

1 BACKGROUND & PURPOSE

The Sterkfontein precinct, located within the Cradle of Humankind Heritage Site and designated as a UNESCO World Heritage Site, constitutes a key component of the University's research, teaching, and public engagement activities.

To ensure the continued preservation, safety, operational functionality, and visitor readiness of this heritage-sensitive site, the University, seeks to appoint a suitably qualified and experienced Service Provider.

The appointed Service Provider will deliver integrated facilities-related services, including but not limited to cleaning, hygiene, landscape maintenance, waste management, and pest control, across the Sterkfontein Caves precinct for a period of 36 (thirty-six) months.

This Scope of Work therefore outlines the service framework required for the upkeep of accommodation facilities, laboratories, public visitor areas, landscaped environments, paved surfaces, pedestrian routes, natural veld areas, and heritage sensitive zones. It ensures continued compliance with environmental, safety, and heritage protection requirements.

2 DEFINITIONS AND APPLICABLE DOCUMENTS

Term / Acronym	Definition
Ad hoc Services	Services not expressly included in the routine or scheduled scope of work but which may be required on an as-needed basis. Such services shall only be undertaken upon prior written approval by the University's authorised representative.
Service Provider	The Service Provider appointed by the University through a formal tender process and contracted to perform the services defined in this Scope of Work.
OHS	Occupational Health and Safety standards and legislation applicable to the Services performed on Site.
Services	Services conducted on a daily, weekly, monthly, seasonal, or scheduled basis as per operational requirements.

The Site	The Sterkfontein Caves precinct, including student accommodation, labs, the visitor centre, the museum, pedestrian routes, lawns, paved areas, roads, and surrounding landscape.
PCO (Pest Control Officer)	A qualified and competent, registered Pest Control Officer, duly trained and authorised in terms of applicable South African legislation, to inspect, identify, monitor, control, and eradicate pests (including insects, rodents, and other vermin) in residential, heritage sensitive areas, commercial, industrial, and public environments. A PCO must be competent to operate within heritage-sensitive, public-facing, laboratory, and food-handling environments, and must perform pest control services in a manner that protects public health, safety, the environment, and heritage assets
UNESCO (United Nations Educational, Scientific and Cultural Organization)	A specialized UN agency based in Paris, founded in 1945 to foster peace and security through international cooperation in education, science, culture, and communication. It works to protect world heritage, promote sustainable development, and defend human rights worldwide
SANS Standards (South African National Standards)	Are the mandatory or voluntary technical specifications, codes of practice, and guidelines published by the South African Bureau of Standards (SABS) to ensure quality, safety, and performance of products and services.

3 THE UNIVERSITY'S OBJECTIVES

The objectives of the University are:

- 3.1 Service Delivery Objectives
 - 3.1.1 To provide consistent, high-quality cleaning and hygiene services for all buildings and public areas on-site.

- 3.1.2 To maintain landscaped, paved, and natural areas to a standard that preserves environmental and aesthetic value while mitigating fire, erosion, and ecological risks.
- 3.1.3 To ensure safe, lawful, and efficient waste removal and disposal, including hazardous waste where applicable.
- 3.2 Compliance Objectives
- 3.2.1 To meet all applicable health, safety, environmental, and heritage regulations governing operations at a UNESCO listed site.
- 3.2.2 To ensure the Service Provider's personnel operate safely, professionally, and according to university rules and policies.
- 3.3 Operational Objectives
- 3.3.1 To ensure adequate staffing, supervision, materials, equipment, and consumables for uninterrupted service delivery.
- 3.3.2 To respond to ad hoc service requests within 24 hours or less, ensuring operational continuity.
- 3.3.3 To enhance long term efficiency through cost saving and innovation initiatives.

4 SCOPE OF WORK

The Services to be provided by the Service Provider under this Scope of Work are limited strictly to those services expressly described herein. No additional services shall be deemed included unless expressly stated or formally approved in writing by the University as a variation.:

4.1 Cleaning Services

The Service Provider must deliver comprehensive daily cleaning from Monday to Sundays, covering all buildings, amenities, visitor areas, passages, offices, accommodation, laboratories, and glass surfaces. Cleaning includes provision of all chemicals, equipment, consumables, brush ware, and tools.

Specialised cleaning includes:

- Deep cleaning
- Carpet and hard floor treatments
- Post event, post renovation, and seasonal cleaning

4.2 Hygiene Services

The Service Provider must supply, maintain, and service minimum 21 litre foot paddle sanitary waste bins, provide waste disposal documentation from a registered hazardous waste disposal facility, and ensure weekly sanitisation and chemical treatment of bins.

4.3 Pest Control Services

Pest control must be delivered in compliance with applicable legislation, using trained personnel and safe application methods. Scheduled and ad hoc pest treatments include:

- Quarterly, biannual, monthly treatments depending on facility use
- Kitchen specific pest management
- Non-toxic bait stations shall be securely installed in all food-handling areas.
- Bed bug treatment
- Database tracked bait stations
- 24–72-hour response for re infestation callouts
- All bait stations shall include indicator boards, and costs shall include leasing and ongoing updates.

4.4 Landscape Maintenance

The Service Provider must maintain all lawn areas, planted landscapes, paved walkways, stormwater channels, and veld grass areas across the Sterkfontein precinct. Responsibilities include:

- Mowing, fertilising, scarifying, pruning, trimming, edging
- Veld management and invasive species removal
- Pest and disease mitigation for landscape environments
- Maintenance of paved surfaces, roads, caves cleaning, pedestrian routes, and open spaces

4.5 Waste Management

Daily litter picking, weekly bin cleaning, and removal of all waste to a registered landfill site.

Equipment, Labour, and Safety Compliance

The Service Provider must:

- Supply all labour, tools, equipment, and vehicles.
- Ensure all staff wear PPE and follow OHS requirements.
- Replace malfunctioning machinery according to the Service Levels to avoid service disruption.

5 DELIVERABLES

This section identifies tasks to be completed to achieve the contract objectives:

5.1 Cleaning

SERVICE AREA	SUB-SECTION	AREA (m ²)	FREQUENCY
i. Student Accommodation Building		52.06m²	
	<ul style="list-style-type: none"> ✓ Bedrooms (8 rooms) ✓ Toilets and Showers (2 of each) ✓ Common area (Living room and passage) ✓ Glass doors 	12m ² 6m ² 2.16m ² 29.74m ²	Weekly Daily Daily Daily
ii. Lab Building		448m²	
	<ul style="list-style-type: none"> ✓ Toilets and showers ✓ Office ✓ Kitchen ✓ Glass doors 	2.16m ²	Daily Weekly Daily Daily
iii. Visitors Centre		1273.73m²	
	<ul style="list-style-type: none"> ✓ Conference Room ✓ Museum ✓ Ticket office ✓ Toilets and Showers ✓ Change rooms ✓ Common passages and foyer ✓ Glass doors ✓ Glass panels in the museum ✓ Server room ✓ Storerooms 	205.87m ² 264 m ² 50m ² , 1.96m ² 8.28m ² 8.28m ² 448m ² 30m ² 12m ² 18.75m ² and 21.60m ²	Weekly Daily Daily Daily Daily Daily Daily Monthly Bi-annually Bi-annually
iv. Windows	<ul style="list-style-type: none"> ✓ Student Accommodation, ✓ Office building and Visitors Centre ✓ Lab 		Annually Bi-annually Weekly

5.2 Landscape maintenance (cutting and mowing)

SERVICE AREA		DIMENSIONS	AREA (m ²)	FREQUENCY
i.	Firebreak: Perimeter	6m x 2,700m	16,200(m ²)	5 per annum
ii.	Firebreak: Staff and student compound	3m x 370m	1110(m ²)	3 per annum
iii.	Road 1 – Local Road	7m x 1,000m	7000(m ²)	Bi-Weekly in summer Bi-monthly in winter
iv.	Road 2 – Main entrance access	2m x 365m	730(m ²)	Bi-Weekly in summer Bi-monthly in winter
v.	Road 3 – Service access	2 x 210m	420(m ²)	Bi-Weekly in summer Bi-monthly in winter
vi.	Road 4 – Casting access	4,5m x 90m	405(m ²)	Bi-Weekly in summer Bi-monthly in winter
vii.	Pedestrian route 1 – to testing station	2 x 15m	30(m ²)	Bi-Weekly in summer Bi-monthly in winter
viii.	Pedestrian route 2 – service route	3,5m x 410m	1435(m ²)	Bi-Weekly in summer Bi-monthly in winter
ix.	Pedestrian route 3 – to caves	2m x 220m	440(m ²)	Bi-Weekly in summer Bi-monthly in winter
x.	Pedestrian route 4 – from caves to viewing deck	2m x 60m	120(m ²)	Bi-Weekly in summer Bi-monthly in winter
xi.	Pedestrian route 5 – from viewing deck to casting lab	2m x 160m	320(m ²)	Bi-Weekly in summer Bi-monthly in winter
xii.	Pedestrian route 6 – from casting labs to Lab building	4,5m x 165m	742.50(m ²)	Bi-Weekly in summer Bi-monthly in winter
xiii.	Pedestrian route 7 – from lab building to visitors' centre	2 x 120m	240(m ²)	Bi-Weekly in summer Bi-monthly in winter
xiv.	Pedestrian route 8 – from service road to waste sewerage sump	2 x 60m	120(m ²)	Bi-Weekly in summer Bi-monthly in winter

SERVICE AREA		DIMENSIONS	AREA (m ²)	FREQUENCY
xv.	Staff and student compound		1110(m ²)	Bi-Weekly in summer Bi-monthly in winter
xvi.	Visitor Centre		3771.61(m ²)	Tri-Weekly in summer Bi-monthly in winter
xvii.	Lab building		910(m ²)	Tri-Weekly in summer Bi-monthly in winter
xviii.	Casting labs		510(m ²)	Tri-Weekly in summer Bi-monthly in winter
xix.	Digging site		1296.22(m ²)	Tri-Weekly in summer Bi-monthly in winter
xx.	Caves			Tri-Weekly in summer Bi-monthly in winter
xxi.	Parking: Bus parking		1000(m ²)	Bi-Weekly in summer Bi-monthly in winter
xxii.	Parking: Visitors Centre	60 x 45m	2700(m ²)	Tri-Weekly in summer Bi-monthly in winter
xxiii.	Parking: Lab building	16 x 20m	320(m ²)	Bi-Weekly in summer Bi-monthly in winter
xxiv.	Parking: Casting lab	25 x 10m	250(m ²)	Bi-Weekly in summer Bi-monthly in winter
xxv.	Waste removal from site			Bi-weekly

5.3 Hygiene Services

Provide and supply sanitary bins allocated within toilets and washrooms for safe removal, and disposal of feminine waste, and any other waste daily from toilets and washrooms located on the premises within the University precincts.

BUILDING	QUANTITY OF SANI-BINS	FREQUENCY
Student Accommodation	2	Bi-weekly
Office	1	Bi-weekly
Visitors Centre	9	Bi-weekly

5.4 Pest control

BUILDING	DESCRIPTION	FREQUENCY
Student Accommodation	Preventative fumigation of pests inside the buildings	Quarterly (at full occupancy)
Office		Bi-annually
Visitors Centre		Bi-annually
Kitchens in offices		Quarterly
Kitchens in restaurant		Monthly
Bed bugs treatment	12 beds	Bi-annually
Outdoor ants	Treatment of concentrated area	After heavy rains
	Preventative fumigation of paved areas	Monthly (spring and summer)
		Quarterly
Indoor bait stations	Treatment of concentrated area	Ad hoc
External bait stations	Preventative rodent methodology	Monthly

5.5 Toilet Paper

The successful Service Provider must ensure adequate toilet paper supply according to the site requirements. The successful Service Provider to supply the volumes required below

BUILDING	NO BALES PER MONTH	COMMENTS
Student Accommodation	4 bales	At full occupancy
Office	1 bale	
Visitors Centre	10 bales	

5.6 Responsibilities of the Service Provider

- 5.6.1 The Service Provider shall supply a all inclusive service, encompassing required labour, supervision, tools, equipment, machinery, vehicles, chemicals, and consumables necessary to perform the services.
- 5.6.2 All services shall be rendered to a high quality and professional standard, to the satisfaction of the University, and in full compliance with all applicable Occupational Health and Safety (OHS) legislation.
- 5.6.3 Service Provider employees shall be neatly and appropriately always dressed, in a manner acceptable to the University.
- 5.6.4 The Service Provider shall always ensure continuity of service and shall have the ability to repair or replace equipment and machinery as per Service Level Agreement below the event of breakdowns.
- 5.6.5 The Service Provider shall implement cost-saving and efficiency-improving measures and present such initiatives to the University during quarterly innovation review sessions.
- 5.6.6 The Service Provider shall submit a written contingency and emergency response plan demonstrating its ability to maintain uninterrupted services during labour unrest, civil unrest, staff shortages, or staff turnover.

Ad Hoc Services

- 5.6.7 The Service Provider shall respond to ad hoc service requests within 24 (twenty-four) hours, including weekends and public holidays. Provision shall be made for additional staff as required, and a written quotation shall be submitted to the University for approval.

Cleaning and Hygiene Services

- 5.6.8 All servicing staff shall use dedicated, clearly identifiable waste collection bags that are fit for purpose and approved by the University. Collection bags shall have a minimum of 30 microns, clear for indoor general waste, red for hazardous waste and green for garden waste.
- 5.6.9 All waste shall be removed from the site on a bi-weekly basis.
- 5.6.10 All indoor waste bins shall be cleaned and sanitised weekly and chemically treated to prevent odours. Material Safety Data Sheets (MSDS) shall be provided for the cleaning chemicals used to clean and sanitise.
- 5.6.11 For outdoor bins, litter shall be removed daily, and bins shall be cleaned weekly or as required. Cleaning and garden waste shall be disposed of at a registered landfill site. Waste manifests shall be supplied to the University representatives monthly.
- 5.6.12 Waste recycling units shall be provided by the University. The Service Provider shall ensure that sorted waste is not mixed after collection and that recycling is maximised. Organic waste shall be composted to reduce landfill disposal.

Pest Control Services

- 5.6.13 Pest control services shall be provided in accordance with all applicable legislation and regulatory guidelines.
- 5.6.14 The Service Provider shall appoint qualified and experienced pest management personnel with expertise in heritage sensitive areas, commercial, residential, and food-handling environments.
- 5.6.15 An initial pest risk assessment and control programme shall be conducted at contract inception to service commencement, followed by an ongoing maintenance programme for the duration of the contract.
- 5.6.16 The Service Provider shall monitor, prevent, manage, and report on pest infestations that they encounter during their scheduled work.
- 5.6.17 The locations of all traps and bait stations shall be recorded and maintained on a site map and/or database.

Landscape Maintenance Services

- 5.6.18 The Service Provider shall supply, the required labour, tools, equipment, machinery, and vehicles for undertaking the service for which the Service Provider is appointed, for the duration of the contract.

- 5.6.19 All lawned areas shall be mowed, fertilised, and scarified in when required. Grass clippings shall be raked and disposed of appropriately.
- 5.6.20 Shrubs and groundcovers shall be pruned to enhance aesthetic appearance without compromising plant health or growth.
- 5.6.21 Herbicides and pesticides shall be applied using appropriate equipment, with care taken to prevent overspray or spillage.
- 5.6.22 Veld grass areas shall be maintained through the manual removal, including roots, of all invasive and unwanted plant species.
- 5.6.23 Approved mulch, including bark chips, shall be applied after the application of organic material.
- 5.6.24 Trees shall be pruned every second month, or as directed by the Operations Manager, to prevent obstruction of views, cameras, or damage to building facades.
- 5.6.25 The Service Provider shall continuously monitor and control landscape pests and diseases, including ants, beetles, gall mites, leaf miners, locusts, scale, and thrips.

Vehicles and Equipment

- 5.6.26 All vehicles used on site shall be fitted with emergency equipment in compliance with OHS requirements.
- 5.6.27 Waste and service vehicles shall be appropriately insured, serviced, and maintained in accordance with OEM specifications.
- 5.6.28 All machinery, equipment, and vehicles used for the rendering of the service the cost shall include refuelling, greasing, oiling, and all necessary consumables unless otherwise specified.

5.7 Responsibilities of the University

- 5.7.1 The University will provide water on site for on-site use only.
- 5.7.2 The University will provide limited storage facilities as it deems adequate for the services to be provided, and the equipment used on site.

6 STANDARDS

The Service Provider must ensure that the Services are performed in accordance with applicable legislation and standards which includes but is not limited to the:

- 6.1 OHS Act 85 of 1993: aims to prevent work-related injuries, illnesses, and accidents by identifying hazards, implementing safety standards, and fostering a safe working environment
- 6.2 SAHRA: Is a South African statutory body established by the National Heritage Resources Act No. 25 of 1999 to manage, protect, and promote the country's cultural heritage. It acts as the national regulatory authority for heritage sites
- 6.3 NEMWA: Primary legislation for managing waste to protect health and the environment. It enforces the waste management hierarchy avoidance, reduction, reuse, recycling, and safe disposal
- 6.4 ISO 9001: Requirements for organizations to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements while focusing on continuous improvement.
- 6.5 SANS 10206: Outlines the requirements for the handling, storage, and disposal of pesticides to minimize risks to human health and the environment. It is considered a legally binding document regarding the management of agricultural remedies

7 WARRANTY

- 7.1 The Service Provider warrants that all services, equipment and machinery supplied for the rendering of the service under this contract are fit for purpose, conform to the SOW requirements and all applicable laws/standards, and will be delivered by competent, legally compliant personnel (including registered PCOs where required).
- 7.2 All equipment and machinery provided for the rendering of the service shall be at a serviceable condition and maintained per OEM specifications; defective units must be repaired/replaced to prevent service disruption.
- 7.3 All cleaning chemicals, pesticides and hygiene consumables are warranted to be lawful for use in South Africa, labelled with SDS available on site, and used strictly per label/SANS/PCO regulations.

8 TRAINING & SKILLS/KNOWLEDGE TRANSFER

- 8.1 The Service Provider is responsible for training its personnel to ensure safe, lawful, and high-quality delivery aligned to this scope of work and the Sterkfontein heritage context.

Training must ensure competence in OHSA safety, waste and chemical handling, PCO requirements, heritage sensitive work methods, and customer/visitor interface.

9 CHANGE MANAGEMENT

- 9.1 Any adjustment to the scope including additions, removals, or modifications to cleaning, hygiene, landscape maintenance, waste management, or pest control activities will only be implemented through a formal contract variation.
- 9.2 The Service Provider must submit a written request detailing the required change and its operational impact.
- 9.3 No scope change will take effect unless approved in writing by the University.
- 9.4 Where market forces require a modification to the originally drafted scope such as supply chain shortages, discontinuation of materials, regulatory updates, or cost escalations, the Service Provider must formally notify the University.
- 9.5 Any adjustments arising from such changes will be processed strictly as contract variations, with no change being implemented without prior approval.

10 CONTRACTUAL MANAGEMENT

- 10.1 This section outlines how the agreement will be managed operationally, the protocols to be followed and how vendor performance will be managed.
- 10.2 To facilitate and manage the delivery of the services, the parties will form a joint committee established by the parties ("Contract Operations Committee") to oversee and manage the operational aspects of the awarded contract.
- 10.3 The Contract Operations Committee will comprise at least two (2) representatives from each party, and it may invite other parties to participate in meetings, as it deems appropriate.
- 10.4 A University authorised representative will chair an induction meeting to kick start the commencement of the contract and establish operational ground rules.
- 10.5 A University authorised representative will schedule and chair Contract management meetings between both parties.
- 10.6 The University will provide a secretariat for the meetings. The Secretariat will distribute the appropriate agenda for the meeting at least forty-eight (48) hours prior to the proposed meeting and will keep full minutes of every meeting and distribute the minutes

to the individual members of the Contract Operations Committee within one (1) week after every such meeting.

- 10.7 The Cleaning Contract Operations Committee will meet quarterly on site to assess and manage the operational progress of the delivery of the services and implement appropriate plans and mechanisms to ensure the timeous delivery of the services.
- 10.8 Vendor performance will be carried out twice per year to assess the Service Providers' performance in line with the key performance indicators.
- 10.9 The Contract Operations Committee will use its best endeavours to reach its decisions by consensus. If consensus cannot be reached, the matters will be referred to the duly appointed representatives of the parties for resolution.

11 ACCEPTANCE CRITERIA & ACCEPTANCE TESTING

Deliverable	Description	Acceptance Criteria
Waste disposal certificate / composting certificate	Routine landscape maintenance	Monthly
Inspection report	Routine cleaning and landscape maintenance	Monthly
OHS&E file	Up to date OHS&E file with risk assessment and contingency plans	Annually
37.2 agreement	Signed 37.2 agreement regulating OHSE safety rules of conduct on site	Once-off
Tools, machinery and equipment, chemicals and consumables	Machinery and equipment that is operational, not broken	Monthly & Ad hoc
Tree felling	OHS&E plan including fall-plan, before and after service report	Ad hoc
Herbicide and pesticide	Report on application of appropriate herbicides and pesticides as per seasons of infestation and as required	Ad hoc

12 SERVICE LEVELS

12.1 Service level

		Impact			
		Extensive/Widespread Enterprise, Region, or Segment	Significant/Large Business Unit, Department, Location	Moderate/Limited Few Users	Minor/Localized Single User
Urgency	Critical Can no longer work	1 - Critical	1 - Critical	2 - High	2 - High
	High Can no longer perform primary work functions	1 - Critical	2 - High	2 - High	2 - Medium
	Medium Work functions impaired	2 - High	3 - Medium	3 - Medium	3 - Medium
	Low Inconvenient	4 - Low	4 - Low	4 - Low	4 - Low

12.2 Service level penalties

Service Level Metric	Target	Penalty per Incident, per day
Not using required PPE, unsafe operation of equipment, or failure to secure work areas, posing risk to staff, students, or the public.	2 hours	R750.00
Missed planned services or schedules or delays without prior approval.	24 hours	R750.00
Response time for delivery of alternative machinery and equipment extended breakdowns	12 hours	R 750.00
Lack of waste collection	4 hours	R 750.00

Understaffing or inadequate supervision.	8 Hours	R750.00
Service interruption due to internal company challenges	4 hours	R 750.00
Invasion of weeds and invasive plant species	24 hours	R750.00
Damage to cave walls or paving	12 hours	Cost of repair
Damage to infrastructure: damaging fencing, electrical infrastructure, buildings, road, irrigation systems, hardscaping, trees, or grass through improper use of machinery or lack of care.	48 hours	Cost of repair
The Service Provider shall provide a call-out service to respond to and treat any pest re-infestation.	24-48 hours	R 750.00
Use of poor-quality machinery, equipment, consumables or poorly trained staff.	12 hours	R750.00
Failure to identify and treat infestations in a timely manner, leading to spread and / or damage.	12 hours	Cost of repairs Cost of revenue loss
Failure to submit required service reports, maintenance logs, or incident reports as per OHS regulations. .	48 hours	R750.00
Not responding to client complaints or implementing corrective actions.	48 hours	R750.00
Non-conformance to environmental regulations, OHS legislation and SAHRA compliance requirements.	12 hours	R750.00

12.3 Service problems and incident management

This section outlines the protocol escalation process flow for the administrators of the contract regarding challenges emanating from operations and finances.

Operation escalation protocol			
Role	Time	Communication	Escalation manager
Operations Officers (OO)	5 days	Email / phone call	Ops manager
Operations Manager(s)	3 days	Email / phone call	Deputy Director
Deputy Director	3 days	Email / phone call	Director
Director	7 days	Email / phone call	DVC Systems & Operations

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