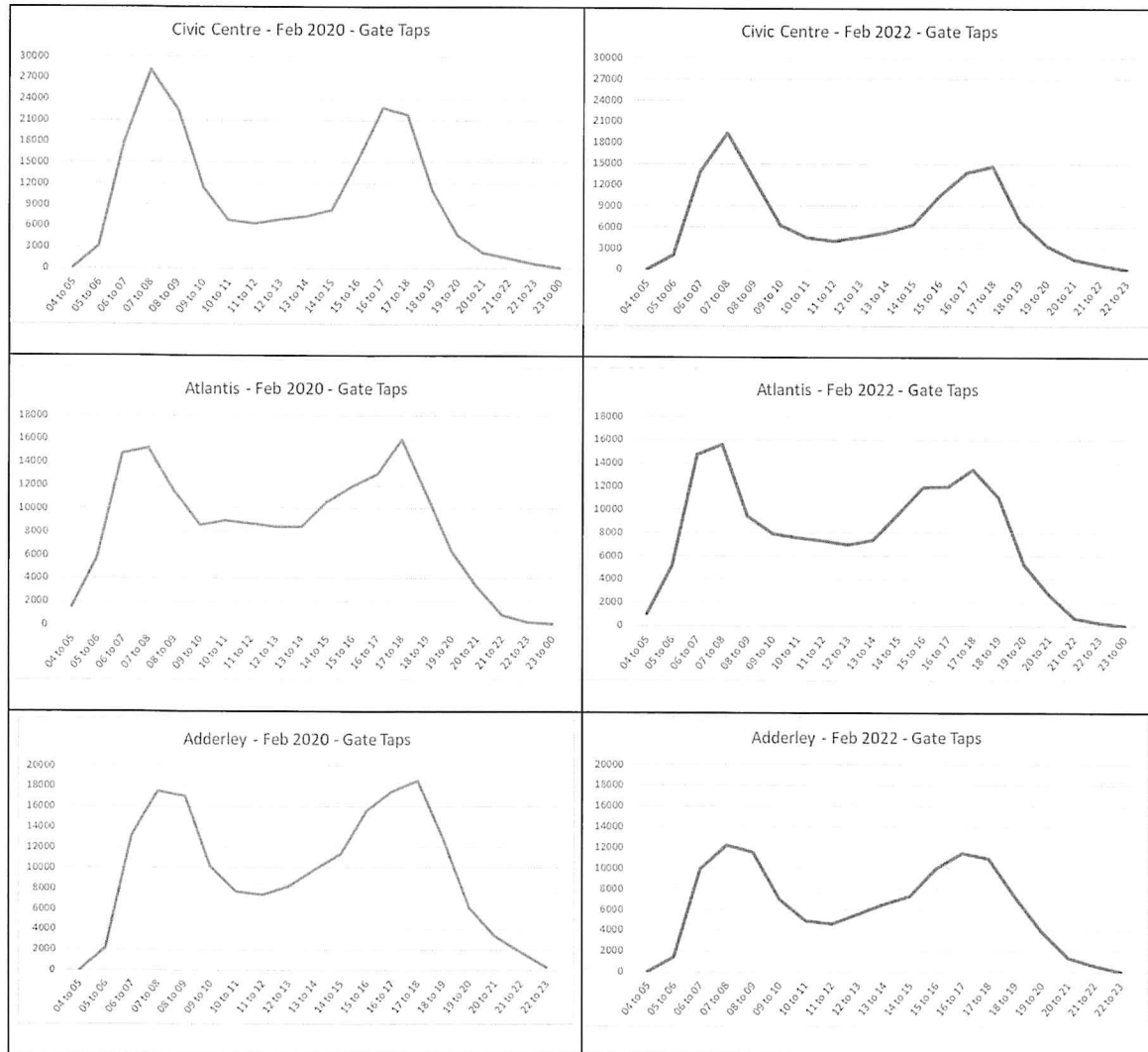
Passenger numbers per station for Jul to Dec 2020						
Station	JUL-20	AUG-20	SEP-20	OCT-20	NOV-20	DEC-20
Adderley	77809	74874	93551	104082	104243	103415
Airport	79	49	164	79	216	153
Atlantis Station	115136	120583	130303	143461	140448	146693
Century City	25527	28505	30585	36882	39045	44031
Circle East	14386	13952	17485	20166	21136	18364
Civic Centre	80348	80035	93205	111301	112698	103267
Gardens	7409	7731	9439	11109	11545	10484
Granger Bay	2809	3141	4243	3751	3675	3387
Grey	402	534	531	539	356	349
Janssens	6199	6689	8760	9630	10145	7841
Killarney	7855	4293	10235	12506	14053	11745
Lagoon Beach	6775	8160	8073	8890	8429	7909
Melkbosstrand	39649	43303	50744	57582	59424	55942
Milnerton	6325	6006	7601	7238	7966	6744
Mitchells Plain	13		557	1260	837	403
Montague Gardens	4294	4250	4435	5305	5238	4650
Neptune	1203	1357	1466	1833	1290	806
Omuramba	44126	52438	61961	65653	72249	64275
Paarden Eiland	12539	13220	14814	17668	18450	15427
Phoenix	5507	49	60	10	115	35
Porterfield	10389	10610	13066	13512	14987	11338
Potsdam	18822	28449	16091	15994	16255	14349
Queens Beach	2906	3011	3489	4225	4148	3957
Racecourse	13866	13665	15528	17262	17104	16109
Refinery	4246	4564	5639	6282	6933	6676
Royal Ascot	10056	9509	9306	11097	10085	10315
Sanddrift	11773	13863	15813	18555	18558	16024
Sandown	35693	36071	39294	43611	43464	42048
Section	10169	10226	10894	12975	12215	10654
Stadium	2643	2796	3328	7076	7504	8215
Sunset Beach	11204	11017	12368	14085	14220	14373
Table View	94795	100391	108450	125380	129298	132886
Thibault Square	4757	5296	6640	16828	22500	20914
Turf Club	1540	1524	1407	1708	1665	1394
Vrystaat	11358	11600	13075	14608	15479	14823
Waterfront	14262	16165	20513	21323	20848	26789
Wood	19628	20294	25107	28726	29206	25878
Woodbridge	17683	18152	22224	24671	24100	22365
Woodstock	9019	7381	9190	9250	11363	9522
Zoarvlei	9647	10385	11789	13528	14082	12381
Total (Tap In and Tap Out)	772846	804138	911423	1039641	1065572	1026930
Note: This was during the CoVid-19 pandemic and thus had a negative impact on passenger numbers.						

Passenger numbers per station for Jul to Dec 2021						
Station	JUL-21	AUG-21	SEP-21	OCT-21	NOV-21	DEC-21
Adderley	95929	105829	103385	110149	113895	105685
Airport	144	187	194	539	5856	6178
Atlantis Station	123488	128512	135430	144167	149697	154557
Century City	33261	35967	37493	42269	44521	50449
Circle East	18046	23180	25321	25709	28142	22480
Civic Centre	95762	106997	114824	123271	129905	112112
Gardens	9579	10329	10629	11966	11886	9387
Granger Bay	3504	3598	4574	5050	4676	3649
Grey	382	304	326	398	229	429
Janssens	8300	11254	12359	11510	13105	9207
Killarney	14781	16143	16794	16940	17505	14818
Lagoon Beach	7715	8587	8937	12255	9995	9287
Melkbosstrand	48884	59905	63240	65990	64853	61164
Milnerton	5086	7781	8664	8588	10750	6191
Mitchells Plain		1		129	168	195
Montague Gardens	4802	4744	4811	5329	5128	4433
Neptune	363	382	309	158	363	541
Omuramba	64608	68321	69570	73669	78438	68878
Paarden Eiland	17659	18118	17598	19138	21680	15717
Phoenix	16	9	25	7	66	31
Porterfield	11879	14812	16124	15003	17428	11346
Potsdam	15447	16680	17191	17557	17573	15479
Queens Beach	3147	3487	3663	3802	3925	3162
Racecourse	15842	17340	18266	18479	19454	17443
Refinery	7547	7938	8663	9225	9448	7653
Royal Ascot	9705	11144	11291	11990	12176	11792
Sanddrift	16768	18213	18795	20705	20809	19554
Sandown	42519	44785	46561	48568	50197	46374
Section	14001	14996	15778	16443	16721	13659
Stadium	7431	8076	8843	10487	10999	9699
Sunset Beach	14250	14787	15218	16007	16596	15501
Table View	105761	118405	125191	132137	140728	144484
Thibault Square	19455	23811	26776	29685	31503	27376
Turf Club	1639	1841	1815	1758	1556	1545
Vrystaat	15181	16650	17027	17760	18719	16506
Waterfront	17593	19189	20886	24404	25906	33350
Wood	24387	31375	33260	34304	36209	27192
Woodbridge	21977	24342	26161	27330	29127	24095
Woodstock	9346	9732	10424	11463	11218	8978
Zoarvlei	10536	13120	13552	14066	13145	12794
Total (Tap In and Tap Out)	936720	1040871	1089968	1158404	1214295	1123370
Note: This was during the CoVid-19 pandemic and thus had a negative impact on passenger numbers. However, the passenger numbers saw a recovery since 2020.						

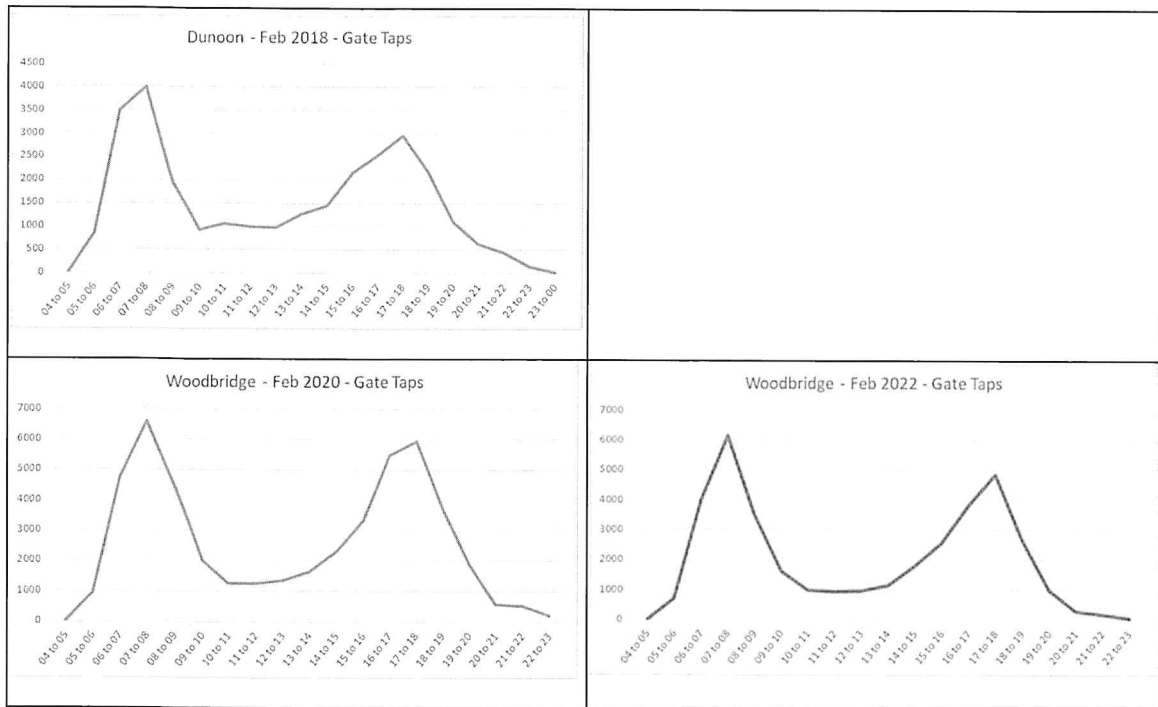
Specification Annexure MC9 – Typical Passenger Movement Profiles

The graphs below show the **monthly** taps for each hour in a day highlighting the peak hour activity and off-peak troughs for the month of February 2020, before CoVid-19, and for the month of February 2022.

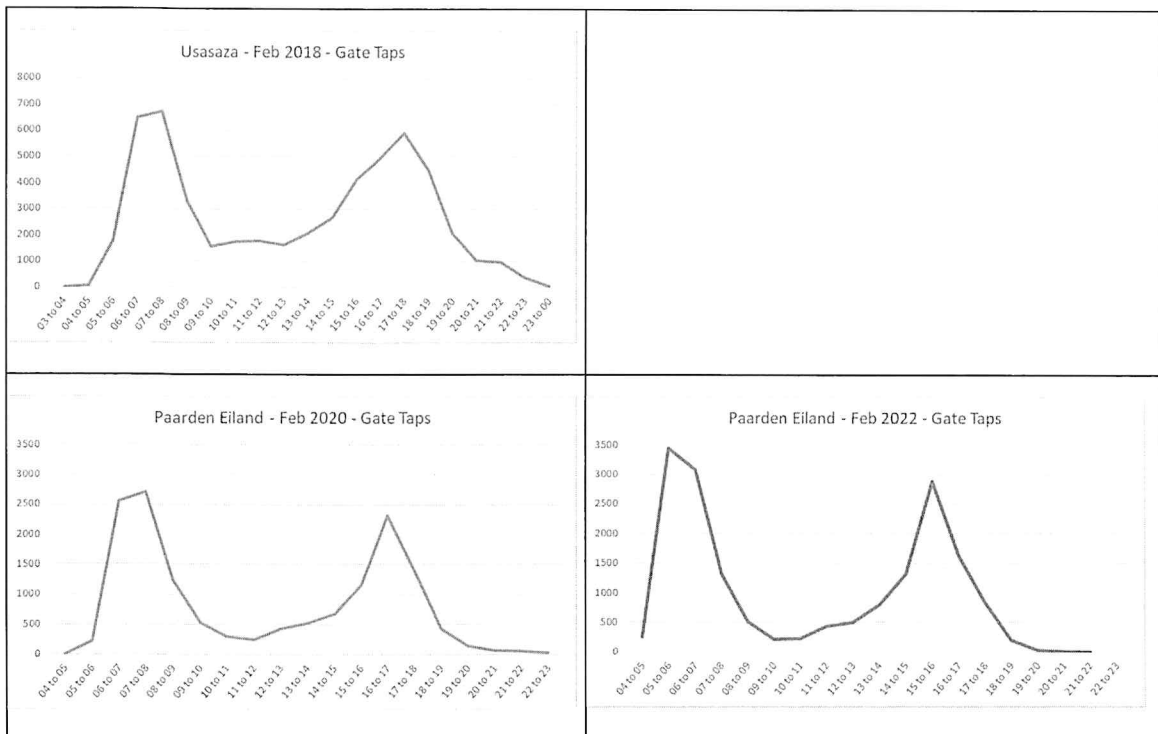
Grade 1 Stations:

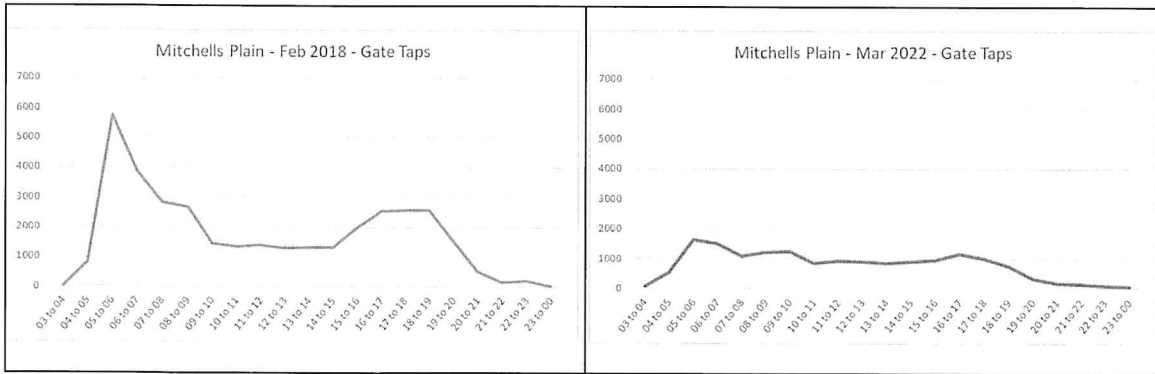


Grade 2 stations:

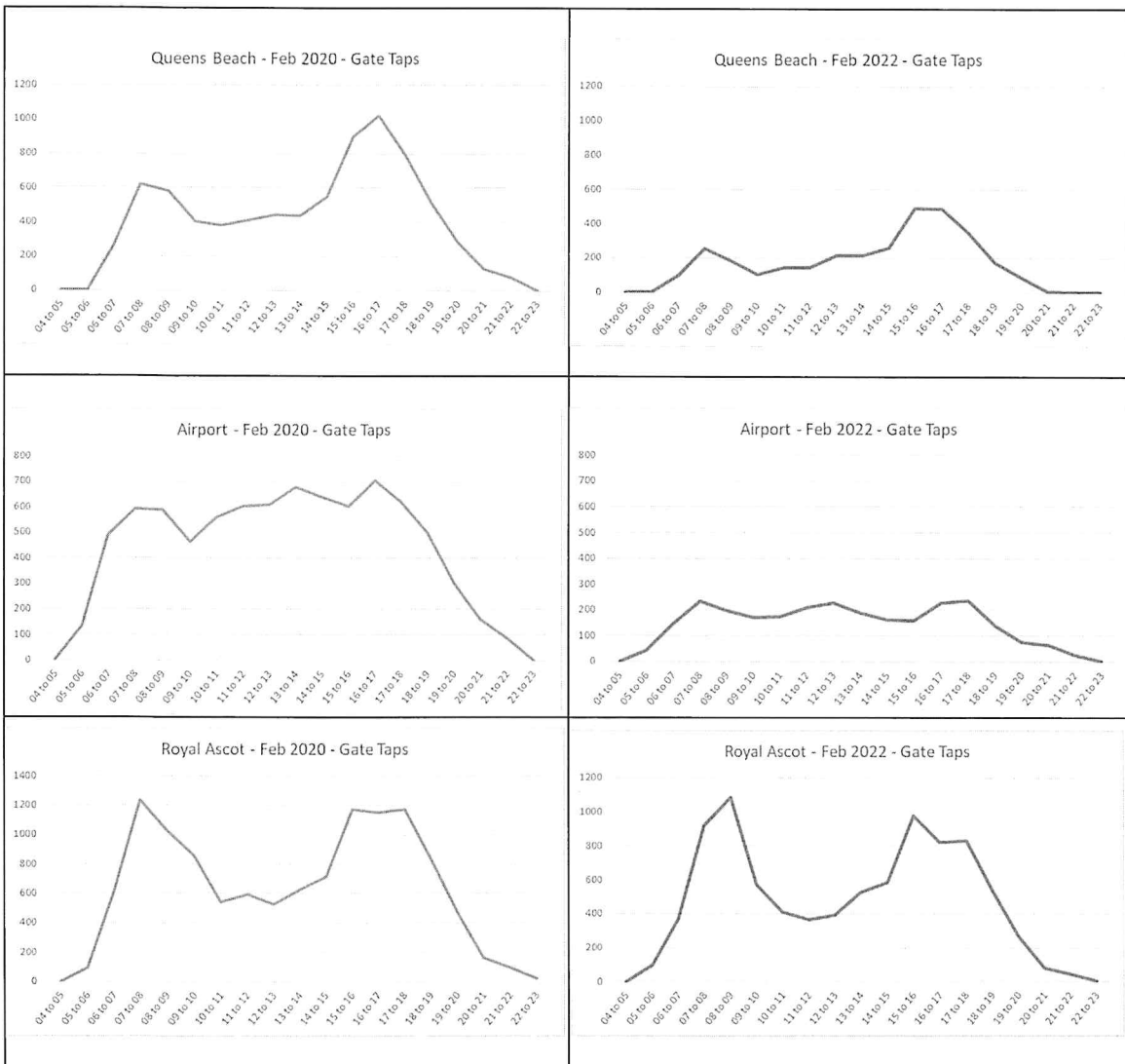


Grade 3 Stations:





Grade 4 Stations:



6 Specifications specific to PTI's

6.1 Facilities

No.	Facility	Address
1	Athlone	Cnr Klipfontein and Little Road
2	Atlantis	Off Wesfleur Circle
3	Bayside	Bayside Shopping Centre - off Blaauwberg
4	Bellville	Cnr Belrail and Charl Malan Street
5	Blackheath	Off Station Road, After Range Road
6	Bloekombos	Cnr of Old Paarl Road and Sam Njokozela
7	Buitengracht Pedestrian Bridge	Buitengracht
8	Cape Town Station Deck (including Coach Station, Buitengracht Bridge and Grand Parade)	Off Oswald Pirrow (Cape Town CBD)
9	Claremont	Station Road, Claremont
10	Du Noon	Cnr of Potsdam Road and Dumani Avenue
11	Durbanville	Cnr Main Road and New Street
12	Eersterivier	Cnr Crozier and Bosman Road
13	Elsies River	Cnr Consani and 2nd Avenue
14	Fisante Kraal	Boy Briers Road, off Lichtenburg
15	Fish Hoek	Cnr Station and De Wall Road
16	Grassy Park	Cnr 5th Avenue and Victoria Road
17	Gugulethu	Cnr NY1 Eyona Taxi Rank
18	Hanover Park	Cnr Civic and Surran Road
19	Joe Gqabi	4 Terminus Road, Philippi
20	Kalkfontein	Cnr of Mount Fletcher and Sikelela Streets, Kalkfontein
21	Kenilworth	Corner of Thomas and Summerley Road, Kenilworth
22	Khayelitsha CBD	Khayelitsha Station
23	Koeberg	Off Camp Road (next to Station)
24	Kuilsrivier	Cnr Station and Nooiensfontein Road
25	Kuyasa	Off Walter Sisulu Drive

No.	Facility	Address
26	Langa	Washington Street
27	Lentegeur	Off Merrydale Avenue. Lentegeur Station
28	Lotus River	Cnr of Buck Road and 5th Avenue
29	Lwandle	Cnr of Vulindela & Nxolo Streets
30	Macassar	Cnr of Zandvliet and Musica Rd
31	Maitland	Station Road, Off Voortrekker Road
32	Malibu Village	Cnr London Way and Washington Street
33	Mamre	Cnr of Main and Liedeman
34	Masiphumelale	
35	Meltonrose	Off Melton Road Circle (Next to the Station)
36	Mfuleni - New Rank	Tokwana/Nqubeleni Street, Ext 6
37	Mfuleni - Old Rank	Off Main Road, Mfuleni
38	Mitchell's Plain	Cnr 2nd and 7th Avenue, Town Centre, Mitchell's Plain
39	Mowbray	Cnr St Peters and Victoria Road
40	Nolungile	Off Lansdowne and Hoza - Site C
41	Nomzamo	Cnr of Micheal and Manenegele Rd
42	Nonkqubela	Off Sulani Road (Next to Station)
43	Nyanga Central	Cnr Emms Drive and Sithandathu Avenue
44	Nyanga Junction NY3	NY3A Gugulethu
45	Parow	Cloete Street, before Klosser Street (At Station)
46	Philippi	Off Ingulube Road
47	Potsdam	Cnr of Blaauwberg and Potsdam Road
48	Retreat	Eastern (Cnr of Station and Flora Rd) Western (Cnr Station and Zwaans Rd)
49	Rosmead Avenue	Off Rosemead Ave Wynberg
50	Sir Lowry Holding (Foreshore Holding Area)	Sir Lowry Road
51	Somerset West	Off Church Street
52	Steenberg	Cnr of Military and Henley Road
53	Tygerberg	Railway Road before West Street
54	Unibell	Off Kern Street, Unibell Station

No.	Facility	Address
55	Vrygrond	Cnr of Berg and Dawn Street, Vrygrond
56	Vuyani	Cnr Spine road & Lansdowne Road
57	Wallacedene	Cnr of Bhunga and La Boheme avenue
58	Wesbank	Cnr of Misty and Wesbank Main Road
59	Wynberg	Cnr Bexhill and Ottery Road

6.2 Variation of Services

The City reserves the right to add or remove sites from the contract based on operational requirements.

The City is in the process of developing a new operational strategy for the functioning and management of public transport facilities. This strategy may be implemented during the tenure of this contract, and as a result it will affect the allocation of sites. When the need arises, the City shall give at least two (2) months written notice of its intention to terminate the services on a specific site. The remainder of the allocated sites in the area will still need to be serviced at the tendered rates.

6.3 Security

Annexure PTI1 shows the typical staff deployment for the PTI's in number of staff on duty.

6.4 Cleaning including waste management, hygiene services and pest control

Annexure PTI1 shows the typical staff deployment per PTI in number of staff on duty. The cleaning specifications are included in Annexure PTI2. Day and night cleaning will be required to suit operational requirements as directed by the CCT.

6.5 Ambassadorial services (where a higher level of interaction with passengers are required)

In the event that Ambassadorial Services is required at PTI's, the CCT will issue a Service Notice informing the FMC of the requirements. The services shall be charged in accordance with the rates in the price schedule.

6.6 Refurbishment of PTI's

The CCT may conduct Condition Inspections or may instruct the FMC to conduct such Condition inspections on PTIs where it requires of the FMC to manage a process of refurbishing PTIs from start to end including:

- Drafting of specifications and taking the opportunity to market the work through an open tender process in accordance with CCT's Supply Chain Management requirements;
- Managing the tender process and award of the works to the successful contractor who will become a sub-contractor to the FM Contractor;
- Manage the execution of the works to completion, payment of the appointed sub-contractor and sign off on works completed.

The FM Contractor will follow an open tender process to procure such services. The FM Contractor will not be entitled to tender as this may compromise the fairness of the process.

The FM Contractor will be reimbursed the cost of the approved PTI refurbishment works from the Provisional Sum (item 16.1 of the Price Schedule).

In the event that a PTI's is identified for upgrade, some services may not be required at the affected PTI's for the duration of the upgrade and will be reinstated on completion. The services may be relocated to other locations for the duration of the upgrade. This may impact the quantum of services required at such facilities.

6.7 Maintenance Contracts

The FM Contractor shall ensure that the following specific planned maintenance contracts that include personnel and material costs unless otherwise stated are in place with specialist service providers:

- i. Lifts at Mitchells Plain and Joe Gqabi

Specification Annexure PTI1 – Typical Personnel: PTI's – Security and Cleaning

Annexure PTI1.1 – Typical Personnel: PTI's - Security

Facility	Security Personnel							
	Day				Night			
	Grade A	Grade B	Grade C	Grade D	Grade A	Grade B	Grade C	Grade D
Athlone	0	0	2	0	0	0	2	0
Atlantis	0	0	4	0	0	0	2	0
Bayside	0	0	2	0	0	0	0	0
Bellville and Paint City	0	0	22	0	0	0	12	0
Blackheath	0	0	2	0	0	0	2	0
Bloekombos	0	0	2	0	0	0	0	0
Cape Town Station Deck coach stations; Grand Parade and Buitengracht bridge	0	2	36	0	0	0	12	0
Claremont	0	0	6	0	0	0	2	0
Du Noon	0	0	4	0	0	0	2	6
Durbanville	0	0	3	0	0	0	2	0
Eersterivier	0	0	2	0	0	0	2	0
Elsies River	0	0	2	0	0	0	2	0
Fisante Kraal	0	0	0	0	0	0	0	0
Fish Hoek	0	0	2	0	0	0	0	0
Grassy Park	0	0	3	0	0	0	2	0
Gugulethu	0	0	2	0	0	0	2	0
Hanover Park	0	0	2	0	0	0	2	0
Joe Gqabi	0	0	6	0	0	0	4	0
Kalkfontein	0	0	2	0	0	0	0	0
Khayelitsha CBD	0	0	2	0	0	0	2	0
Koeberg	0	0	1	0	0	0	0	0
Kuilsrivier	0	0	2	0	0	0	2	0
Kuyasa	0	0	4	0	0	0	2	0
Langa	0	0	2	0	0	0	2	0
Lentegeur	0	1	2	0	0	2	2	0
Lotus River	0	0	2	0	0	0	2	0
Lwandle	0	0	2	0	0	0	2	0
Macassar	0	0	0	0	0	0	0	0

Facility	Security Personnel							
	Day				Night			
	Grade A	Grade B	Grade C	Grade D	Grade A	Grade B	Grade C	Grade D
(roadside)								
Maitland	0	0	2	0	0	0	0	0
Malibu Village	0	0	2	0	0	0	2	0
Mamre	0	0	0	0	0	0	0	0
Masiphumel ele	0	1	2	0	0	2	2	0
Meltonrose	0	0	2	0	0	0	2	0
Mfuleni - New Rank	0	0	2	0	0	0	2	0
Mfuleni - Old Rank	0	0	2	0	0	0	2	0
Mitchell's Plain precinct including Hazeldene	0	0	14	0	0	0	6	0
Mowbray	0	0	4	0	0	0	2	0
Nolungile	0	0	0	0	0	0	0	0
Nomzamo	0	0	2	0	0	0	2	0
Nonkqubela	0	0	2	0	0	0	2	0
Nyanga Central	0	0	4	0	0	0	4	0
Nyanga Junction NY3	0	0	4	0	0	0	2	0
Ocean View	0	0	4	0	0	0	4	0
Parow	0	0	4	0	0	0	2	0
Philippi	0	0	2	0	0	0	2	0
Potsdam	0	0	4	0	0	0	2	0
Retreat	0	0	7	0	0	0	2	0
Rosmead Avenue holding area	0	0	1	0	0	0	0	0
Foreshore Holding Area	0	0	4	0	0	0	2	0
Somerset West Municipal Rank	0	0	3	0	0	0	2	0
Somerset West	0	0	1	0	0	0	0	0
Steenberg	0	0	0	0	0	0	0	0
Tygerberg	0	0	1	0	0	0	1	0
Unibell	0	0	2	0	0	0	2	0
Vrygrond	0	0	2	0	0	0	2	0
Vuyani	0	0	0	0	0	0	0	0

Facility	Security Personnel							
	Day				Night			
	Grade A	Grade B	Grade C	Grade D	Grade A	Grade B	Grade C	Grade D
Wallacedene	0	0	2	0	0	0	2	0
Wesbank	0	0	0	0	0	0	0	0
Wynberg	0	0	6	0	0	0	4	0
	0	4	206	0	0	2	119	0

Annexure PTI1.2 – Typical Personnel: PTI's – Cleaning personnel

Facility	Cleaning personnel			
	Day		Night	
	5 days	7 days	5 days	7 days
Athlone		4		
Atlantis		2		
Bayside		-		
Bellville and Paint City		30		18
Blackheath		2		
Bloekombos		2		
Cape Town Station Deck coach stations and Buitengraght bridge		31		
Claremont		6		
Du Noon		4		
Durbanville		7		
Eersterivier		2		
Elsies River		2		
Fisante Kraal		1		
Fish Hoek		2		
Grassy Park		2		
Gugulethu		3		
Hanover Park		2		
Joe Gqabi		12		
Kalkfontein		1		
Khayelitsha CBD		2		
Koeberg		1		
Kuilsrivier		3		
Kuyasa		5		
Langa		5		
Lentegeur		2		
Lotus River		1		
Lwandle		2		
Macassar (roadside)		1		
Maitland		3		
Malibu Village		1		
Mamre		-		
Masiphumelele		3		
Meltonrose		2		
Mfuleni - New Rank		2		
Mfuleni - Old Rank		2		
Mitchell's Plain precinct including Hazeldene		26		
Mowbray		6		

Facility	Cleaning personnel			
	Day		Night	
	5 days	7 days	5 days	7 days
Nolungile		10		
Nomzamo		3		
Nonkqubela		6		
Nyanga Central		12		
Nyanga Junction NY3		4		
Ocean View		2		
Parow		7		
Philippi		5		
Potsdam		4		
Retreat		5		
Rosmead Avenue holding area		-		
Foreshore Holding Area		3		
Somerset West Municipal Rank		4		
Somerset West		2		
Steenberg		-		
Tygerberg		2		
Unibell		1		
Vrygrond		2		
Vuyani		-		
Wallacedene		2		
Wesbank		-		
Wynberg		14		
	0	270	0	18

Specification Annexure PTI2 – Cleaning Specifications – PTI's

1. General Cleaning Specifications

- 1.1. Cleaning of Public Transport Interchanges includes inter alia:
 - 1.1.1. Major and Minor Offices
 - 1.1.2. Board and Conference Rooms
 - 1.1.3. Ceiling fans and light fittings
 - 1.1.4. Services Rooms
 - 1.1.5. Ablution Facilities
 - 1.1.6. Shower Facilities
 - 1.1.7. Taxi Ranks and Taxi Holding Areas
 - 1.1.8. Bus Ranks and Bus Holding Areas
 - 1.1.9. Wash Bay Areas
 - 1.1.10. Parking Areas
 - 1.1.11. Trading Areas
 - 1.1.12. Kiosks
 - 1.1.13. Access and Exit Roads
 - 1.1.14. Landscaping and Trees, grass patches, flowerbeds, trees and shrubbery (caged and non-caged), rockeries
 - 1.1.15. Drains
 - 1.1.16. Elevators and Lifts
 - 1.1.17. Subways
 - 1.1.18. Kitchen Facilities
 - 1.1.19. Bin Storage Areas
 - 1.1.20. Pedestrian Walkways
 - 1.1.21. And where applicable, statues, paintings, pictures and window frames and all internal surfaces of all windows required.
- 1.2. The FM Contractor may use water and electricity required for the work at no charge from the existing supply points at the relevant PTI facility is and where available. The FM Contractor is however required to use water and electricity sparingly and to assist the CCT of Cape Town with water and energy saving initiatives. Fire Hoses and reels are not to be used for the purpose of cleaning.
- 1.3. The FM Contractor shall ensure that all office space is cleaned during the specified Operational Hours of each Public Transport Facility.
- 1.4. All Common areas such as lifts foyers, lifts/elevators, landings, walkways, staircases and stairwells must be cleaned, swept thoroughly and scrubbed and cleaned with automatic scrubbing machines.
- 1.5. Offices must be cleaned in the mornings. All refuse bins emptied and cleaned, all surfaces dusted, floors vacuumed and window frames cleaned.
- 1.6. All ablution facilities must be serviced throughout the day and toilet paper, paper hand towels and soap replenished as and when required.
- 1.7. Deep cleaning of toilets and the removal of human excrement in the areas around the toilet block must be done each day before, after and during the PTI's operational hours.
- 1.8. Toilets in all designated offices must be deep-cleaned during office hours and must commence not later than 07:00.
- 1.9. Steam cleaning must be done after hours or whenever required. This will be done in conjunction with the Superintendent.
- 1.10. Parking, paved, cobbled, trading, taxi and bus shelter areas must be cleaned, scrubbed and/or degreased as and when required.
- 1.11. No after hour access will be allowed in the Superintendent's offices and other offices. All cleaning, deep cleaning and steam cleaning must therefore be done during the Superintendent's operational hours.
- 1.12. General weeding must be done as and when required.
- 1.13. Landscaped areas located within the boundaries of the site are to be cleared of all windblown rubbish and dirt.

- 1.14. General cleaning of drains and regular deep cleaning to be maintained to avoid blockages.
- 1.15. Whilst all lifts or elevators, lift foyers, gardens, staircases, stairwells, common areas, walkways, surfaces, frames, etc. must be kept clean and monitored at all times. Deep and steam cleaning of these common areas must be done after operational hours of each particular Public Transport Interchange Facility.
- 1.16. The Window Cleaning (including frames and ledges) is confined to the internal and external surfaces of all glazed installations of the Public Transport Interchanges buildings (including toilets). Please note that certain facilities require the use of scaffolding. The FM Contractor is to ensure that necessary safety precautions are taken and adhered to e.g. Harnessing and signage, in compliance with Occupational Health and Safety Requirements.
- 1.17. The FM Contractor shall undertake to clean and maintain all buildings in a clean condition acceptable to the CCT's requirements, in accordance with the attached cleaning schedule as well as the Site Specific Orders which will be agreed upon by both parties before commencement of the contract.
- 1.18. Except where otherwise specified or required, all the cleaning services will be undertaken at times to be negotiated between the CCT's representative and the FM Contractor. Cleaning times may vary as per the operational requirements per PTI facility.
- 1.19. The FM Contractor will be expected to provide all equipment and materials needed to effectively clean the facilities which may include industrial type vacuum cleaners, industrial auto scrubbers, industrial multi speed burnishers, hose pipes, industrial machine sweepers, mops, brooms, buckets. Janitors' trolleys, ladders, industrial carpet cleaners, cleaning chemicals (SABS approved), protective clothing including face masks and gloves, etc. together with all other materials and equipment necessary for the full and proper execution of the work conformable with the cleaning specifications. The CCT reserves the right to insist that the FM Contractor provide proof of ownership of the above items prior to the commencement of work.
- 1.20. The FM Contractor may be held liable for any damage to the facilities infrastructure, should it be proven to be due to the negligence of the FM Contractor and its staff. The FM Contractor will repair and re-instate such infrastructure to its original state within a reasonable period as specified by CCT and at the FM Contractor own cost. This includes damage to flooring, tiling, walls, fittings, pavements, windows, etc.
- 1.21. The CCT shall provide suitable storage facilities, where available, for all equipment and materials. These facilities are subject to inspection and must be kept clean by the FM Contractor at all times. If no storage facilities are available on site, the FM Contractor must make its own storage arrangement bearing in mind that such facilities must be easily within reach of the sites allocated to the FM Contractor.
- 1.22. All entrances, inside and outside, of offices and other buildings at the Public Transport Interchanges must be kept clean at all times and monitored continuously.
- 1.23. All areas where there is heavy pedestrian traffic; such as walkways, sidewalks, taxi and bus shelters; must be continuously monitored and kept clean at all times.
- 1.24. The FM Contractor shall ensure that all fire protective doors, fitted to certain areas, are closed after cleaning.
- 1.25. The FM Contractor shall ensure that the cleaning materials and methods used are not abrasive or detrimental in any way to the surfaces concerned.
- 1.26. The FM Contractor shall be responsible for the supply of all toilet paper (in accordance with SABS 648 white in colour) hand soap and paper towels. It shall be the responsibility of the FM Contractor to ensure continuous distribution of these items to all Ablution Facilities and the Superintendent's office.
- 1.27. All cleaning staff must be suitably dressed whilst at the Public Transport Interchange, such clothing to be supplied by the FM Contractor at his/her own expense and to bear the identity of the latter. The FM Contractor is to adhere to the necessary Occupational Health and Safety Requirements with regards to Personal Protective Clothing (PPE). The FM Contractor must also bear in mind that staff will be exposed to areas where there is a lot of vehicular movement; hence staff must be easily identifiable during the course of duty (luminescent bib or overalls). Therefore, personnel are at all times to be identifiable in full company uniform.

- 1.28. The FM Contractor shall provide strict supervision to ensure efficient cleaning services at all times and the orderly and proper conduct of its employees.
- 1.29. Cleaning personnel are not to leave the site during the shift without being relieved or authorised to leave by the Supervisor. Furthermore, personnel are to remain alert and observant throughout the shift.
- 1.30. The FM Contractor shall ensure as far as possible that only female staff is used for the cleaning of female toilets and male staff for the cleaning of male toilets.
- 1.31. The FM Contractor's staff must conform to the CCT's security requirements and laid down arrangements for access and exit from the Public Transport Interchange Facility.
- 1.32. The FM Contractor must issue all cleaning staff with identity cards to be supplied by the FM Contractor at his or her own cost. The identity cards must be worn by the cleaner whilst on duty on the site.
- 1.33. The FM Contractor is made aware that the CCT's Representative may embark on daily or weekly spot checks to discuss the cleaning of the site. On such occasions the site walk must be attended by an authorised person delegated by the FM Contractor i.e. Manager or Supervisor; and attendance is compulsory.
- 1.34. The cleaning of the interior and exterior windows must be undertaken at least once every two months and must coincide with the external cleaning.
- 1.35. The FM Contractor shall ensure that the Cleaning Staff removes all refuse to the designated refuse area and refuse pick up points. This area is to be kept clean at all times. FM Contractors will be held responsible for the safety of all refuse bins and will ensure that security measures are put in place to curtail theft/loss or damage of bins. Failure to implement security measures and where theft/loss and damage occurs as a result of this, the FM Contractor will be held liable for the cost.
- 1.36. The FM Contractor shall provide CCT with an end of the month return indicating the number of Supervisory and other cleaning staff in his/her employment and may not sub- contract any part of the Contract without permission of the CCT.
- 1.37. The FM Contractor may be required to perform additional services on an ad-hoc basis. Agreement of the costs and remuneration will be subject to tendered rates.
- 1.38. The FM Contractor to ensure that all necessary safety signage is displayed during the cause of duty and complies with the necessary Occupational Health and Safety requirements.

2. Special Requirements in respect of Buitengracht Pedestrian Bridge

- 2.1. The cleaning services must include:
 - The footbridge superstructure
 - The ramps
 - The steps and stairs
 - The two lifts, and
 - The pedestrian area beneath the footbridge
- 2.2. Due to the fact that there may not be enough work to keep staff occupied full time at this facility, it is envisaged that this service will be managed in conjunction with the Station Deck service and that the staff for the bridge cleaning service will be occupied on the Station Deck for the remainder of the shift.
- 2.3. It is noted that the Buitengracht Pedestrian Bridge crosses over an extremely busy roadway and that the FM Contractors' Staff will take necessary care to ensure that nothing is dropped onto the roadway below while cleaning takes place.
- 2.4. The cleaning services and the frequency with which they are to be provided is detailed on the cleaning schedule.
- 2.5. With respect to the requirement to clean all accessible glass surfaces on a monthly basis, it is noted that the outside face of the glass screen along the West Edge of the bridge is, for the most part, regarded as inaccessible, and is and when cleaning of this surface is required, special arrangement will have to be made, for which payment will have to be negotiated on an ad-hoc basis. Cleaning of the inside face and the lower reaches of the outside face must however be undertaken monthly.
- 2.6. All glass in relation to the lift structures must be cleaned as per the frequency detailed in the cleaning schedule.

ACTIVITY GRID REFERENCE FOR PUBLIC TRANSPORT INTERCHANGE FACILITIES IN THE CENTRAL REGION																										
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Item	PTI	Approximate Footprint	Major Office	Minor Office	Boardroom	Service Room	Ablution Facilities	Shower Facilities	Taxi Ranks	Taxi Holding	Bus Rank	Bus Holding	Wash Bay Area	Parking Area	Trading Area	Meat Trading	Kiosk	Access/Exit Roads	Horticultural	Drains	Subways and Bridges	Elevators	Kitchen Facilities	Bin Storage	External Glass / Screens	Fish Emporium
1	Station Deck	20 000 - 40 000	X	X	X	X	X		X	X	X		X	X				X	X	X	X		X	X		
2	Buitengracht	1 000 - 3 000																X	X	X	X					X
3	Koeberg	1 000 - 3 000		X	X	X	X		X									X	X	X			X	X		
4	Maitland	3 000 - 5 000		X	X	X	X		X					X	X			X	X	X				X		
5	Atlantis	2 000 - 6 000		X	X	X	X		X				X	X	X		X	X	X	X				X		
6	Langa	2 000 - 5 000	X	X	X	X	X	X	X	X				X	X	X	X	X	X	X	X			X	X	
7	Mowbray	8 000 - 10 000	X	X	X	X	X		X		X		X	X	X		X	X	X	X			X	X		
8	Du Noon	2 000 - 5 000		X	X		X		X						X		X	X	X	X			X	X		
9	Potsdam	6 000 - 8 000	X	X	X	X	X		X		X	X	X	X	X		X	X	X	X			X	X		
10	Durbanville	4 000 - 6 000		X	X	X	X	X	X		X			X	X			X	X	X			X	X		
11	Fisantekraal	500 - 1 500							X																	
12	Wallacedene	1 000 - 3000	X	X	X	X	X		X				X	X	X		X	X	X	X			X	X		
13	Bloekombos	1 000 - 3000		X	X	X	X		X					X			X	X	X	X			X			
14	Mitchells Plain	15 000 - 40000	X	X	X	X	X		X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	
15	Lentegeur	2 000 - 5 000	X	X	X	X	X		X	X	X		X	X	X	X	X	X	X	X	X			X	X	X
16	Kuilsriver	2 000 - 5 000		X	X	X	X			X				X				X	X	X						
17	Meltonrose	1 000 - 2 000		X	X	X	X			X				X	X			X		X				X		
18	Eersterivier	2 000 - 5 000		X	X	X	X			X				X	X			X	X	X						
19	Blackheath	2 000 - 4 000	X	X		X	X			X				X	X		X	X	X	X						
20	Mfuleni New	2 000 - 5 000	X	X	X	X	X			X	X		X							X				X		
21	Mfuleni Old	3 000 - 4 000															X	X		X						
22	Malibu	500 - 1 000					X		X										X	X			X			
23	Kalkfontein	1 000 - 2 500					X		X									X		X						

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Item	PTI	Approximate Footprint	Major Office	Minor Office	Boardroom	Service Room	Ablution Facilities	Shower Facilities	Taxi Ranks	Taxi Holding	Bus Rank	Bus Holding	Wash Bay Area	Parking Area	Trading Area	Meat Trading	Kiosk	Access/Exit Roads	Horticultural	Drains	Subways and Bridges	Elevators	Kitchen Facilities	Bin Storage	External Glass / Screens	Fish Emporium
24	Nolungile	2 000 - 9 000	X	X		X	X		X	X				X	X	X	X	X	X	X			X	X		
25	Nonkqubela	1 000 - 8 000	X	X	X	X	X		X	X				X		X	X	X	X	X			X	X		
26	Khayelitsha	9000 - 12 000		X			X		X	X					X			X		X						
27	Kuyasa	6 000 - 9 000	X	X	X	X	X		X	X				X			X	X		X				X		
28	Macassar	1 000 - 3 000					X		X																	
29	Lwandle	2 000 - 3 000		X	X		X		X				X	X	X		X	X	X	X			X			
30	Nomzamo	2 000 - 10 000		X	X	X	X		X	X			X	X			X	X		X			X			
31	Somerset West	500 - 4 000		X			X	X	X		X		X		X		X	X		X			X	X		
32	Bellville	15 000 - 40000	X	X	X	X	X		X				X	X	X		X	X	X	X			X	X		
33	Unibell	500 - 1 000					X											X								
34	Parow	4 000 - 8000	X	X		X	X		X	X	X			X	X			X	X	X	X		X	X		
35	Elsies River	2 000 - 7 000	X	X	X		X		X	X	X			X	X			X	X	X	X		X			
36	Tygerberg	500 - 2 000		X		X	X				X							X	X	X						
37	Nyanga Central	6 000 - 8 000		X		X	X		X	X				X	X	X	X	X	X	X				X		
38	Nyanga Junction	4 000 - 6 000	X		X	X	X		X	X				X	X		X	X	X	X			X	X		
39	Gugulethu	10 000 - 15 000			X	X	X		X	X							X	X		X				X		
40	Athlone	4 000 - 5 000					X		X									X		X				X		
41	Hanover Park	3 500 - 7 000	X				X		X		X			X	X			X	X	X				X		
42	Wynberg	12 000 - 19 000	X		X	X	X		X		X		X		X			X	X	X	X		X	X		
43	Rosmead Ave	100 - 900										X						X		X			X	X		
44	Claremont	1000 - 18000	X	X	X	X	X		X	X	X		X	X	X			X		X				X		
45	Retreat	5 000 - 12 000		X		X	X		X	X	X		X	X	X			X	X	X	X					
46	Fish Hoek	1 500 - 4 000		X		X	X		X	X	X			X				X		X						
47	Joe Gqabi	2 000 - 3 000 Peak - 25000	X		X	X	X	X	X	X	X	X	X		X		X	X	X	X		X	X	X		

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Item		Approximate Footprint	Major Office	Minor Office	Boardroom	Service Room	Ablution Facilities	Shower Facilities	Taxi Ranks	Taxi Holding	Bus Rank	Bus Holding	Wash Bay Area	Parking Area	Trading Area	Meat Trading	Kiosk	Access/Exit Roads	Horticultural	Drains	Subways and Bridges	Elevators	Kitchen Facilities	Bin Storage	External Glass / Screens	Fish Emporium
48	Philippi	8 000 - 10 000		X		X	X		X		X			X		X	X	X	X	X	X		X			
49	Lotus River	1 000 - 1 500		X		X	X		X		X							X		X			X			
50	Grassy Park	2 000 - 4 000		X		X	X		X				X	X	X			X		X			X			
51	Vrygrond	500 - 1 000							X	X																

CONTRACT NO: 385S/2022/23

REF NO.	ELEMENT	DESCRIPTION OF GRID REFERENCE
1	Area	Refers to the areas within a demarcated region.
2	PTI	Public Transport Interchange – The site where cleaning services are required.
3	Footprint	Estimation of the amount of people who pass through the facility on a daily basis.
4	Major Offices	Offices occupied by PTI Management.
5	Minor Offices	Offices that occupied by tenants (leased out).
6	Boardrooms	All rooms used for the purposes of meetings, conferences and workshops.
7	Service Rooms	Areas used to house cleaning and security staff.
8	Ablution Facilities	All toilet facilities on site. Includes those facilities linked to major and minor offices as well as all public ablution blocks.
9	Shower Facilities	All shower facilities on site. Includes showers linked to major and minor offices as well as all public shower facilities.
10	Taxi Ranks	All lanes from which taxi operations take place.
11	Taxi Holding Areas	Areas used to park vehicles when not in operation.
12	Bus Ranks	All lanes from which bus operations take place.
13	Bus Holding Areas	Areas used to park buses when not in operation.
14	Wash Bay Areas	Demarcated areas used for the washing of mini-bus taxis.
15	Parking Areas	Areas used for the purposes of parking vehicles. This includes Park-and-Ride facilities.
16	Trading Areas	Areas specifically demarcated for the purposes of trading goods and services.
17	Meat Trading Areas	Areas specifically demarcated for the purposes of trading with meat, poultry and fish. This includes braai areas.
18	Kiosk	Buildings that are used for the trading of goods and services.
19	Access / Exit Roads / Pedestrian Walkways	All roads located on the site that allow access and egress to the site. Includes secondary roads leading to the site as well as pedestrian walkways.
20	Landscaping / Trees	All grass patches, flowerbeds, trees and shrubbery (caged and non-caged), rockeries located within the boundaries of the site.
21	Drains	All Storm water grids. Grids, catch pits, gulley's, etc.
22	Subways / Footways	Subways located on the site, linking street to street with no access to Metrorail platforms. I.R.O Buitengracht Pedestrian Bridge, all public footways and areas on, under or adjacent to the bridge
23	Elevators / Lift Installations	Areas used for the purposes of hoisting one to a different level of a building with more than one floor.
24	Kitchen Facilities	All areas used for the purposes of food preparation
25	Bin Storage	Areas used for the purposes of storing refuse bins and rubble for removal by solid waste.
26	External Glass Screen	In respect of Buitengracht Bridge – Glass screens attached to the bridge for the purposes of weather protection.

PTI Landscaping Requirements

Comment: General refers to as per tender spec e.g., weed spraying, etc.

Area 1: Central

Site	Grass	Trees	Hedges	Irrigation	Flowerbeds	General
Atlantis	☐	x	☐	x	x	☐
Bayside	x	x	x	x	x	x
Du Noon	x	x	x	x	x	☐
Koeberg	☐	☐	☐	x	x	☐
Maitland	☐	☐	☐	x	x	☐
Mamre	x	x	x	x	x	☐
Potsdam	☐	☐	☐	x	x	☐

Area 2: Eastern

Site	Grass	Trees	Hedges	Irrigation	Flowerbeds	General
Blackheath	☐	x	x	x	x	☐
Eerste River	☐	x	x	x	x	☐
Joe Gqabi	☐	☐	x	☐	x	☐
Kalkfontein	x	x	x	x	x	☐
Khayelitsha CBD	x	x	x	x	x	☐
Kuils River	☐	☐	x	☐	☐	☐
Kuyasa	☐	☐	x	☐	x	☐
Lwandle	☐	x	x	x	x	☐
Macassar	x	x	x	x	x	☐
Malibu	☐	x	x	x	x	☐
Meltonrose	☐	x	x	x	x	☐
Mfuleni Old	x	x	x	x	x	☐
Mfuleni New	x	x	x	x	x	☐
Nolungile	x	x	x	x	x	☐
Nomzamo	x	☐	x	☐	x	☐
Nonkqubela	☐	☐	x	☐	x	☐
Philippi	x	☐	x	☐	x	☐
Somerset West	x	x	x	x	x	☐
Vuyani	☐	☐	x	x	x	☐
Wesbank	x	x	x	x	x	☐

Area 3: Northern

Site	Grass	Trees	Hedges	Irrigation	Flowerbeds	General
Athlone	x	x	x	x	x	☐
Bellville	☐	☐	x	x	x	☐
Bloekombos	☐	☐	x	x	x	☐
Durbanville	☐	☐	x	☐	x	☐
Elsies River	☐	☐	x	x	x	☐
Fisantekraal	x	x	x	x	x	☐
Gugulethu	x	x	x	x	x	☐
Hanover Park	x	☐	x	x	x	☐
Nyanga Central	☐	x	x	x	x	☐
Nyanga Junction	☐	☐	x	x	x	☐
Parow	☐	x	x	x	x	☐
Tygerberg	x	x	x	x	x	☐
Unibell	☐	x	☐	x	x	☐
Wallacedene	x	x	x	☐	☐	☐

Area 4: Southern

Site	Grass	Trees	Hedges	Irrigation	Flowerbeds	General
Cape Town	x	x	x	x	x	☐
Sir Lowry	x	x	x	x	x	☐
Buitengracht	x	x	x	x	x	x
Mowbray	☐	☐	x	x	☐	☐
Langa	☐	☐	x	☐	x	☐
Grassy Park	x	x	x	x	x	☐
Lotus River	☐	☐	x	x	x	☐
Claremont	☐	☐	☐	☐	☐	☐
Wynberg	☐	☐	☐	x	☐	☐
Rosmead Avenue	x	x	x	x	x	☐
Retreat	☐	☐	☐	x	☐	☐
Fish Hoek	☐	☐	x	x	x	☐
Vrygrond	x	x	x	x	x	☐
Steenberg	x	x	x	x	x	☐
Kenilworth	☐	☐	x	x	☐	☐
Mitchells Plain	☐	☐	x	☐	☐	☐
Lentegeur	x	x	x	x	x	☐



Specification Annexure PTI3 – PTIs with Security Systems

Description	Number of PTIs	Number of Cameras
Intruder Detection System	46	
CCTV	5	20



7 Roads and Infrastructure Management (RIM) Depots

The depots used by RIM may be included in the contract. The following table lists all present RIM Depots that may become part of the contract:

	Description	Physical Address
1	Ebenezer Depot	Ebenezer Road, Green Point
2	Ndabeni Depot	Roads Depot, Oude Molen Road, Ndabeni
3	Killarney Depot	Killarney Depot, Koeberg Road
4	Atlantis Depot	Neil Hare Road, Atlantis Industrial
5	Houtbay Depot	Southern Sub District, Main road
6	Fish Hoek Depot	Roads Depot, Poplar Road
7	Southfield Depot	1 Alduwa Road, Southfield
8	Heideveld Depot	Sentinel Road, Heideveld
9	Hillstar Depot	Bamboesvlei Road, Ottery
10	Nyanga Depot	New Eisleben Road, Nyanga
11	M/Plain Depot	Weltevreden Road, Rocklands
12	Khayelitsha Depot	Govan Mbeki Road, Khayelitsha
13	Strand Depot	Power Drive, Strand
14	Macassar Depot	Albatros Street, Macassar
15	Kuilsriver Depot	Fabriek Street, Kuils River
16	Delft Depot	Roads Depot, Cnr Delft Main Road and Fabriek Street, Delft
17	Sacks Circle Depot	Sack Circle, Bellville
18	Socony Depot	Socony Road, Elsies River
19	A Wilhelm Depot	Arnold Wilhelm Str, Parow
20	Kraaifontein Depot	Eerste Laan, Kraaifontein
21	Langeberg Depot	Lord's Walk, Durbanville

PART 5: PRICE SCHEDULE

5.2.1 Ambassadorial Services (Clause 4.1)

ITEM No	RATES FOR AMBASSADORS	Unit	Rate
5.2.1.1	Monthly rate for an Ambassador working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R11 234.18
5.2.1.2	Monthly rate for an Ambassador working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R13 481.01
5.2.1.3	Monthly rate an Ambassador working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R15 727.85
5.2.1.4	Weekly rate for an Ambassador working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R2 808.55
5.2.1.5	Weekly rate for an Ambassador working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R3 370.26
5.2.1.6	Weekly rate for an Ambassador working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R3 931.97
5.2.1.7	Daily rate for an Ambassador working an 8-hour shift per day / night as and when required by the City.	Day	R561.71
5.2.1.8	Monthly rate for an Ambassador working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R5 617.09
5.2.1.9	Monthly rate for an Ambassador working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R6 740.51
5.2.1.10	Monthly rate an Ambassador working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R7 863.93
5.2.1.11	Weekly rate for an Ambassador working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 404.28
5.2.1.12	Weekly rate for an Ambassador working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R1 685.13
5.2.1.13	Weekly rate for an Ambassador working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R1 965.99
5.2.1.14	Daily rate for an Ambassador working a 4-hour shift per day / night as and when required by the City.	Day	R280.86
	Overtime / Additional duties	Hour	
5.2.1.15	Hourly rate for an Ambassador as and when required by the City.	Hour	R57.84
	Hourly Rate / Additional duties	Hour	
5.2.1.16	Hourly rate for an Ambassador as and when required by the City.	Hour	R70.22

5.2.2. Cash Management Services (Clause 4.2 & 5.19)

ITEM No.	RATES FOR CASH MANAGEMENT	Unit	Rate
5.2.2.1	Monthly rate for a Cashier working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R12 634.49
5.2.2.2	Monthly rate for a Cashier working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R15 161.39
5.2.2.3	Monthly rate a Cashier working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R17 688.29
5.2.2.4	Weekly rate for a Cashier working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R3 360.24
5.2.2.5	Weekly rate for a Cashier working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R4 032.29
5.2.2.6	Weekly rate for a Cashier working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R4 704.34
5.2.2.7	Daily rate for a Cashier working an 8-hour shift per day / night as and when required by the City.	Day	R672.05
5.2.2.8	Monthly rate for a Cashier working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R6 317.25
5.2.2.9	Monthly rate for a Cashier working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R7 580.70
5.2.2.10	Monthly rate a Cashier working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R8 844.15
5.2.2.11	Weekly rate for a Cashier working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 680.12
5.2.2.12	Weekly rate for a Cashier working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 016.15
5.2.2.13	Weekly rate for a Cashier working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R2 352.17
5.2.2.14	Daily rate for a Cashier working a 4-hour shift per day / night as and when required by the City.	Day	R336.03
	Overtime / Additional duties	Hour	
5.2.2.15	Hourly rate for a Cashier as and when required by the City.	Hour	R75.52
ITEM No.	<u>CASH IN TRANSIT (CIT):</u>	Rate per collection event Excluding VAT	
	This rate is payable for each collection event. A collection event includes a single collection at a facility irrespective of the number of kiosks or collection points at the facility. The collection frequency per facility to be agreed by CCT.		
5.2.2.16	CIT Collection Event		R665.58
ITEM No.	<u>SERVICING OF AVM - PRICING OF CVM AND STTD:</u>	%	
	All prices offered in this section is based on a percentage rate. This rate is payable on the monthly banking total of CASH collected from the Automatic Vending Machines (AVMs)	Excluding VAT	

ITEM No.	RATES FOR CASH MANAGEMENT	Unit	Rate
5.2.2.17	Card Vending Machine (CVM)	%	10.00%
5.2.2.18	Single Trip Ticket Dispenser (STTD)	%	10.00%
	<u>BANKING CHARGES RE-IMBURSEMENTS</u>	% of payment transaction value per transaction Excluding VAT	
5.2.2.19	Debit card transaction	%	0.99%
5.2.2.20	Credit card transaction	%	1.81%
	SUPPLY AND MAINTENANCE OF CARD TERMINALS	Month rate per card terminal Excluding VAT	
5.2.2.21	Supply and maintenance of Card Terminal	Each	R300.00

5.2.3. Cleaning Services (Clause 4.3; 5.18; 6.4)

ITEM No	RATES FOR CLEANERS	RATE IN RAND (Per PERSON)	Rate
5.2.3.1	Monthly rate for a Cleaner working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R7 297.60
5.2.3.2	Monthly rate for a Cleaner working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R8 757.12
5.2.3.3	Monthly rate a Cleaner working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R10 216.64
5.2.3.4	Weekly rate for a Cleaner working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 824.40
5.2.3.5	Weekly rate for a Cleaner working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 189.28
5.2.3.6	Weekly rate for a Cleaner working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R2 554.16
5.2.3.7	Daily rate for a Cleaner working an 8-hour shift per day / night as and when required by the City.	Day	R364.88
5.2.3.8	Overtime / Additional duties	Hour	R79.40
ITEM No.	RATES FOR CLEANING OF BUS STOPS & SHELTERS	RATE IN RAND (per FACILITY, Month) EXCLUDING VAT	
5.2.3.9	Cleaning of Extended Shelter and surrounding area	Each	R595.00
5.2.3.1	Cleaning of Full Shelter and surrounding area	Each	R450.00
5.2.3.11	Cleaning of Cantilever Shelter and surrounding area	Each	R395.00
5.2.3.12	Cleaning of Totems & Reduced Totems and Temporary Stops and surrounding area.	Each	R250.00

5.2.4. Coordinator Services (Clause 4.4)

ITEM No	RATES FOR COORDINATORS	RATE IN RAND (Per PERSON)	
5.2.4.1	Monthly rate for a Facility Coordinator working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R21 544.17
5.2.4.2	Monthly rate for a Facility Coordinator working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R25 853.00
5.2.4.3	Monthly rate a Facility Coordinator working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R30 161.83
5.2.4.4	Weekly rate for a Facility Coordinator working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R5 386.05
5.2.4.5	Weekly rate for a Facility Coordinator working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R6 463.25
5.2.4.6	Weekly rate for a Facility Coordinator working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R7 540.46
5.2.4.7	Daily rate for a Facility Coordinator working an 8-hour shift per day / night as and when required by the City.	Day	R1 077.21
5.2.4.8	Overtime / Additional duties	Hour	R133.41

5.2.5. Event services at impacted DUM Facilities (Clause 4.6 & 5.10))

ITEM No	RATES FOR EVENT STAFF	Unit	Rate
5.2.5.1	Events Manager	Hour	R267.25
5.2.5.2	Event Planner	Hour	R202.80
5.2.5.3	Event Station Manager	Hour	R134.66
5.2.5.4	Crowd controller	Hour	R70.22
5.2.5.5	Vehicle Controller	Hour	R119.93
5.2.5.6	Loader	Hour	R119.93
5.2.5.7	Passenger Counter	Hour	R82.35
5.2.5.8	Lollipop Controller	Hour	R118.77
5.2.5.9	General Labour/Messenger	Hour	R85.08

5.2.6. Equipment rental (Clause 4.5)

ITEM No	ITEM DESCRIPTION	Unit	Rate
DAILY RENTALS (Clock starts when at date and time required on site and stops at date and time no longer required)			
5.2.6.1	Toilet Type 1	Each	R150.00
5.2.6.2	Toilet Type 2	Each	R200.00
5.2.6.3	Guard Hut Type 1	Each	R250.00
5.2.6.4	Guard Hut Type 2	Each	R299.00
5.2.6.5	1.2 x 2m Temporary Fence Crowd Barrier	Each	R150.00
5.2.6.6	1.3 x 2.4m Temporary Fence Angled Crowd Control Barrier	Each	R230.00
5.2.6.7	1.9 x 2m Temporary Fence Perimeter Security Barrier	Each	R199.00
MONTHLY RENTALS (Clock starts when at date and time required on site and stops at date and time no longer required)			
5.2.6.8	Toilet Type 1	Each	R1 600.00
5.2.6.9	Toilet Type 2	Each	R200.00
5.2.6.1	Guard Hut Type 1	Each	R2 200.00
5.2.6.11	Guard Hut Type 2	Each	R2 600.00
5.2.6.12	1.2 x 2m Temporary Fence Crowd Barrier	Each	R3 500.00
5.2.6.13	1.3 x 2.4m Temporary Fence Angled Crowd Control Barrier	Each	R4 300.00
5.2.6.14	1.9 x 2m Temporary Fence Perimeter Security Barrier	Each	R4 000.00

5.2.7 Hygiene services including Sanbin servicing, and provision of washroom accessories and consumables (Clause 4.7)

ITEM No	Description	Unit	Rate
7.1	Sanitary Bins		
5.2.7.1a.	Rental	Each	R3.00
5.2.7.1b.	Bi-Monthly Service (Every two weeks)	Each	R39.00
5.2.7.1c.	Weekly Service	Each	R69.00
5.2.7.1d.	Ad-hoc Service	Each	R75.00
5.2.7.1e.	Replacement of Damaged/Lost Bins	Each	R400.00
7.2	Washroom Consumables		
5.2.7.2a.	2 Ply toilet paper (Bale of 48)	Each	R335.00
5.2.7.2b.	1 Ply toilet paper (Bale of 48)	Each	R215.00
5.2.7.2c.	550m toilet rolls - 1 PLY (per bale)	Each	R375.00
5.2.7.2d.	550m toilet rolls - 2 PLY (per bale)	Each	R550.00
5.2.7.2e.	Barrel control hand towels (per bale)	Each	R395.00
5.2.7.2f.	Mystique paper towels (per 3-roll pack)	Each	R350.00
5.2.7.2g.	Clear plastic bin liners HD (per 100)	Each	R175.00
5.2.7.2h.	Black plastic bin liners (per 100)	Each	R169.00
5.2.7.2i.	Pink hand soap (5l)	Each	R89.00
5.2.7.2j.	Pink hand soap (25l)	Each	R445.00
5.2.7.2k.	Bio – Soap (Kitchens) (5l)	Each	R115.00
5.2.7.2l.	Bio Cubes (Urinal tabs) (per 3kg bucket/75 cubes)	Each	R395.00
5.2.7.2m.	P-Mats (per box of 10)	Each	R390.00
5.2.7.2n.	Air care Refills (150ml)	Each	R45.00
5.2.7.2o.	Air care Refills (250ml)	Each	R59.00

5.2.8. Landscaping services (Clause 4.8; 5.3; Annexure GS1)

ITEM No	AREA	Unit	Rate
8.1	Planting Areas:		
5.2.8.1a.	Weeding	m ²	R1.35
5.2.8.1b.	Pruning Trees	Each	R27.50
5.2.8.1c.	Pruning Shrubs	Each	R27.50
5.2.8.1d.	Pruning Specialized pruning	Each	R27.50
5.2.8.1e.	Composting: Allow for coverage in areas of re-planting (45% of total area) including compost.	m ³	R585.00
5.2.8.1f.	Organic fertilizer in pellet form @ 100 g/m ² to 50% of area	kg	R12.10
5.2.8.1g.	Tree stakes and ties	Each	R59.50
5.2.8.1h.	Spraying	m ²	R0.90
8.2	Hydro-Seeded Areas		
5.2.8.2a.	Brush cutting - once every 2 years with 'Bossie-slaaner' or by hand	m ²	R1.30
5.2.8.2b.	Brush cutting of edges of cycle ways	m ²	R1.15
5.2.8.2c.	Weeding	m ²	R0.90
8.3	Sundry Hard Landscape Elements		
5.2.8.3a.	Cleaning of pre-cast concrete benches	Each	R6.60
5.2.8.3b.	Cleaning of clay and concrete segmented paving	m ²	R0.44
5.2.8.3c.	Cleaning of asphalt cycle way	km	R400.00
5.2.8.3d.	Weed control: clay and concrete segmented pavers - by chemical means.	m ²	R0.90
5.2.8.3e.	Weed control: asphalt cycle way - by chemical means.	km	R584.26
8.4	Litter Control		
5.2.8.4a.	Clay and concrete segmented pavers	m ²	R0.44
5.2.8.4b.	Asphalt cycle way	km	R200.00
5.2.8.4c.	Adjacent fences and structures	km	R200.00
8.5	Sundry Periodic Horticultural Requirements		
5.2.8.5a.	Allow for replanting of <i>Carpobrotus edulis</i> cuttings @ 8/m ² , every 3 years	Each	R4.20
5.2.8.5b.	Allow for replanting of <i>Arctotis/Osteospermum</i> 6 pack plants etc. @ 6/m ² , every 3 years	Each	R4.20
8.6	Irrigation Maintenance		
	Monday to Friday, 08:00 to 17:00		
5.2.8.6a.	Irrigation Maintenance Team	Hour	R45.00
5.2.8.6b.	Irrigation Maintenance Team	Day	R360.00
5.2.8.6c.	Irrigation Maintenance Team	Week	R1 800.00
5.2.8.6d.	Irrigation Maintenance Team	Month	R7 801.20

ITEM No	AREA	Unit	Rate
	Other Landscaping Costs		
8.7	Daily rate for a Landscaping Foreman working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R674.55
8.8	Daily rate for a Landscaping Labourer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R370.96

5.2.9. Maintenance (Clause 4.9)

Item No:	Maintenance Services Description	Unit	Rate
9.1	First Response Team / Handyman Team		
5.2.9.1.1	Monthly rate for a First Response Maintenance Team working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R41 501.56
5.2.9.1.2	Overtime Hourly rate for a First Response Maintenance Team working after hours, weekends and Public Holidays.	Hour	R394.02
9.2	Electrician Team		
5.2.9.2.1	Monthly rate for an Electrician Maintenance Team working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R55 300.48
5.2.9.2.2	Overtime Hourly rate for an Electrician Maintenance Team working after hours, weekends and Public Holidays.	Hour	R525.02
9.3	Electrician in Training Team		
5.2.9.3.1	Monthly rate for an Electrician in Training Team working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R39 426.48
5.2.9.3.2	Overtime Hourly rate for an Electrician in Training Team working after hours, weekends and Public Holidays.	Hour	R394.02
9.4	Plumbing Team		
5.2.9.4.1	Daily rate for a Plumbing Team working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R2 840.53
5.2.9.4.2	Hourly rate for a Plumbing Team working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R355.07
5.2.9.4.3	Overtime Hourly rate for a Plumbing Team working after hours, weekends and Public Holidays.	Hour	R613.61
9.5	Air Conditioning Repair Team		
5.2.9.5.1	Hourly rate for an Air Conditioning Repair Team working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Hour	R317.75
5.2.9.5.2	Overtime Hourly rate for an Air Conditioning Team working after hours, weekends and Public Holidays.	Hour	R455.89
9.6	Fire Detection Repair Team		
5.2.9.6.1	Hourly rate for a Fire Detection Repair Team working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R620.00
5.2.9.6.2	Overtime Hourly rate for a Fire Detection Repair Team working after hours, weekends and Public Holidays.	Hour	R810.00

Item No:	Maintenance Services Description	Unit	Rate
9.7	Fire Equipment Repair Team		
5.2.9.7.1	Hourly rate for a Fire Equipment Service Team working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R400.00
5.2.9.7.2	Overtime Hourly rate for a Fire Equipment Service Team working after hours, weekends and Public Holidays.	Hour	R600.00
9.8	Roller Shutter Door Repair Team		
5.2.9.8.1	Hourly rate for a Roller Shutter Door Repair Team working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R489.23
5.2.9.8.2	Overtime Hourly rate for a Roller Shutter Door Service Team working after hours, weekends and Public Holidays.	Hour	R806.32
9.9	Carpentry Team		
5.2.9.9.1	Daily rate for a Carpentry Team working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R2 866.86
5.2.9.9.2	Hourly rate for a Carpentry Team working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R358.36
5.2.9.9.3	Overtime Hourly rate for a Carpentry Team working after hours, weekends and Public Holidays.	Hour	R590.63
9.10	Tiler Team		
5.2.9.10.1	Daily rate for a Tiler Team working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R2 815.90
5.2.9.10.2	Hourly rate for a Tiler Team working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R351.99
5.2.9.10.3	Overtime Hourly rate for a Tiler Team working after hours, weekends and Public Holidays.	Hour	R580.13
9.11	Electronic Equipment Repair Team		
5.2.9.11.1	Daily rate for an Electronic Equipment Service Team working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R1 896.00
5.2.9.11.2	Hourly rate for an Electronic Equipment Service Team working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R237.00
5.2.9.11.3	Overtime Hourly rate for an Electronic Equipment Service Team working after hours, weekends and Public Holidays.	Hour	R414.75
9.12	UPS Repair Team		
5.2.9.12.1	Daily rate for a UPS Repair Team working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R4 095.00
5.2.9.12.2	Hourly rate for a UPS Service Team working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R630.00
5.2.9.12.3	Overtime Hourly rate for a UPS Service Team working after hours, weekends and Public Holidays.	Hour	R1 197.00

Item No:	Maintenance Services Description	Unit	Rate
9.13	Automatic Sliding Door Repair Team		
5.2.9.13.1	Daily rate for an Automatic Sliding Door Repair Team working an 8-hour shift per day from Monday to Friday both days inclusive.	Day	R3 300.00
5.2.9.13.2	Hourly rate for an Automatic Sliding Door Repair Team working Normal Hours, Monday to Friday both days inclusive.	Hour	R550.00
5.2.9.13.3	Overtime Hourly rate for an Automatic Sliding Door Repair Team working after hours, weekends and Public Holidays.	Hour	R962.50
9.14	Elevator Repair Team		
5.2.9.14.1	Hourly rate for an Elevator Repair Team working Normal Hours, Monday to Friday both days inclusive.	Hour	R500.00
5.2.9.14.2	Overtime Hourly rate for an Elevator Repair Team working after hours, weekends and Public Holidays.	Hour	R630.00
9.15	Bus to Station Communication System Repair Team		
5.2.9.15.1	Hourly rate for a Bus to Station Communication System Repair Team working Normal Hours, Monday to Friday both days inclusive.	Hour	R550.60
5.2.9.15.2	Overtime Hourly rate for a Bus to Station Communication System Repair Team working after hours, weekends and Public Holidays.	Hour	R962.50
Item No:	Maintenance Services	Unit	
9.16	Air-Conditioner Servicing		
5.2.9.16a.	Quarterly	Each	R390.00
5.2.9.16b.	Six-Monthly	Each	R390.00
5.2.9.16c.	Annual	Each	R689.35
9.17	Roller Shutter Door Servicing		
5.2.9.17a.	Quarterly	Each	R1 074.17
5.2.9.17b.	Annual	Each	R1 074.17
9.18	UPS Servicing		
5.2.9.18a.	Quarterly	Each	R2 506.71
5.2.9.18b.	Annual	Each	R2 638.64
9.19	Fire Panel Servicing		
5.2.9.19a.	Quarterly	Each	R3 280.00
5.2.9.19b.	Annual	Each	R3 280.00
9.20	Fire Equipment Annual Servicing		
5.2.9.20a.	Fire Extinguisher – DCP	Each	R75.00
5.2.9.20b.	Fire Extinguisher – CO ₂	Each	R75.00
5.2.9.20c.	Fire Hose Reel	Each	R138.00
5.2.9.20d.	Fire Hydrant	Each	R138.00
9.21	Sliding Door Servicing – Excluding Bus-door Communication System		
5.2.9.21a.	Quarterly Service	Each	R940.00
5.2.9.21b.	Annual Service	Each	R3 150.00

Item No:	Maintenance Services Description	Unit	Rate
9.22	Asset Tagging		
5.2.9.22a.	Tagging of asset with barcode tag, registering it in asset register on Forcelink and set up maintenance schedule	Each	R6.40
9.23	Elevators – Annual Service Contract excluding parts, including statutory inspections		
5.2.9.23	Per elevator	Each	R1 181.00
9.24	Parking Equipment		
5.2.9.24	Annual Contract with ACSA Parking Service Provider for Bus Access Gates to Airport MyCiTi Station	Each	R5 440.00
9.25	Bus to Station Communication Systems		
5.2.9.25a.	Service per unit on bus	Each	R550.00
5.2.9.25b.	Service per unit on station	Each	R550.00

5.2.10. Pest control (Clause 4.10)

ITEM No	Description	Rate	
5.2.10.1	Pest Disinfestation	m ²	R4.95
5.2.10.2	Rodent Control	Per Unit	
5.2.10.2a.	Supply and Install tamper proof bait station	Each	R99.00
5.2.10.2b.	Monthly Service per tamper-proof bait station	Each	R29.00
5.2.10.3	Rented Tamper-Proof Bait Stations	Per Unit	
5.2.10.3a.	Rental per month per tamper-proof bait station	Each	R7.50
5.2.10.3b.	Service per rented bait station per month	Each	R29.00

5.2.11. Professional Services (Clause 4.11)

ITEM No.	Description	Unit	Rate
5.2.11.1	Senior Quantity Surveyor		
5.2.11.1.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R159 600.00
5.2.11.1.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R7 600.00
5.2.11.1.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R950.00
5.2.11.1.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R1 615.00
5.2.11.2	Quantity Surveyor		
5.2.11.2.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R109 200.00
5.2.11.2.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R5 200.00
5.2.11.2.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R650.00
5.2.11.2.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R1 105.00

ITEM No.	Description	Unit	Rate
5.2.11.3	Junior Quantity Surveyor		
5.2.11.3.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R75 600.00
5.2.11.3.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R3 600.00
5.2.11.3.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R450.00
5.2.11.3.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R765.00
5.2.11.4	Senior Project Manager		
5.2.11.4.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R252 600.00
5.2.11.4.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R12 000.00
5.2.11.4.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R1 500.00
5.2.11.4.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R2 550.00
5.2.11.5	Project Manager		
5.2.11.5.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R252 000.00
5.2.11.5.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R12 000.00
5.2.11.5.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R1 500.00
5.2.11.5.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R2 550.00
5.2.11.6	Junior Project Manager		
5.2.11.6.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R71 400.00
5.2.11.6.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R3 400.00
5.2.11.6.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R425.00
5.2.11.6.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R625.00
5.2.11.7	Health and Safety Manager		
5.2.11.7.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R95 080.00
5.2.11.7.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R4 528.00
5.2.11.7.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Month	R566.00
5.2.11.7.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Month	R820.70

ITEM No.	Description	Unit	Rate
5.2.11.8	Senior Engineer		
5.2.11.8.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R127 500.00
5.2.11.8.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R6 750.00
5.2.11.8.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R900.00
5.2.11.8.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R1 275.00
5.2.11.9	Engineer		
5.2.11.9.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R107 500.00
5.2.11.9.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R5 000.00
5.2.11.9.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R650.00
5.2.11.9.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R1 100.00
5.2.11.1	Junior Engineer		
5.2.11.10.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R45 000.00
5.2.11.10.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R3 600.00
5.2.11.10.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R450.00
5.2.11.10.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R750.00
5.2.11.11	Senior Landscape Architect		
5.2.11.11.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R110 880.00
5.2.11.11.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R5 280.00
5.2.11.11.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R660.00
5.2.11.11.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R759.00
5.2.11.12	Landscape Architect		
5.2.11.12.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R97 440.00
5.2.11.12.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R4 640.00
5.2.11.12.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R580.00
5.2.11.12.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R667.00

ITEM No.	Description	Unit	Rate
5.2.11.13	Junior Landscape Architect		
5.2.11.13.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R87 360.00
5.2.11.13.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R4 160.00
5.2.11.13.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R520.00
5.2.11.13.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R598.00
5.2.11.14	Senior Irrigation Specialist		
5.2.11.14.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R100 800.00
5.2.11.14.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R4 800.00
5.2.11.14.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R600.00
5.2.11.14.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R690.00
5.2.11.15	Irrigation Specialist		
5.2.11.15.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R84 000.00
5.2.11.15.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R4 000.00
5.2.11.15.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R500.00
5.2.11.15.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R575.00
5.2.11.16	Junior Irrigation Specialist		
5.2.11.16.1	Monthly rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R75 600.00
5.2.11.16.2	Daily rate working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Day	R3 600.00
5.2.11.16.3	Hourly rate working Normal Hours, <u>Monday to Friday</u> both days inclusive.	Hour	R450.00
5.2.11.16.4	Overtime Hourly rate working after hours, weekends and Public Holidays.	Hour	R517.50

5.2.12. Security services (Clause 4.13; 5.9; 6.3)

Rates to be based on Area 1 rates (The Cape) _ Gazette No: 39156.

5.2.12.1. Unarmed Security Guarding – Grade A

Item	Rates for Unarmed Security Officers (Grade A without a Firearm)	Unit	Rate
5.2.12.1.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R12 240.00
5.2.12.1.2	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R14 688.00
5.2.12.1.3	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R17 136.00

Item	Rates for Unarmed Security Officers (Grade A without a Firearm)	Unit	Rate
5.2.12.1.4	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R3 060.00
5.2.12.1.5	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R3 672.00
5.2.12.1.6	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R4 284.00
5.2.12.1.7	Daily rate for a Security Officer working a 12-hour shift per day / night as and when required by the City.	Day	R612.00
5.2.12.1.8	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R7 840.00
5.2.12.1.9	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R9 408.00
5.2.12.1.10	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R10 976.00
5.2.12.1.11	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 960.00
5.2.12.1.12	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 352.00
5.2.12.1.13	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R2 744.00
5.2.12.1.14	Daily rate for a Security Officer working an 8-hour shift per day / night as and when required by the City.	Day	R392.00
5.2.12.1.15	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R3 920.00
5.2.12.1.16	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R4 896.00
5.2.12.1.17	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R5 488.00
5.2.12.1.18	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 020.00
5.2.12.1.19	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R1 224.00
5.2.12.1.20	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R1 428.00
5.2.12.1.21	Daily rate for a Security Officer working a 4-hour shift per day / night as and when required by the City.	Day	R204.00
5.2.12.1.22	Overtime / Additional duties	Hour	R51.00

5.2.12.2. Unarmed Security Guarding – Grade B

Item	Rates for Unarmed Security Officers (Grade B without a Firearm)	Unit	Rate
5.2.12.2.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R11 280.00
5.2.12.2.2	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R13 536.00
5.2.12.2.3	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R15 120.00
5.2.12.2.4	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R2 820.00
5.2.12.2.5	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R3 384.00
5.2.12.2.6	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R3 948.00
5.2.12.2.7	Daily rate for a Security Officer working a 12-hour shift per day / night as and when required by the City.	Day	R564.00
5.2.12.2.8	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R7 200.00
5.2.12.2.9	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R8 640.00
5.2.12.2.10	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R10 080.00
5.2.12.2.11	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 800.00
5.2.12.2.12	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 160.00
5.2.12.2.13	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R2 520.00
5.2.12.2.14	Daily rate for a Security Officer working an 8-hour shift per day / night as and when required by the City.	Day	R360.00
5.2.12.2.15	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R3 600.00
5.2.12.2.16	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R4 320.00
5.2.12.2.17	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R5 264.00
5.2.12.2.18	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R940.00
5.2.12.2.19	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R1 128.00

Item	Rates for Unarmed Security Officers (Grade B without a Firearm)	Unit	Rate
5.2.12.2.20	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R1 316.00
5.2.12.2.21	Daily rate for a Security Officer working a 4-hour shift per day / night as and when required by the City.	Day	R188.00
5.2.12.2.22	Overtime / Additional duties	Hour	R47.00

5.2.12.3. Unarmed Security Guarding – Grade C

Item	Rates for Unarmed Security Officers (Grade C without a Firearm)	Unit	Rate
5.2.12.3.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R10 320.00
5.2.12.3.2	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R12 384.00
5.2.12.3.3	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R14 112.00
5.2.12.3.4	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R2 580.00
5.2.12.3.5	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R3 096.00
5.2.12.3.6	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R3 612.00
5.2.12.3.7	Daily rate for a Security Officer working a 12-hour shift per day / night as and when required by the City.	Day	R516.00
5.2.12.3.8	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R6 720.00
5.2.12.3.9	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R8 064.00
5.2.12.3.10	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R9 408.00
5.2.12.3.11	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 680.00
5.2.12.3.12	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 016.00
5.2.12.3.13	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R2 352.00
5.2.12.3.14	Daily rate for a Security Officer working an 8-hour shift per day / night as and when required by the City.	Day	R344.00
5.2.12.3.15	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R3 360.00
5.2.12.3.16	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R4 128.00

Item	Rates for Unarmed Security Officers (Grade C without a Firearm)	Unit	Rate
5.2.12.3.17	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R4 704.00
5.2.12.3.18	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R840.00
5.2.12.3.19	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R1 008.00
5.2.12.3.20	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R1 176.00
5.2.12.3.21	Daily rate for a Security Officer working a 4-hour shift per day / night as and when required by the City.	Day	R172.00
5.2.12.3.22	Overtime / Additional duties	Hour	R43.00
	Security Officer plus Protection Dog		R0.00
5.2.12.3.23	Monthly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R12 629.47
5.2.12.3.24	Monthly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R15 155.37
5.2.12.3.25	Monthly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R17 681.26
5.2.12.3.26	Weekly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R3 157.37
5.2.12.3.27	Weekly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R3 788.85
5.2.12.3.29	Weekly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R4 420.32
5.2.12.3.30	Daily rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 12-hour shift per day / night as and when required by the City.	Day	R631.48
5.2.12.3.31	Monthly rate for a Security Officer plus Protection Dog (DH1 or DH2) working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R8 419.65
5.2.12.3.32	Monthly rate for a Security Officer plus Protection Dog (DH1 or DH2) working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R10 103.58
5.2.12.3.33	Monthly rate for a Security Officer plus Protection Dog (DH1 or DH2) working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R11 787.51

Item	Rates for Unarmed Security Officers (Grade C without a Firearm)	Unit	Rate
5.2.12.3.34	Weekly rate for a Security Officer plus Protection Dog (DH1 or DH2) working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R2 076.00
5.2.12.3.35	Weekly rate for a Security Officer plus Protection Dog (DH1 or DH2) working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 491.20
5.2.12.3.36	Weekly rate for a Security Officer plus Protection Dog (DH1 or DH2) working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R2 906.40
5.2.12.3.37	Daily rate for a Security Officer plus Protection Dog (DH1 or DH2) working an 8-hour shift per day / night as and when required by the City.	Day	R415.20
5.2.12.3.38	Monthly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R4 152.00
5.2.12.3.39	Monthly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R4 982.40
5.2.12.3.40	Monthly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R5 893.76
5.2.12.3.41	Weekly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 052.46
5.2.12.3.42	Weekly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R1 262.95
5.2.12.3.43	Weekly rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R1 473.44
5.2.12.3.44	Daily rate for a Security Officer plus Protection Dog (DH1 or DH2) working a 4-hour shift per day / night as and when required by the City.	Day	R210.50
5.2.12.3.45	Overtime / Additional duties	Hour	R52.63

5.2.12.4. Unarmed Security Guarding – Grade D

Item	Rates for Unarmed Security Officers (Grade D without a Firearm)	Unit	Rate
5.2.12.4.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R10 320.00
5.2.12.4.2	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R12 384.00
5.2.12.4.3	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R14 448.00

Item	Rates for Unarmed Security Officers (Grade D without a Firearm)	Unit	Rate
5.2.12.4.4	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R2 580.00
5.2.12.4.5	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R3 096.00
5.2.12.4.6	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R3 612.00
5.2.12.4.7	Daily rate for a Security Officer working a 12-hour shift per day / night as and when required by the City.	Day	R516.00
5.2.12.4.8	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R6 720.00
5.2.12.4.9	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R8 064.00
5.2.12.4.10	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R9 408.00
5.2.12.4.11	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 680.00
5.2.12.4.12	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 016.00
5.2.12.4.13	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R2 352.00
5.2.12.4.14	Daily rate for a Security Officer working an 8-hour shift per day / night as and when required by the City.	Day	R336.00
5.2.12.4.15	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R3 360.00
5.2.12.4.16	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R4 032.00
5.2.12.4.17	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R4 704.00
5.2.12.4.18	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R860.00
5.2.12.4.19	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R1 032.00
5.2.12.4.20	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R1 176.00
5.2.12.4.21	Daily rate for a Security Officer working a 4-hour shift per day / night as and when required by the City.	Day	R172.00
5.2.12.4.22	Overtime / Additional duties	Hour	R43.00

5.2.12.5. Armed Security Guarding – Grade A

Item	Rates for Armed Security Officers – Grade A	Unit	Rate
5.2.12.5.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R13 200.00
5.2.12.5.2	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R15 840.00
5.2.12.5.3	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R18 480.00
5.2.12.5.4	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R3 300.00
5.2.12.5.5	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R3 960.00
5.2.12.5.6	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R4 620.00
5.2.12.5.7	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R8 800.00
5.2.12.5.8	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R10 560.00
5.2.12.5.9	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R12 320.00
5.2.12.5.10	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R2 200.00
5.2.12.5.11	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 640.00
5.2.12.5.12	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R3 080.00
5.2.12.5.13	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R4 400.00
5.2.12.5.14	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R5 280.00
5.2.12.5.15	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R6 160.00
5.2.12.5.16	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 100.00
5.2.12.5.17	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R1 320.00
5.2.12.5.18	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R1 540.00
5.2.12.5.19	Hourly Rates/ Overtime / Ad-hoc Request	Hour	R55.00

5.2.12.6. Armed Security Guarding – Grade B

Item	Rates for Armed Security Officers – Grade B	Unit	Rate
5.2.12.6.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R12 240.00
5.2.12.6.2	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R14 688.00
5.2.12.6.3	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R17 136.00
5.2.12.6.4	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R3 060.00
5.2.12.6.5	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R3 672.00
5.2.12.6.6	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R4 284.00
5.2.12.6.7	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R8 160.00
5.2.12.6.8	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R9 792.00
5.2.12.6.9	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R11 424.00
5.2.12.6.10	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R2 040.00
5.2.12.6.11	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 448.00
5.2.12.6.12	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R2 856.00
5.2.12.6.13	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R4 080.00
5.2.12.6.14	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R4 896.00
5.2.12.6.15	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R5 712.00
5.2.12.6.16	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 020.00
5.2.12.6.17	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R1 224.00
5.2.12.6.18	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R1 428.00
5.2.12.6.19	Hourly Rates/ Overtime / Ad-hoc Request	Hour	R51.00

5.2.12.7. Armed Security Guarding – Grade C

Item	Rates for Armed Security Officers – Grade C	Unit	Rate
5.2.12.7.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R11 280.00
5.2.12.7.2	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R13 536.00
5.2.12.7.3	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R15 792.00
5.2.12.7.4	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R2 820.00
5.2.12.7.5	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R3 384.00
5.2.12.7.6	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R3 948.00
5.2.12.7.7	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R7 520.00
5.2.12.7.8	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R9 024.00
5.2.12.7.9	Monthly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R10 528.00
5.2.12.7.10	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R1 880.00
5.2.12.7.11	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R2 256.00
5.2.12.7.12	Weekly rate for a Security Officer working an 8-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R2 632.00
5.2.12.7.13	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Month	R3 760.00
5.2.12.7.14	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Month	R4 512.00
5.2.12.7.15	Monthly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R5 264.00
5.2.12.7.16	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Friday</u> both days inclusive.	Week	R940.00
5.2.12.7.17	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Saturday</u> both days inclusive.	Week	R1 128.00
5.2.12.7.18	Weekly rate for a Security Officer working a 4-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R1 316.00
5.2.12.7.19	Hourly Rates/ Overtime / Ad-hoc Request	Hour	R47.00

5.2.12.8. Armed Mobile Response

Item	Description Of Activity	Unit	Rate
5.2.12.8.1	Call-out Fees for Armed Mobile Response per Site (Excluding Tag Monitoring)	Call out Rate per Facility/	R275.00
5.2.12.8.2	Monthly rate for a dedicated Armed Mobile Response unit – ODTP Area 1	Month	R88 200.41
5.2.12.8.3	Monthly rate for a dedicated Armed Mobile Response unit – ODTP Area 2	Month	R88 200.41
5.2.12.8.4	Monthly rate for a dedicated Armed Mobile Response unit – ODTP Area 3	Month	R88 200.41
5.2.12.8.5	Monthly rate for a dedicated Armed Mobile Response unit – ODTP Area 4	Month	R88 200.41

5.2.12.9. Armed Escorts / Mobile Patrols – Grade A

Item	Rates for Armed Security Officers Performing Armed Escorts / Mobile Patrols – Grade A	Unit	Rate
5.2.12.9.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R18 480.00
5.2.12.9.2	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R4 620.00
5.2.12.9.3	Daily rate for an Armed Security Officer working a 12-hour shift per day / night as and when required by the City.	Day	R660.00
5.2.12.9.4	Hourly rate for a Security Officer as and when required by the City. This rate shall apply to both day and night shifts as well as to any weekends / public holiday(s) which may fall during the shift.	Hour	R55.00

5.2.12.10. Armed Escorts / Mobile Patrols – Grade B

Item	Rates for Armed Security Officers Performing Armed Escorts / Mobile Patrols – Grade B	Unit	Rate
5.2.12.10.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R17 136.00
5.2.12.10.2	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R4 284.00
5.2.12.10.3	Daily rate for an Armed Security Officer working a 12-hour shift per day / night as and when required by the City.	Day	R612.00
5.2.12.10.4	Hourly rate for a Security Officer as and when required by the City. This rate shall apply to both day and night shifts as well as to any weekends / public holiday(s) which may fall during the shift.	Hour	R51.00

5.2.12.11. Armed Escorts / Mobile Patrols – Grade C

Item	Rates for Armed Security Officers Performing Armed Escorts / Mobile Patrols – Grade C	Unit	Rate
5.2.12.11.1	Monthly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R15 792.00
5.2.12.11.2	Weekly rate for a Security Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Week	R3 948.00
5.2.12.11.3	Daily rate for an Armed Security Officer working a 12-hour shift per day / night as and when required by the City.	Day	R564.00
5.2.12.11.4	Hourly rate for a Security Officer as and when required by the City. This rate shall apply to both day and night shifts as well as to any weekends / public holiday(s) which may fall during the shift.	Hour	R47.00

5.2.13. Surveillance services (Clause 4.14)

Item	Rates for Surveillance Services	Unit	Rate
5.2.13.1	Monthly rate for a FM - TMC Surveillance Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R17 961.31
5.2.13.2	Monthly rate for a FM - TMC Surveillance Supervisor working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive.	Month	R18 362.56
5.2.13.3	Monthly rate for an Off-site Surveillance Officer working a 12-hour shift per day from <u>Monday to Sunday</u> both days inclusive. (Surveillance from FM Contractor's own Surveillance Facilities)	Month	R17 961.31
5.2.13.4	Monthly rate for an Off-site Surveillance Supervisor working a 12-hour shift per day from <u>Monday to Saturday</u> both days inclusive. (Surveillance from FM Contractor's own Surveillance Facilities)	Month	R15 395.41

5.2.14. Waste Removal (Clause 4.16)

Item No.	Waste Removal	Unit	Rate
5.2.14.1	Emptying and disposal of 5 or less 240l wheelie bins of waste and return of bins to site	Per Wheelie Bin	R536.68
5.2.14.2	Emptying and disposal of 6 to 10 240l wheelie bins of waste and return of bins to site	Per Wheelie Bin	R525.05
5.2.14.3	Emptying and disposal of more than 10 240l wheelie bins of waste and return of bins to site	Per Wheelie Bin	R663.05

15.2.15 CMMS License Costs (Clause 3.11)

FORCELINK			
Item No.	CMMS License Costs	Unit	Rate
5.2.15.1.1	Provision of Forcelink Licenses for CCT use	Per License Month	R1 500.00
5.2.15.1.2	Provision of support and development for CCT requirements on CCT side of Forcelink system. Note: Support and development for FM Contractor use should be provided for in overhead costs.	Hour	R0.00
ALTERNATIVE CMMS			
Item No.	CMMS License Costs	Unit	Rate
5.2.15.2.1	Provision of FM Contractor proposed CMMS Licenses for use by City:	Per License Month	R0.00
5.2.15.2.2	Provision of support and development for CCT requirements on CCT side of CMMS. Note: Support and development for FM Contractor use should be provided for in overhead costs.	Hour	R0.00

15.2.16 Provisional Sums, Prime Cost Amounts and Contingencies (Clause 3.19.9)

Item No.	Provisional Sums & Budgetary Allowances Provisional sums & budgetary allowances are not guaranteed and only real costs agreed to by the CCT will be paid from these allowances.	Unit	Rate
5.2.16.1.1	Provisional sums are set aside by the CCT to fund planned work included in the scope for which no specification or pricing is available at the time of tender.	R 100 000 000.00	
5.2.16.1.2	Mark-up on Provisional Sum	%	9%
5.2.16.1.3	Travel charges, where applicable, will be paid at the prevailing published AA rates.	AA Rates	
5.2.16.2.1	Prime Cost Amounts set aside by the CCT to fund maintenance materials, repairs and consumables.	R 360 000 000.00	
5.2.16.2.2	Mark-up on Prime Cost Amount	%	9%
5.2.16.2.3	Travel charges, where applicable, will be paid at the prevailing published AA rates.	AA Rates	
5.2.16.3	Contingencies set aside by the CCT for unforeseen expenses.	R 100 000 000.00	

15.2.17 Monthly Overhead Fee (Clause 3.6)

Item No.	Monthly Overhead Costs	Unit	Rate
5.2.17.1	Monthly Overhead Costs	Month	R 2 424 926.88

15.2.18. Management Fee Percentage (Clause 3.6)

Item No.	Management Fee Costs	Unit	Rate
5.2.18.1	Management Fee %	%	10%

PART 6: OCCUPATIONAL HEALTH AND SAFETY AGREEMENT

TENDER NO: 385S/2022/23

(11) OCCUPATIONAL HEALTH AND SAFETY AGREEMENT

AGREEMENT MADE AND ENTERED INTO BETWEEN THE CITY OF CAPE TOWN (HEREINAFTER CALLED THE "CCT") AND

(Supplier/Mandatory/Company/CC Name)

IN TERMS OF SECTION 37(2) OF THE OCCUPATIONAL HEALTH AND SAFETY ACT, 85 OF 1993 AS AMENDED.

I, _____, representing _____, as an employer in its own right, do hereby undertake to ensure, as far as is reasonably practicable, that all work will be performed, and all equipment, machinery or plant used in such a manner as to comply with the provisions of the Occupational Health and Safety Act (OHSA) and the Regulations promulgated thereunder.

I furthermore confirm that I am/we are registered with the Compensation Commissioner and that all registration and assessment monies due to the Compensation Commissioner have been fully paid or that I/We are insured with an approved licensed compensation insurer.

COID ACT Registration Number: _____

OR Compensation Insurer: _____ Policy No.: _____

I undertake to appoint, where required, suitable competent persons, in writing, in terms of the requirements of OHSA and the Regulations and to charge him/them with the duty of ensuring that the provisions of OHSA and Regulations as well as the Council's Special Conditions of Contract, Way Leave, Lock-Out and Work Permit Procedures are adhered to as far as reasonably practicable.

I further undertake to ensure that any subcontractors employed by me will enter into an occupational health and safety agreement separately, and that such subcontractors comply with the conditions set.

I hereby declare that I have read and understand the Occupational Health and Safety Specifications contained in this tender and undertake to comply therewith at all times.

I hereby also undertake to comply with the Occupational Health and Safety Specification and Plan submitted and approved in terms thereof.

Signed at Century City on the 16th day of April 2025

Witness

Mandatory

Signed at Cape Town on the 02 day of Dec 2025

Witness

for and on behalf of
City of Cape Town

PART 7: INSURANCE BROKER'S WARRANTY (PRO FORMA)

File 3 of 5

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3 May 2023

CITY OF CAPE TOWN
City Manager
Civic Centre
12 Harburg Boulevard
Cape Town
8000

Dear Sir

TENDER NO.: 3855/2022/23

TENDER DESCRIPTION: The Provision and Management of various Facility Management services in respect of selected transport facilities on behalf of the Directorate Urban Mobility, City of Cape Town such as but not limited to Ambassadorial services, Cash management services, Cleaning services, Coordinator Services, Event services, Equipment rental, Hygiene services including Sanbin servicing, and provision of washroom accessories and consumables, Landscaping services, Maintenance services (including maintenance contracts), Pest control, Professional services, Security services, Surveillance services, Waste Management

NAME OF SUPPLIER: [REDACTED]

This letter serves to confirm that [REDACTED] have the following insurance policies in place:

Public Liability:

Policy Number [REDACTED]

Insurer [REDACTED]

Period of Insurance [REDACTED]

Details of Cover: Limit of indemnity

Public Liability R170 000 000

Pollution Liability R 10 000 000

Products Liability R 10 000 000

Employers Liability R 10 000 000

Extended Liability:

Policy Number [REDACTED]

Insurer [REDACTED]

Period of Insurance [REDACTED]

Extended Liability Limit [REDACTED]

This is an Extended Liability policy and the limit of R30 000 000 applies in excess of the limits covered by the LUM policy stated above.

Authorized financial services provider
FSP License no: 9414
Registration no: 16600004607
Directors: JH Ngwenya (Independent Non-Executive Chairman), S Fakuzwa (CEO),
R Anthoni, R Phahle, CG Mthembu, P Nkomo, ZJ Ndlovu, KP Nyanga, M Pooze

A business of Marsh McLennan

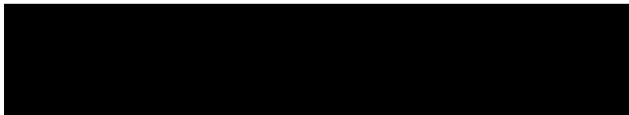
Page 2
21 June 2023

Professional Liability Insurance:

Policy Number
Insurer
Period of Insurance
Professional Indemnity Limit

Commercial Insurance:

Policy Number
Insurer
Period of Insurance
Classes of Insurance

Commercial Crime:

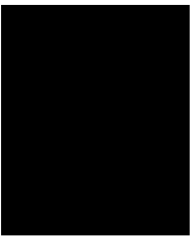
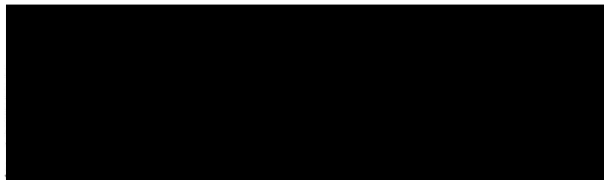
Policy Number
Insurer
Period of Insurance



I, the undersigned, do hereby confirm and warrant that all the insurances required in terms of the abovementioned contract have been issued and/or in the case of blanket/umbrella policies, have been endorsed to reflect the interest of the CITY OF CAPE TOWN with regard to the above mentioned contract, and that all insurances and endorsements, etc., are all in accordance with the requirements of the contract.

I furthermore confirm that all premiums in the above regard have been paid.

Yours faithfully



PART 8: (SCHEDULE 8): CONTRACT PRICE ADJUSTMENT AND/OR RATE OF EXCHANGE VARIATION

- 8.1 The Contract Price Adjustment mechanism and/or provisions relating to Rate of Exchange Variation, contained in this schedule is compulsory and binding on all tenderers.
- 8.2 Not applicable
- 8.3 Tenderers are not permitted to amend, vary, alter or delete this schedule or any part thereof unless otherwise stated in this schedule, failing which the tender offer shall be declared non-responsive.
- 8.4 Tenderers are not permitted to offer firm prices except as provided for in the Price Schedule, and if the tenderer offers firm prices in contravention of this clause the tender offer shall be declared non-responsive.
- 8.5 Any claim for an increase in the Contract price shall be submitted in writing to the:
- [REDACTED]
- OR
- by email to: [REDACTED]

Always copying the City's Primary Representative

- 8.6 The CCT reserves the right to withhold payment of any claim for contract price adjustment while only provisional figures are available and until the final (revised) figures are issued by the relevant authority.
- 8.7 When submitting a claim for contract price adjustment a supplier shall indicate the actual amount claimed for each item. A mere notification of a claim for contract price adjustment without stating the new price claimed for each item shall, for the purpose of this clause, not be regarded as a valid claim.
- 8.8 The CCT reserves the right to request the supplier to submit auditor's certificates or such other documentary proof as it may require in order to verify a claim for contract price adjustment. Should the supplier fail to submit such auditor's certificates or other documentary proof to the CCT within a period of 30 (thirty) days from the date of the request, it shall be presumed that the supplier has abandoned his claim.
- 8.9 The prices for the goods delivered and services performed shall be subject to contract price adjustment and the following conditions will be applicable:
- a) All costs excluding Cleaning labour and Security labour shall be subject to annual CPI Adjustment as set out herein.
 - b) Cleaning and Security Labour rates shall be adjusted in accordance with the applicable wage determinations on the date such determination come into effect. To this end the FM Contractor shall provide a detailed schedule of all posts and personnel indicating the applicable wage determination. The initial schedule shall be provided at contract commencement.
 - c) Where any new wage determinations come into effect or, where the FM Contractor wishes to apply a different wage determination, the FM Contractor shall apply to the CCT

in writing explaining why the new or different wage determination applies and provide a detailed schedule of all posts and personnel to whom the wage determination will apply. This will only take effect on written confirmation from the CCT.

- d) Where any wage determinations come into effect between the tender closing date and the commencement date of the contract, the applicable rates shall be adjusted to correspond to the new determinations.
- e) No escalation shall apply to any other rates for the first year of the contract unless more than a year elapses from tender closure to the commencement date.
- f) All other costs shall be subject to annual CPI adjustment as set out herein:
 - i. 90% of the tendered rates not subject to wage determinations will be subject to adjustment annually based on the Consumer Price Index (CPI) accordance with the Consumer Price Index (P0141-Table A) for the Western Cape.
 - ii. The base month for price adjustment shall be two (2) calendar months prior to the date of commencement for the first year subject to clause c above.
 - iii. For all subsequent years the base month for the price adjustment shall be two (2) calendar months prior to the anniversary date of the contract.
 - iv. 10% of the rate will remain fixed.
- g) The FM Contractor shall inform the CCT at least one month in advance as to when any increases are to become due and provide an updated schedule showing the proposed increase and how it impacts on the applicable rates.
- h) Only the wage portion of the respective hourly rates will be subject to wage determination increases. The remainder of the rate shall be subject to price adjustment in accordance with CPI as set out in this Schedule 8.
- i) Contract Price Adjustment will not apply to percentage fee payment items including:
 - Servicing of AVM – Card Vending Machine (CVM)
 - Servicing of AVM – Single Trip Ticket Dispenser (STTD)
 - Banking charges reimbursement – Debit card transactions
 - Banking charges reimbursement – Credit card transactions
 - Management Fee percentage
- j) The percentage fee for banking charges reimbursements (debit and credit cards) shall be fixed for the duration of the contract.

Appendix A

The Service Provider shall in the execution of the contract employ competent and experienced suitable staff, which meets the below mentioned requirements pertaining to qualification and experience.

Key Personnel:

Contract Manager
 Manager: Maintenance Services
 Manager: Security & CCTV Surveillance Services
 Manager: Cleaning Services
 Manager: Cash Receipting & Reconciliation

Manager refers to an employee who is charged by an employer with the overall supervision over, responsibility for and direction of the activities of an establishment or part of an establishment and the employees engaged therein but does not include any employee in the same establishment who relieves or acts for a manager during the manager's absence.

Should it become necessary to replace or increase the required number of the key personnel listed above during the course of this contract, only individuals with similar or better qualifications and experience, who satisfy the minimum requirements may be appointed and then only with the approval of the Employer.

To confirm that the proposed person per key position conforms to the required minimum experience, the following items will be assessed:

1. Years Relevant Experience:
Experience needs to be related to the function called for and shall be evaluated as part of the "Years/Nature of Experience" below.
2. Appropriate Qualifications:
Adequately qualified to perform function (Refer to table below).

Key Personnel:

The key personnel as required in the Proposal is listed below.

Position	Minimum Qualification	Years/Nature of Experience post qualification
Contract Manager	NQF7 or higher qualification in Facilities Management; Project Management; Transport Engineering; Real Estate; Business Management or other NQF7 or higher qualification that is relevant to the position.	Manager with a minimum of 5 years' verifiable experience in managing contracts within the built environment with specific emphasis on facility management.
Manager: Maintenance Services	NQF6 or higher qualification in technical field, for example an engineering discipline etc.	Manager with a minimum of 5 years' verifiable experience as a manager in managing maintenance services in properties.
Manager: Security & CCTV Surveillance Services	PSIRA registered with a Grade A security qualification or higher	Manager with a minimum of 5 years' verifiable experience in managing security services.
Manager: Cleaning Services	NQF3 Intermediate Certificate or higher	Manager with a minimum of 5 years' verifiable experience in managing cleaning services
Manager: Cash Receipting & Reconciliation	NQF6, tertiary finance/commerce qualification or higher	Manager with a minimum of 3 years managerial experience, which includes supervision over the execution of receiving, receipting, balancing, safekeeping banking and reconciliation of cash.

In evaluating the qualifications of key personnel, the CCT will only consider the NQF Level as specified by SAQA reflected in the table below [REDACTED]

Should the tenderer wish to submit a candidate with a foreign qualification, the tender is required to include SAQA verification that the foreign qualification meets the minimum qualification criteria stated above.