

PART C3: EMPLOYER'S SERVICE INFORMATION

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C3: EMPLOYER'S SERVICE INFORMATION

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1 Description of the service

1.1 Executive overview

Airports Company South Africa is focused on creating and operating world-class airports measuring up to international standards. The main focus for the general building maintenance service is to provide support to airport operations with adequate levels of availability, reliability, operability and safety at an acceptable cost.

The service provider will be responsible for the repair & maintenance of building & facilities, purchase of spares, hiring of equipment, advising ACSA of potential building & facilities risks, condition assessments, professional services and refurbishments/renewals/fit-outs all as and when required. All works will be carried out within the King Shaka International precinct.

The service will be carried out on an as and when basis as determined by ACSA. Full time site presence is not required, **however the contractor will need to make allowance for the execution of preventative maintenance works when issued by the client which requires site presence to be a minimum of three (3) times per week. The minimum site presence must include at least 1 site supervisor, 1 handy man and 1 general assistant and other relevant personnel to carry out the scheduled works as deemed necessary by the contractor.**

The key objectives for this programme are to:

- Maintain ACSA facilities in line with relevant and applicable standards, regulations, legislation, and industry best practise.
- Optimize the service through out-put based service delivery.
- Ensure that asset availability targets are met.
- Ensure that asset reliability targets are met.
- Ensure that operability targets are met.
- Ensure that safety targets are met.
- Ensure that maintenance costs are optimized and executed at the lowest possible cost.

1.2 Employer's requirements for the service

The contractor will be tasked with executing various activities which fall within the defined scope of general building maintenance. The operating philosophy for this service will be tasked based on an as and when basis. (task-by-task call off basis)

The employer will periodically provide the contractor with one or more activities which must be completed within a specified time frame.

Rates tendered by the contractor on the appended bill of quantities will be utilised when determining the amount due to the contractor for a particular task.

The scope of services included in this contract are aligned to the trades which are contained in the standard system of measuring building work in South Africa. (The standard system of measuring building work 1999, Sixth Edition (Revised), The association of South African Quantity Surveyors). The services are broken down to the following categories:

No	CATEGORIES	DESCRIPTION
1	Callouts & Ad-hoc labour requirements	Call out fees for emergency works and urgent works. Further provision is made for ad-hoc labour requirements which may arise during the contract period.
2	Preventative maintenance works	Preventative maintenance schedules are provided for execution by the contractor. The contractor must make provision for site presence of at least 1 supervisor, 1 handy man and 1 general assistant and any other relevant key personnel deemed necessary for a minimum of 3 times per week where preventative maintenance schedules have been issued. The clients reserves the right to issue Preventative Maintenance Schedules only as and when necessary.
3	Common Work Tasks	Common or frequently occurring maintenance tasks are included in the bills of quantities. The contractor is required to ensure prices tendered cover all aspects from labour, transport, equipment, sundries, overheads and profit but must exclude supply of materials. Materials will be paid for on a proven cost basis.
4	Specialised Tasks – Rate only bills of quantities	Tasks aligned to building trades which are less frequently executed. The contractor is required to ensure prices tendered cover all aspects from labour, transport, equipment, sundries, overheads and profit but must exclude supply of materials. Materials will be paid for on a proven cost basis.
		Third party procurement is incorporated into the service to facilitate the purchase of materials, hire of equipment, procurement of sub-contracted works, specialised services and professional services.

Note: The service scope is specifically designed to have the flexibility to execute works on a wide range of tasks related to facilities within the airport precinct. The bills of quantities appended to this document provide a list of the common maintenance activities that can be anticipated.

The pricing schedule provides a framework which will allow the employer to leverage this service on an as needed basis where maintenance tasks arise.

WORK STREAMS

The work streams included in this service is:

REACTIVE MAINTENANCE	PREVENTATIVE MAINTENANCE	PLANNED MAINTENANCE	REFURBISHMENTS AND FIT OUT WORK
Will include all general building maintenance that will arise through asset failure(s), breakdowns or ad-hoc requirements.	Will include all maintenance activities listed on preventative maintenance schedules	Will include all general building maintenance that will arise through time based or condition-based maintenance.	- Will include replacement / refurbishments where needed. - Will include project fit outs as required. - Will include new work as required.

WORK SCOPE

The work scope includes Alterations, Earthworks, Concrete formwork & reinforcement, Precast concrete, Masonry, Waterproofing, Roof coverings, Carpentry & Joinery, Ceilings partitions & access flooring, Floor coverings & wall linings, Ironmongery, Structural steelwork, Metal work, Plastering, Tiling, Glazing, Paintwork, Paperhanging and External works.

The table below consolidates the various trades into the following categories:

Category	Services Required
Building Works	Building works which include Alterations, Earthworks, Concrete formwork & reinforcement, Precast concrete, Masonry and Plastering.
Carpentry & Joinery	Repair or replace damaged or broken: doors, door frames, cabinets, drawers, cabinet tops, skirtings, cills, shelving and provide new installations where requested.
Waterproofing	Repair / replace existing waterproofing installations. Provide new waterproofing installations. Includes liquid painted on water proofing, torch on applications and any other waterproofing technology which is appropriate.
Roof Coverings	Repairs / Replacements to damaged roofs and roof sheeting. Cleaning of gutters, downpipes and flushing debris out of storm water lines. Repairs / Replacement of damaged gutters and down pipes.
Ceilings, Partitions & Access Flooring	Repair / replace or provide new Ceilings, partions & access flooring.
Ironmongery	Repair / replace or provide new ironmongery.
Floor coverings & Wall linings	Repair / replace or provide new floor coverings & wall linings which includes carpeting, vinyl and other forms of plastic floor coverings.
Furniture	Repair / replace or provide new benches, chairs, tables, table/chair wheels, chair seats, chair back rests, chair / couch upholstery, chair mechanisms, all office desks, tables and cabinets
Glazing	Removal and replacement of damaged glass, building windows, doors and façades. Repairs where required (Includes frames, mullions, beadings etc) Provide new where required
Metalworks/Steelworks	Repair / replace welding of damaged steel/stainless steel/aluminium works, railings, sign brackets, trolley barriers, gutters, roof, canopies, shelters and gates, windows, doors, frames and shop fronts. Provide new installations on an as needed basis.

Painting	Removal of old paint, surface preparation (all types), painting of internal / external walls, floors, ceilings, planters; colour matching and touch ups. Paint to new surfaces.
Signage	Repair or replacement of damaged, faded or missing ACSA building signage. Provide new signage on an as needed basis.
Tiling	Removal, replacement of damaged floor / wall tiles and laying of new tiles. Provide new installations on an as needed basis.
Paperhanging	Repair / replace or provide new wall paper, wall decorations on an as needed basis.
External Works	Includes paving, kerbing, bollards, benches, landscape features and furniture.
Other	Ad-hoc requirements which can be executed by resources which are included in this service.

Note: Plumbing & drainage, electrical work and mechanical work may be required on an as needed basis in instances where Refurbishment or new fit outs take place and these trades are incorporated into the works. In all instances sub-contractors used must be suitably qualified, competent and certified/ accredited to carry out the works.

AREAS TO BE MAINTAINED

#	Area	Locality	m ²
a.	Airside Sub Stations	Airside / Landside	1,915
b.	Car Parks	Landside	142,179
c.	Car rental building	Landside	1,465
d.	Dog Kennel Building	Airside	174
e.	Fire and Rescue Building	Airside	3,048
f.	Fire Pump Houses	Landside	250
g.	Forward Fuel Depot	Landside	631
h.	Fuel Storage Farm	Landside	148
i.	Heliport	Airside	150
j.	ILS Glide path Rooms (06 and 24)	Airside	15
k.	ILS Localisers Rooms (06 and 24)	Airside	15
l.	Maintenance Buildings:	Airside	2,772
m.	Multi Storey Parkade (MSP)	Landside	44,149
n.	Multi-Storey Offices (MSO) (4 levels)	Landside	4,563
o.	Piazza - Retailers	Landside	1,500
p.	Refuse buildings	Airside	355
q.	Reservoir	Landside	150
r.	Security Check Points: North Gate, South Gate, Basement, Cargo Gates	Airside / Landside	679

s.	Staff Processing Building	Airside / Landside	1,205
t.	Terminal Building and Terminal Building Services Block	Landside	103,512
u.	Wastewater Treatment Plants (South)	Landside	4,000
v.	Includes all areas within the airport precinct not mentioned above.	Airside / Landside	TBC

WORK MANAGEMENT

Work on this service will be instructed via task order. Only the resources required for the allocated tasks will be required on site. All work performed will be initiated, performed and regulated by a unique reference number(s) issued by ACSA.

A framework has been developed to facilitate the workflow on this contract and is outlined below.

Task Order Type	Description
Preventative Maintenance Schedules	Preventative Maintenance Schedules
	The preventative maintenance schedules will be generated and issued by the client on an as needed basis.
	The contractor will be required to perform the necessary inspections and execute the necessary repairs which are included in the schedules.
	Where preventative maintenance schedules are issued, the contractor must ensure a minimum site presence of three (3) times per week. Site personnel must include 1 site supervisor, 1 handy man and 1 general assistant as a minimum and other relevant key personnel to execute both the inspection and necessary repairs.
	Preventative maintenance teams while on site will need to attend to calls as they arise.
	The contractor must make provision for all expenses which includes but is not limited to transport to and from site, labour, tools, equipment, overheads, profit in their pricing.
	All materials required will be paid for separately through third party procurement.
Work Request / Work Orders	Work Request / Work Orders (Reactive and planned tasks)
	Where work required has been included in the bills of quantities as common works and rate only works.
	The contractor will schedule the necessary work and complete the work as agreed.
	The contractor and the client will refer to the rates contained in the pricing schedule to determine the amount due to the contractor.
	This aspect of the service is re-measurable and the contractor will only be paid for the quantity of work completed in the work order.
	The contractor must make provision for all expenses which includes but is not limited to transport to and from site, labour, tools, equipment, overheads, profit in their pricing.
	All materials required will be paid for separately through third party procurement.
Emergency	Emergency call outs (45-minute response time)
	Emergency call outs will be activated in the event of an emergency where the services of the contractor are needed to make safe or perform a task(s).
	Due to the nature of emergency, the response time needed will not be longer than 45 minutes from the time the call is made to the time the contractor arrives to site and notifies ACSA accordingly
	Emergency call outs will be attended by one (1) handy man and one (1) general assistant.

	The contractor must make allowance in his/her pricing for one (1) hour labour for both the Handy Man and General Assistant. One hour will be measured from the time the contractor notifies ACSA that they are on site and in attendance at the particular location of the emergency.
	The contractor must make allowance for transport and mileage required for this call out.
	The contractor must make allowance for all expenses and incidental costs associated with this call out.
	The contractor will attend and mitigate the risk within the allocated one (1) hour. In the event more time is required, then permission must be granted by the employer.
	Permission to procure third party services, equipment and materials to attend to the emergency must be approved by the employer.
Urgent	Urgent call outs
	Urgent call outs will be activated in the event of urgent works where the services of the contractor are needed to make safe or perform task(s).
	Due to the nature of urgent work, the response time needed will be no longer than 24 hours from the time the call is made to the time the contractor arrives to site and notifies ACSA accordingly
	Urgent call outs will be attended by one (1) handy man and one (1) general assistant.
	The contractor must make allowance in his/her pricing for one (1) hour labour for both the Handy Man and General Assistant. One hour will be measured from the time the contractor notifies ACSA that they are on site and in attendance at the location of the required work.
	The contractor must make allowance for transport and mileage required for this call out.
	The contractor must make allowance for all expenses and incidental costs associated with this call out.
	The contractor will attend and mitigate the risk within the allocated one (1) hour. In the event more time is required, then permission must be granted by the employer.
	Permission to procure third party services and materials to attend to the urgent work must be approved by the employer.

Preventative maintenance schedules - Work executed will fall within the categories of Reactive Maintenance, planned time-based maintenance, planned condition-based maintenance.

Preventative Maintenance Schedule (Weekly)

Inspections

Conduct visual inspection of the Multistorey Parkade

Conduct visual inspection of the Piaaza area, drop off, shaded & long stay parking.

Conduct visual inspection of the terminal building departures and arrivals area. (Focus on areas exposed to passengers)

Activities

Note down all maintenance faults observed in line with the schedule.

Make safe any safety risk identified relating to a fault on building infrastructure.

Report safety risks which are beyond the scope of this service to the employer.

Carry out repairs that fall within the scope of the preventative maintenance schedule.

Preventative Maintenance Schedule (Monthly)**Inspections**

Inspect the following areas on a monthly basis:

No	Description
1	BUILDING - TERMINAL BUILDING
2	BUILDING - MULTI STORY OFFICE - MSO - ACSA OFFICE BLOCK
3	BUILDING - PERMIT OFFICE - TRANSPORT PLAZA AREA
4	BUILDING – PARKADE
5	BUILDING – CAR RENTAL BUILDINGS (KIOSKS)
6	BUILDING - SUBSTATION 1 - AIRFIELD
7	BUILDING - SUBSTATION 2 - AIRFIELD
8	BUILDING - SUBSTATION 3 - AIRFIELD
9	BUILDING - SUBSTATION 4 - AIRFIELD
10	BUILDING - FUEL FORWARDING DEPOT - SOUTH
11	BUILDING - FIRE STATION BUILDING
12	BUILDING - SILOS - FIRE STATION AREA
13	BUILDING - ELECTRICAL MAINTENANCE WORKSHOP BUILDING - MB1
14	BUILDING - SURFACE MAINTENANCE BUILDING - MB2
15	BUILDING - BUILDING - MAINTENANCE WORKSHOP AREA-MB3
16	BUILDING - ATTIC STOREROOM NEXT TO MB2 - MAINTENANCE WORKSHOP AREA
17	BUILDING - WASTE RECYCLING BUILDING 1 - MAINTENANCE WORKSHOP AREA
18	BUILDING - WASTE RECYCLING BUILDING 2 - MAINTENANCE WORKSHOP AREA
19	BUILDING - WASTE RECYCLING OFFICE - MAINTENANCE WORKSHOP AREA
20	BUILDING – CANOPIES
21	ADDITIONAL AREAS MAY BE ADDED AS NECESSARY DURING THE COURSE OF THE CONTRACT

Activities

Note down all maintenance faults observed in line with the schedule.

Make safe any safety risk identified relating to a fault on building infrastructure.

Report safety risks which are beyond the scope of this service to the employer.

Carry out repairs that fall within the scope of the preventative maintenance schedule.

Preventative Maintenance Schedule (Quarterly)**Inspections**

Inspect the following areas on a quarterly basis:

1	BUILDING - SUBSTATION 1 - AIRFIELD
2	BUILDING - SUBSTATION 2 - AIRFIELD
3	BUILDING - SUBSTATION 3 - AIRFIELD
4	BUILDING - SUBSTATION 4 - AIRFIELD
5	BUILDING - MULTI STORY OFFICE - MSO - ACSA OFFICE BLOCK
6	BUILDING - STAFF PROCESSING - AIRPORT PERIMETER
7	BUILDING - SECURITY AND ACCESS CONTROL BUILDING - AIRPORT PERIMETER
8	BUILDING - SECURITY AND ACCESS CONTROL - NORTH GATE - AIRPORT PERIMETER
9	BUILDING - CARGO SECURITY BUILDING - EAST GATE - AIRPORT PERIMETER
10	BUILDING - CARGO SECURITY BUILDING - WEST GATE - AIRPORT PERIMETER
11	BUILDING - ATNS BUILDING - CARGO AREA
12	BUILDING - FIRE PUMP STATION - CARGO AREA
13	BUILDING - STATE PROTOCOL LOUNGE - CARGO AREA
14	BUILDING - CAR RENTALS AREA (DEPOTS)
15	BUILDING - FUEL DEPOT BUILDING - UNDEVELOPED AREA
16	BUILDING - FUEL FORWARDING DEPOT - SOUTH
17	BUILDING - FIRE STATION BUILDING
18	BUILDING - SILOS - FIRE STATION AREA
19	BUILDING - MAINTENANCE BUILDINGS
20	BUILDING - WASTE RECYCLING BUILDING 1 - MAINTENANCE WORKSHOP AREA
21	BUILDING - WASTE RECYCLING BUILDING 2 - MAINTENANCE WORKSHOP AREA
22	BUILDING - WASTE RECYCLING OFFICE - MAINTENANCE WORKSHOP AREA
23	BUILDING - BOOSTER PUMP STATION - SOUTH
24	BUILDING - FIRE PUMP STATION - SOUTH
25	BUILDING B0150 - SWWTP WASTEWATER SERVICES AREA - PRECINCT AREA SOUTH - BUILDING - KING SHAKA AIRPORT
26	BUILDING - PERMIT OFFICE - TRANSPORT PLAZA AREA
27	BUILDING - FIRE PUMP STATION - PERMIT OFFICE
28	BUILDING - PARKADE
29	BUILDING - TERMINAL BUILDING
30	BUILDING - CAR RENTAL (KIOSKS)
31	ADDITIONAL AREAS MAY BE ADDED AS NECESSARY DURING THE COURSE OF THE CONTRACT

Activities

Note down all maintenance faults observed in line with the schedule.

Make safe any safety risk identified relating to a fault on building infrastructure.

Report safety risks which are beyond the scope of this service to the employer.

Carry out repairs that fall within the scope of the preventative maintenance schedule.

Maintenance Tasks that are included in the preventative maintenance schedules (Weekly, Monthly, Quarterly):

CARPENTRY & JOINERY

- Refix / Realign existing steel door frame (Single door, Double door)
- Refix / Realign existing timber door (Single door, Double door)
- Supply and install new steel door frame (Single door, Double door) including preparing opening to receive new door frame.
- Supply and install new timber door (Single door, Double door)
- Carry out any other carpentry related repair / replacement on doors and door frames if not mentioned above.

All materials paid for on a proven cost basis. (3rd party procurement)

CEILINGS, PARTITIONS AND ACCESS FLOORING

- Proprietary ceiling systems - Supply and replace powder coated main tee's
- Proprietary ceiling systems - Supply and replace powder coated cross tee's
- Proprietary ceiling systems - Supply and replace powder coated wall angle
- Proprietary ceiling systems - Supply and replace powder coated shadow line trim
- Proprietary ceiling systems - Supply and replace 600mm x 600mm ceiling tile
- Proprietary ceiling systems - Supply and replace 600mm x 1200mm ceiling tile
- Execute plaster board ceiling/bulkhead repairs/replacements up to 3m² in patches.
- Carry out any other ceiling/bulkhead repairs which do not exceed 3m² in area.

All materials paid for on a proven cost basis. (3rd party procurement)

IRONMONGERY

- Supply and replace lock set with handle for single timber/aluminium doors
 - Supply and replace lock set with handle for double timber/aluminium doors
 - Supply and replace barrel lock insert for single/double doors
 - Refix existing door lock and handle for single and double doors
 - Supply and replace ablution indicator bolt
 - Refix ablution indicator bolt
 - Supply and replace paraplegic door handle and lock
 - Refix existing paraplegic door handle and lock
 - Unlock / release lock mounted on door or gate - lost or damaged key
 - Refix loose door closures
 - Adjust resistance on existing door closure
 - Supply and install new door closure complete with mounting plates on wall and door
 - Refix / adjust existing door hinges
 - Replace door hinges
 - Replace cabinet locks
 - Realign / Reinstall existing soap dispenser
 - Supply and install new soap dispenser
 - Realign / Reinstall existing toilet roll holder
 - Supply and install new toilet roll holder
 - Carry out any other ironmongery related repair / replacement not mentioned above.
- All materials paid for on a proven cost basis. (3rd party procurement)

METAL WORK

- Refix/Remount/Realign existing aluminium door frame (Single door/Double door)
 - Supply and install new aluminium frame (Single door / Double door)
 - Supply and install new aluminium door (Single door / Double door)
 - Carry out any other repair / replacement to aluminium doors/frames/windows not mentioned above.
- All materials paid for on a proven cost basis. (3rd party procurement)

REPAIR / REFURBISH / REPLACE FURNITURE AND EQUIPMENT

- Refix / replace loose or damage fixings to Boardroom/office desks/tables
- Repairs / replacement of panels/tops to Boardroom/office desks/tables
- Repairs / replacement of drawers/doors to Boardroom/office desks/tables
- Repairs / replacement to cabinets, tops, doors and shelves in offices and kitchens etc
- Repairs to Chairs, chair seats, chair back rests, chair wheels and chair mechanisms
- Repair or replace seat or back rest panel and clean steel structure of terminal seats.
- Repairs / replacement to Blinds
- Carry out any other furniture related repair / replacement not mentioned above.

All materials / services paid for on a proven cost basis. (3rd party procurement)

LEGAL REQUIREMENTS

The service provider is required to ensure compliance with all legal requirements pertaining to this service. This includes national, regional legislation as well as local Municipal By-Laws. The key legislation and regulations include but is not limited to the following:

- National Building Regulation
- Relevant South African National Standard(s)
- Occupational Health and Safety Act: Section 9 of the Occupational Health and Safety Act 1993

The act also imposes a duty on companies and directors to ensure, as far as reasonably practicable that persons other than just those in their employ who may be directly affected by their activities are not exposed to health and safety hazards. Safety shall be strictly adhered to at all times.

INCIDENTS

All safety incidents must be reported to the Service Manager and subsequently to the Safety Manager in writing.

All environmental incidents must be reported to the Service Manager and subsequently to the Environmental Manager in writing. Records of the above must be kept on site at all times.

INSPECTIONS AND AUDITS

ACSA always has a right to inspect and audit the facilities of the service provider. Corrective measures must be taken at the cost of the service provider to address noncompliance's found.

The service provider is also required to inspect its own facilities per prevailing regulation and provide proof when required.

The service provider must provide a list of personnel appointed in terms of the Occupational Health and Safety Act as well as those appointed to oversee environmental compliance.

1.3 Interpretation and terminology

The following abbreviations/terms are used in this Service Information:

Abbreviation / Term	Meaning given to the abbreviation/term
PM - Planned Preventative Maintenance	Preventative maintenance (FTM – Fixed Time Maintenance), defined as the type of maintenance where repairs or replacement actions are performed at predetermined, fixed, intervals to prevent failures from becoming reality.
CM - Corrective Maintenance	Maintenance carried out after a failure has occurred and intended to restore an item to a state in which it can perform its required function. Corrective maintenance can be planned or unplanned.
Predictive maintenance or condition-based maintenance	Predictive maintenance or condition-based maintenance (CBM), defined as the type of maintenance trying to predict the condition of the equipment and plan maintenance strategy accordingly. Once the condition is known a decision is taken to take the equipment out of service for repairs or to leave it in service for an extended period of time based on the condition of the equipment.
Proactive maintenance or engineer out maintenance	Proactive maintenance or engineer out maintenance (EOM), defined as maintenance or task performed to prevent failure. It also involves the development of new facilities or changing of existing facilities. Updating or putting new procedures in place is also a form of EOM.
Unplanned Maintenance-Breakdown Maintenance;	Breakdown maintenance, defined as that maintenance which was unforeseen and is necessary to restore the serviceability of the physical asset.
Minor/smaller approved Project related Maintenance work	Project maintenance, defined as that maintenance which involves the development of new facilities or changing of existing facilities.
Functional Failure	A functional failure is the inability of an item (or the system/sub-system in which it is installed) to meet a specified performance standard.
Potential Failure	A potential failure is an identifiable physical condition which indicates that a functional failure is imminent.
Asset Life	Period from asset creation to asset end of life.
Condition	The physical state of the asset.
Maintenance	All actions intended to ensure that an asset performs a required function to a specific performance standard(s) over its expected useful life by keeping it in as near as practicable to its original condition, including regular recurring activities to keep the asset operating.
Risk Register	A record of information that stipulates the risks identified, the levels of risk exposure before and after implementation of risk controls and details of appointed risk owners as a minimum.
CMMS	Computerized maintenance management system
ACSA	Airports Company South Africa
KSIA	King Shaka International Airport
Third Party Procurement	The purchase of materials, hire of equipment and the procurement of subcontracted services.
Ditto	Use to indicate something already said is applicable a second time.

2 Management strategy and start up.

2.1 The Contractor's plan for the service

A plan is to be submitted by the service provider which details how the service will be executed describing the processes or procedures that will be followed which aligns to the requirements of this service. The service provider will in his/her plan focus on the following aspects.

- Output based services on an as needed basis
- Preventative Maintenance Schedules
- Managing work in terms of time, cost and quality
- Third Party Procurement
- Safety
- Use of specialized / professional services
- Warrantees & Guarantees
- Staff turnover – Loss of qualified and experienced staff
- Training aligned to scope of works. Specific attention is drawn to working at height among others.
- Reporting

In addition, the service provider will submit the following plans:

EMERGENCY RESPONSE PLAN

The appointed contractor will have an onsite emergency response plan to deal with various emergencies (including, but not limited to: spills and pollution, flood, fires, bombs etc.) that will be documented and available on site.

The emergency response plan shall be simulated within 30 days of commencing with the contract. The appointed service provider shall ensure that all requirements including training is implemented. Further, simulation will take place on an annual basis where findings and observations from the simulation shall be carried through in the form of lessons learned, refresher training and updates to the emergency response plan.

CONTINGENCY PLAN

The contractor is to provide ACSA with a contingency plan demonstrating ability to maintain continuity of service that will cover but is not limited to the following aspects:

- Labour unrest – Risks arising from labour disputes.
- Civil unrest – Risks arising from public/civil unrest.
- Natural disasters (example: global pandemics such as COVID19, Acts of nature such as flooding etc)
- ACSA's exposure to third party service provider(s).
 - ACSA is not adversely affected by any challenges experienced by third party service providers in performing.
 - ACSA is not adversely impacted by increased tariffs/prices/rates charged by these third parties.

Note: Escalation on contracted rates is limited to the consumer price inflation percentage applicable on the anniversary of the contract each year. Additional increases will not be permitted.

2.2 Management meetings

The Contractor will be expected to attend meetings relating to contract KPI's, maintenance, operations, contract management and other issues that may arise from time to time on a monthly basis or any other prescribed terms. As far as is practicable, the Contractor will make all required persons available for these meetings. The Contractor shall not submit claims for payment for staff attending any of these meetings.

The meetings will be conducted formally. The Contractor needs to ensure the availability of the representative with a delegated authority to attend these meetings. The meeting minutes will be recorded and distributed to the Contractor electronically for record keeping and actioning of the agreed activities.

Regular meetings of a general nature may be convened and chaired by the *Service Manager* as follows:

Title and purpose	Approximate time & interval	Location	Attendance by:
Overall contract progress and feedback, risk register, feedback on early warnings and compensation events	Monthly on _TBC_ at ____TBC	KSIA	<i>Employer, Contractor and ____TBC</i>
Ad Hoc Meetings for a specific purpose	As and when required	KSIA	TBC

Meetings of a specialist nature may be convened as specified elsewhere in this Service Information or if not so specified by persons and at times and locations to suit the Parties. Records of these meetings shall be submitted to the *Service Manager* by the person convening the meeting within five days of the meeting.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

2.3 Contractor's management, supervision and key people

- The service provider will ensure that a suitably experienced and qualified site manager/supervisor is appointed to manage the service. The service manager / supervisor shall possess a qualification in the built environment (NQF 6 or higher)
- The service provider will ensure that artisans and skilled tradesmen are competent, suitably qualified, and experienced. Artisans are to be trade tested/ trained and possess relevant experience.
- The service provider will ensure that regulatory and legislative compliance is performed by competent individuals as specified in relevant regulations and legislation.

In the event of a person being replaced the Contractor must inform the Service Manager prior to the replacement and also submit an amended Resource Proposal accordingly. For the full duration of this contract, none of these persons will be replaced by a person of lesser ability or qualification.

All instructions and authorisations on this contract will come from the client's Service Manager or his defined representative.

Contract management organogram required as submitted in the resource plan in the tender document.

The contractor will provide the following key personnel.

Personnel	Description
Site manager / Supervisor	Built environment qualification – NQF 6 or higher and suitable experience
Carpenter	Trade tested / Trained artisan and suitable experience
Painter	Trade tested / Trained artisan and suitable experience
Plasterer	Trade tested / Trained artisan and suitable experience
Welder	Trade tested artisan and suitable experience
Tiler	Trade tested / trained artisan and suitable experience
Brick layer	Trade tested / trained artisan and suitable experience
Handy man	Matriculated – Grade 12 (School) and suitable experience
General Assistant	Matriculated – Grade 12 (School) and suitable experience
Ad-Hoc personnel	Skilled personnel required to perform ad-hoc task(s) will be suitably qualified and experienced per industry standard.
OHS	Skilled personnel required to perform OHS related task(s) will be suitably qualified and experienced per industry standard.

2.4 Provision of bonds and guarantees

Guarantees / warranties will be issued by the contractor for every task completed effective from the date the task is completed and accepted by the employer. The guarantees / warranties will remain valid for a period of 6 months thereof. Where a product manufacturer provides a written guarantee / warranty exceeding six (6) months then the contractor shall extend their guarantee / warranty on workmanship to coincide with the guarantee / warranty provided by the manufacturer.

It should be noted that a signed and completed Job card by both the contractor and employer confirming the work has been completed will be regarded as the guarantee/warranty.

2.5 Documentation control

The following documentation must be provided by the appointed Service Provider:

- Monthly Reports
Reports are submitted within the first ten days of the new month.
The monthly report must include:
 - Summary of all maintenance activities carried out
 - Pack includes signed copies of task orders completed for the month.
 - Copy of claim for the month.
 - Operations (General, challenges, achievements, improvement areas)
 - Copy of preventative maintenance schedules (infrastructure condition assessment).
 - Review suitability of safety files, risks and treatment.
 - Inventory of materials on hand.
 - Safety Audit reports & Copies of registers from tool box talks held.
 - Lessons learned

The report must be submitted in a user friendly and in a compatible format agreed by ACSA upon award.
- The contractor must ensure that insurance for compensation for occupational injuries and disease – COID (Workman's Compensation) remains valid, up to date and in place at all times for employees working on ACSA premises. Proof will be requested at regular intervals.
- The contractor must ensure that insurance requirements as outlined in the attached ACSA insurance specification is valid, up to date and in place at all times for the duration of the contract. Proof will be requested at regular intervals.
- The contractor shall ensure that all employees working on ACSA premises have completed medicals certifying them fit to work. Note, ACSA permits are issued subject to there being a medical in place certifying the employee fit to work.

General Information

For the duration of the contract, the Contractor will acquire extensive intellectual property about the associated assets, equipment and procedures. Any such intellectual property must be handed over to the Employer at the end of the Service Period. These will include, but is not limited to, the following:

- Reports
- Memorandums
- Drawings
- Operating manuals
- Service history books
- Pictures
- Video Clips
- Audio Clips
- Spread sheets / Data bases
- Meeting minutes
- Communiqués
- Files
- Warranties

Computerized Maintenance Management System (CMMS)

The contract deliverables will interact extensively with ACSA's CMMS system. The work orders/task orders will have unique reference numbers. All additional specific / specialized inspection and maintenance sheets must be attached to the appropriate work order and submitted to the ACSA CMMS coordinator.

COMPUTERISED MAINTENANCE MANAGEMENT SYSTEM (CMMS)**Procedure General**

- The contractor will be issued with a list of maintenance requirement(s) which need to be assessed and subsequently actioned.
- The contractor will review the list and perform the necessary condition assessments and inspections.
- The contractor will report back to the employer within the specified time frame on the scope of works, time line for completion and estimated total cost of the works based on the rates approved in the bill of quantity.
- The employer will then approve the work that must be executed and will issue official instruction to proceed.
- The task orders issued to the contractor will be titled 'work order'
- "Work Orders" are separated into to two (2) categories which are,
 - Planned work orders
 - Unplanned work orders
- Each work order issued to the contractor will have a unique reference number for the work that is to be done.
- The contractor will complete and submit the completed work order to the employer once the work on site is completed.
- The work order will be completed on the prescribed form and will have attached support documentation which includes, third party invoices, labour schedules, work plans etc.
- The work will be regarded as closed once the employer has received confirmation the work on site is completed, the complete work order is submitted to the employer, the employer has acknowledged receipt of the submission and the employer has carried out inspection and confirmed the work has been completed as agreed.
- **Payments for work done will only be processed for completed and closed work orders.**
- The contractor will ensure that a copy of all submissions is retained by the contractor for the duration of the contract.

2.6 Invoicing and payment

- Invoices will be itemized per the price schedule.
- When invoicing, the *Contractor* shall ensure that all required reports for the corresponding month are attached to the monthly invoice. The contractor shall keep copies of all reports for at least five (5) years from the issue date. All reports shall be in a format as agreed with the Service Manager from time to time.
- The *Contractor* shall address the tax invoice to ACSA and include on each invoice the following information:
 - Name and address of the Contractor and the Employer;
 - The contract number, Blanket Purchase Order Number and contract title;
 - Contractor's VAT registration number;
 - The Employer's VAT registration number;
 - Description of service provided for each item invoiced based on the Price List;
 - Total amount due invoiced excluding VAT, the VAT and the invoiced amount including VAT
 - Duly completed signed payment certificate
- All payments shall be made by electronic transfer into the *Contractor's* bank account.
- The *Employer* may set off any amounts due and payable from the *Contractor* pursuant to the terms of this Agreement against any amounts payable by the *Employer* to the *Contractor* on any invoice. If the amounts payable by the *Contractor* to the *Employer* exceed the amounts payable by the *Employer* to the *Contractor* pursuant to an outstanding invoice under this Agreement, then, at the *Employer's* option, the Service Provider shall either issue a credit note for the net amount which the *Employer* may set off against any other invoices rendered by the *Contractor*, or promptly pay the amount to the *Employer*.

ESCALATION

Escalation will be limited to a maximum of Consumer Price Inflation (CPI) on the anniversary date of the contract.

2.7 Contract change management

- Early Warnings to notify the contractor or employer of arising risks.
- Risk Registers for the recording of risks to the service
- Further requirements to be announced during course of contract execution in line with contract provisions of the NEC Term Service Contract.

2.8 Records of Defined Cost to be kept by the *Contractor*

All costs which relate to compensation events must be retained by the service provider for the duration of the contract and must be available for review when required.

2.9 Insurance provided by the *Employer*

Refer to attached Insurance specification from the employer.

2.10 Training workshops and technology transfer

To be discussed and agreed as and when required.

2.11 Design and supply of Equipment

To be discussed and agreed as and when required.

2.12 Things provided at the end of the service period for the Employer's use**2.12.1 Equipment**

None

2.12.2 Information and other things

All intellectual property issued to the service provider must be returned to the employer on completion of the contract. All intellectual property, manuals, instructions, drawings and specifications arising from the service must be handed over to the employer at the end of the service period.

2.13 Management of work done by Task Order**Computerized Maintenance Management System (CMMS)**

The contract deliverables will interact extensively with ACSA's CMMS system. The work orders/task orders will have unique reference numbers. All additional specific / specialized inspection and maintenance sheets must be attached to the appropriate work order and submitted to the ACSA CMMS coordinator.

COMPUTERISED MAINTENANCE MANAGEMENT SYSTEM (CMMS)**Procedure General**

- The contractor will be issued with a list of maintenance requirement(s) which need to be assessed and subsequently actioned.
- The contractor will review the list and perform the necessary condition assessments and inspections.
- The contractor will report back to the employer within the specified time frame on the scope of works, time line for completion and estimated total cost of the works based on the rates approved in the bill of quantity.
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- The work order will be completed on the prescribed form and will have attached support documentation which includes, third party invoices, labour schedules, work plans etc.
- The work will be regarded as closed once the employer has received confirmation the work on site is completed, the complete work order is submitted to the employer, the employer has acknowledged receipt of the submission and the employer has carried out inspection and confirmed the work has been completed as agreed.
- **Payments for work done will only be processed for completed and closed work orders.**
- The contractor will ensure that a copy of all submissions is retained by the contractor for the duration of the contract.

3 Health and safety, the environment and quality assurance**3.1 Health and safety risk management**

An Occupational Health and Safety Plan in line with the Occupational Health and Safety Act as well as in line with ACSA guidelines must be submitted. Work will only commence once the plan has been approved by the Safety Manager and a permit to work is issued.

The Service Provider will supply all on-site personnel with the necessary PPE and a uniform, with the company logo, which ensures all employees are easily identifiable. Submission of relevant medical

certificates together with the Safety File as per Occupational Health and Safety requirements. The safety file will be approved by the Safety department.
The appointed service provider must make allowance for appropriate PPE for all staff in line with regulations set out by the relevant authorities.

The *Contractor* shall comply with the health and safety requirements annexed to this Service Information.

Work mans compensation letter of good standing must be aligned to general building or written proof must be provided that employees will be covered given the activities executed in the service.

Provide the necessary hoarding, signage, trolleys etc to safely execute works.

3.2 Environmental constraints and management

Environment

The Contractor will keep noise and dust levels to a minimum. At no time shall his/her work result in nuisance, interference or danger to the public or any other person working at the Airport.

At no time shall the Contractor:

- Allow any pollution or toxic substance to be released into the air or storm water systems.
- Interfere with, or put at risk, the functionality of any system or service.
- Cause a fire or safety hazard.
- Other requirements are included in the SHE Specification documentation attached.

3.3 Quality assurance requirements

Quality plans and control

All work must be executed in accordance with prevailing industry norms and standards relating to quality. In this regard, the Contractor will be expected to draft quality plans for the Service Manager from time to time.

4 Procurement

4.1 People

4.1.1 Minimum requirements of people employed

- ACSA issued permits which are issued in line with policies and procedures of ACSA.
- Relevant experience
- Relevant qualification.

4.1.2 BBBEE and preferencing scheme

The service provider must comply at all times with the transformation requirements set out in the tender. Such conditions must be maintained throughout the contract period.

4.2 Subcontracting

4.2.1 Preferred subcontractors

ACSA reserves the right to reject subcontractors based on past performance, price competitiveness, lead time management.

4.2.2 Subcontract documentation, and assessment of subcontract tenders

All third-party procurement which is done/ executed on a proven cost basis will be subject to approval following a 3-quote assessment. i.e., the service provider will submit 3 quotes from suppliers for every purchase valued at R1000 or more per work order and the most competitive quote will be permitted.

All third-party procurement which is done/ executed on a proven cost basis will be subject to approval following review by ACSA where such purchases are valued at less than R1000. The service manager will make a determination on the reasonability of the quote submitted.

ACSA reserves the right to verify prices submitted are market related before approving quotes. All quotes must be provided by recognized suppliers/providers for the specific item.

All payments for 3rd party procurement will be made at the net cost paid excluding VAT (discounts deducted). The contractor will then add the agreed mark up to the net cost.

4.2.3 Limitations on subcontracting

All specialised works must be subcontracted out to entities/companies with the required expertise and experience. For specialised works, sub-contractors must hold the required CIDB grading. Example glazing contractors must hold relevant CIDB grading for the value of work.

Refer to the attached price schedule.

Specialised services are contemplated for this contract on an as needed basis. No commitment is made to expend any provision made in this bill of quantities. Specialised services will include but is not limited to the categories outlined by the Construction Industry Development Board (CIDB). Where specialised services are required, the appointed contractor shall ensure that the sub-contractor appointed is a registered and active contractor on the CIDB contractor register and is registered for the grade of work required. Where work required is not covered by a CIDB grading, the requirement for holding an active CIDB grading will not be required.

Specialist work categories in line with provisions made by the CIDB:
• Civil Engineering works by specialist contractor with applicable CIDB (CE) grading.
• Electrical Engineering works by specialist contractor with applicable CIDB (EB) grading.
• Mechanical Engineering works by specialist contractor with applicable CIDB (ME) grading.
• Asphalt works by specialist contractor with applicable CIDB (SB) grading.
• Earthworks works by specialist contractor with applicable CIDB (SC) grading.
• Corrosion Protection works by specialist contractor with applicable CIDB (SD) grading.
• Demolition works by specialist contractor with applicable CIDB (SE) grading.
• Fire Prevention works by specialist contractor with applicable CIDB (SF) grading.
• Glazing works by specialist contractor with applicable CIDB (SG) grading.
• Landscaping, Irrigation & Horticultural works by specialist contractor with applicable CIDB (SH) grading.
• People Movers and Hoisting Machinery works by specialist contractor with applicable CIDB (SI) grading.
• Piling & Foundation works by specialist contractor with applicable CIDB (SJ) grading.
• Road Marking & Signage works by specialist contractor with applicable CIDB (SK) grading.
• Structural Steel & Scaffolding works by specialist contractor with applicable CIDB (SL) grading.
• Timber Building & Structure works by specialist contractor with applicable CIDB (SM) grading.
• Waterproofing works by specialist contractor with applicable CIDB (SN) grading.
• Wet Services and Plumbing works by specialist contractor with applicable CIDB (SO) grading.
• Fencing works by specialist contractor with applicable CIDB (SQ) grading.
• Other specialist works deemed necessary by the client

Professional services are contemplated for this contract on an as needed basis. No commitment is made to expend any provision made in this bill of quantities. Professional services will include but is not limited to the categories outlined by the relevant professional body. Where professional services are required, the appointed contractor shall ensure that the professional appointed is a registered and active professional with the relevant professional body. Provision is made for both value related prices (a percentage of value of work) and time related prices (rate per hour).

Professional Services categories in line with provisions made by relevant professional bodies / councils:
• Professional Architect
• Professional Structural Engineer
• Professional Civil Engineer
• Professional Quantity Surveyor
• Professional Mechanical Engineer
• Professional Electrical Engineer
• Professional Landscape Architect
• Professional Fire Engineer
• Professional Project Manager
• Health & Safety Officer

4.2.4 Attendance on subcontractors

Attendance on purchase of materials, equipment and services, including specialised services is provisioned in the table of percentages for 3rd party procurement. All goods and additional services will be purchased through third party procurement.

Attendance on professional services is quantified in the bills of quantities where the contractor will be reimbursed in either value related or time related fees.

4.3 Plant and Materials

4.3.1 Specifications

The contractor shall provide all necessary tools of trade for the execution of the works. No additional costs will be permitted for the purchase of or hire of tools.

The service provider will be required to have variety of tools and equipment that will be needed to enable them to execute their duties efficiently. The following tools will be required in this service. however, this list is not intended to dictate the minimum required tools but to enable the service providers to have a better understanding of the description of service:

Ladders, screw drivers, drill, drill bits, grinder, grinding disks, cutting disks, chisels, paint scrapers, paint brushes, paint trays, paint rollers, measuring tape, spirit level, belt sander, hacksaw, hammers, saws, sanders, extension cords(50m or more), lead lights (set of 4), welding equipment for both stainless steel and mild steel, pliers, spanners/sockets, wrenches, cutters, vice grips, squares, lead lights all necessary carpentry equipment in line with scope, all necessary tiling equipment in line with scope, all necessary bricklaying and plaster equipment in line with scope etc.

Service provider is expected to be well-equipped and have all of these general tools and equipment readily available and in sufficient quantity to provide quality work considered satisfactory by ACSA KSIA. Attention is drawn to the scope of works listed in the bid document. The contractor is to ensure that an adequate set of tools is supplied for the purposes of this contract. The tools supplied shall be sufficient to cover all categories of work and the respective services required. The contractor is to further ensure that all staff deployed to KSIA are adequately resourced with tools to maintain continuity of work.

The following exceptions and conditions are to be noted by all bidders:

- A number of trades will require the use of specific small equipment to execute the works. Examples include, but is not limited to the following:
 - Where power tools are used – Bidders make allowance for the required drill bits, grinding and cutting disks. (Excludes diamond tipped disks & bits, excludes bits exceeding 20mm in diameter, excludes disks exceeding 300mm in diameter)
 - Where painting is needed – Bidders make allowance for the required paint trays, paint rollers, paint brushes, paint scrapers, roller handles, roller handle extensions etc.
- The following equipment if needed will be sourced through 3rd Party procurement:
 - Generators
 - Jack Hammers
 - Cherry Pickers
 - Scissor lifts
 - Scaffolding
 - Jet Cleaning equipment
 - Compactors
 - Excavators
 - Trucks/Tankers
 - Needle & Vibrator
 - Concrete mixers
 - Other specialised equipment deemed necessary by the client.

4.3.2 Correction of defects

All tools & equipment must be regularly inspected and approved by the Service Manager. Any tools deemed to be not “fit for use” must immediately removed from operation and either repaired where possible or replaced.

4.3.3 Contractor's procurement of Plant and Materials

The service provider will be responsible to ensure deliveries are made to the airport premises place of storage or work.

All warranties and guarantees shall be made out in the name of the employer.

4.3.4 Tests and inspections before delivery

Per prevailing legislation and industry standards.

4.3.5 Plant & Materials provided “free issue” by the *Employer*

ACSA will provide the contractor with specified materials which are held in attic stock/stores.

All other plant and materials are to be provided by the contractor unless otherwise determined on a case by case basis.

5 Working on the Affected Property

OPERATING HOURS

Airport operating hours are on average from 04h00 to 24h00, seven (7) days a week.

Staffing will be provided on as needed basis. Where work will adversely impact airport operation, such work shall be executed after operating hours

Note: Airport operating hours are subject to change based on prevailing lock down regulations and restrictions. Airport operating hours may also change based on changes to flight plans for the day.

Personal Protective Equipment (PPE) & Uniforms

Safety equipment shall be used where applicable (e.g. safety goggles, boots, harness, etc.) The Contractor, at his/her own expense shall provide such equipment, for his/her employees. The Contractor shall apply the necessary discipline and control to ensure compliance by his workers.

The Contractor is required to issue all staff with standard uniforms. This shall as a minimum include: safety shoes, overalls (clearly marked with Contractor's company logo). All costs relating to uniforms shall be for the Contractor's account.

Emergency Procedures

All Contractors must ensure that his/her employees are familiar with the existing emergency procedures and must co-operate in any drills or exercises, which might be held. Emergency / fire equipment and extinguishers shall not be obstructed at any time.

General Safety Requirements

No person shall perform an unsafe / unhygienic act or operation whilst on Airports Company South Africa premises.

No unsafe/dangerous equipment or tools may be brought onto or used on Airports Company South Africa premises. ACSA reserves the right to inspect all equipment/tools at any time and to prevent/prohibit their use.

ACSA reserves the right to act in any way to ensure the safety/security of any persons, equipment or goods on its premises and will not be liable for any cost or loss evoked by the action. This includes the right to search all vehicles and persons entering, leaving or on the premises and to inspect any parcel, package, handbag and pockets.

The Contractor shall maintain good housekeeping standards in the area where he/she is working for the duration of the contract.

At no time must the Contractor interfere with, or put at risk, the functionality of any fire prevention system. Care must also be taken so as to prevent fire hazards.

Cell phones and two-way radios

Use of cell phones on airside is not permitted unless the user is in possession of an appropriate Airport permit for the device. Cell phone permit issuing authority lies with the ACSA Security department.

The Contractor will not be allowed to use two-way radios at the Airport unless these radios are of the type, model and frequency range as approved by the ACSA IT department.

Protection of the public

The Contractor shall take special care in order not to harm or endanger the public in any way. Work shall be sufficiently hoarded and guarded in order to safeguard children and the general public from injury relating to machinery, work or other.

Barricades and lighting (Where applicable)

Where hoarding, barricades or lighting is required in the execution of the Works, the Contractor shall provide same at his/her own expense. Hoarding, barricades and lighting shall comply with industry accepted norms and standards and may not be used for purposes of advertising or any other purpose than safeguarding the Works.

5.1 Employer's site entry and security control, permits, and site regulations

The Contractor must ensure that he/she is, at all times, familiar with ACSA's safety and security requirements relating to permits in order for work not to be delayed as a result thereof. This will include the permit application process.

Note that the Contractor will have no claim against ACSA in the event that a permit request is refused.

The following table is not all inclusive, but is provided for illustration purposes:

Permit	Required by/for	Department
AVOP – Airside Vehicle Operator permit	All drivers of vehicles on airside	ACSA Safety
Airside Vehicle Permit	All vehicles that enter airside	ACSA Safety
Personal permit (AIT)	All persons employed on the airport	ACSA Security
Cell phone permit	All persons taking cell phones to airside	ACSA Security
Camera permit	All persons taking cameras or camera equipment to airside	ACSA Security
Tool's permit	All persons taking cell tools to airside	ACSA Security

Proof of having attended the airside induction training course is required for all personal permit applications. Persons applying for an AVOP must provide proof of having attended an AVOP course. Fees are levied for these courses. Fees are further levied for all permit renewals and refresher courses.

Note: All vehicles intended to be used on the airside must not be older than 5 years for the duration of the contract.

5.2 People restrictions, hours of work, conduct and records

OPERATING HOURS

Airport operating hours are on average from 04h00 to 24h00, seven (7) days a week.

Staffing will be provided on an as needed basis. Where work will adversely impact airport operation, such work shall be executed after operating hours (On average between 24h00 and 04h00 daily). Exact times will vary based on the time for the last arriving flight for the day.

Note: Airport operating hours are subject to change based on prevailing lock down regulations and restrictions.

The service provider shall formulate and maintain a resource file which shall include but is not limited to the following:

List of all resources deployed to KSIA for the duration of the contract (Personnel file)

- Full names
- Copies of ID docs
- Record of medicals
- Copy of (ACSA training certificates eg: AIT, AVOP, temporary permits etc)

Attendance Registers

- Record of attendance registers are to be maintained for the duration of the contract
- Records to clearly reflect dates that staff are replaced, together with relevant correspondence detailing reasons for replacement
- Attendance registers to be signed daily

The service provider is to note that these records must be available at all times.

5.3 Health and safety facilities on the Affected Property

Refer to the occupational health & safety specification annexed to the tender document

5.4 Environmental controls, fauna & flora

Refer Section 3 above

5.5 Cooperating with and obtaining acceptance of Others

Where work impacts other stakeholders, such impact will be assessed, communicated with the affected stakeholders and approval to proceed with the works must be granted by the employer.

5.6 Records of Contractor's Equipment

The contractor is to provide a schedule of their own equipment that's provided to KSIA for the duration of the service.

The specification makes allowance for specialised equipment needed on an as and when basis for specialised items of work. (Note: ACSA will pay for rental for these specialised items of equipment as and when the need arises. Therefore the contractor does not need to make allowance for it in their schedule of their own equipment)

5.7 Equipment provided by the Employer

Not applicable

5.8 Site services and facilities**5.8.1 Provided by the Employer**

- Storage and office area.
 - Common use ablutions / showers / change rooms
 - Water – Free for use due to operational needs
 - Electricity – Free for use due to operational needs
 - Certain material items of attic stock.
- The contractor shall provide everything else necessary to provide the service.

5.8.2 Provided by the Contractor

- Supervision and management
 - Equipment, tools and machinery to discharge the service
- All tools used shall be safe and in good working condition. All electrical tools shall be properly insulated to alleviate electrocution risk. All tools used needs to be inspected and recorded in the tool inspection sheet. The *Service Manager* reserves the right to have access to the maintenance records of the *Contractor's* plant and equipment, when requested.
- Labour as required
 - Materials as requested
 - Maintenance vehicle(s)
 - Skips/storage and disposal of construction waste
 - Specialized sub-contracting supplied by the contractor.
 - The contractor shall provide everything else necessary to provide the service.

5.9 Control of noise, dust, water and waste

To limit impact to passengers and stakeholders. Work creating noise, dust and wastewater will be done at a time that will cause minimal interference to passengers and stakeholders.
Refer to the environmental specification.

5.10 Hook ups to existing works

Where applicable as tasks arise.

5.11 Tests and inspections

5.11.1 Description of tests and inspections

Describe the tests and inspections to be carried out by the *Contractor* and the *Service Manager* and others [40.1].

Inspections are to be carried out and findings to be actioned as part of planned maintenance.

5.11.2 Materials facilities and samples for tests and inspections

Where applicable as tasks arise

6 List of drawings

6.1 Drawings issued by the *Employer*

[illegible]