

	Specification	Transmission Real Estate
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1. INTRODUCTION

This is an all-inclusive cleaning general cleaning services at Simmerpan for Transmission Real Estate. This will include provision of labour, supervision, staff uniform / PPE and cleaning equipment.

2. SUPPORTING CLAUSES

2.1 Scope

2.1.1 Purpose

The purpose of this project is to do general maintenance to keep properties fully functional and operating in its best condition.

2.1.2 Applicability

Transmission Real Estate for the Simmerpan Complex and Duvha Power Station.

2.1.3 Effective date

The effective date of this document is as per the date and signature of the functional manager as indicated on the cover page of this document.

2.2 Normative/Informative References

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

2.2.1 Normative

- [1] Act No 85: Occupational Health and Safety Act & Regulations.
- [2] Act No 102: National Key Points.
- [3] ISO 9001: Quality Management Systems.
- [4] 34-1168: Colour coding, symbolic safety signs and demarcation.
- [5] 32-37: Eskom Substance Abuse Procedure.
- [6] 32-418: Working at Heights Procedure.
- [7] 240-62946386: Eskom Vehicle and Driver Safety Management Procedure.
- [8] 32-726: S.H.E. Requirements for the Eskom Commercial Process.

Note: See Annexure B: SHE Requirements for Tender Enquiries.
Annexure C: SHE Tender Evaluation and Scoring Card.
Annexure D: SHE Post-Contract Reviews.

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[9] 240-62196227: Eskom Life Saving Rules Standards.

2.2.2 Informative

- SANS 10142-1
- SANS 10400 The Application of the National Building Regulations

2.3 DEFINITIONS

Definition	Description
<i>Contractor</i>	Service provider contracted for supplying specific services to Eskom Transmission Real Estate.
<i>Employer</i>	Transmission Real Estate
Ad hoc	The meeting was formed for one reason.

2.4 ABBREVIATIONS

Abbreviation	Explanation
ISO	International Standards Organisation
SANS	South African National Standards
SHE	Safety Health and Environment

2.5 ROLES & RESPONSIBILITIES

The service provider shall ensure that:

- The Employees of the service provider shall comply with Eskom’s policies and site regulations.
- Workmanship shall, always, be of a grade accepted as the best practice of the trade involved and as stipulated in written standards of recognised organisations or institutions of the respective trades, except as exceeded or qualified by the specifications. The *Employer* shall determine the acceptability of workmanship.
- The service provider shall provide a complete Quality Assurance plan in accordance with the requirements of ISO 9001: 2015 to the *Employer* for approval. This plan must ensure an integrated quality service as part of the contract. Execution of all quality related activities, including inspection and test plans compilation and execution, spares material quality inspections and all quality related record keeping is part of the *Contractor’s* scope of work.

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2.5.1 Provision of Staff Uniform / PPE and Other

The service provider shall:

- Supply staff protective wear uniforms / gear that is SABS approved i.e., headgear, goggles, reflective vest safety boots and gloves, dust mask (appropriate to their tasks and functions) as according to the risk exposure identified in the Risk Assessment whilst on duty.
- Ensure uniforms are of good quality and labelled with a company name.
- Ensure that all staff members whilst on duty are neatly dressed, presentable and hygienic.
- Provide locker units for all staff to place their belongings.
- Provide fridge, kettle, microwave oven, coffee, tea, milk, and sugar for their staff

2.5.2 Provision of Transport

- The service provider is responsible for providing own transport for its employees in line with Eskom Vehicle safety specifications (32-345)
- The transport is required for:
 - Staff traveling for Home-Work-Home
 - Movement of equipment and staff around site

3. DOCUMENT CONTENT

3.1 Requirements

3.1.1 Adherence to Eskom generic policies

All service provider's employees shall comply with the non-use of cell phones in restricted areas, adherence to Eskom's life-saving rules, no smoking policy, etc.

3.1.2 Provision of Manpower

The successful service provider shall utilise / provide skilled and suitably qualified staff as governed by Eskom Maintenance Contracts User Specification Requirements and should conform to: -

- Quality Management Control and Assurance as per ISO Standards.
- Occupational Health and Safety Act 85 / 1993 and (SHE) Standards
- Procedure writing.

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- Have valid medical fitness certificate.
- The service provider shall supply provision of all necessary general labour, supervision, and management to do all the works.
- All staff will be available on fulltime basis only for purpose of this contract works
- The service provider is required to have a roster for weekends, public holidays and for after hours to cater for any emergencies that may occur on site.
- Service provider to develop a fatigue management plan that will be approved by the Employer.
- The service provider will be required to submit a weekly rooster for weekend or public holiday work to the Service Manager for approval.
- The service provider is also to provide necessary training of all the staff appointed to ensure conformity with the scope of work.

3.1.3 Labour Requirements

- Conduct criminal and site clearance check (before offer of employment)
- Conduct training, testing, and verifying for key personnel qualifications and competence.

3.1.4 Contractor's Management, Meetings and Key People

- The service provider shall be required to do safety induction prior to start any work on site.
- The service provider safety file must be approved before site establishment and or any work commence on site.
- Other contract related meetings shall be communicated to the *Contractor* on arrival to site.

3.1.5 Equipment

The service provider shall provide all tools and equipment required for the project.

3.2 MANAGEMENT REPORTING & PROCESS FOR MONITORING

The *Employer* will establish a sound contract management principle.

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3.2.1 General Requirements

- The service provider immediately reports all injuries as well as any threat to health or safety of which it becomes aware of on the site of the *Employer*.
- The service provider shall provide in writing a works programme with achievable times lines to the *Employer* before commencement of the project.
- The service provider shall provide to the Employer a daily progress report that speaks to the works programme, all delays shall be explained to the *Employer*.
- The *service provider's* performance evaluation shall be done during ad hoc meetings between the *Contractor* and the *Employer* during the project period.
- The service provider shall carry out tasks as described in the scope of work and will only report to the *Employers* contract manager appointed for this project.

3.3 APPLICABLE SCOPE OF WORK

3.3.1 Cleaning work process may include:

- Dust all equipment,
- Wipe down all surfaces,
- Clean all floors,
- Clean all interior and exterior faces of all interior windows (excluding windows by stairway),
- Spot clean all walls,
- Wipe down all doors and door frames,
- Dust vents,
- Dust cylinders,
- Dust fire extinguishers,
- Wipe down ice tanks.

3.3.2 General Cleaning

- A daily cleaning service must be rendered

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

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3.3.2.2 Furniture / Upholstered Chairs, Couches & 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, 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**

3.3.2.3 Walls, Rooms, Office Doors, Door Handles & Handrails

- Walls to be spot cleaned up to reach height - **daily**. (Not allowed to use chairs or ladders without FAS)
- Window sills 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)
- Clean all door handles and entrance doors, including wooden rail, and skirtings'

3.3.2.4 Waste Paper Bins (daily)

- All waste paper 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**.

3.3.2.5 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.

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- Trolleys to be cleaned and kept in the contractor storeroom.

3.3.2.6 Spots 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, 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).

3.3.2.7 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 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 wash cloths 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)

3.3.2.8 Entrances

- Tiles and stairs to be swept and washed daily (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)**

3.3.2.9 Windows and Walls Within 2m and below

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

3.3.2.10 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

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- 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

3.3.2.11 Ablution Block

- 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)
- 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.

3.3.2.12 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.

3.3.2.13 Window Cleaning, Carpet Steaming and High-Level Cleaning

The Provision of;

- External Windows – quarterly (4 times a year)
- 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

3.3.3 Cleaning Services to Rest Rooms includes:

3.3.3.1 Toilets

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

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3.3.3.2 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

3.3.3.3 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

Contractor to stipulate cleaning process and 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 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.

4. Revisions

Date	Rev.	Compiler	Remarks

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