

## 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 qualified Contractor capable of providing both Specialized and General Cleaning Services for the Transmission Real Estate, Critical Buildings such as the Simmerpan Complex, Duvha, Apollo, and Victoria Lake Inn. 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.

## 1.2 Employer's requirements for the service

The Contractor is responsible for delivering both specialized and general cleaning services for the Critical Buildings, Apollo, Regional Control, National Control, Matumi, Ackerman, Simmer Centre, Zero, Duvha Data Centre and Victoria Lake Inn. The Contractor is obligated to provide all necessary labor, supervision (management), administration, equipment, tools, supplies, and materials required for the provision of these services.

### Working Hours

The normal working hours will be from 7:00 AM to 15:00 PM, Mondays to Fridays. Workers shall work 4 hours (7h00 to 11h00) for the Data Centres and other buildings that normally operate for weekends and public holidays as per the table below.

Areas for Cleaning	Weekends & Public Holidays
Apollo Data Centre	<b>Requisite</b>
Apollo Security Building	<b>Requisite</b>
National Control Data Centre	<b>Requisite</b>
Regional Control Data Centres	<b>Requisite</b>
Matumi	<b>Requisite</b>
Ackerman	By request
Simmer Centre	By request
<b>Zero</b>	<b>Requisite</b>
Duvha Data Centre	Requisite
Victoria Lake Inn	By request
Duvha Plant Control Room	By request
National Control Plant Room (DEC)	By request

- Standby will be required as and when required.
- Overtime as and when required by the Employer.

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

## 1.3 Detailed Description of the Service

### 1.3.1 Critical Buildings for Cleaning Services (Specialized and General Cleaning)

The Contractor shall provide cleaning services on a frequency basis, and in exceptional circumstances as requested by the Employer (Service Manager) on the building below:

- (1) Ackerman
- (2) Apollo
- (3) Matumi
- (4) Simmer Centre

- (5) National Control
- (6) Regional Control
- (7) Duvha (Data Centre)
- (8) Apollo

#### **1.3.1.1 Cleaning Areas for the Critical Buildings (Except Victoria Lake Inn)**

- Boardrooms
- Offices
- Hall
- Pause areas
- Showers
- Restrooms
- Kitchens
- Data Centers
- Storerooms
- Reception areas
- Passageways
- Staircases
- Ledges
- Stainless steel lifts
- Voltage rooms
- Patios
- Railings
- Windows up 2 meters
- And other areas

#### **1.3.1.2 Cleaning Areas for Victoria Lake Inn**

- Boardrooms
- Basement
- Receptions
- Offices
- 115 Accommodation rooms
- Hall
- Change rooms
- Voltage rooms
- Pause areas
- Ablution
- Kitchens (Except the main kitchen)
- Passageways
- Reception areas
- Courtyards
- Patios
- Lapa
- Storerooms
- Ramp entrance
- Railings
- Staircases
- Ledges
- Windows (up to 2 meters)
- Other areas

#### **1.3.1.3 Duvha Areas for Cleaning**

- Boardrooms
- Offices
- Hall
- Pause areas
- Showers
- Restrooms
- Kitchens

- Data Centers
- Storerooms
- Reception areas
- Passageways
- Staircases
- Ledges
- lifts
- Voltage/Plant rooms
- Battery rooms
- Patios
- Railings
- Windows up 2 meters
- Other areas

**1.3.1 Manpower Requirements for the Critical Buildings**

**1.3.1.1 Supervision Manpower Requirements**

Area	No.
Simmerpan Complex	1
Victoria Lake Inn	1
Duvha	1 (for both Duvha and Apollo)
Apollo	

**1.3.1.2 Specialized Cleaners Manpower Requirements**

Building Cleaning Area	No. (s)
Duvha Plant Room	5
National Control Plant Room (DEC)	6

**1.3.1.3 General Cleaners**

Cleaning Area	No.(s)
Apollo	1
Duvha Data Centre	1
National Control Section	8
Matumi	2
Regional Control Section	6
Simmer Centre	2
Zero	1
Victoria Lake Inn	4 (preferable men)

**1.3.1.4 Room Attendants (Victoria Lake Inn)**

Area	No.(s)
Hotel (Victoria Lake Inn)	8 (preferable women)

**1.3.2 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)
- Mops Lobby Standard

- Dustpan
- Buckets
- Further Duster
- 3 Step Folding Ladder
- Trigger Action Spray Bottles
- Window Cleaning toolkit

### **1.3.3 List of Cleaning Materials for the Services**

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

### **1.3.4 Specialised Cleaning Detailed Job Description**

A daily cleaning service must be rendered as follows:

#### **1.3.4.1 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).

#### **1.3.4.2 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.

#### **1.3.4.3 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.

#### **1.3.4.4 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) – once a week.

- 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.

#### **1.3.4.5 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.

#### **1.3.4.6 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.

#### **1.3.4.7 Kitchen Services**

- All containers (Tea, Coffee, sugar, and Milk) are to be kept filled with ingredients 2 x times daily.
- Set up Tea / Coffee stations next to the boardrooms on site for meetings and training as and when required. (On Request from TRE Supervisor)
- Receive food and beverages from canteen for guests attending in boardrooms/meetings/training and ensure it is safely kept until guest's mealtimes as and when required.
- Wash dishes 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 - (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 microfibre cloths to be always kept clean and hygienic – daily.
- Empty bins regularly (3 to 4 times a day) and replace refuse bags (as needed).

#### **1.3.4.8 External Rooms (Guard House, Ablution Blocks, Change Rooms, etc.**

- Toilet bowl to be cleaned and scrubbed with disinfectant daily.
- Hand wash basin to be cleaned and washed with a disinfectant daily and spot cleaned once a day.
- Taps and fittings, basin outflow (drain) to be washed and disinfected once daily, scourer pad to be used to clear all alkaline deposits.
- Change room floors to be washed with disinfectant daily.
- Change room floors to be stripped – once a per quarter.
- Walls to be spot cleaned with disinfectant – daily.
- Walls to have complete wash with disinfectant – once a week.
- Doors to be disinfected and markings to be removed, door handles to be polished 3x per week.

#### **1.3.4.9 Toilets**

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

#### **1.3.4.10 Urinals**

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

#### **1.3.4.11 Hand Basins, Shower, and Sinks**



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

#### **1.3.4.12 Window Cleaning / Carpet Steaming / Upholstery Adhoc**

- External Windows within reach – monthly.
- Internal Windows within reach – monthly.
- Carpet Steam Cleaning – Bi-annually to be done on a weekend Only, not during Working Hours unless arranged with Site Supervisor.
- Upholstery Cleaning – as and when required.

#### **1.3.5 Duties for Cleaners at Accommodation Rooms**

- Wall tiles – complete wash with disinfectant – **once a week** (weekly checklist shall take place).
- Toilet seats top and bottom – to be cleaned with Handy Andy, disinfected – **daily** (daily register shall take place).
- Vacuum all carpets and upholstery and remove any visible dirt - daily (daily register shall take place).
- Dust and polish all chairs, tables, and all surfaces - daily (daily register shall take place).
- Dust picture frames and clean the picture glass - daily (daily register shall take place).
- Clean the mirrors - daily (daily register shall take place).
- Polish posters, cabinets - daily (daily register shall take place).
- Sweep and wash / mop any floor tiles- daily (daily register shall take place).
- Dust all other fixtures and fittings, including skirting, radiators, pipes, fire extinguishers and any other surfaces within reach - daily (daily register shall take place).
- Empty dustbins- Twice a day (daily register shall take place).

##### **1.3.5.1 Quarterly Cleaning Duties for Accommodation Rooms**

- Take down and wash all bric-a-brac.
- Complete other room-specific cleaning tasks as instructed by the supervisor.
- Maintain personal knowledge by completing in-house training and workbooks.
- Always adhere to all company policies and procedures.

##### **1.3.5.2 Job Description for Cleaners at Victoria Lake Inn**

###### **1.3.5.2.1 Guest Relations**

Every employee of Victoria Lake Inn including room attendants is expected to warmly greet guests. Management relies on customer service abilities of their service staff to provide guests with a good feeling about their stay.

###### **1.3.5.2.2 Room Attendants**

###### **1.3.5.2.2.1 The Job Description for Room Attendants**

- Ensuring the safety and well-being of guests.
- The housekeeping staff is responsible for checking guest occupancy and verifying that rooms have been vacated. After knocking on the door and entering the room, room attendants must visually inspect each room before they begin any cleaning or organizing.
- Report any inconsistencies to the housekeeping supervisor, officer Accommodation or manager.
- Room attendants also initiate requests for maintenance work.
- Doors to be kept opened while cleaning the room.

###### **1.3.5.2.3 General Rules Cleaning Accommodation Rooms**

- Housekeepers wipe down every surface, including tables, dressers, televisions, and headboards.
- Products and tools provided should be utilized for cleaning.
- The room attendant then removes the sheets and pillowcases from the bed and remakes the bed with clean linens, tightening the edges for a crisp appearance.
- Vacuuming is typically performed after the bathroom has been cleaned, just prior to leaving the room.

###### **1.3.5.2.4 General Rules for Cleaning Bathrooms and Showers**

- Room attendants should always wear gloves prior to cleaning the bathrooms / showers in rooms.
- Wet towels picked up off the floor and replaced with clean towels.
- Counters are straightened and wiped, and the mirror is cleaned.
- Housekeepers work from top to bottom in the bathroom, usually starting with the mirror, to be thorough and remain on schedule. Shower stalls, bathtubs and toilets are cleaned and sanitized. Toiletries that have been used should be replaced.
- Room attendants make up rooms for guest who are staying and prepare the rooms for new arrivals.
- Accommodation room attendants should arrive at work in time for a brief staff meeting (toolbox talks) with the housekeeping supervisor when they are updated on ongoing activities and provided with their room assignments.
- They receive a log that includes every room to complete before they leave each day.

#### **1.3.5.2.5 General Duties for House Persons / General Workers:**

They report to the accommodation supervisor, and his / her duties are:

- Shift & move furniture in rooms & public areas.
- Clear the garbage.
- Polish all brassware in public areas.
- Clean corridors, reception, entertainment areas meeting venues & offices.
- Clean all doors, windows, and ventilators within reach.
- Clean firefighting equipment.
- Clean the shafts and terraces.
- Clean chandeliers, draperies, mirrors and other hard to reach areas in public areas.
- Clean and disinfect bathrooms / showers and toilets for accommodation's rooms.
- Clean and prepare the venues.

#### **1.3.5.2.6 House Keeping Supervisor Duties at Victoria Lake Inn**

To inspect the cleanliness and the appearance of guest accommodations and public space and see that all personnel performing housekeeping operations carry out their assignments in accordance with established standards. Responsible for all housekeeping cleanliness standards.

- Handles guest complaints concerning housekeeping service or refers problem to management.
- Reports defects to accommodation Supervisor for any needed repairs in all guest rooms and public space.
- Inspects all vacant ready rooms at the beginning of the day for condition and possible occupancy.
- Help guests and employees in every way possible when called upon and does it willingly and pleasantly.
- Lists and itemizes lost and found items. Returns items to guests in accordance with the Inn's standards.
- Reports and delivers valuables found to the Accommodation Supervisor's office.
- Inspects all rooms after they have been cleaned to ensure that all Inn policies and standards have been met.
- Approves rooms for occupancy and ensures room is 100% prior to placing it into the system.
- Updates the in-house management system with the proper status of all rooms.
- Responsible for keeping all storage areas and linen rooms in a clean and satisfactory condition, as well as stocked with needed items.
- Controls waste of any product or linen and ensures that all products are used in accordance with directions and care.
- Practice safe working conditions under the Occupational Safety and Health Administration guidelines to include Blood borne Pathogens. Maintains proper safety data sheet logs.
- Provide safe chemical handling as prescribed in safety data sheets.
- Monitors time room attendants are taking to clean guest rooms.
- Completes any other duties as assigned to ensure all guests have an exceptional experience.

### **1.3.7 Inspection for Cleaning the Critical Buildings**

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

#### **1.3.7.1 Items / Surfaces for Cleaning.**

##### **1.3.7.1.1 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)

#### **1.3.7.2 Fire Escapes**

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

#### **1.3.7.3 Tea and Coffee Areas**

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

#### **1.3.7.4 Toilet Areas**

- Dustbins
- Toilet bowls
- Basins
- Urinals
- Mirror (s)
- Tiled walls and floors
- Doors and partitions
- Showers
- Change rooms
- Metal and wooden lockers

#### **1.3.7.5 Conference Rooms / Auditoriums**

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

#### **1.3.7.6 Cleaning Duties Inside Toilets**

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

#### **1.3.7.7. 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.

#### **1.3.7.8. 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.

#### **1.3.7.9 Cleaning Duties for the Equipment Storerooms**

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

#### **1.3.7.10 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.

#### **1.3.7.11 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.

#### **1.3.7.12 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.

#### **1.3.7.13 Requisite PPE When Spraying with Chemicals**

Respirator

Goggles / face shield

PPE- overalls and safety shoes / boots

#### **1.3.7.15 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.

#### **1.3.7.12 Uniforms for the Staff**

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

#### **1.3.7.13 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.

#### **1.3.7.14 Data Centre Specialised Cleaning Services**

##### **1.3.7.14.1 Data Centre Cleaning Guidelines**

### **1.3.7.14.1.1 Introduction and Background**

Data Centres are designed to host the sensitive IT equipment which forms the backbone of an organisation's infrastructure. As a result, any unscheduled downtime has the potential to cause major disruption to a company's systems and operations, not to mention the potential for lost revenue. It is therefore vital to maximise availability, minimise downtime and avoid the risk of invalidating hardware warranties – making data centre cleaning a must for any conscientious organisation.

Data Centre Site Cleaning is a vital part of any data centre maintenance program to ensure peak performance within the mission critical environment. By eliminating dust and dirt build-up, system reliability and uptime is increased. In addition, cleaning extends the life of servers and other electronic devices. Most hardware manufacturers including Cisco, IBM and HP recommend that data centres should be cleaned regularly by a professional data room cleaning company.

### **1.3.7.14.1.2 International Standard for Data Centre Cleaning**

There are data centre cleaning standards, based on the international standards for clean room, clean zones, and controlled environment (Data Rooms are controlled environments) ISO 14644-1. The ISO 14644-1 1999 series of standards (14644-1 to 14644-9) are a series of documents that establish various classifications for cleanliness as well as methods for testing compliance, test methods, design/constructions/start up considerations, and others. Data Centre Cleaning Standards, Data Room Cleaning Standard and Commas Room Cleaning Standard are based on the same ISO 14644-1 1999 Class 8 as these rooms are controlled environments.

The yardstick for measuring cleanliness is the number of microscopic particles found per cubic metre of air. These particles range in size from 5µm (micrometre: a millionth of a metre) in diameter down to 0.5µm in diameter. Obviously, the larger the number of large particles in an environment, the visibly dirtier the environment is. On the other hand, a small amount of very small particles means an extremely clean environment.

The ISO 14644-1 standard sets up ISO classes from 1 through 9; ISO Class 1 the most stringent, for example, allows only ten particles at 0.1µm and two at 0.2µm per cubic metre of air. Class 1 is the ultimate in cleanliness, a tremendously stringent standard that only highly controlled environments, such as clean rooms in microprocessor fabrication or drug manufacture, can achieve.

The data centre standard that most data centres (which are controlled environments) need to be kept clean to is ISO 14644-1 Class 8 standard or better. Class 8 allows 3.52 million 0.5µm particles per cubic metre. Class 8 is often referred to as a 5 Micron Clean or Clinical Clean. Indeed, the following Cisco, Sun, and EMC now all state what the acceptable levels of contamination are for their equipment. All three hardware vendors now state that "their equipment must be kept in a data centre which has been decontaminated to a sufficient level on the ISO 14644-1 Clean Room and Controlled environment scale". This is Class 8 or better. This suggests that their OEM warranty will not cover equipment damaged by dust.

### **1.3.7.14.1.2 Suggested Cleaning Services as per ISO 14644**

It is important to include the following minimum data centre cleaning services as part of a preventive maintenance program to ensure the optimal environment for the data centre.

### **1.3.7.14.1.3 Subfloor Surface Cleaning**

Subfloor surface cleaning includes vacuuming the concrete subfloor plenum using specialized critical filter vacuums in compliance with recognized standards for cleaning data centres. This service removes contamination from the subfloor plenum to eliminate the build-up of particulate that can be carried into the data room's air flow and cause downtime inside the equipment room.

#### **1.3.7.14.1.4 Raised Floor Surface Cleaning**

Raised floor surface cleaning includes cleaning the surface of the raised floor panels. This service includes vacuuming and damp mopping the floor surface with cleaning chemicals approved for use in data centre environments.

#### **1.3.7.14.1.5 Exterior Equipment Surface Cleaning**

Exterior equipment surface cleaning includes cleaning the exterior surface of cabinets, equipment, and workstations by vacuuming where applicable with critical filtered vacuums, and then wiped clean an approved anti-static cleaner approved for use in data centre environments. No devices should be cleaned unless the device is completely powered down.

#### **1.3.7.14.1.6 Interior Server Cabinet Cleaning**

Interior server cabinet cleaning includes cleaning the surface of the server cabinet doors, server exhaust fans, and surfaces of the servers inside the cabinet. Surfaces are vacuumed with critical filtered vacuums and then wiped clean using an approved anti-static cleaner approved for use in data centre environments.

#### **1.3.7.14.1.7 Ceiling Cleaning**

Ceiling cleaning includes overhead cleaning by either vacuuming above the drop ceiling tiles by using critical filter vacuums in compliance with recognized standards for cleaning data centres, and / or vacuuming and wiping clean overhead raceways with an approved anti-static cleaner approved for use in data centre environments.

#### **1.3.7.14.1.8 Anti-static Floor Finishing**

Anti-static floor finishing includes applying an approved anti-static floor finish to non-raised floor surfaces to prevent dangerous static build-up. Manufacturers of high pressure laminated (HPL) access floor panels strongly recommend never to apply floor wax to the surface of the access floor panels.

#### **1.3.7.14.1.9 Subfloor Encapsulation**

Subfloor encapsulation includes the application of an epoxy coating to the concrete subfloor plenum surface that acts as a vapour and dust barrier. Epoxy coatings should be applied manually to the surface of the subfloor plenum. Installing a Subfloor encapsulate is one of the best ways to reduce concrete dusting and subsequent airborne particulate concentrations in your data centre.

#### **1.3.7.14.1.10 Airborne Particulate Count Sampling**

Airborne particle count sampling includes a sampling of airborne particulates within the data centre utilizing a laser particle counter. Particulate sampling is an indicator of airborne contamination. It's recommended that an airborne particle count sampling be obtained at each regularly scheduled maintenance-cleaning by trained personnel.

#### **1.3.15 General and Points of Interest**

- The data centres environment must be always maintained during the cleaning process. This includes but is not limited to production capacity of the data centre; the security and access control requirements of the data centre; the safety of equipment and personnel; the integrity of electrical, mechanical, BMS and security systems; and the temperature and humidity of the data centre must be maintained within allowable limits.

- The data centre cleaning to be always overseen by an authorized Site Technical Supervisor during the cleaning process. "Authorized Site Technical Supervisor" is defined as an employee who has worked on all Data centre components i.e., IBM, SIEMENS, TOSHIBA, UPS, etc. and is granted access to the room via the Employer card access system.
- After the data centre cleaning, a certificate of conformity must be issued by the cleaning. These certificates are invaluable for internal and external audits plus most OEM's may require them for equipment warranties purposes.
- Outages shall be scheduled with agreement from Employer to allow for the switching off equipment where required.
- **\*NB:** No water is allowed in the data centre only cleaning specializes machine is used.

### 1.3.16 Cleaning Area for Data centres

- Entrance ramps
- Data Centre
- Security
- Staircases
- Ledges
- Stainless steel lifts Voltage rooms
- Passage room's offices
- Diesel tank rooms
- Offices Transformer rooms
- Ablution facilities
- Computer room
- Basements
- Ramp entrance
- Mechanical room
- Storerooms
- Battery rooms
- Charger rooms
- Water rooms
- Security equipment room
- Railings
- UPS rooms
- Windows (up to 2m)
- General rooms

### 1.3.17 Duties for Cleaning the Data Centres

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

### 1.3.18 General Cleaning for Critical Buildings

**A daily cleaning service must be rendered.**

#### 1.3.18.1 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**.

#### 1.3.18.2 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**.

#### 1.3.18.3 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) – **daily** (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.

#### 1.3.18.4 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).

#### 1.3.18.5 Waste Disposal

- Empty and sanitize bins- twice a day
- Remove rubbish to waste area located outside the building next to the volleyball court, and place inside the waste bin provided by Eskom – twice a day
- Trolleys to be cleaned and kept in the contractor storeroom – daily

#### 1.3.18.6 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).

#### 1.3.18.7 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).

#### 1.3.18.8 Entrances

- Tiles and stairs to be swept and washed three times a day as and when required-daily checklist shall apply).
- Areas to be spot checked and tidied – **3 times per day** (Mondays to Sundays).
- Main entrance windows and doors to be washed up to reaching height – **3 times per week (early morning)**.

#### 1.3.18.9 Windows & Walls at Reach (2m and below)

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

#### 1.3.18.10 General

- Clean and disinfect accessible surfaces of features.
- Where possible remove shower stains, 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 (deep cleaning).
- Report all defective plumbing and sanitary fittings.

#### 1.3.18.11 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 **daily** (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 – **9(as and when required)**
- 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 **3 x 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- twice a week.

#### 1.3.18.12 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.

All oil spills and all other hazardous spillages requires a trained cleaner.

#### 1.3.18.13 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.

<b>Offices / Conference Venues / Accommodation Rooms / Data Centres / Pause Areas Etc.</b>	<b>Frequency</b>
All wastepaper bins to be emptied and washed with disinfectant	Daily
Dusting	Daily
Cob/Spider webs	Daily
Computer Screens	Daily
Switches	Daily
Phones	Daily
Keyboards	Daily
Electrical Outlet	Weekly
Floor	Daily
Kitchen Trash	3 x Daily
Walls spot cleaned with disinfectant	Daily
Curtains Vacuum	Monthly
Window Blinds	Daily
Doors to be disinfected and markings to be removed	3 times a week
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	Daily
All door handles to be cleaned with disinfectant	Daily
<b>Building Internal</b>	
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	Daily
All door handles to be cleaned with disinfectant	3 times a week
All wastepaper bins to be washed with disinfectant	Daily
Reception area to be properly cleaned	3 times a day
<b>Bathrooms</b>	
Empty trash bags	Daily
Toilet bowls and hand wash basins to be spot cleaned	3 times a day
Wipe counter & sink	Daily
Wipe mirrors	Daily
Wash and empty trash bins	Daily
Scrub the floors	Daily
Toilet paper replenish	Daily
Hand soap refilled	Daily
Toilet seat wipes	Daily
Wipe taps and fittings, basin outflow	Daily
<b>Kitchen Cleaning</b>	
Clean microwave	Daily
Wash dishes	Daily

Wipe refrigerator	Daily
Refrigerator Inside	Weekly
Clean cabinets inside	Weekly
Wipe cabinets Outside	Daily
Wash the sink	Daily
Wipe countertop	Daily
Refill hand towels paper	Daily
Refill All containers (Tea, Coffee, sugar, and Milk)	Daily
Taps and fittings, basin outflow	Daily

**1.3.18 Procedure to Follow for Cleaning Accommodation Rooms**

- Rechecking guest occupancy and verifying that rooms have been vacated. After knocking on the door and entering the room, room attendants must visually inspect each room before they begin any cleaning or organizing.
- Report any inconsistencies to the housekeeping supervisor, Officer Accommodation or Manager.
- Room attendants identify items for maintenance work.
- Doors to be kept opened while cleaning the room.

**1.3.18.1 Cleaning Duties for Accommodation Rooms**

- Housekeepers wipe down every surface, including tables, dressers, televisions, and headboards.
- Products and tools provided should be utilized for cleaning.
- The room attendant then removes the sheets and pillowcases from the bed and remakes the bed with clean linens, tightening the edges for a crisp appearance.
- Vacuuming is typically performed after the bathroom has been cleaned, just prior to leaving the room.

**1.3.18.2 Bathrooms and Showers for Accommodation Rooms**

- Room attendants should always wear gloves prior to cleaning the bathrooms/showers in rooms.
- Wet towels picked up off the floor and replaced with clean towels.
- Counters are straightened and wiped, and the mirror is cleaned.
- Housekeepers work from top to bottom in the bathroom, usually starting with the mirror, to be thorough and remain on schedule. Shower stalls, bathtubs and toilets are cleaned and sanitized. Toiletries that have been used should be replaced.
- Room attendants make up rooms for guest who are staying and prepare the rooms for new arrivals.
- Accommodation room attendants should arrive at work in time for a brief staff meeting (toolbox talk) with the housekeeping supervisor when they are updated on ongoing activities and provided with their room assignments.
- They receive a log that includes every room to complete before they leave each day.

**1.3.19 Inspection for the Work Areas and Surfaces**

Inspection to be carried out in accordance with inspection list.

**1.3.19.1 Types of Cleaning Surfaces**

**1.3.19.1.1 General**

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

- Other

**1.3.19.1.2 Fire escapes**

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

**1.3.19.1.3 Tea and coffee areas**

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

**1.3.19.1.4 Inside the Toilets**

- Dustbins
- Toilet bowls
- Basins
- Urinals
- Mirror(s)
- Tiled walls and floors
- Doors and partitions

**1.3.20 Equipment and Materials Lists with its lifespan**

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

## 1.4 Interpretation and terminology

Abbreviation	Meaning for Abbreviation
TXE	Transmission Real Estate
Tx	Transmission
Sat.	Saturday
Sun.	Sunday
PPE	Personal Protective Equipment
IT	Information Technology
ISO	International Organization for Standardization
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
- Contract Management
- Subcontractor management (if applicable)
- Housekeeping management
- Delivery management or arrangements
- Permit arrangements
- Site inspection and supervision

### 2.2 Management meetings

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

Title and purpose	Approximate time & interval	Location	Attendance by:
Risk register and compensation events	As and when required ____	TBC or Ms Teams	All relevant stakeholders (Employer and Contractor)
Overall contract progress and feedback	On monthly basis	TBC or Ms Teams	All relevant stakeholders (Employer and Contractor)

Ad-hoc meetings	As and when required	TBC or Ms Teams	All relevant stakeholders (Employer and Contractor)
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Meetings of a specialist nature may be convened as specified elsewhere in this Service Information or if not so specified by persons and at times and locations to suit the Parties, the nature and progress of the *service*. Records of these meetings shall be submitted to the *Service Manager* by the person convening the meeting within five days of the meeting.

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

### 2.3 Contractor’s management, supervision and key people

The 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.

- No alcohol, fire arms and knives, and other life-threatening objects are allowed on Eskom sites.
- All contract employees shall conform with the Life Saving Rules

#### 2.3.4 Contractor’s Responsibility

- The Contractor shall conform with Eskom Standard “Occupational Health Contract and Contractor Management Reference 32-726
- The Contractor must comply with the Occupational Health and Safety Act, all applicable regulations and Compensation of Occupational Injuries and Diseases Act.
- 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 and OHS performance.
- 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 employees on site with its uniform colour and style for free.
- 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](mailto: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
- 1<sup>st</sup> 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

- The list of defects submitted by the Employer.



### 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 report 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 BBEE and preferencing scheme

##### 1. Transformation – BBEE 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

#### 4.1.3 Supplier Development Localisation and Industrialisation –(SDL&I)

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 15h00 from Mondays to Fridays. Workers shall take a teatime by 10h00 for 15 minutes, and a lunch time by 12h00 for 45 minutes. Employees shall work 4 hours (7h00 to 11h00) for weekends and public holidays. Any other overtime shall be approved by the Contractor for the contract. 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 OHS 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 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 service provide 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 Performance Damages

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 non-compliance 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	2hrs	All times	100%	R1000, 00 per incident after every 2hrs hours until resolved
Failure to respond to emergency to deep cleaning request	9hrs	All times	100%	R5000, 00 per incident after every 4hrs until resolved
LDV breakdown on site	3hrs	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 Practitioner	None	All times	100%	R3000, 00 per incident
Failure for management to attend the operational	None	All times	100%	R5000, per person, and per incident

meeting				
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 reort
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