

PART 3: SCOPE OF WORK

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C3.1: EMPLOYER'S SERVICE INFORMATION

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1 Description of the service

1.1 Executive overview

The purpose of this contract is to appoint a suitable qualified Contractor for general cleaning Services to Eskom Simmerpan Complex (excluding Critical buildings), Tower Testing, Grand Central Airport and Central Grids Substations Buildings.

This contract will facilitate the provision of cleaning services. Provision supply of materials (consumables) and equipment as and when required as directed by the Service Manager and Supervisor. These cleaning services are set to continue for a period of five years

The works amongst others consist of supervision, labour, plant, and equipment necessary to carry out cleaning services.

1.2 Employer's

1.3 requirements for the service

The scope entails offering the following services for facility cleaning:

- Cleaning services for offices/workshops
- Deep cleaning service
- Supply and delivery of hygiene consumables

The Contractor is responsible for supplying all labor, supervision, administration, management, equipment, tools, supplies, and materials necessary to carry out the specified facility management services

Working times or hours will be as stated below:

Working Hours

The normal working hours will be from 7:00 AM to 4:00 PM, Mondays to Fridays.

Eskom reserves the right to instruct the Contractor to change working times based on business requirements.

1.4 Detailed description of the service

1.4.1 General Cleaning Services

The Contractor is responsible for delivering cleaning services according to a predetermined frequency and responding to exceptional circumstances as directed by the Employer (Service Manager). This encompasses, but is not restricted to, the following areas/buildings

- Simmerpan Complex – excluding Critical Buildings
- Grand Central Airport
- Tower Testing at Rosherville
- Central grid substations (Apollo, Bernina, etc)

1.4.2 The facilities above-mentioned comprise the areas bellow.

- Boardrooms
- Offices
- Hall

- Pause Areas
- Ablution Blocks
- Kitchens
- Storerooms
- Reception areas
- Passageways
- Workshops
- Machine rooms
- Lifts
- Clinic
- Training room

1.4.3 Manpower Requirements for the General Cleaning

1.4.3.1 Supervision Manpower Requirements

Area	No.
Simmerpan + Tower Testing	6
Hume Buildings	1
Grand Central Airport	1
Bernina	1

1.4.3.2 General Cleaners

Cleaning Area	No.(s)
Total number of general cleaners	44

1.4.4 List of Cleaning Tools and Equipment for the Services

- Industrial vacuum cleaners
- Cleaning Trolley
- Multi-function Cleaning Trolley with gear-press
- Housekeeping trolley
- Brooms
- Gear Press Mops
- Mops (household)
- Dustpan
- Buckets
- Further Duster
- 3 Step Folding Ladder (household ladder)
- Trigger Action Spray Bottles
- Mops Lobby Standard
- Window Cleaning toolkit

1.4.5 List of Cleaning Materials for the Services

- Tile Cleaner
- Toilet Bowl Cleaner
- Air Freshener
- Furniture Polish
- Multi-purpose Cleaner
- Deo Block
- Window Cleaner
- Dish Washer
- Pine Gel
- Floor Polish
- Floor Stripper
- Multi Surface Liquid Bleach
- Clear Refuse bags (10 litres)
- Micro Fibre Cloth
- Dishcloth
- Scrubbing Brush

- Scourers

14.6 Minimum Requirements to Provide the Required Services

1.4.6.1 General Cleaning Requirements

ENTRANCES

- Tiles and stairs to be swept and washed - daily.
- Areas to be spot checked and tidied – 3 times per day (Weekdays).
- Main entrance windows and doors to be washed daily up to reaching height – 3 times per week (early Morning).

FLOORS

- 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.
- Heavy duty industrial vacuum cleaners, scrubbing machines, etc must be used.
- 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.
- Couches and chairs upholstered, to be properly cleaned with a soft cloth (daily).
- Upholstery of fabric chairs and couches to be vacuumed once a week.

WALLS, OFFICE DOORS, DOOR HANDLES AND HANDRAILS

- Walls to be spot cleaned up to reach height - daily. (Not allowed to use chairs)
- Windowsills to be cleaned with a wet cloth - daily.
- Skirting, including power skirting, to be cleaned and disinfected (wet cloth to be used) – daily
- Office Doors to be cleaned with disinfectant (Marks to be removed) - daily.
- All door handles to be cleaned with disinfectant - daily.
- All door handles to be polished – once a week.
- All handrails on stairways to be cleaned with disinfectant – 3x times a day.
- Oil spills/Acid spills - to be reported to Eskom Representative.

WASTE-PAPER BINS (DAILY)

- Empty wastepaper bins and wash with disinfectant – twice a day – to be fitted with clear plastic bags.
- Empty general wastebins and wash with disinfectant, empty boxes, general waste to be removed to refuse area and stacked in a tidy orderly manner. – twice a day.

SPOT CLEANING

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

1.4.7 Inspection for Cleaning the General Buildings

Inspection to be carried out in according with the inspection list.

1.4.7.1 Items / Surfaces for Cleaning.

1.4.7.1.1 List of General Surfaces for Cleaning

- Vinyl floors
- Stone Floors
- Ceramic tile floors

- Concrete floors
- Telephones
- Glass windows and doors
- Wastepaper Dustbin
- Entrance Mat Wells (vacuum)
- Light switches
- Carpets and Rugs (vacuum)
-

1.4.7.1.2 Fire escapes

- Handrails
- Landings, treads and rises.
- Doors
- Painted and tiled walls

1.4.7.1.3 Tea and coffee areas

- Glass doors and windows
- Aluminum railing
- Plastic seats
- Chrome piping
- Tiled walls
- Sinks and taps
- Hydro boil

1.4.7.1.4 Toilet Areas

- Dustbins
- Toilet bowls
- Basins
- Urinals
- Mirrors
- Fittings
- Tiled walls and floors
- Doors and partitions
- Showers
- Change rooms
- Metal and wooden lockers

1.4.7.1.5 Conference rooms / auditorium

- Tables and chairs
- White boards
- Couches
- Vacuum carpets
- Polish Dance Floor

1.4.7.1.6 Cleaning Duties Inside Toilets

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

1.4.7.1.7 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.

1.4.7.1.8 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.

1.4.8 Cleaning Duties for the Equipment Storerooms

Use oil spill kits to clean-up oil spillages and grease on floor surfaces.

1.4.9 Equipment and Cleaning Consumables

The Contractor shall: - ensure that all cleaning equipment used in the provision of the Service are in good working condition with no parts missing; inspect the cleaning equipment to ensure compliance with this responsibility; repair or replace all cleaning equipment to the extent required to comply with the responsibilities stipulated in this Agreement. Contractor to ensure that the servicing of equipment is done by approved accredited Contractor.

The Contractor will inspect all hygiene equipment while performing their duties and report any defective or damaged hygiene equipment to the Eskom.

A register shall be kept of all cleaning equipment for random inspection / physical/ operational checks.

1.4.10 Cleaning Equipment Separation

Separate equipment cleaning for toilets and other bathroom areas should be used to prevent any germs / bacteria for spreading to other areas as the toilet is a big breeder of germs / bacteria. By using the same cleaning materials, we are merely transferring germs to other areas and cause cross contamination.

1.4.11 Personal Protective Clothing

Personal protective clothing should be worn for cleaning toilets mainly for the reasons below.

- By using the same cleaning materials, we are merely transferring germs to other areas and cause cross contamination.
- To avoid spreading of germs / bacteria or contracting any illness due to germs
- The toilet needs to be cleaned with strong chemical / 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.

1.4.12 Floors and Carpet Cleaning

During cleaning the floors and carpets, and the following safety rules must be followed:

- 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 immediately all damaged / faulty equipment out of service.
- Service all equipment regularly.
- During use of any equipment, follow the manufacturer's instruction.

1.4.13 Requisite PPE When Spraying with Chemicals

1. Respirator
2. Goggles / face shield
3. PPE- overalls and safety shoes / boots

1.4.14. Inspection checklist

- Inspection sheets to be displayed in predetermined areas.
- Supervisor to do inspections as per check list and sign off.

- All check list and Supervisor report to be submitted each Monday for discussion and actions.

1.4.14 Uniforms for the staff

- All staff to be issued with appropriate PPE.
- All staff to be clearly identified.

1.4.15 Customer survey

Customer surveys shall take place between the Contractor and building users for continuous improvement. Building users shall send their feedbacks to the Contractor, and manager. Contractor, and manager shall address the concerns or areas for improvement from the building users.

1.4.16 General Cleaning Services: Buildings

A daily cleaning service must be rendered.

1.4.16.1 Floors Cleaning

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

1.4.16.2 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).
- TV's and 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**.
- Clean all internal glass (e.g., booths) and all gaming machines, including front panels, sides and top.
- Wet wipe all skirting boards **once a week**.
- Dust all lamp shades and bulbs **daily**.
- Wet-wipe and polish all high-level shelves, bric-a-brac and books **once a week**.
- Wet-wipe window ledges **daily**.

1.4.16.3 Walls, Rooms, Doors, Handles and Handrails

- Walls to be spot cleaned up to reach height – **daily** (not allowed to use chairs or ladders without fall arrest system (FAS)).
- Windowsills to be cleaned with a wet cloth – **daily** (daily checklist shall apply).
- 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 checklist shall apply).
- All door handles to be cleaned with disinfectant – **daily** (daily checklist shall apply).
- All door handles to be polished – **once a week** (weekly register shall apply).
- All handrails on stairways to be cleaned with disinfectant – **3x times a day** (daily checklist shall apply).
- Clean all door handles and entrance doors, including wooden rail, and skirtings.

1.4.16.4 Waste Papers Bins (Daily)

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

1.4.16.5 Waste Disposal

- Empty and sanitize bins.

- Remove rubbish to waste area located outside the building next to the volleyball court, and place inside the waste bin provided by Eskom.
- Trolleys to be cleaned and kept in the contractor storeroom.

1.4.16.6 Spot Cleaning

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

1.4.16.7 Pause Area Services

- All containers (tea, coffee, sugar, and milk) are to be kept filled with ingredients **3x times daily**.
- Wash crockery & cutlery during the day and after lunches and clean and tidy the kitchen (kitchens to be always tidied).
- Responsible for ingredients and crockery issued to them.
- Kitchens and equipment to be always kept clean and neat - (daily checklist shall apply - 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 always kept clean and hygienic – **daily**.
- Bins – empty bins regularly (**3 to 4 times a day**) and replace refuse bags (as needed).

1.4.16.8 Entrances

- Tiles and stairs to be swept and washed daily (daily checklist shall apply).
- 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)**.

1.4.16.9 Windows & Walls at Reach (2m and below)

- Walls, mirrors, doors, and windows will be always kept clean as part of the cleaning duties.

1.4.16.10 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 cleans 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.

1.4.16.11 Ablution Block

- Toilet bowl to be cleaned and scrubbed with disinfectant **daily** (daily checklist shall apply).
- Hand wash basin to be cleaned and washed with a disinfectant **daily** and spot cleaned **once a day** (daily checklist shall apply).
- Taps and fittings, basin outflow (drain) to be washed and disinfected **once daily**, steel wool to be used to clear all alkaline deposits (daily checklist shall apply).
- Cloak room floors to be washed with disinfectant (no polish to be used) **daily** (daily checklist shall apply).
- Cloak room floors to be stripped – **once a month**.
- Walls to be spot cleaned with disinfectant – **daily** (daily checklist shall apply).
- Walls to have complete wash with disinfectant – **once a week** (weekly register shall apply).

- Doors to be disinfected and markings to be removed, door handles to be polished **3x per week** (weekly register shall apply).
- Shower to be cleaned and scrubbed with disinfectant **daily**.
- **Toilet bowls** - Descale and disinfect all surfaces and underneath flush rims. Chemically remove deposits from inside soiled pipes.

1.4.16.12 Incidental Cleaning

All accidental and unforeseen occurrences to be attended to immediately. Availability to clean for functions and special occupations on request by the employer.

1.4.16.13 Window Cleaning, Carpet Steaming & High-Level Cleaning

The frequency of cleaning will be as listed below:

- External Windows – quarterly
- Internal Windows – monthly
- Carpet Steam Cleaning – 2 times a year quick dry machines to be used, done on preferably on Saturdays, not during working hours unless arranged with Site Supervisor.
- Upholstery Cleaning – as and when required, but on weekends.

ESKOM PROVIS TOWER	Offices / Conference Venues / Accommodation Rooms / Data Centres / Pause Areas Etc.	Frequency	
	All wastepaper bins to be emptied and washed with disinfectant	Daily	
	Dusting	Daily	DINGS),
	Cob/Spider webs	Weekly	
	Computer Screens	Daily	
	Switches	Daily	
	Phones	Daily	
	Keyboards	Daily	
	Electrical Outlet	Weekly	
	Floor	Daily	
	Kitchen Trash	3 x Daily	
	Walls spot cleaned with disinfectant	Monthly	
	Curtains Vacuum	Monthly	
	Window Blinds	Monthly	
	Doors to be disinfected and markings to be removed	Weekly	
	Carpeted areas must be vacuumed	Daily	
	Upholstery of fabric chairs and couches to be vacuumed	Weekly	
	Couches and chairs upholstered with leather, to be cleaned	Weekly	
	Skirting, including power skirting, to be cleaned and disinfected	Weekly	
	All door handles to be cleaned with disinfectant	Daily	
	Building Internal		
	Tiles and stairs to be swept and washed	Daily	
	Handrails to be wiped	3 times a day	
	Main entrance windows and doors to be washed	Daily	
	Carpeted areas must be vacuumed	Daily	
	Non-carpeted areas must be washed/mopped	Daily	
	Stairways must be washed/vacuumed	Daily	
	Skirting, including power skirting, to be cleaned and disinfected	Weekly	
	All door handles to be cleaned with disinfectant	Weekly	
	All wastepaper bins to be washed with disinfectant	Daily	
	Reception area to be properly cleaned	3 times a day	
	Bathrooms		
	Trash bags	Daily	
	Toilet bowls and hand wash basins to be spot cleaned	3 times a day	
	Counter & Sink	Daily	
	Mirrors	Daily	
	Trash bins	Daily	
	Floor scrub	Daily	
	Toilet Paper	Monday	
	Hand Soap Refilled	Daily	
	Toilet seat wipes	Daily	
	Taps and fittings, basin outflow	Daily	
	Kitchen Cleaning		
	Microwave	Daily	
	Dishes	Daily	

The	Refrigerator	Daily
	Refrigerator Inside	Weekly
	Cabinets	Weekly
	Cabinets Outside	Weekly
	Sink	Weekly
	Countertop	Weekly
	Refill hand towels paper	Daily
	Refill All containers (Tea, Coffee, sugar and Milk)	Daily
	Taps and fittings, basin outflow	Daily

Contractor undertakes to compensate Eskom for any determination or award as well as all reasonable legal expenses incurred by the Employer 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 Contractor's responsibilities in terms of this clause.

1.4.17 Inspection for the Work Areas and Surfaces

Inspection to be carried out in accordance with inspection list.

1.4.17.1 Types of Cleaning Surfaces

1.4.17.1.1 General

- Vinyl floors
- Stone Floors
- Ceramic tile floors
- Concrete floors
- Telephones
- Glass windows and doors
- Wastepaper Dustbin
- Entrance Mat Wells (vacuum)
- Light switches
- Carpets and Rugs (vacuum)

1.4.17.1.2 Fire escapes

- Handrails
- Landings, treads and rises.
- Doors
- Painted and tiled walls

1.4.17.1.3 Tea and coffee areas

- Glass doors and windows
- Aluminum railing
- Plastic seats
- Chrome piping
- Tiled walls
- Stainless Steel Sinks and Taps

1.4.17.1.4 Toilets

- Dustbins
- Toilet bowls
- Basins
- Urinals
- Mirrors
- Fittings
- Tiled walls and floors
- Doors and partitions

1.4.18 Equipment and Materials Lists with its lifespan

Equipment description	Equipment life span
Industrial vacuum cleaner	5yrs
Cleaning trolley	5yrs
Set of brush and dust pans	1 year
Multi-function cleaning trolley with gear-press	5yrs
Gear press mops	6 months
Household mops	6 months
Cleaning bucket	6 months
Further duster	1 year
3 step folding ladder	5 year
Trigger action spray bottles	5yrs
Lobby mops standard	6 months
Window cleaning toolkit	6 months
Micro Fibre Cloth	6 months
Dish cloth	6 months
Scrubbing brush	6 months
Floor warning safety signs	5yrs
Colour coded microfiber cloths (set of three)	6 months
Scourers	2 months

1.5 Interpretation and terminology

The following abbreviations are used in this Service Information:

Abbreviation	Meaning for Abbreviation
TXF	Transmission Facilities
Tx	Transmission
Sat.	Saturday
Sun.	Sunday
PPE	Personal Protective Equipment
SOC	State Owned Company
NEC	New Engineering Contract
PDF	Portable Document Format
FAS	Fall Arrest System
SHEQ	Safety Health Environment Quality

2 Management strategy and start up.

2.1 The Contractor's plan for the service

The service provided must detail in writing its plan to deliver the excellent service for Eskom throughout the entire period for the contract. The below items must form part of the site management plan:

- Health and safety management
- Time management
- Communication management
- Environmental management
- Quality management
- Emergency response
- Supplier management
- Stakeholder management
- Cost management
- Material management
- Access arrangement
- Criminal management
- Schedules arrangement and management
- UIF and COID Payment
- Subcontractor management (if applicable)
- Housekeeping management
- Delivery management or arrangements
- Permit arrangements

Site inspection and supervision

2.2 Management meetings

Monthly Meetings' shall take place on site (face-to-face) to discuss all issues or plans for all perimeters for the contract or project (time, cost, quality, environment and health and safety). Monthly Meetings preferred at the start of each month for the good planning of activities on site. The Employer can request the 'Emergency Meeting' at any given time if there are serious issues or risks that can affect the service delivery for the project / contract. All meetings shall be chaired by the service manager. Ms Teams can be used as alternative platform due to unforeseen and other circumstances or very urgent issues e.g., Emergency Meeting, etc.

All meetings shall be recorded in the form of minutes or a register prepared and circulated by a person who convened the meetings. The 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 condition of contract to carry out such actions or instructions.

2.3 Contractor's management, supervision and key people

The Contractor is required to hire experienced supervisors with a proven track record in specialized cleaning environments. These specialized supervisors must possess a minimum of five years of experience in supervising specialized cleaning areas. Prior to deployment on-site to oversee activities, the qualifications, training records, and curriculum vitae of specialized supervisors must be submitted to the Service Manager for approval. Specialized training is a prerequisite for the supervisory position.

The Contractor is responsible for maintaining an updated organogram on-site, detailing all supervision and management both on-site and off-site for the management of this contract. Additionally, the Contractor must always maintain daily attendance registers and make them available to the Service Manager upon request.

2.3.1 Annual, Sick, Maternity, and Family Responsible Leave and Absenteeism

The Contractor shall arrange a reliever(s) to cover any of the above-mentioned absenteeism, and the Contractor shall be accountable for the payment or salaries or wages for the relievers.

2.3.4 Contractor's Responsibility

- The Contractor shall conform with Eskom Distribution Standard "Occupational Health Contractors Reference ESKASAAP4.
- The Contractor must comply with the Occupational Health and Safety Act, all applicable regulations and Compensation of Occupational Injuries and Diseases Act.
- The service provided shall be registered for UIF, Provident Fund and Workman's Compensation and up to date for payments, and the Contractor shall submit to the Employer monthly report for its status from the institutions meant for the above-mentioned funds.
- Health and safety and Environmental induction is compulsory prior the start of work for each site.
- Workers shall have valid medical certificate of fitness from the occupational health practitioner.
- The Contractor shall ensure the submission of man hours at specified time to the Employer.
- The Contractor shall be responsible for buying at its cost all the cleaning consumables at (cloths, mops, scrubbers, scribes, brooms, cleaning chemicals) that lost on site on its hands.

2.3.5 Uniforms and Protective Clothing, and Equipment

- The Contractor shall supply all his employees on site with its uniform colour and style.
- The Contractor shall supply its employees with the two sets of overalls and uniforms.
- The Contractor shall supply one pair of safety shoes – steel toe safety boots.
- All employees shall receive two jerseys warmer jackets and raincoat for rain and winter season.
- All personal protecting clothing and equipment shall be replaced as and when required – this does not mean only at the beginning of the year or financial year.
- All operators shall be equipped with safety helmets, eye and ear protection and the safety boots.
- Contractor shall ensure that its employees are wearing the relevant personal protecting equipment for the task at all the times.
- Contractor shall ensure that there's no PPE shortage on workers on site at any time.

2.4 Provision of bonds and guarantees

Not applicable

2.5 Documentation control

All Contractual Documents must have relevant Contract Number and Purchase Order Number as reference per the Eskom Holdings SOC Limited Standards. All correspondence shall be dated and sequency numbered and distributed in accordance with a procedure as agreed and accepted by the service manager. The use of SMS, WhatsApp, and Ms Teams do not override the use of applicable and relevant NEC standards templates, forms, and Eskom Holding SOC Limited procedures. All invoices and service delivery notes must be in PDF format.

2.6 Invoicing and payment

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to that stated in the *Service Manager's* payment certificate.

The *Contractor* shall address the tax invoice to include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*.
- The contract number and title.
- *Contractor's* VAT registration number.
- The *Employer's* VAT registration number 4740101508.
- Description of service provided for each item invoiced based on the Price List.
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT.
- Electronic submission of invoices via email
- Signed service delivery note(s) must accompany the required invoice(s) for payment.

Invoices and Additional Information

- Eskom order number must be clearly indicated on the invoice with the line number on the order for billing.
- Only PDF invoices must be submitted.
- Each PDF file should contain one invoice, one debit, and credit note only as Eskom's SAP system does not support more than one PDF being linked into workflow at a time.
- Only one PDF file per email (one invoice or debit note or credit note).
- Send all invoices in PDF straight from your system to an Eskom email address (see the email address below).
- When it comes to foreign invoices, suppliers will be required to physical deliver the hard copies of original documents to the respective documentation management centers – though invoices emailed. Eskom is still seeking clarity from the South African Reserve Bank for foreign invoices and currency. Current requirements are that these manual invoices should be submitted. Invoice copy can be sent to the email address indicated below.
- All submitted invoices electronically must comply with the Tax Requirements.
- If there is a Cost Price Adjustment on the invoice, Eskom recommends separate invoice for CPA to avoid delays on payment, if there are issues for the CPA.
- Introduction of electronic invoicing does not guarantee payment but will ensure visibility of all invoices and ensure that no invoices get lost. If the goods receipt is not done, the invoice will be parked, and the system will automatically send an email to the end user to do good receipt. This is also tracked by Eskom through the park invoice report.
- The Contractor can request a park invoice report from the Finance Shared Services (FSS) contact centre which can then be followed up and corrected.
- The Contractor is welcome to forward the details of invoices corrected to the FSS contact centre.
- All invoices for payment must be submitted to invoiceseskomlocal@eskom.co.za

Follow-up with Finance Shared Services (FSS):

All queries and follow-up on invoice payments should be made by contacting the FSS Contact Centre at +27 11 800 5060 or email fss@eskom.co.za

Introducing electronic invoicing does not guarantee payment, but will ensure visibility of all invoices as well as ensure that no invoices are lost. If the Goods Receipt (GR) is **not** done, the invoice will be parked and the system will automatically send an email to the end user to do the GR. This is also tracked by Eskom through the parked invoice report.

2.7 Contract change management

Changes to the contract will be notified and addressed as per the NEC3 – TSC3 and as per Eskom's internal Governance Processes for approval. Modifications to work/service can only resume once Eskom approval is obtained and as instructed by the Eskom Representative (Service Manager).

2.8 Records of Defined Cost to be kept by the Contractor

As a control measure, it is required for the Contractor to maintain record keeping of all defined cost items for the purpose of compensation event management. A schedule of these cost components may not be listed in the contract price list should be provided when required.

2.9 Insurance provided by the *Employer*

Refer to Z12 in Data by Employer document

2.10 Training workshops and technology transfer

- Specialized training certificates for general workers and supervisor
- Hazardous chemical substance training certificate
- HIRA certificate
- Incident Investigation Certificate
- Fire Fighting Certificate
- 1st Aid Certificate Level 2
- Health and Safety Representative Certificate
- Legal liability training
- Working at height
- Oil Spillage Training
- Fall arrest system (FAS)

2.11 Design and supply of Equipment

The Contractor bears responsibility for providing all necessary equipment on-site. All equipment supplied by the Contractor must meet the SABS standard and be of good quality. No payment will be made for the standing time of equipment on-site. Faulty equipment or machinery must not remain on-site for more than seven working days. The Contractor is prohibited from storing or retaining any irrelevant equipment or tools at the service site. Any breakdowns of plant and equipment must be promptly reported to the Employer (Service Manager). Furthermore, the light-duty vehicle assigned to the site shall not be older than five years.

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

2.12.1 Equipment

At the end of the contract, all the equipment purchased through the contract by the Employer must be handed over to the Service Manager

2.12.2 Information and other things

At the end of service contract, the Contractor must provide the following information.

- Consolidated health and safety file
- Employers' investigation reports and all supporting documents
- All contracts reports in relation to this service contract
- All historical invoicing and the signed delivery notes for the service
- All defined cost documents

2.13 Management of work done by Task Order

- The Contractor shall receive the task order prior the start of work on site.
- Other than emergency work requests, no works shall proceed without an approved task order.
- An approved task order shall bear the signature of Contractor representative and Eskom Representative (Service Manager).
- Discretion of the Contractor and Supervisor shall apply in determining and interpreting emergency requests to ratify works done without an approved task order.

The Contractor will not be compensated for works that proceed without an approved task order unless the task order is ratified at the discretion of the Service Manager and Supervisor. Reasons shall be in writing to the Contractor to request ratification for compensation events with any works done without the approved task order.

3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

The Contractor shall conform and comply with the following standards and legislation below:

- Issued Health and Safety and Environment Specification
- Basic Condition of Employment Act No. 75 of 1997
- Occupational Health and Safety Act and Regulations No. 85 of 1993
- 32 – 37 Eskom Substance Abuse Procedure
- 240-62196227 Life- Saving Rules
- 32-95 Occupational Health and Safety Incident Management
- 32-727 SHEQ Policy
- 32- 418 Working at Heights Procedure
- ISO 9001: Quality management system
- ISO 45001: Occupational Health and Safety Management System
- Eskom's Covid-19 Health and Safety Policy statement
- National Road Traffic Management Act.
- Eskom Risk Assessment Procedure 32-520
- Employees Right of Refusal to Work in an Unsafe Situation Procedure 240-43843827

3.2 Environmental constraints and management

The Contractor shall conform and comply with the following standards and legislation below:

- Issued Health and Safety and Environment Specification
- National Environmental Management Act 107 of 1998.
- National Environmental Management Waste Act 59 of 2008.
- Environmental Incident Management Procedure 240-133087117
- Waste Management Standard 32-245
- 32-727 SHEQ Policy
- ISO 14001: Environmental Management System

The Contractor to clean up hazardous material spillages (battery spillages and oil spillages)

3.3 Quality assurance requirements

The Contractor shall conform with the following standards and documents below:

- Quality Management Specification
- ISO 9001 Quality Management Systems – Requirements
- 32-727: Safety, Health, Environment, and Quality (SHEQ) Policy
- 240-12248652 Supplier Quality Management: List of Tender Returnables

4 Procurement

4.1 People

4.1.1 Minimum requirements of people employed

Not applicable

4.1.2 BBBEE and preferencing scheme

1. Transformation – BBBEE Improvement or Retention Plan

Transformation remains an area of focus, where Eskom continuously strives to align itself with national transformation imperatives to unlock growth, drive industrialization, create employment and contribute to skills development.

Eskom encourages its suppliers to constantly strive to improve their B-BBEE rating. Whereas Tenderer/s will be allocated points in terms of a preference point system based on specific goals, Eskom also requests that tenderer/s submits their B-BBEE improvement or retention plan within 30 days of signing the contract.

Tenderer/s are therefore requested to indicate the extent to which they will maintain (only if the respondent is a Level 1) or may improve/maintain their B-BBEE status over the contract period if their B-BBEE status is level 2 or 3. Tenderer/s with a B-BBEE status level 4 at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of B-BBEE Level 3 by the end of the first year of the contract and thereafter improve their B-BBEE status level or migrate by one level higher.

Tenderer/s with a B-BBEE recognition status of Level 5 to Level 8 or non-compliant at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of Level 4 by the end of the first year of the contract and thereafter improve at least one B-BBEE Level higher of each year from the second year of the contract.

Tenderer/s are requested to submit their B-BBEE Improvement Plan as an essential document within 30 days of signing the contract.

NB: A valid B-BBEE certificate or Sworn Affidavit is a condition for contract award, if your company's annual Total Revenue is R10 Million or less you qualify as an Exempted Micro Enterprise therefore you can submit Sworn Affidavit. If your annual Total Revenue is R50 Million or less, you qualify as Qualifying Small Enterprise and must comply with all of the elements of QSE score card relevant to your sector unless an entity is at least 51% Black owned you are required to obtain a Sworn affidavit. If your Annual Total Revenue is above R50m you need to submit a Valid B-BBEE certificate

Job Opportunities

Tenderers are required to submit proposals for the type and number of jobs that will be created and retained in South Africa as a direct result of being awarded a contract.

Type of Jobs to be created	Number of Jobs to be created

Type of Jobs to be retained	Number of Jobs to be retained

4.1.3 Accelerated Shared Growth Initiative – South Africa (ASGI-SA)

Not applicable

4.2 Subcontracting

4.2.1 Preferred subcontractors

Not applicable

4.2.2 Subcontract documentation, and assessment of subcontract tenders

Not applicable

4.2.3 Limitations on subcontracting

Not applicable

4.2.4 Attendance on subcontractors

Not applicable

4.3 Plant and Materials

4.3.1 Specifications

The price list state the list of required plant and equipment for the service required as per the scope of work. The Contractor can engage fairly and in bona fide in works execution by assisting the Employer with advice and recommendations on changes in technologies and industry best practices that may affect the Employer's ability to perform works as per the contract stipulation. The Contractor shall take reasonable care to acquire and maintain equipment that meets minimum legal requirements.

4.3.2 Correction of defects

The repairs for plant or equipment shall be performed by accredited or competent person or Contractor as per manufacturers manual. The repairs shall not interfere with or hinder the employers' work operation on site. All the maintenance or repairs records shall be kept safely and be available at any time when employer is looking for the records.

All defects identified to be corrected immediately or not more than 2 days if the work requires special equipment

4.3.3 Contractor's procurement of Plant and Materials

The Contractor must purchase the plant and materials in good faith, and for mutual benefit for both parties. The Contractor shall purchase all materials and plant from the accredited Supplier. All chemicals shall always come with its safety data sheets, and all chemicals' materials arrived on site shall conform with global harmonised system requirements. The Contractor shall remain the sole responsibility to procure plant and materials for the reasonable and acceptable quality. The Employer can request at any time the data sheet and proof of purchase for the equipment purchased and supplied on site for usage. Guarantees and warranties certificate may also be required for any plant and material supplied by Contractor to the Employer.

4.3.4 Tests and inspections before delivery

The Service Manager may request inspection during the equipment and materials arrival on site. All equipment and materials must be inspected by the Contractor together with Employer (Service Manager) during arrival before use on site. The records of inspection must be available at any request by the Service Manager.

4.3.5 Plant & Materials provided "free issue" by the Employer

Not applicable

4.3.6 Cataloguing requirements by the Contractor

Not applicable

5 Working on the Affected Property

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

Eskom reserves the right to subject all employees for the Contractor to a vetting and security clearance process in line with Eskom's security requirements for the site. Any person entering (including Eskom's employee) the site of Eskom is subject to random alcohol testing to gain access to the site. All employees and vehicles that are entering or exiting the site shall be subjected to be searched by security personnel at gates or checkpoints.

The Contractor shall do criminal checks, and submit the ID copy, physical address and contact details for its employees to Eskom before deploying any employee for work activities on Eskom's site. The contractor shall inform the Service Manager prior any removal of its employees on site. The Contractor shall ensure that all equipment and material brought on site are signed in the approved Eskom security register at the security gate. The Contractor shall not remove any equipment or materials on site, prior informing the Service Manager or Supervisor.

5.2 People restrictions, hours of work, conduct and records

Working hours shall be between 07h00 and 16h00 from Monday to Friday. Workers shall take a teatime by 10h00 for 15 minutes, and a lunch time by 12h00 for 45 minutes. Weekends and public holidays work will be as per Service Manager's request. The Contractor shall keep timesheet records for its employees and relievers and be available on request by the Employer.

5.3 Health and safety facilities on the Affected Property

The Contractor shall conform with all standards and procedures for operation at the Eskom's site, e.g., Life Saving Rules, and comply with all applicable legislations on site for the OHSA Act 85 of 1993.

5.4 Environmental controls, fauna & flora

The Contractor shall conform with all standards and procedures for operation at the Eskom's site and comply with all applicable legislations on site for the NEMA and NEMWA.

5.5 Cooperating with and obtaining acceptance of Others

As per clause 25.1 of this contract (Core Clauses)

5.6 Records of Contractor's Equipment

The Contractor must report to the Service Manager and Supervisor prior or during arrival of any equipment (owned or hired equipment) on site. The Contractor shall inform the Service Manager and Supervisor prior removal any equipment (owned or hired equipment) on site. The Contractor shall keep the updated list of all the equipment. All equipment must be inspected as per all applicable legislations, and the records shall be made available at any given time required by the Service Manager or the inspector from the Department of Employment and Labour. The Contractor shall not keep on site any unused equipment. All vehicles used for business purposes must have a tracker system or mix telematic in order to give kilometres report

5.7 Equipment provided by the Employer

All the equipment and tools purchased through the contract belongs to the Employer, and the Contractor shall hand over all that equipment to the Service Manager at the end of the service contract. The Contractor shall not leave the site with the equipment or tools purchased through the contract. In case of service or maintenance required for equipment to be conducted outside site, the Contractor shall agree with the Service Manager or Supervisor on timelines and provide backup equipment

5.8 Site services and facilities

5.8.1 Provided by the *Employer*

- (1) Water
- (2) Electricity
- (3) Office (for site supervision)
- (4) Stores
- (5) Changing rooms where possible
- (6) Ablution facilities
- (7) Shower facilities where possible

5.8.2 Provided by the *Contractor*

The Contractor shall supply all plant required for operation.

5.9 Control of noise, dust, water and waste

The Contractor shall conform with Eskom's requirements and comply with all applicable legislations for environment management on site.

5.10 Hook ups to existing works

The Contractor shall conform with the requirements for Eskom's Life Saving Rules., Eskom working at Heights Procedure The performance of works which affects the employer's operations, or the system of other contractors shall be scheduled to be performed only at times approved by the Employer). The procedure for carrying out work which of necessity interrupts the employer's operation, or the system of other contractors, or imposes abnormal operating conditions of their systems, is subject to approval of the service manager

5.11 Tests and inspections

5.11.1 Description of tests and inspections

The Contractor shall be responsible for providing the quality inspections as per the scope requirements and rectifies all defects within the agreed time. The Contractor to provide test and inspection records on approved templates by the Employer (Service Manager). The inspections and records shall comply and conform with all applicable legislative and Employer's requirements.

5.11.2 Materials facilities and samples for tests and inspections

All deliveries for material shall be inspected by the Service Manager or Supervisor before usage on site.

6 List of drawings

6.1 Drawings issued by the Employer

Not applicable

7 Low Service Damages – Annexure B

Incidents	Allowance / Response Time	Frequency	Target	Penalties for non-conformances
Failure to clean spillages (e.g. water, milk)	30 minutes	All times	100%	R1000 per incident
Failure to clean up hazardous material spillages (battery spillages and oil spillages)	30 minutes	All times	100%	R1000 per incident
Failure to supply 2 overalls, and 2 uniforms, one pair safety boots and 2 warmer jackets prior the start of employees on site and replacement of the worn-out PPE	None	All times	100%	R5000 per incident
Workers on site without mandatory PPE.	None	All times	100%	R5000 per incident
Failure for workers to wear task specific (risk based) PPE. for the activity.	None	All times	100%	R5000 per incident
Workers on site with torn PPE.	None	All times		R5000 per incident
Failure to supply and deliver the ordered materials on time, and site.	Within 10 working days	All times	100%	R 5000, 00 per incident after 5 working days until arrival on site
Failure to refill toilet consumable equipment	None	All times	100%	R 500, per incident
Failure for Contractor's employees to report to work.	None	All times	100%	R 10 000per week / per incident – until incident rectification
Work stoppage due to noncompliance with COIDA	None	All times		RR25 000 per incident
Non-conformance with Eskom's Life Saving Rules	None	All times	100%	R10 000, 00 per incident
Non-compliance with GHS requirements	None	All times	100%	R5000, 00 per incident
Failure to refill the kitchen consumables	None	All times	100%	R500, 000 per incident
Failure to respond to adhoc cleaning request	2 hrs	All times	100%	R1000, 00 per incident after every 2hrs hours until resolved
Failure to respond to emergency to deep cleaning request	9 hrs	All times	100%	R5000, 00 per incident after every 4hrs until resolved
LDV breakdown on site	3 hrs	All times	100%	R1000, 00 after every 4 hours without alternative vehicle on site
LDV vehicle on site without the valid licence disc	None	All times	100%	R600,00 per day
Workers on site without a valid medical certificate of fitness from Occ. Health	None	All times	100%	R3000, 00 per incident

Practitioner				
Failure for management to attend the operational meeting	None	All times	100%	R5000, per person, and per incident
Workers on site without Eskom's and Contractor's SHE induction	None	All times	100%	R1000, 00 per person and per incident
Equipment and tools shortage on site	None	All times	100%	R15 000, 00 per incident
Response to life threatening H&S issues on site	Immediately	All times	100%	R5000, 00 per incident after 30 minutes
Failure to close non-conformance & non-compliance with H&S, and Environment requirements and the applicable legislations within 60 days	Within specified period	All times	100%	R1500 per assessment report
Failure to deploy a reliever for any absent worker on site.	1 hour	All times	100%	R30, 00 per hr until resolved.
Failure to adhere to instructions from the Service Manager or Supervisor within specified period	None	All times	100%	R1000 per incident