



DX GOU Real Estate

Date: 15
February
2015

Rev 0

Page: 1 of 19

Title:

Scope of work for the provision of Cleaning, Gardening and Hygiene services for Gauteng Operating Unit.

Document type:

Specification

Compiled by:

Ngqali Ndukwana
Contracts Manager

Supported By:

Mdu Ndawo
Regional Manager Gauteng

Revision

Description of Revisions

Approval

Date

0

Draft Release

SEE PAGE 2 FOR CONTENTS

CONFIDENTIALITY CLASSIFICATION:

Public Domain: Confidential/Restricted

DATE OF LAST REVIEW: February
2015

Promotion of the Access to Information Act 2000

DATE OF NEXT REVIEW: Not
applicable

NOTE: - These dates can be changed
without effecting the revision status of
the document

1. Introduction	3
2. Background	3
3. Scope	3-16
4. Programme	15
5. Quality Management	15
6. Management	15
7. Monthly Reports	15
8. Resources	15
9. Project Methodology	15
10. Resource Requirements	15
11. Implementation Plan	15
12. Scope Of Work excluded from contractor	15

1. INTRODUCTION

This document is to outline the Scope of Work for the provision of Cleaning, Gardening and Hygiene Services for Gauteng Operational Unit.

2. BACKGROUND

Eskom **Eskom Distribution Property** Operations section is responsible to render cleaning, Gardening and Hygiene services to all Eskom large and small buildings around Gauteng province. In total we have 60 offices or sites.

3. SCOPE OF WORK ENTAILS

3.1 CLEANING SERVICES

The Contractor shall provide all cleaning chemicals, materials and equipment and general cleaning services to

1. Offices,
2. Passageways,
3. Toilets,
4. Reception Areas,
5. Outside Cleaning Areas,
6. Auditoriums,
7. Deep Cleaning -as when required
8. Hygiene services on monthly basis

The Provision of Cleaning Services for GAUTENG Operating Units.

- Office Blocks
- Ablution Blocks
- Kitchens
- Boardrooms
- Dining areas
- Canteen areas
- Conference centers
- Training centers
- Smoking Rooms
- Customer Service Centers

A daily cleaning service must be rendered [Day shift]

FLOORS

- Heavy duty industrial vacuum cleaners, scrubbing machines, etc must be used
- All Carpeted areas must be vacuumed **daily**.
- All non-carpeted areas [ramps, kitchen areas, stairways] must be washed/mopped **daily** and scrubbed **once a week**.
- Spot cleaning of carpets must be done **as required**.

- Stairways must be washed/vacuumed **daily**.

FURNITURE/UPHOLSTERED CHAIRS AND COUCHES, AND EQUIPMENT (DAILY)

- All furniture, pictures, top of office dividers, etc to be dusted and polished.
- Telephones to be cleaned with a disinfectant (wet cloth)
- Computer equipment to be dusted with a feather duster or dry cloth.
- Upholstery of fabric chairs and couches to be vacuumed **once a week**.
- Couches and chairs upholstered with leather, to be properly cleaned with a soft cloth (**daily**) and to be treated with applicable leather cream, **once a month**.

STANDBY ROOMS

- Wall tiles – complete wash with disinfectant – **once a week**. (Register – Supervisor)
- Toilet seats top and bottom – to be cleaned with Handy Andy, disinfected – **daily**. (Register – Supervisor)
- INSPECTION TO BE CARRIED OUT IN ACCORDANCE WITH INSPECTION LIST ATTACHED.

WALLS, OFFICE DOORS, DOOR HANDLES AND HANDRAILS

- Walls to be spot cleaned up to reach height - **daily**. (Not allowed to use chairs or ladders without FAS)
- Windowsills to be cleaned with a wet cloth - **daily**. (Daily check list)
- Skirting, including power skirting, to be cleaned and disinfected (wet cloth to be used) – **once a week**. (Register – Supervisor)
- Office Doors to be cleaned with disinfectant (Marks to be removed) - **daily**. (Daily check list)
- All door handles to be cleaned with disinfectant - daily. (Daily check list)
- All door handles to be polished – **once a week**. (Register – Supervisor)
- All handrails on stairways to be cleaned with disinfectant – **3x times a day**. (Daily check list)

WASTEPAPER BINS (DAILY)

- All wastepaper bins to be emptied and washed with disinfectant – **twice a day** – to be fitted with plastic bags (hygiene) – (Daily check list)
- Refuse bags with refuse, empty boxes, etc to be removed to refuse area and stacked in a tidy orderly manner. – **twice a day**.

SPOT CLEANING

- Check all cloakrooms **three times a day** and replenish toilet paper, liquid hand soap, toilet wipes and hand paper towels. (Daily check list)
- Toilet bowls and hand wash basins to be spot cleaned **three times a day**. (Daily check list)
- Reception area to be properly cleaned (Furniture, floor, and counter) – **twice a day** (Daily check list)
- Emergency exits – to be cleaned daily. Areas are to be kept free from obstacles – **twice a day** (Daily check list)

KITCHEN SERVICES

- All containers (Tea, Coffee, sugar and Milk) are to be kept filled with ingredients. **3x times daily**
- Serve tea/coffee, etc to managers in their offices, at meetings and courses **as required**. (Boardroom booking forms)
- Collect food and beverages from canteen and deliver to boardrooms/meetings/courses. **As required**.

- Wash dishes during the day and after lunches and clean and tidy the kitchen. (Kitchens to be tidied at all times)
- Responsible for ingredients and crockery issued to them.
- Kitchens in to be locked after hours
- Kitchens and equipment to be kept clean and neat **at all times** - (Daily check list - morning and afternoon)
- Kitchen cupboards to be emptied and properly cleaned/washed and tidied – **once a week**.
- Fridges to be wiped – **daily** properly cleaned with disinfectant – **weekly** and defrosted – **once a month**.
- Microwave ovens to be properly cleaned - **daily**
- All washcloths and towels to be kept clean and hygienic at all times – **daily**
- Bins – empty bins regularly (**3 to 4 times a day**) and replace refuse bags (as needed)

SMOKING ROOMS

- Heavy duty industrial vacuum cleaners, scrubbing machines, etc to be used.
- All non-carpeted area must be washed/mopped **daily** and scrubbed **once a week**.
- All furniture, pictures, tables etc to be dusted and polished – **daily**.
- Ash trays to be emptied and cleaned – **3x a day**.
- Upholstery of chairs to be vacuumed – **daily**

ENTRANCES

- Tiles and stairs to be swept and washed on a daily basis (Register – Supervisor)
- Areas to be spot checked and tidied – **3 times per day** (Mondays to Fridays)
- Main entrance windows and doors to be washed **daily** up to reaching height – **3 times per week (early Morning)**

EXTERNAL ROOMS

- Toilet bowl to be cleaned and scrubbed with disinfectant **daily** (Daily check list)
- Hand wash basin to be cleaned and washed with a disinfectant **daily** and spot cleaned **once a day**. (Daily check list)
- Taps and fittings, basin outflow (drain) to be washed and disinfected **once daily**, steel wool to be used to clear all alkaline deposits (Daily check list).
- Cloak room floors to be washed with disinfectant (no polish to be used) **daily**. (Daily check list)
- Cloak room floors to be stripped – **once a month**. (Register – Supervisor)
- Walls to be spot cleaned with disinfectant – **daily**. (Daily check list)
- Walls to have complete wash with disinfectant – **once a week**. (Register – Supervisor)
- Doors to be disinfected and markings to be removed, door handles to be polished **3x per week** (Register – Supervisor)

WINDOW CLEANING, CARPET STEAMING AND HIGH-LEVEL CLEANING

The Provision of.

- External Windows – monthly
- Internal Windows – monthly
- Curtain Steam Cleaning – as and when required

- Carpet Steam Cleaning – Quarterly (4 times a year) to be done on Saturdays Only, not during Working Hours unless arranged with Site Supervisor.
- Upholstery Cleaning – as and when required

Contractor to stipulate cleaning process and also note that only SANS approved cleaning materials can be used. Site Supervisors to be contacted well in advance so that site access can be arranged. The contractor is also required to formulate, implement and maintain a Safety Plan.

The contractor undertakes to hold the Employer (Eskom Holding SOC Limited) harmless against any determination or award made in terms of Labour relations Act No 66 of 1995 as amended, in any event where Eskom is held liable with regards to the employee of the supplier.

The Supplier undertakes to compensate Eskom for any determination or award as well as all reasonable legal expenses incurred by the client in order to avoid or oppose such liability alleged by or on behalf of an employee of the Supplier.

There will be no obligation on the Employer to oppose any proceedings resulting from such an alleged liability, but this does not detract from the Suppliers responsibilities in terms of this clause.

MAIN RESPONSIBILITY

DAILY

- Wipe and polish the reception area
- Vacuum all carpets and upholstery and remove all chewing gum
- Dust and polish all chairs, tables and all surfaces
- Polish all brass, including wooden rail, and skirting
- Dust picture frames and clean the picture glass
- Clean the mirror

DEEP CLEANING SERVICES

Toilets

- Descale and remove algae, bacteria and uric encrustations from all areas
- Clean and disinfect both internal and external surfaces

Urinals

- Descale and remove algae, bacteria and uric encrustations from the unit of fitment
- Remove trap where possible and clean/disinfect and clear away all waste around and inside the trap
- Clean and disinfect both internal and external surfaces of the unit

Hand Basins, Showers, Baths and Sinks

- Remove all scale deposits and algae from surfaces
- Clean and disinfect both internal and external surfaces of the fitments
- Clear overflows and waste pipes of accumulated waste deposits
- Clear and disinfect all taps, plugs, chains, outlets, channels and gullies

NB: Deep cleaning to be done quarterly.

General

- Clean and disinfect accessible surfaces of fixtures
- Where possible remove shower drains, traps on urinals and basins, gratings and other parts so the unit can be cleared thoroughly
- Wash all walls, partitions and floors surrounding the units
- High pressure clean all units to flush deposits or growths through the plumbing and into the main line
- Issue a service certificate on completion of the work
- Report all defective plumbing and sanitary fitments

TOOL AND EQUIPMENTS

- **Janitorial cleaning trolley**



- **Cleaning trolley**



- Clear refuse bags
- Colour coded mobs with aluminium handle & Fleece pads

- Broom
- Brush and pan
- Hand gloves
- Dust mask
- Hair nets
- Colour coded microfiber cloth
- Dish cloth
- floor safety sign
- Micro fibre sweeper mob
- Toilet brush & holder
- Feather duster
- Spray bottles

CLEANING OF ROOMS & TOILETS
STEPS TO FOLLOW

STEPS	ACTION
1	<ul style="list-style-type: none"> • FOLLOW THE KNOCKING AND ENTERING ROUTINE TO ENTER THE ROOM.
2	<ul style="list-style-type: none"> • GREET THE CUSTOMER IN A POLITE AND HELPFUL MANNER AT ALL TIMES. • IF THE CUSTOMER IS IN THE ROOM, ASK THE CUSTOMER IF YOU MAY CONTINUE WITH THE TURNDOWN SERVICE, OR IF THEY WOULD PREFER YOU TO RETURN LATER.
3	<ul style="list-style-type: none"> • REMOVE THE BEDSPREAD NEATLY AND PLACE IT ON THE LUGGAGE RACK.
4	<ul style="list-style-type: none"> • REMOVE THE PILLOWS AND PLACE THEM ON THE ARMCHAIR.
5	<ul style="list-style-type: none"> • TURN THE BED DOWN BY FOLDING THE SHEET DIAGONALLY ACROSS THE BED SO THAT THE FOLD RUNS FROM THE CORNER OF THE BED THAT IS THE FURTHEST AWAY FROM THE TELEPHONE TO ABOUT ONE THIRD OF THE WAY DOWN THE SIDE OF THE BED THAT IS CLOSEST TO THE PHONE.
6	<ul style="list-style-type: none"> • MAKE THE BED LOOK TIDY BY FOLDING THE CORNER OF THE SHEET UNDERNEATH AND THEN TUCKING THE EDGES OF THE SHEET AND BLANKET UNDER THE MATTRESS.
7	<ul style="list-style-type: none"> • PUT THE PILLOWS BACK ON THE BED, FLUFFING THEM UP AND PUTTING THEM AGAINST THE HEADBOARD.
8	<ul style="list-style-type: none"> • PUT THE CATERING MENU ON COUNTER
9	<ul style="list-style-type: none"> • PLACE A CHOCOLATE ON TOP OF THE MENU.
10	<ul style="list-style-type: none"> • EMPTY ANY USED DUSTBINS INTO YOUR RUBBISH BAG ON THE TROLLEY.
11	<ul style="list-style-type: none"> • REMOVE ANY ROOM SERVICE TRAYS, COVER WITH A SERVIETTE AND PLACE IN THE CORRIDOR.
12	<ul style="list-style-type: none"> • CLOSE THE CURTAINS/BLINDS.
13	<ul style="list-style-type: none"> • TURN ON THE BEDSIDE LAMPS. • ENSURE THAT ALL OTHER LIGHTS ARE TURNED OFF.
14	<ul style="list-style-type: none"> • MOVE TO THE BATHROOM.
15	<ul style="list-style-type: none"> • REMOVE ALL USED TOWELS. • PUT THEM IN THE USED LINEN BAG ON YOUR TROLLEY.
16	<ul style="list-style-type: none"> • COLLECT CLEAN LINEN FROM YOUR TROLLEY. • ARRANGE THESE IN THE BATHROOM ACCORDING TO YOUR ESTABLISHMENT'S REQUIREMENTS.
17	<ul style="list-style-type: none"> • DRY OUT THE BATH, AND OTHER SURFACES IN THE BATHROOM USING A CLOTH.
18	<ul style="list-style-type: none"> • FLUSH THE TOILET.
19	<ul style="list-style-type: none"> • EMPTY OUT THE DUSTBINS AND ANY ASHTRAYS INTO THE RUBBISH BAG ON YOUR TROLLEY. CLEAN THEM AND REPLACE IN THEIR ORIGINAL POSITION.
20	<ul style="list-style-type: none"> • CHECK THE GUEST SUPPLIES. • REPLENISH WHERE NECESSARY.
21	<ul style="list-style-type: none"> • TURN OFF THE BATHROOM LIGHT.
22	<ul style="list-style-type: none"> • EXIT THE ROOM.
23	<ul style="list-style-type: none"> • CLOSE AND LOCK THE MAIN DOOR BEHIND YOU.

CLEANING OF TOILETS & BATHROOMS.

SEE ATTACHED CHECKLIST/SCOPE OF WORK

1. SEPARATE CLEANING EQUIPMENT FOR TOILETS AND OTHER BATHROOM AREAS SHOULD BE USED TO PREVENT ANY GERMS/BACTERIA FROM SPREADING TO OTHER AREAS AS THE TOILET IS A BIG BREEDER OF GERMS/BACTERIA. BY USING THE SAME CLEANING MATERIALS, WE ARE MERELY TRANSFERRING THESE GERMS TO OTHER AREAS AND CAUSE CROSS-CONTAMINATION.

2. PROTECTIVE CLOTHING SHOULD BE WORN WHEN CLEANING TOILETS MAINLY FOR TWO REASONS:
- TO AVOID SPREADING OF GERMS/BACTERIA OR CONTRACTING ANY ILLNESS DUE TO GERMS.
 - THE TOILET NEEDS TO BE CLEANED WITH STRONG CHEMICALS/SANITIZERS TO KILL ANY GERMS. TO AVOID YOURSELF INHALING OR BURNING YOUR SKIN, IT IS NECESSARY TO WEAR GLOVES, FACE MASK AND OTHER PROTECTIVE CLOTHING.

CLEANING OF FLOORS, CARPETS & TILES

SEE ATTACHED CHECKLIST/SCOPE OF WORK

IT IS IMPORTANT TO CLEAN THE FLOORS AND CARPETS PROPERLY AND SAFELY. FOLLOW THE FOLLOWING SAFETY RULES:

- BEND YOUR KNEES WHEN LIFTING ANYTHING HEAVY LIKE A BUCKET.
- STAND UP STRAIGHT WHEN USING A BROOM OR MOP.
- USE YOUR ARMS NOT YOUR BACK MUSCLES TO SWING THE MOP.
- NEVER USE ELECTRICAL EQUIPMENT NEAR WATER.
- NEVER TOUCH ELECTRICAL SOCKETS WITH WET HANDS, YOU MAY GET SHOCKED.
- ALWAYS DISPLAY THE APPROPRIATE WARNING SIGN.
- MOP UP SPILLS IMMEDIATELY.
- REPORT ANY LOOSE WIRES OR FAULTY EQUIPMENT TO MAINTENANCE OR YOUR SUPERVISOR.
- DO NOT PULL VACUUM CLEANERS BY THE CORD.
- DO NOT LEAVE ELECTRICAL EQUIPMENT SWITCHED ON WHEN NOT IN USE.
- TAKE ALL DAMAGED/FAULTY EQUIPMENT OUT OF SERVICE IMMEDIATELY AND LABEL THEM AS FAULTY TO PREVENT ANYONE ELSE USING IT.
- SERVICE ALL EQUIPMENT REGULARLY.
- FOLLOW THE MANUFACTURER'S INSTRUCTIONS CAREFULLY

SHE REQUIREMENTS WHEN SPRAYING WITH CHEMICALS

- Respirator
 - Goggles /Face shield
 - PPE- overalls and safety shoes / boots
-
- Invoices must comply with Eskom's requirements and be dated correctly
 - A supplier evaluation /assessment will be scheduled quarterly or as required.
 - Company Registration, Certification Documents and Diplomas to be supplied.
 - Must also comply with all statutory Regulations e.g.UIF, Workmen's Compensation etc.

3.2 GARDENING SERVICES

All established garden lawns to be mowed, grass edges are to be trimmed, fertilized, top dressing and cuttings raked every week (September-April) and fortnightly (May-August)

- **FLOWER BED AREAS**

All areas currently planted with shrubs and/or ground covers within the outer boundary fence line will be kept clean and neat. This will entail hand weeding, soil aeration and trimming of shrubs to maintain a groomed appearance.

- **PAVED AREAS**

Sweeping of all the internal roads, weed killing on parking and paved areas is required on a regular basis, to ensure that they are clean at all times.

- **BANK AREAS**

All banks are to be maintained on a regular, on-going basis and are to be maintained for the contract period. The grass undergrowth will be included in on-going maintenance.

- **WATERING**

Sufficient hoses are to be supplied for hand watering and sprinkling of flower bed areas on a rotational basis. Free access to Eskom water point will be available.

- **REFUSE REMOVAL**

All garden cuttings and refuse is to be stacked in an appropriate holding are, then removed from site on a weekly basis.

- **CUTTING HEIGHT**

Brush Cutters	Not less than 50mm Not more than 100mm
Push mowers	Not less than 20mm Not more than 40mm

- **SAFETY**

All foreign matter, stones, etc. shall be removed prior to commencement of each cut to prevent damage to equipment, buildings, vehicles and injury to personnel and public.

- **TRIMMING**

All areas indicated at the site form part of this contract, the grass against the perimeter fence as well as around buildings, manholes, paths, concrete or brick structure, flower beds etc. is to be trimmed and shall be considered as part of the grass cutting operation.

- **REMOVAL OF CUTTINGS**

The contractor is responsible for the removal of grass cuttings which are to be disposed offsite.

3.3 PROVISION OF HYGIENE SERVICES

THE SCOPE ASSOCIATED WITH THE HYGIENE SERVICES IS AS FOLLOWS:

The Contractor shall provide all cleaning chemicals, materials and equipment.

3.3.1 HYGIENE AND SUPPLYING OF CONSUMABLES

The provision and maintenance of Hygiene equipment on a monthly basis, including supplying and installing consumables for various offices within GAUTENG Operating Unit

Toilet Paper (Dispenser/Holder)

- Durable /strong
- Toilet paper must be SABS tested and approved

Wall mounted bin

- Durable/strong

Paper Towels (Dispenser)

- Durable/Strong
- Absorbent and comfortable virgin pulp paper
- Hygienic touch free operation and only used once (eliminating cross contamination)
- Easy to reload

Soap Refills (Dispenser)

- Durable, Modern design
- Leak proof pump mechanism
- Easy to use and refill cartridge (750 ml)
- Touch free model to eliminate cross bacterial contamination

Urinal /Bowl Sanitising System

- 24 hour effective and economical elimination of odours at source
- Drip feed – works even when toilet/urinary is not flushed
- Breaks down uric acid build up in traps and pipes
- Frequency Service – **Monthly**

Toilet Seat Wipes

- Alcohol based – quick drying toilet seat wipes ensuring hygienic use
- SABS tested 99.9% kill of known bacteria
- Frequency of service – **monthly**

Air fresheners

- Timer operated, adjustable spray settings
- Day and night sensor
- Frequency of service – **monthly**

Sanitary Hygiene Bin

- Plastic lined
- Hands Free (pedal) operated
- SABS tested “sani soc” bactericide
- Operates from the top-down even if bin is full
- Frequency of service – **every seven (7) days or fourteen (14) days** as required and removed off site same day

Anti-Bacterial Waterless Sanitizer Dispenser

- Alcohol based, quick drying waterless sanitiser
- SABS tested 99.9% kill of known bacteria
- Frequency of service – **monthly**

3.3.2 RENTAL HYGIENE ITEMS

1	LIST OF HYGIENE RENTALS	QUANTITY
1.1	Paper Towel Dispenser	
1.2	Paper Towel Wall Bin	
1.3	TR3 Toilet Roll Holder	
1.4	Liquid/Foam Soap dispenser	
1.5	SHE/Sanitary Hygiene Bin (7 Day Service)	
1.6	Water cooler Maintenance plan (on request)	
1.7	Water cooler dispenser	
1.8	Auto Sanor	
1.9	Seat sanitizer Dispenser	
1.10	Airfreshner Dispenser	
1.11	Anti-Theft Airfreshner Dispenser	

- **SECURITY**

The names and identity numbers of all workmen engaged in the work are to be submitted when the contract is awarded and shall be amended as required. The contractor shall nominate a responsible person who will be in charge of the site, and who must be present at all times whilst grass is being cut.

- **OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS**

Contractors and Sub- Contractors must comply with the provisions of the OHASA and other applicable legislation.

- **APPOINTMENT OF RESPONSIBLE PERSONS**

The contractor shall cause all work to be carried out under general Supervision of a responsible person appointed by the Contractor in writing in accordance with the provisions of the Regulations made in terms of the Occupational Health and Safety Requirements to be met by the Contractor and Sub-Contractor employed by Eskom.

A copy of the letter of appointment and of the appointee's written acceptance thereof shall be lodged with the Facilities Manager **BEFORE** any work on site shall commence.

In addition, the Contractor shall provide the Facilities Manager with the names of any safety representatives appointed in terms of Section 4.2.1.3 of the abovementioned Act and who has been given the responsibility of any site or sites falling under the terms of this contract.

- **EXPERIENCE**

Tenderers will be required to provide evidence of their ability to carry out the work and their possession of adequate equipment including spare equipment for the work.

Equipment shall be made available for inspection and the Facilities Manager decision as to the adequacy of experience and equipment will be final.

3 PROGRAM

The Contractor shall submit a single programme that incorporates the programmes of all his activities as well as that of direct or nominated sub-contractors.

4 QUALITY MANAGEMENT SYSTEM

The *Contractor* shall be required to provide or maintain a quality management plan.

5 MANAGEMENT

The Contractor is advised that the Employer considers it essential that for a project of this scale the Contractor shall provide and maintain a high level of skilled management organization and resources, to ensure the successful and timely completion of the Contract. Information is to be provided by the Consultant at tender stage and this shall be deemed to define the Contractor's intentions in this respect. It is also a requirement that the Contractor submits a project organogram.

6 MONTHLY REPORTS

The contents of the report may vary from month to month depending upon the phase of the project and/or the items of management focus. However, the basic framework of the report consists of the following:

- Narrative in an executive summary format identifying major movement within the reporting period.
- Status overview
- Key issues / Items of Concern and Corrective actions.
- Progress curves and tabular progress reports.
- Cost and Cash flow
- Recruitment update

The monthly progress reporting cycle is based on a month end "cut-off".

7 RESOURCES

The Contractor shall provide adequate resources to execute the work.

8 PROJECT METHODOLOGY

The Contractor shall submit a detailed proposal outlining methodologies of how he intends executing the work.

9 RESOURCE REQUIREMENTS

The Contractor shall ensure that highly skilled personnel are dedicated to the project.

10 IMPLEMENTATION PLAN

The Contractor is required to submit a detailed implementation plan

11 SCOPE OF WORK EXCLUDED FROM CONTRACTOR

N/A