

PART 3: SCOPE OF WORK

Document reference	Title	No of pages
	This cover page	1
C3.1	<i>Employer's Service Information</i>	39
	Total number of pages	40

Contents

PART 3: SCOPE OF WORK.....	1
1 DESCRIPTION OF THE <i>SERVICE</i>.....	3
2 MANAGEMENT STRATEGY AND START UP.....	58
3 HEALTH AND SAFETY, THE ENVIRONMENT AND QUALITY ASSURANCE	60
4 PROCUREMENT	62
5 WORKING ON THE AFFECTED PROPERTY	64
6 LIST OF DRAWINGS	66

1. Description of the *service*

1.1 Executive overview

The purpose of this contract is to appoint a suitable qualified Contractor for the Provision of Facilities Management (Non-technical) Services to Eskom Real Estate (ERE) Eskom Academy of Learning located at Dale Road, Midrand. The Eskom Academy of Learning buildings adds up to a total size of approximately 83 400 m².

1.2 *Employer's requirements for the service*

1.2.1 *Offices*

The scope includes (but not limited to) the provision of the following facilities management services:

- Cleaning Services
- Hygiene, Deep cleaning and Supply of Consumables
- Pest Control
- Horticulture
- Waste Management

The *Contractor* shall provide all labour, supervision, administration and management, equipment, tools, supplies and material required to perform the facilities management services specified herein.

1.2.2 *Hospitality areas*

- Cleaning services at accommodation and conference facilities
- Hygiene, Deep cleaning and Supply of Consumables at accommodation and conference facilities
- Pest Control at accommodation and conference facilities
- Waste Management at accommodation and conference facilities

The *Contractor* shall provide all labour, supervision, administration and management, equipment, tools, supplies and material required to perform the facilities management services specified herein.

1.2.3 *Car wash*

1.2.4 *Medical Center*

1.3 Detailed description of the *service for Offices*

1.3.1 Office Cleaning Services

The *Contractor* shall provide cleaning services on a continuous basis, and in exceptional circumstances as requested by the Employer on an adhoc basis, which include, but not limited to the following areas:

- Reception Areas
- Passages
- Offices Areas
- Toilets
- Pause areas
- Boardrooms
- Conference Centers (Venues, Syndicates and Auditoriums)

- Training Centers
- Storerooms
- Garages
- Gym
- Workshops

1.3.1.1 Areas to be cleaned daily

Eskom Academy of Learning Buildings

Location	Building m2
Security Offices	500
Isithupa Office Park (House 1-6)	1 503
LDC	5 767
Finesse/Kriel Offices	4 143
Main Building and Simulator,	19 200
Colenso building	4 541
Trade center	70
Hi-Bay	2 710
Workshop Pod 1 - 4 Building	20 701
Lapa	711
Boma	159
Sewer treatment plant office	59
Waste area (Farm house)	57
Total	60 121

Details of types of areas per building

Security Building

Reception	1
Offices	3
Ablution Facility /Rest rooms	2
Kitchen	1
Store rooms and Garage	2
Passages	All areas

Isithupa Office Park (House 1-6)

Boardrooms	6
Pause area	6
Offices	25
Open plan working area	3
Passages	All areas
Ablution Facility /Rest rooms	18

Storerooms	3
Verandas/courtyards	6

Leadership Development center (LDC)

Reception area	1
Auditorium (47 seater)	1
Syndicates (Small boardroom)	4
Venues (Boardrooms)	8
Tea serving stations	2
Pause area	1
Offices	9
Executive Suite	1
Squash court	1
Gym	1
Passages	All areas
Ablution Facility /Rest rooms	10
Store rooms	3
Verandas/courtyards	3

Finesse/Kriel Offices

Reception area	3
Boardrooms	8
Pause area	12
Offices	86
Passages	All areas
Ablution Facility /Rest rooms	22

Main Building, Sports Bar and Simulator

Reception area	4
Auditorium	2
Syndicates (Training rooms)	15
Computer Training rooms	5
Boardrooms and Conference room	23
Open plan working area	14
Tea serving stations	5
Pause areas	14
Offices	56
Squash court area	3
Tuck shop	1
Passages	All areas
Ablution Facility /Rest rooms	28

Store rooms	29
Verandas/courtyards	13

Colenso building

Reception area	1
Boardrooms	2
Hall	1
Pause area	1
Offices	11
Passages	All areas
Ablution Facility /Rest rooms	7
Store rooms	1

Trade centre

Pause area	1
Offices	4
Passages	All areas
Ablution Facility /Rest rooms	2
Training rooms	2
Store rooms	1

Hi-Bay

Training rooms	4
Technical training area	1
Pause area	1
Offices	2
Passages	All areas
Ablution Facility /Rest rooms	2

Workshop Pod 1 - 4 Building

Reception area	1
Training rooms	20
Open training area	4
Boardrooms	1
Hall	1
Pause area	11
Offices	41
Passages	All areas
Ablution Facility /Rest rooms	16
Store rooms	8

Lapa

Store rooms	1
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Boma

Pause area	1
ablution Facility /Rest rooms	2

Sewer office

Pause area	1
Offices	1
Passages	All areas
ablution Facility /Rest rooms	2
Store rooms	1

Waste area (Farm house)

Sorting area	1
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1.3.1.2 Cleaning tasks

1.3.1.2.1 Toilets

(N.B. Toilets are a critical aspect of this contract; therefore special attention needs to be taken in the care thereof.)

- All toilets to be kept clean at all times, and disinfection to be applied after each cleaning.
- Consistent replenishing of toilet paper, liquid hand soap, toilet wipes and hand paper towels etc.
- Floors and walls to be cleaned with a fungicide solution.
- Basins, Urinals and Bowls and Fittings to be cleaned and disinfected.
- Inspection intervals every two hours for Offices and hourly for Conference centers and recorded.
- Defects to be reported and attended to immediately.
- All dispensers to be kept filled up at all times.
- Toilet paper to be available at all times.
- All frequently touched points to be disinfected regularly (very two hours and hourly for Conference centers)
- All cleaning and maintaining of toilets shall be carried out daily.

1.3.1.2.2 Offices and all areas

- Clean and disinfect all frequently touched points (Every two hours)
 - Shared offices
 - Printer rooms
 - Staircases
- Clean desks, tables, chairs, cupboards, etc. (Daily)
- Flooring cleaning (all types of flooring) (Daily)

- Wipe dirty walls
- Spot clean and empty bins - (Every two hours)
- Fire extinguishers to be dusted daily

1.3.1.2.3 All common outside areas and parking

- Pick up and dispose of all litter.
- Empty all waste receptacles.
- Drains to be kept clean and clear of debris.
- Degrease oil spots.
- Dust and wipe exposed pipe-work with damp cloth.
- All cleaning and maintaining of these areas shall be carried out in accordance with SABS Standards (SABS0180)

1.3.1.2.4 Window cleaning

- External and internal windows require daily cleaning, including window sills within body reach.
- Contractor to provide high window cleaning services up to 10m height on as and when required basis (certificate for working at height is required).

1.3.1.2.5 Perspex screens (Covid-19 protection)

- Clean with care
- Only use fresh water, product friendly detergent & disinfectant and apply with colour coded microfiber cloths.

Location and number of the Perspex screens (location and number may increase or decrease during the course of the contract period):

Area	No.
Main Building	22
Simulator	4
Colenso	2
Security	3
LDC	9

1.3.1.2.6 Outside ledges/parapets

- Pick up and dispose of all litter.
- Wash to remove bird droppings and disinfect.
- Safe working procedures to be adhered to (equipment to be provided by contractors).

1.3.1.2.7 Floors

- All floors to be kept clean and maintained according to different floor finishes in a correct and acceptable manner as not to damage the floors.
- Pick up and dispose of all litter continuously during the day.
- All cleaning and maintaining of these areas shall be carried out in accordance with SABS Standards (SABS0180).
- All polish used to be of non-slip type.
- Marmoleum to be cleaned and spray buffed daily, using a slow speed single disc buff machine.

1.3.1.2.8 Carpets

- Vacuumed every morning

- Spot clean as and when necessary.

1.3.1.2.9 Waste disposal

- Empty and sanitize bins.
- Remove rubbish to designated waste area on site with suitable vehicle/transport
- Trolleys to be cleaned and kept in the contractor store room.

1.3.1.2.10 Locked offices

- All closed offices to be cleaned during the day.

1.3.1.2.11 Pause areas

- All containers (Tea, Coffee, sugar and Milk) are to be kept filled with ingredients. **3x times daily**. Ingredients to be provided by Eskom
- Collect food and beverages from canteen and deliver to boardrooms/meetings/courses to assist disabled delegates or office residents. **As required. No food allowed to the board rooms as per Eskom compliance standard.**
- Wash Eskom crockery and glassware, dishes during the day and after lunches and clean and tidy the kitchen. (Kitchens to be tidied at all times)
- Responsible for ingredients and crockery issued to them.
- Ingredients to be placed in locked areas after hours.
- Kitchens and equipment to be kept clean and neat **at all times** - (Daily check list - morning and afternoon)
- Kitchen cupboards to be emptied and properly cleaned/washed and tidied **(once a week)**.
- Fridges to be wiped **(daily)** properly cleaned with disinfectant **(weekly)** and defrosted **(once a month)**.
- Microwave ovens to be properly cleaned **(daily)**.
- All wash cloths and towels to be kept clean and hygienic at all times **(daily)**
- Bins – empty bins regularly **(3 to 4 times a day)** and replace refuse bags **(As needed)**

1.3.1.2.12 Entrances

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

1.3.1.2.13 Posters

- The site has posters (such as Covid-19 posters) placed in all the buildings on walls, doors, bins, etc. The Contractor is expected to ensure that the posters are intact to their respective surfaces in the following manner:
 - Property aligned, if they are skewed, make them straight
 - Re-fix fallen posters to position, using suitable adhesive.

Report damaged and collect replacement posters from Employer's representative and place them as directed by Employer's representative.

1.3.1.2.14 Incidental cleaning

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

1.3.1.2.15 Cleaning chemicals

- SABS approved and environment friendly chemicals.
- Chemical Material Safety Data Sheets and SABS certificates to be submitted for all chemicals used by the contractor.
- Approved dilution ratio's to be adhered to.
- Chemicals to be approved & verified by ERE representative before use.
- Any change of chemicals must be communicated to ERE representative and approved before use.
- Use chemicals with unobtrusive and pleasant fragrance

1.3.1.2.16 Toilet tissue paper double ply

- SABS approved, minimum 20 gram, white 350 sheets per 2ply roll.
- 8400 rolls per month estimated at full operating capacity.
- Supplied and replenished by Contractor.

1.3.1.3 Types of cleaning work to be expected**1.3.1.3.1 General surfaces requiring cleaning and disinfection**

- Vinyl floors
- Marmoleum
- Stone Floors
- Ceramic tile floors
- Concrete floors
- Granite floors
- Polyurethane flooring
- Telephones
- Glass windows and doors
- Office bins
- Lifts and Lobbies
- Escalators and landings
- Entrance Mat Wells (vacuum)
- Picture frames and glass
- Furniture
- Light switches
- Carpets and Rugs (vacuum)
- Door handles
- Tables and Chairs
- Perspex screens at reception and tea serving points.
- Painted and tiled walls
- Door louvres
- Stairs handrails

1.3.1.3.2 Fire escapes

- Hand rails
- Landings, treads and rises
- Doors

1.3.1.3.3 Tea and coffee areas

- Glass doors and windows
- Aluminum railing
- Chrome piping door handles

- Tiled walls
- Stainless Steel Sinks and Taps
- Perspex glasses
- Counters and cupboards

1.3.1.3.4 Toilets

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

1.3.1.3.5 Showers and change rooms

- Metal and Wooden Lockers
- Shower cubicle
- Tap, shower rose and shower head
- Tiled Shower Floor and walls

1.3.1.3.6 Conference centers

- Tables and chairs
- White boards
- Couches
- Door and door handles
- Windows
- Fire extinguishers

1.3.1.3.7 Training

- Proof of training of staff for chemical handling and the use thereof.
- Proof of training of staff for general cleaning and specialized cleaning (i.e. Toilets etc.)
- Proof of Training and Observation Records.
- Proof of Safety training
- Proof of Accredited training service provider
- Proof of Competency of Staff Trained.

Extensive Covid-19 training must be provided to all staff to ensure that they understand:

- The virus, how it spreads, the symptoms and how long it survives on surfaces.
- The required sanitization and distancing procedures for themselves, workers and guests.
- The effective use of PPE and what PPE they must use
- How to change into and out of uniforms
- Contactless operations
- All special risk appropriate procedures e.g., shift staggering and dedicated separate shift teams, separation of duties, entry and exit queues and procedures, locker use, canteen use and so on to minimize the risk exposure during changing Covid-19 Alert levels published.

1.3.1.3.8 Toolbox talks

- Cleaning team to conduct weekly refreshers (of trainings) as part of their tool box talk.

- Encourage active participation by employees and importance of SHEQ
- Summary of Safety topics covered must be filed and aligned to Safety plan.

1.3.1.3.9 Inspection checklist

- Inspection sheets to be displayed in predetermined areas (toilets).
- Supervisor to do inspections as per check list, and sign off.
- All check lists and Supervisor reports to be submitted each Monday for discussion and actions.

1.3.1.3.10 Uniforms

- All staff to be issued with minimum uniform as follows:

Items	Sets per year to issue per worker
Appropriate uniform, contractor name branded	4
Safety boots (SABS approved)	2
Socks	4
Jersey , contractor name branded	2
Winter Jacket, contractor name branded	1

- All staff to be clearly identified.

1.3.1.3.11 Covid-19 PPE

- Wearing of face mask (three layered) is compulsory at all times, have a spare mask readily available.
- Disposable gloves should be worn for all cleaning. Discard after each use.
- Disposable PPE to be replaced as and when required and dispose in the Red bins provided.
- Contractor to provide Covid-19 PPE to their employees.

1.3.1.3.12 Customer survey

Customer surveys to be done by *Contractor* every month with full feedback report, to enable Eskom to evaluate Service quality, Consumption report and Client Satisfaction. Meetings with minutes must be held monthly with Contract Manager to evaluate, report and formulate action plans.

Performance and quality of service will be evaluated on a monthly basis; penalty will apply for poor service as per agreed expectations.

1.3.1.3.13 Working time

- Core working times: Shift working will apply between 06:00 and 17:00 Monday - Friday and as and when required by the Employer.
- Night shift work is required at the Main kitchen from 20:00 to 05:00am, Monday – Friday and as and when required by the Employer.
- Weekend (Saturday and Sunday) and Public Holidays work is required on a continuous basis and working times is 7:30am to 14:00 to cater Security Building and(new 24 hour at Simulator) m2 side
- Overtime will be required on as and when required basis and working times will be stipulated in the task order.

1.3.1.3.14 Manpower, Cleaning Consumable & Cleaning Equipment Estimation

The below quantities are a minimum requirement and the Contractor as a specialist need to allow for sufficient Manpower, Consumables and cleaning equipment to execute the works.

The below quantities are estimated requirements for fair price comparison purposes and will not be relevant, as actual occupancy and consumption level will prescribe the required staffing level and quantities for consumables, chemicals and equipment.

Manpower

Cleaning Service Skills Required
Operations Manager
Cleaning Manager
Supervisors
Cleaners
Driver
Treksman/Handyman (moving of furniture)

- Provided proposed full-time personnel structure.

Proposed operational work schedule to be compiled by the *Contractor* and presented to Eskom for approval upon signature of contract agreement.

Cleaning Consumable List per Month**General Cleaning Material**

Consumables	Unit of measure	Qty
Furniture polish cans	750ml	40
Toilet cistern	Liter	50
Handy Andy - Ammodet / Germ guard	Liter	33
All-purpose cleaner	Liter	67
Green gloves	Liter	40
Yellow gloves	Liter	67
Polyspray / Elf spray (Floor polish after stripping)	Liter	7
Antiwax	Liter	33
Clear Bags – packet of 40 bags	No.	27

General Cleaning Equipment List

Equipment description	Qty
Fully equipped Janitorial/Multifunctional Trolley (including mopping trolley, mop, caution sign, etc.	50
Industrial vacuum cleaner	40
Buff machine	2

Window cleaning toolkit (extender)	2
Strip and seal machine	1
Quick & dry carpet cleaning machine	1

NB: Cost of equipment to take into account life span of the different equipment

Tools for Handyman

- The contractor must provide all Handymen with proper tools for their works, which includes moving of furniture, unscrew and screw tables, wall bins, hygiene dispensers, etc.
- The contractor must ensure all handyman are trained to use all tools supplied to them, certificate of training to be provided to Employer’s Representative.
- Daily toolbox talks must be conducted before start of works.

1.3.2 Hygiene, Deep Cleaning and Supplying of Consumables

1.3.2.1 Hygiene services

The scope includes servicing of the following hygiene equipment. The Employer will supply the following hygiene equipment.

Estimated monthly Hygiene service quantities

EAL Hygiene service Estimated quantities (Dispensers)

Location	Building m2	Toilet paper (TR3)	Seat sanitizer	Hand Towel	SHE packet	SHE Bins	Hand Soap	Aerosol spray	Urinal Drip	Wall bins	Hand sanitizer
Security Offices	500	3	3	4	2	2	4	2	1	4	8
Isithupa Office Park	1 503	22	22	27	16	16	25	21	8	27	18
LDC	5 767	19	19	16	11	11	19	30	11	16	39
Finesse/Kriel Offices	4 143	34	34	32	23	23	31	22	23	33	41
Main Building, Sports Bar and Simulator	19 200	129	65	79	70	70	85	56	69	81	125
Colenso building	4 541	15	15	10	8	8	13	9	8	9	12
Trade center	70	2	2	2	1	1	2	2	1	2	4
Hi-Bay	2 710	7	7	3	5	5	4	2	4	3	6
Workshop Pod 1 - 4 Building	20 701	52	52	16	24	24	36	19	14	17	52

Lapa	711	0	0	0	0	0	0	0	0	0	0
Boma	159	9	9	4	5	5	4	4	1	4	0
Sewer office	59	2	2	2	1	1	2	2	1	1	2
Waste area (Farm house)	57	2	2	2	1	1	2	2	1	2	1
Total	60 121	296	232	197	167	167	227	171	142	200	308

Size for refills in dispensers	
Seat sanitizer	365 ml
Hand Soap	1300 ml
Aerosol spray	250 ml
Urinal Drip	360 ml
Hand sanitizer	1000 ml

Covid-19 Red bins

Frequency refills or service All to be serviced monthly with exception of SHE bins, which are serviced weekly.

List of hygiene equipment to supply and installation on as and when required basis (Task order). Upon installation the equipment will remain Eskom's property

Line item	Product description
1	Aerosol dispensers (Silver)
2	Seat sanitizer dispenser (Silver)
3	Urinal Drip dispenser (Silver)
4	Automatic Hand Soap dispenser (Silver)
5	Toilet Paper holder (TR3) (Silver Steel)
6	Automatic Hand Towel dispenser (Silver)
7	Automatic Hand Sanitizer dispenser (Silver)
8	SHE packets dispenser (Silver)
9	Toilet brush (Silver/White)
10	Disable toilet brush (Silver/White)
11	Wall bin (Silver)
12	Hand Towel dispenser Anti-theft lock (Silver)
13	Hand Sanitizer dispenser Anti-theft lock (Silver)
14	Toilet Paper holder Anti-theft lock (Silver)
15	Aerosol dispensers Anti-theft lock (Silver)

1.3.2.1.1 General requirements

The Occupational Hygiene Monitoring Services will be carried out in all buildings. All Occupational Hygiene surveys to be carried out in accordance with current measuring methodologies and all proposed methods to be confirmed with the Eskom AIA prior to commencement with the surveys, also the survey

program reflecting number of samples, exposure groups, methodology and time frames to be submitted for approval prior to commencement:

- Illumination
- Ergonomics
- Ventilation &
- Indoor Air Quality
- Noise
- And any other occupational hygiene survey deemed necessary as and when required

1.3.2.1.2 Expected deliverables:

On completion of a survey a comprehensive report should be submitted, the report to include but not limited to:

1.3.2.1.3 Title page

- Physical Address
- Date
- Title of monitoring
- Unique number and serial number of the report
- Surveyor name and Signature
- AIA Occupational Hygienist who verified the report

1.3.2.1.4 Executive summary

1.3.2.1.4.1 Introduction

- Purpose of Survey
- Health effects

1.3.2.1.4.2 Process

- Description of a process in the area measured
- Layout plans attached

1.3.2.1.4.3 Method

- Describe the methodology used include the legal aspect
- Add equipment used and serial numbers
- Measurement taken over time should include time measured
- Calibration information

1.3.2.1.4.4 Results

- Clear indication and description of results, include plans to indicate sampling position on plans
- Indication and clear description of the location where measurements or sampling was taken
- Indication of areas where problems occurred
- Inclusion of tables, photos, figures, histograms or other systems of displaying results

1.3.2.1.4.5 Discussion/Remarks

- Interpretation of results and effects

1.3.2.1.4.6 Recommendations

- Clear state technical controls versus legal controls only including diagrams of control measures and monitoring system
- Controls to be separated into elimination, engineering, administration and PPE
- Award responsibilities where applicable
- The next date for monitoring

1.3.2.2 Deep Cleaning Services (Quarterly or as required)

Employer's requirement for the service includes:

1.3.2.2.1 Toilets

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

1.3.2.2.2 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

1.3.2.2.3 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

1.3.2.2.4 Storerooms and anywhere where there is oil spillage

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

1.3.2.2.5 Carpets

- Complete deep cleaning of carpets

1.3.2.2.6 Chairs, couches and upholstered office screens

- Deep cleaning that is quick to dry and keep the same texture of the material

1.3.2.2.7 Tiles

- Descaling of tiles wall and floor

1.3.2.2.8 Floor striping

- Complete floor striping all floor types
- Marmoleum to be striped and sealed

1.3.2.2.9 General

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

NB: Deep cleaning to be done quarterly or as and when required. On each deep cleaning completion, deep cleaning certificates must be provided to the Service manager.

1.3.2.2.10 Estimated quantities for Deep cleaning

EAL Deep Cleaning Estimated quantities

Location	Building m2	Estimated carpet floor	Estimated no. of Office chairs	Toilets	Basins	Urinals	Shower	Bath	Sink
Security Offices	500	80	16	3	3	1	0	0	1
Isithupa Office Park	1503	700	150	22	21	8	0	0	6
LDC	5767	2500	454	73	79	11	43	13	3
Finesse/Kriel Offices	4143	2200	450	34	24	23	14	0	31
Main Building, Sports Bar and Simulator	19200	11250	2095	104	127	58	0	0	29
Colenso building	4541	365	50	15	31	8	7	0	4
Trade center	70	65	15	2	2	1	0	0	1
Hi-Bay	2710	200	90	7	7	4	4	0	2
Workshop Pod 1 - 4 Building	20701	1800	400	52	104	14	5	0	8
Lapa	711	0	0	0	0	0	0	0	0
Boma	159	0	0	2	2	0	0	0	0
Water Treatment / Sewer Plant office	59	0	5	2	2	1	2	0	1
Waste area (Farm house)	57	0	0	0	0	0	0	0	0
Total	60121	19160	3725	316	402	129	75	13	86

Estimated no. of 1 Seater couches	160
Estimated no. of 2 Seater couches	152

1.3.3 Pest Control Services

1.3.3.1 Areas

Eskom Academy of Learning Building Area (excluding Umngeni Kitchen, Dining and Accommodation blocks)	Approximately 60 121 m²
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1.3.3.2 Mandatory requirements

- Contractors to be registered as Pest Control Operators with the Department of Agriculture, Forestry and Fisheries of South Africa.
- Operator to provide valid certificate prior to any work commencing
- Must be an active member of South African Pest Control Association (SAPCA).
- PPE and outfits are to be appropriate to the task performed and clearly stated in Method statement and risk assessment provided prior to any treatment performed
- Pest Control to be in accordance with The Fertilisers, Farm Feeds, Agricultural Remedies and Stock Remedies Act.
- Contractors to provide list of pesticides/insecticides that will be used, and to make sure that herbicides used are Environmentally Friendly.

1.3.3.3 Employer’s requirements for the service

- Ground area to be inspected for rodent burrows.
- Supply, deliver and install fly traps where required on the outside of offices.
- Existing bait stations to be inspected for rodent activity.
- If activity is noted, bait to be replaced.
- Cleaning of bait stations on a monthly basis.
- Recording sticker to be attached and updated to every bait station every month that bait station were serviced.
- All offices, training rooms, workshops, storerooms, toilets etc. to be treated for cockroaches, ants, rodents etc.
- Dusting powder and gel bait stations to be used plus inset monitors if necessary.
- Safe and environmental friendly removal of termites, snakes, birds, bees, wasps, rodents, wild cats, etc. on request.
- Birds control installations, on request.
- Safe snakes inspections & removals to be performed by suitable qualified person in the borders of veld grass and normal grass – period/months to be specified
- Service report to be completed and signed off on site – original copy to be left on site

1.3.3.4 General Requirements

1.3.3.4.1 Health, safety and the environment

The Contractor undertakes to take all reasonable precautions to maintain the health and safety of persons in and about the execution of the service. Without limitation by the Contractor: warrants that the total of the Prices as at the Contract Date includes a sufficient amount for proper compliance with the Construction Regulations, all applicable health & safety laws and regulations and the health and safety rules, guidelines and procedures provided for in this contract and generally for the proper maintenance of health & safety in and about the execution of service; and undertakes, in and about the execution of the service, to comply with the Construction Regulations and with all applicable health & safety laws and regulations and rules, guidelines and procedures otherwise provided for under

this contract and ensures that his Subcontractors, employees and others under the Contractor's direction and control, likewise observe and comply with the foregoing.

The Contractor, in and about the execution of the service, complies with all applicable environmental laws and regulations and rules, guidelines and procedures otherwise provided for under this contract and ensures that his subcontractors, employees and others under the Contractor's direction and control, likewise observe and comply with the foregoing.

1.3.3.4.2 Introduction

The following general terms and conditions apply to any contract issued hereunder, except where the clauses are self-deleting because of monetary thresholds, or the clause prescriptions. Other provisions, including contract clauses, may be added to individual contract(s) by mutual agreement of Eskom Real Estate (ERE) and the Contractor.

1.3.3.4.3 Covered pests

The Contractor shall adequately suppress the following pests:

- Indoor populations of rodents, insects, including cockroaches and bed bugs, arachnids, and other arthropods.
- Outdoor populations of potentially indoor-infesting species that are within the property boundaries of the specified buildings.
- Nests of stinging insects within the property boundaries of the specified buildings.
- Individuals of all excluded pest populations that are incidental invaders inside the specified buildings, including winged termite swarmer's emerging indoors.

The Contractor shall notify ERE if it notices unusual levels of the following pests. Contractor is not responsible for their control unless ERE and Contractor agree in writing.

- Birds, bats, snakes, cats, dogs and all other vertebrates other than commensal rodents.
- Termites and other wood-destroying organisms.
- Mosquitoes
- Pests that primarily feed on outdoor vegetation.

1.3.3.4.4 Scope of work

Eskom Real Estate (ERE) seeks a Contractor who will provide pest control services for each elements listed under (covered pests above). Contractor must provide services in a manner that demonstrates sensitivity to the fact that most of ERE properties are work areas in nature and puts the needs of the employees as the foremost priority.

Contractor must follow IPM Pest Control Service Guidelines described, except where Contractor specifically identifies situations where it follows alternative Guidelines.

1.3.3.4.5 Access to property

ERE will grant the *Contractor* with the necessary access to its sites as required and they will be accompanied by an ERE employee.

1.3.3.4.6 Categories of services

Contractor shall perform the following tasks for all ERE buildings:

1. Initial Inspection: Conduct an initial inspection during the first month of the contract or when being assigned new properties. The initial inspection is for the contractor to evaluate the needs of the premises and to present findings to ERE. The following specific points should be addressed:

- a. Identification of problem areas in and around the building;
 - b. Discussions of effectiveness of previous efforts;
 - c. Contractor access and coordination to all necessary areas;
 - d. Establish locations for routine monitoring in common areas; and
 - e. Information for the contractor of any restrictions or special safety precautions.
2. Routine Inspection: Conduct regularly scheduled inspection services for pests, set out or collect monitoring traps, and treat buildings for pests as needed. Inspections should be monthly or, at least, quarterly.
 3. Emergency Inspection: Conduct inspections and necessary treatment in response to requests by ERE for corrective action. Emergency Inspections, when requested, are to be performed within eight (8) hours during normal working hours.
 4. Call-Back Service: Conduct follow-up inspection in response to resident or customer complaints. Routine call-back service shall be furnished within one (1) workday after receipt of notification by ERE. Call-back service required by ERE due to contractor negligence will be at no charge.
 5. Unit/Building Turnover Service: Conduct intensive inspection and necessary treatment as requested by ERE when units/buildings are prepared for occupancy. These units/buildings will typically be existing units/buildings changing residents. They may also be new units/building added to the scope of the contract.
 6. Special Service: Conduct inspection and pest control as agreed to by the Contractor and ERE for pests such as wood-boring insects, birds, and snakes not covered by routine inspections.

1.3.3.4.7 Integrated Pest Management (IPM) Plan

Contractor shall submit with its proposal the IPM Plan. If aspects of the IPM Plan are incomplete or unacceptable, the contractor will have five (5) days to submit a revision after notification. The Contractor shall be responsible for carrying out work according to the approved IPM Plan.

At a minimum, the IPM Plan shall consist of the following:

1. Materials and Equipment for Service: The contractor shall provide current labels and Material Safety Data Sheets (MSDS) of pesticides to be used and brand names of pesticides application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment, and any other pest IPM devices or equipment.
2. Method for Monitoring and Surveillance: The contractor shall describe methods and procedures to be used for identifying sites of pest harbourage and access, and for making objective assessment of pest population levels throughout the term of the contract. This information must include general locations of common area monitoring traps and responsibilities for routinely checking the traps.
3. Service Schedule for Each Building or Site: The Contractor shall provide complete service schedules that include specific day(s) of the week of Contractor visits, and approximate duration of each visit. Contractor's proposal shall assume a monthly treatment per property. If more or less frequent visits may be needed based on inspections and trap results, Contractor shall explain the basis for adjusting the service schedule. Except as otherwise agreed, all work at properties under this contract shall be performed between the hours agreed between the client and the contractor, and shall not interfere with daily Eskom operations.
4. Description of any Structural or Operational Changes That Would Facilitate the Pest Control Effort: The Contractor shall describe site-specific solutions for observed sources of pest food, water, harbourage, and access.
5. Commercial Pesticide Applicator Certificates or Licenses: The Contractor shall identify the personnel providing pest control, including the pest management supervisor. Contractor shall provide photocopies of government-issued Commercial Pesticide Applicator Certificates or Licenses for every contractor employee who will be performing on-site service under this contract.

1.3.3.4.8 Updates to IPM Plan

Contractor shall receive the concurrence of ERE prior to implementing any subsequent changes to the approved IPM Plan, including additional or replacement pesticides and on-site service personnel. Contractor shall provide

licenses for every contractor employee who will be performing on-site services before the employee begins work on ERE's property. Any substitutions, additions, or replacement of personnel from those cited in the contractor's original proposal must be submitted to ERE for approval.

1.3.3.4.9 Contractor personnel

Contractor shall provide qualified, professional pest management personnel who:

1. Understand current practices in this field and have experience providing pest control services in a corporate and residential environment.
2. Conduct themselves in a professional and workmanlike manner, with minimal noise and disruption.
3. Cooperate with the building occupants to assure the progress of this work.
4. Maintain certification as Commercial Pesticide Applicators in the category of residential and institutional pest control services.
5. While working at ERE-owned or leased properties, shall wear distinctive uniform clothing that has the contractor's name easily identifiable, affixed in a permanent or semi-permanent manner.
6. Use additional personal protective equipment required for safe performance of work as determined and provided by the contractor that, at a minimum, conform to Occupational Safety and Health Administration (OSHA) standards for products being used.
7. Use only contractor vehicles identified in accordance with state and local regulations.
8. Observes all safety precautions throughout the performance of this contract. Certain areas within some buildings may require special instructions for persons entering these areas.
9. Will comply with all Eskom regulations as are applicable during the time spent on any Eskom property.
10. Obtain building passes, if needed, as supplied by Eskom or appropriate building manager.

1.3.3.4.10 Minimum standards of performance

The contractor's performance will be evaluated in accordance with the approved IPM Plan. If pests appear between scheduled treatment, the contractor may be called back to treat the room(s), or building where the problem occurred.

If the contractor fails to arrive at the area of installation within one (1) workday after the request for call-back service, ERE shall have the right to obtain the service elsewhere and the contractor agrees that the actual cost of such service shall be deducted from the contractor's invoice covering the period for which the outside service was obtained. This deduction will be supported by a copy of the invoice covering the emergency service obtained elsewhere. Contractor must describe past experience with providing vermin and rodent control for large property management organizations and include references.

1.3.3.4.11 Reporting

Contractor must propose reporting and recordkeeping plans to enable ERE to monitor Contractor's work in a timely and efficient manner. As a minimum, Contractor is required to collect and submit the reports detailed below. ERE will review and approve report format prior to contract award.

1. Individual Property reporting (within one week): Upon completion of each treatment cycle at ERE property, Contractor must submit the extermination log with a spreadsheet summary highlighting troubled areas or units within one week after the treatment cycle. Contractor must submit the report in hard-copy format and by email in electronic spreadsheet format. The hard copy must be signed by the Facility manager. ERE will not pay for work that is not documented by this report or for work documented on the report but not signed by the Facilities Manager.
2. Treatment Cycle Reporting (within one week): Upon completion of a treatment cycle, Contractor must submit by email a general summary report within one week. The treatment summary reports shall include, but not be limited to the following:
 - A. Brief narrative discussing the findings as they relate to an increase or new infestations by unit or apartment number, including recommendation for treatment or preventative measures.

Discuss any findings of deficiencies due to lack of access, inadequate or improper treatments, or recommendations of change to a more effective chemical. Contractor shall submit reports to the Contract Technical Representative. Failure to submit the above reports on time shall be considered a material breach of the contract and could be used as basis for termination of the contract. Discontinuance of this contract shall affect any orders hereunder.

1.3.4 Horticulture Services

The Contractor will be responsible for the following services:

- Lawn and grass areas
- Planting and maintaining bedding plants
- Landscaping
- Pest control on plants
- Tree maintenance
- Hard surfaces (Parking and Road)
- Refuse removal
- Marking of sport facility
- Vegetation control on perimeter fence, between and one meter inside and outside of the facility
- Indoor plant maintenance and provision of new indoor pot plants and plant

Area type	Area size (m2)
Lawn/Grass	346 552
Field grass/Wild grass	337 902
Shrubs/ Hedges	1 967
Flower bed	11 836
Paving	38 936
Road	100 000
Total	837 193

1.3.4.1 Indoor Plant Maintenance

List of buildings which will need to have indoor plants and plants maintenance:
Security Building Isithupa Office Park LDC Finesse/Kriel Offices Main Building and Simulator, Colenso building Hi-Bay Workshop Pod 1 - 4 Building All accommodation entrances Plants to be provided (to remain the property of Eskom) maintained and kept in good looking order, free from dust, watered not flooded with water, fed with fertilizer and kept free of insects, and replace the deterioration and clean the containers.

1.3.4.2 **Spraying, insecticides (pesticides) and fertilization of indoor plants on “as and when required” basis:**

Insecticides (pesticides) and fertilization of plants as below scope of work

Spraying and supply of chemicals – pesticides and fertilizers- on all indoor plants as and when required as per further details listed below:

The Contractor shall:

Conduct inspection of all the indoor plants as when required; identify any problems on the different types of diseases that may attack the plants ; recommend the chemical to be used to solve any potential disease/s. Supply quotes for chemical spraying treatments , to be undertaken by the supplier , in line with his recommendations. In advance for Eskom’s approval before treatment commences.

When quoting, dates of proposed dates for execution and manpower numbers for Eskom’s safety Induction must also is supplied. An induction date will be advised / agreed on by Eskom.

- Pickup dead leaves.
- Check the water level from the water gauges; fill up the water if necessary.
- Clean the pot plant / clean the plants using feather dust.
- Prune the dead branches of the plants/also unwanted branches shape the plant
- Checked the dead plants for replacements. Place new order for plants replacements
- Check the infected plants for insecticides.
- Use water buggy to water the plants.
- Shape the pot plant by removing the unwanted branches

1.3.4.3 **Maintenance services specifications**

- Check the soil moisture before watering the plants
- Pruning
- Replacing the dead plants
- Check the affected plant with diseases
- Remove dead leaves
- Water w/boxes using water trolley
- Check the for leaks, wheels, tap connector
- Water until the level meter is maxi.
- Plants replacements

1.3.4.4 **Ordering of replacements plants**

- As and when required to replace the dead plants
- Fertilizers for plants stimulation

1.3.4.5 **Outdoor Horticulture related Activities**

Horticulture related Activities	Daily	Weekly	Monthly	Quarterly	Yearly
Apply irrigation to outdoor plants Winter		x			
Apply irrigation to plants/grass Summer	x				
Apply watering to indoor plants	x				
Checking equipment functionality/repair	x				
Cutting grass indigenous grass fields sum		x			
Cutting grass indigenous grass winter			x		
Cutting grass manicured field(Summer)		x			
Cutting grass manicured field (winter)			x		
Dam water volume level check	x				
Maintain efficient irrigation	x				
Removal of garden waste	x				
Watering of plants, grass, trees	x	x			
Cut edges from the roads		x			
Cut edges from the flowerbeds		x			
Weeding flowerbeds	x				
Protect plants from fungal diseases		x			
Choose the right insecticides	x				
Daily inspections	x				
Report Defaults	x				
Apply fertilizer indoor / outdoor					x
Establish/change to water wise plants				x	
Perform borehole water/dam water test				x	
Create and submit water analysis reports				x	
Cut edges on the walkways		x	x		
Hedging the shrubs & trees at walkways				x	
Flower power applying					x
Container beauty indoor			x		
Water wise gardening			x		
Grass weeding (broad leaf)				x	
Protect grass from herbicides			x		
Rainfall reader/ gauge	x				
Hard surface herbicides /walkways			x		
Apply insecticides treatment for plants indoor				x	
Pruning of plants indoor				x	
Pruning of trees outdoor					x
Removal of invader plants/trees					x
Replacements of plants/shrubs/trees				x	
Apply insecticides indoor plants				x	
Pruning roses				x	
Spring & summer lawn care			x		
Apply fertilizer to roses					x
Apply insecticides plants outdoor			x	x	
Replacements of plants indoor				x	
Create Water wise landscape plan					x
Eco system analysis & review					x
Eco system review of animal habitat					x

Perform soil testing					X
Caring /pruning of roses				X	X
Marking of sport facility (as and when required)		X			
Vegetation control on perimeter fence, between and one meter inside and out side				X	

1.3.4.6 The Water wise landscape design and resource plan introduction

- Develop a comprehensive landscape plan.
- A carefully thought out landscape plan will enable the creation of beautiful, water wise out door spaces that integrates current plants but allows for the most exiting eco landscape features to be added.
- Eight fundamental steps to follow in the design and maintenance of water efficient landscape
 1. Group the plants according to their needs and consider planting of fruit trees
 2. Use native and low water use plants
 3. Limit turf areas to those needed for practical purposes
 4. Use efficient irrigation system with consideration of optimal source and timing
 5. Schedule irrigation wisely in accordance to weather forecast & soil moisture
 6. Provide healthy soil
 7. Mulch over soil and around plants to reduce evaporation
 8. Regular maintenance
- Sun & shade
Morning, noon, and afternoon sun/ shade meaning keep check through your area
- Water use zones = map/divide your areas into three categories
 1. Low water use (fed primarily by rain water)
 2. Moderate water use (requires occasional watering consider Polymer granulates)
 3. High water use (requires regular watering consider Polymer granulates)

Horticulture maintenance focus

- Low maintenance plants
- Fast growing turf grass regular mowing (incl at PV solar section)
- Fertilizing and aeration
- Low water use for grass areas
- Ground covers and plants will need substantially less maintenance

Cost & Reporting Analysis activities

EAL landscape planning need to consider the utilization of outdoor testing spaces, access and utility service reticulation. Consider implementation within specific time scales to spread the cost over several years of Horticulture plan. The low cost resource focus via smart landscape planning will lead to binding cost saving in the long run, resulting in reduced water consumption, and maintenance.

1.3.4.6.1 General

1.3.4.6.2 Grass areas

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

A. FLOWER BED AREAS

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

B. PAVED AREAS

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

C. BANK AREAS

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

D. WATERING

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

E. REFUSE REMOVAL

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

F. CUTTING HEIGHT

Brush Cutters	Not less than 50mm Not more than 100mm
Lawn mowers	Not less than 20mm Not more than 50mm

G. SAFETY

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

H. TRIMMING

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

I. REMOVAL OF CUTTINGS

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

J. SECURITY

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

K. OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

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

L. APPOINTMENT OF RESPONSIBLE PERSONS

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

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

1.3.4.7 Pot plant specification

- Pot plant colour to be supplied is Eskom Metallic gold; Sizes and quantity will be specified by Eskom representative on task order.

1.3.4.8 SHE requirements when spraying with chemicals

Contractor’s Employees must wear the following PPE:

- Respirator
- Goggles /Face shield
- Overalls (Contractor company band/logo)
- Gloves. Always wear unlined, elbow-length chemical-resistant gloves when handling all pesticides. ...
- Body Covering
- Apron
- Safety Boots (SABS approved)
- Work tasks stipulating exposure risks
- Engineering controls for risk reduction

1.3.4.9 Equipment list

The below quantities are a estimated minimum requirement and the Contractor as a specialist need to allow for sufficient equipment to execute the works.

Equipment to be hired or permanently present	Number for Hire	Number permanently required
Tractor with Slasher	1	1
Scarifying machine	1	
Bakkie with trailer (minimum 1ton)		1
Ride-on Mowers 60 inch		1
Ride-on Mowers 40 inch with grass catcher		1
Ride-on sweeper	1	
Brush Cutters		10

Chain Saw		1
Pole Pruner		1
Boom Sprayer		1
Blowers		4
Hedge Trimmer		2

NB: Cost of equipment to take into account the life span of equipment

Item	Tools	Unit	*Qty per year
1	Spades	No	12
2	Forks	No	12
3	Rake – Leaf racks	No	12
4	Rake - Metal	No	5
5	Picks	No	3
65	Secateurs	No	6
7	Hard brooms	No	12
8	Loppers	No.	5
9	Hard brooms	No	12
10	Knapsack sprayer	No	4
11	Wheel barrow	No	3

1.3.4.10 Chemical list

Chemical type	Winter season	Summer season (8 months)
Non selective Herbicide	-	800 litres
Selective Herbicide (Broad Leave)	As per monthly maintenance plan	As per the monthly maintenance plan
Insecticide	5 litres	

1.3.4.11 Working time and Manpower requirements

- Working times in summer season: From 6h00am to 14h30 - (in support of water conservation)
- Working times in winter season: From 07h30am to 16h00
-

Horticulture Service Skills Required
Horticulturist/Manager
Supervisors
General Gardeners
Drivers / Ride-on mower/ operators
Indoor plant resources

- The *Contractor* is required to provide their own staff
- Provided proposed full-time personnel structure
- Proposed operational maintenance plan/work schedule to be compiled by the *Contractor* and presented to Eskom for approval upon signature of contract agreement.

1.3.4.11.1 Safety representative appointments

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

1.3.5 Waste Management Services

The operation includes the following:

- Supply and dispose Skips 6M³ - open for General, Garden, building rubble, Scrap metal (Skip 11m3), etc. and closed for Food waste.
- Sewer waste to be disposed separately from source as and when required (sewer plant)
- Supply and Maintain 30l Bins - for waste separation at Offices/Pause area/Dinning areas – (Different colour coded bins for General waste, Glass, Cans, Plastic bottles, Food waste, Paper).
- Supply colour coded bin liners to align with the colours of 30l bins for waste separation
- Supply small office bins
- Supply passages bins
- Supply Red bins to cater for covid-19
- All bins to use foot paddle to open
- Cleaning Grease/Fat Traps
- Disposal of Fluorescent tube/globes box
- Disposal of Used Oil from the Kitchen
- Collection and disposal of all waste streams (Hazardous and non-Hazardous)
- Issue disposal certificate where applicable
- Supply wheelie bins (if required) and scale
- Segregation of waste and weekly reporting of recycle material and other waste volumes required
- Provide waste management chemicals
- General workers for the sorting of waste.
- Servicing of the septic tank on an as and when required basis
- Disposal of non-compactable waste

1.3.5.1 Estimated quantities

Type of waste	Form of collection/disposal	Frequency of collection	To be always available on site	No. of disposal in 36 months
General Waste -Compactable (General Waste)	Skip 6m3	Continuous, as it gets full	1	180
Food waste	Skip 6m3 (Leaded)	Continuous, as it gets full	1	180
General Waste -Non -Compactable (Garden Waste)	Skip 6m3	Continuous, as it gets full	1	325
Scrap Metal-Sub-Grade Gr:3	Skip 11m3	Continuous, as it gets full	1	3
Hazardous Liquid Fat Trap	1000L	As and when required		24
Hazardous - 5ft Dry-Fluorescent Tubes 50	Box (Coffin)	As and when required	3	8
Hazardous - Batteries		As and when required	0	3
30l Bins - for waste separation at Offices/Pause area/Dinning areas	Colour coded plastics to waste area	Daily	250	

1.3.5.2 Estimated recyclable waste quantities, which qualifies for rebate

Type of recyclable waste	Quantities of 500 liters wool bags disposal for 36 months
Glass - Glass Mixed	10
Paper Cardboard (K4)	190
Paper - Common Mixed paper (CMW)	56
Paper - White (HL1)	62
Plastic - Bottles HD	103
Plastic - Bottles PET	95
Plastic - Bottles PET Clear	5
Plastic - Flim LD Clear	5
Plastic - Flim LD Colour	91
Plastic - Polyprop	2
Plastic-Shrinkwrap Clear	2
Scrap Metal - Aluminium Can	16
Scrap Metal - Steel an	25
Tetrapack - Tetrapack	115

More recyclable waste streams not mention above will be included in operations and rebate receivable as the new stream arises

1.3.5.3 Contractor requirements with traceable transport and legal waste site records

- Dumping permit Certificate by Municipalities
- Waste accreditation Permit (waste hub)
- Waste Business Permit (waste hub)
- Waste transport Permit (waste hub)
- Transportation of Dangerous good permit for vehicle and the Driver/Transporter/Operator
- Letter of good standing
- Operator to be registered Member of Institute of waste Management of southern Africa.
- All waste management legislations to be adhered to.

1.3.5.4 Waste Removal and Disposal Services

The contractor will be required to ensure timely removal and proper disposal of, but not limited to, the following waste types:

- Removal and disposal of general landfill waste at most five times a week e.g. food/ organic waste.
- Removal and disposal of garden and landscape waste; on ad hoc basis i.e. as when the provided skip is full.
- Removal and disposal of hazardous waste e.g. Electrical and Electronic waste (Fluorescent tubes, batteries, and consumables)
- The contractor must provide disposal certificates after each removal of hazardous waste.

Note: Waste removal for garden/ landscape waste and hazardous waste will be required on a need (ad hoc) basis when required by the operation. The contractor must further note that the removal of general landfill waste may be required more frequently.

1.3.5.5 Waste Removal and Recycling Services

The contractor will be required to collect all recyclable waste for recycling purposes e.g. paper, glass, plastic, Electrical and Electronic equipment and consumables etc.

Contractor to provide reports for market related rebates, which will be subtracted when doing payments certificates. Current recycle rebates fees to be accepted by Eskom supervisor / Contract manager.

1.3.5.6 Onsite Waste Management

The contractor will be required to place trained personnel on-site. The personnel/ resources would be required to be on-site on daily basis. The personnel will assist with the day-to-day activities of the facility’s waste management, as follows.

- Removal of waste bins from designated waste areas to main waste area;
- Sorting of waste materials to their separate streams for recycling and disposal purposes;
- Upkeep of waste room facilities’ hygiene;
- Daily hygiene management of waste skips & bins (clean & degrease) and general cleaning of waste areas;
- Waste management areas must be at all times be free of smell or any pest infestation
- Shredding of office waste paper;
- Upkeep of waste containers (daily cleaning, rinse and sanitizing of waste bins);
- Cleaning of waste areas (degrease floors and walls, mop up and pressure hose area)

1.3.5.7 Working time and Manpower list

- Working times is from 07h30am to 16h00

Waste Management Service Skills Required
Site Manager
Supervisor
Sorters
Driver

1.3.5.8 Reporting

The service provider will be required to provide reports reflecting statistics on recyclable and non-recyclable waste on monthly basis.

Note: The contractor will be expected to advise Eskom Gauteng region on best practices on Waste Management on an on-going basis in order to assist Eskom on how to deal with waste management in a sustainable and efficient manner.

1.3.5.9 Project Timelines

The appointed service provider will be required to start immediately after signing the contract and provide the services for a period of three (3) years, subject to annual review of service provider's performance.

1.3.5.10 Mandatory Technical Requirements

The contractor must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

1.3.5.11 Waste Accreditation Permit

The contractor must have a valid Waste Accreditation Permit to collect and transport general waste, recyclable waste and hazardous waste issued by various municipalities in around Gauteng province including list of all Waste Management By-laws.

The bidder must provide proof of a valid Waste Accreditation Permit.

GP WIS Registration

The contractor must be registered in the various municipalities' Waste Information System (WIS) as a transporter of hazardous waste to be disposed of / treated at landfill site / waste handling facility authorized to dispose / treat such waste.

The contractor must provide proof of registration with WIS.

1.3.5.12 Licensed Landfill site / waste handling facility

The contractor must use a licensed landfill site / waste handling facility for disposal / treatment of waste generated at IDC facilities. The contractor must provide proof that the proposed landfill site / waste handling facilities are licensed. The contractor must further provide proof of account/ relationship with the proposed landfill / waste handling facility that will be used for the disposal/ treatment of waste generated at Eskom facilities.

1.3.5.13 Statutory and Regulatory Compliances

The contractor must always ensure compliance with all regulations (e.g. municipality Bylaws, Health & Safety Regulations) governing this service for the duration of the contract.

1.3.5.14 Disposal of Hazardous Waste

The contractor will be required to provide disposal certificates after each removal of hazardous waste.

1.3.5.15 On-site Resource

The contractor must provide readily trained and experienced resources on site that will manage the main waste area, skips, bins and general waste management processing; and liaise with the Eskom for on-site requirements. The resources would be required on-site for maintenance of equipment and deep cleaning service of waste areas.

1.3.5.16 Site File

The appointed service provider must compile and provide an Eskom specific Site File which will include all Statutory and Management information/documents such as:

- OHS Policy, PPE and Procedures with traceable records for activities against check list for work performed;
- Safe work Procedures and suitable method statements;
- Risk Assessments Procedures;
- Material safety data sheets (MSDS).
- Insurance documents/details;
- Waste Management programme/schedule;
- Department of Labour documents e.g. COIDA, UIF and etc.

The service provider will be required to provide a comprehensive site file after appointment. The service provider will be required to do Eskom site assessment and to update, if required, any of its standard procedures as listed above, to suit any Eskom specific site requirements.

1.3.5.17 Uniform and Personnel Protective Equipment (PPE)

The contractor will be required to ensure that all its on-site personnel wear uniform with the company name embroidered including appropriate clothing for all different seasons, and also ensure adequate provision of PPE in-line with the work requirements.

1.3.5.18 Other Technical Requirements

The contractor must indicate its compliance / non-compliance to the requirements and should substantiate its response.

1.3.5.19 Contractor's Experience

The contractor must demonstrate relevant experience in providing similar Waste Management services (on-site waste management and waste removal/ transportation) to commercial/ corporate establishments.

The contractor must provide references for rendering similar waste management services to commercial/ corporate establishments in the past 5 (five) years.

1.3.5.20 General Waste Management

The contractor must provide a detailed proposal indicating how the contractor will effectively manage the collection, transportation and disposal of General landfill Waste. The proposal must also outline how ad-hoc and urgent requests will be effectively managed in this regard including the proposed response times from the time the request is logged.

1.3.5.21 Recyclable Waste Management

The contractor must provide a detailed proposal indicating how the bidder will effectively manage the collection, transportation and processing of recyclable General Waste. The proposal must include, amongst other things, the response times, collection times, cost rebates for the Eskom ERE etc.

1.3.5.22 Hazardous Waste Management

The contractor must provide a detailed proposal indicating how the contractor will effectively manage the collection, transportation and processing of hazardous waste management. The proposal must include, but not limited to: the response times, collection times, managing compliance requirements etc.

1.3.5.23 On-site Waste Management Service

The contractor must provide a detailed proposal indicating how the contractor will effectively manage the day-to-day activities of the facilities waste management service. The proposal must include, but not limited to: service plan/ schedule, waste sorting methods, cleaning plan for waste areas, process for logging of waste collection/ removal requests etc.

1.3.5.24 Reports

The contractor must provide reports reflecting statistics on recyclable and non-recyclable waste on monthly basis. Please provide a sample/template of such a report. The contractor must also provide a list and samples of all other reports that will be prepared with related frequency.

1.3.5.25 Capacity/ Equipment

The contractor must have capacity in terms of the necessary equipment to render the required service effectively. The contractor is required to provide the following information:

- Details of the trucks owned by the contractor i.e. types of trucks, quantity of trucks, proof of ownership.
- A copy of lease/ rental agreement for trucks if not owned by the contractor. The agreement should clearly indicate the types of trucks and quantities.

1.4 Detailed description of the service for Hospitality

1.4.1 Hospitality Cleaning Services

The Contractor shall provide cleaning services on a continuous basis, and in exceptional circumstances as requested by the Employer on an adhoc basis, which include, but not limited to the following areas:

- Accommodation rooms
- Main Kitchen
- Dining areas

1.4.1.1 Areas to be cleaned daily

Eskom Academy of Learning Hospitality Buildings

Location	Building m2
Umngeni Kitchen and Dinning	5 290
All accommodation blocks including their conference rooms / TV rooms and laundry areas	17 989
Total	23 279

1.4.1.2 Cleaning tasks

1.4.1.2.1 Toilets

(N.B. Toilets are a critical aspect of this contract; therefore special attention needs to be taken in the care thereof.)

- All toilets to be kept clean at all times, and disinfection to be applied after each cleaning.
- Consistent replenishing of toilet paper, liquid hand soap, toilet wipes and hand paper towels etc.
- Floors and walls to be cleaned with a fungicide solution.
- Basins, Urinals and Bowls and Fittings to be cleaned and disinfected.
- Inspection intervals every two hours for Offices and hourly for Conference centers and recorded.
- Defects to be attended to immediately.
- All dispensers to be kept filled up at all times.
- Toilet paper to be available at all times.
- All frequent touch points be disinfected regularly (very two hours and hourly for Conference centers)
- All cleaning and maintaining of toilets shall be carried out daily.

1.4.1.2.2 Window cleaning

- External and internal windows require daily cleaning, including window sills within body reach.
- Contractor to provide high window cleaning services up to 10m height on as and when required basis with the support of Cherry picker (certificate for working at height is required).

1.4.1.2.3 Perspex screens (Covid-19 protection)

- Clean with care
- Only use fresh water, product friendly detergent & disinfectant and apply with colour coded microfiber cloths.

Area	No.
Umngeni Kitchen serving points	26

1.4.1.2.4 Floors

- All floors to be kept clean and maintained according to different floor finishes in a correct and acceptable manner as not to damage the floors.
- Pick up and dispose of all litter continuously during the day.
- All cleaning and maintaining of these areas shall be carried out in accordance with SABS Standards (SABS0180).
- All polish used to be of non-slip type.
- Marmoleum to be cleaned and spray buffed daily, using a slow speed single disc buff machine.

1.4.1.2.5 Carpets

- Vacuumed every morning
- Spot clean as and when necessary.

1.4.1.2.6 Waste disposal

- Empty and sanitize bins.
- Remove rubbish to designated waste area on site with suitable vehicle/transport
- Trolleys to be cleaned and kept in the contractor store room.

1.4.1.2.7 Entrances

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

1.4.1.2.8 Extraction cleaning at kitchen

Extraction cleaning services for canteen contract services required daily at:

- Kitchen
- Canteen kiosk
- Executive kitchen
- Serving points
- (cleaning of extraction surfaces and filters with non-toxic-food safe chemicals on daily basis)

Canteen monthly audits on Food safety, hygiene and give an independent assessment report by an ISO accredited & certified Lab that covers the following HACCP ISO22000 requirements; Eskom reserves the right to confirm the appointed independent lab utilized.

- Assessment score in percentages and actioned non-conformances of previous audit
- Performance summary categories
- Cleanliness and sanitation of equipment and building structure
- Scullery/washing areas
- Staff restrooms /toilets
- Refuse area
- Dry storage facility (stores)
- Cold storage facilities
- Walk in refrigerated storage
- Walk in freezers
- Facilities maintenance
- Main preparation tables and surfaces
- Maintenance of good food handling practice and manufacturing
- Pest control
- Hand wash commodities
- Personal hygiene
- Training programme
- General food handling practices
- Temperature control
- Kitchen equipment storage
- Temperature monitoring and records
- Occupational health and safety elements
- Food safety and hygiene audit microbiological test report from an independent registered contractor
- Staff change rooms
- Description of the goods or service needed
- May also be used to expand and explain on the quality of the product or service required.

1.4.1.2.9 Incidental cleaning

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

1.4.1.2.10 Cleaning chemicals

- SABS approved and environment friendly chemicals.
- Chemical Material Safety Data Sheets and SABS certificates to be submitted for all chemicals used by the contractor.
- Approved dilution ratio's to be adhered to.
- Chemicals to be approved & verified by ERE representative before use.
- Any change of chemicals must be communicated to ERE representative and approved before use.
- Use chemicals with unobtrusive and pleasant fragrance

1.4.1.2.11 Toilet tissue paper double ply

- SABS approved, minimum 20 gram, white 350 sheets per 2ply roll.
- 8400 rolls per month estimated at full operating capacity.
- Supplied and replenished by Contractor.

1.4.1.3 Types of cleaning work to be expected

1.4.1.3.1 General surfaces requiring cleaning and disinfection

- Marmoleum
- Stone Floors
- Ceramic tile floors
- Concrete floors
- Granite floors
- Polyurethane flooring
- Telephones
- Glass windows and doors
- Bins
- Lobbies
- Entrance Mat Wells (vacuum)
- Picture frames and glass
- Furniture
- Light switches
- Carpets and Rugs (vacuum)
- Door handles
- Tables and Chairs
- Perspex screens at kitchens serving point.
- Painted and tiled walls
- Door louvres
- Stairs handrails

1.4.1.3.2 Fire escapes

- Hand rails
- Landings, treads and rises
- Doors

1.4.1.3.3 Tea and coffee areas

- Glass doors and windows
- Aluminum railing
- Chrome piping door handles
- Tiled walls
- Stainless Steel Sinks and Taps
- Perspex glasses
- Counters and cupboards

1.4.1.3.4 Toilets

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

1.4.1.3.5 Showers and change rooms

- Metal and Wooden Lockers
- Shower cubicle

- Tap, shower rose and shower head
- Tiled Shower Floor and walls

1.4.2 Hospitality Services/Accommodation Services

- Eskom Academy of Learning has 551 accommodation rooms
- Deliver excellent customer service, at all times
- Maintain high standards of hygiene, cleanliness and presentation in all front and back-of-house areas
- Clean all Bedrooms, Venues, Tea rooms, Showers/Bathrooms, Toilets, Foyers and corridors.
- Create and work in accordance to daily room occupancy lists
- Maintain the stock levels of cleaning equipment, utensils and consumables.
- Report any maintenance issues immediately to site supervisor, including all furniture, fittings and equipment
- Complete all periodical tasks, such as flipping mattresses, cleaning curtains and dusting lamp shades
- Store all soiled and clean laundry in the allocated store room and complete the required documentation
- Fulfil all reasonable requests from guests, to ensure their comfort, satisfaction and safety
- Report any security issues to site supervisor
- Maintain personal knowledge by completing in-house training and work instructions.
- Always adhere to all Eskom company policies and procedures and licensing laws
- Be involved and contribute at team meetings
- Carry out instructions and safety requirements given by the management team.

1.4.2.1 Main responsibilities

1.4.2.1.1 Daily cleaning

- Wipe and polish the reception area
- Vacuum all carpets and upholstery
- Dust and/or polish all chairs, tables and all surfaces
- Polish all brass, including wooden rail, and skirting
- Dust and clean picture frames and glasses
- Clean the mirrors
- Use SABS approved cleaning chemicals
- Disinfect all frequent touch points (three times a day) where applicable
- Contractor to provide and use Bio-spill kits where required
- Only appropriate disinfectant surface cleaners to be used
- Only 70% alcohol hand sanitizers to be used for refill at hand sanitizing dispensing points
- Rooms to be cleaned and prepared in accordance to hotel standards

1.4.2.1.2 Porter services

- Welcomes and escort clients to reception for check-in
- Helps with carrying of client's luggage
- Helps clients with directions around the building and escorts them to their respective rooms and inducts them and familiarise them with room surroundings(aircon, light switches etc)
- Helps the client with room checklist

1.4.2.1.3 Reception services

- Accommodation check-in and outs
- Daily pit checks and corrects tariffs
- Directs customers to meeting venues

1.4.2.1.4 Linen room services

- Receive and issuing of daily stock
- Stock taking
- Balancing of daily stock
- Monthly stock report

1.4.2.1.5 Door lock services

- Emergency door lock programming
- Changing door lock batteries
- Fixing of any minor door lock defects

1.4.2.1.6 Training

- Proof of training of staff for chemical handling and the use thereof.
- Proof of training of staff for general cleaning and specialized cleaning (i.e. Toilets etc.)
- Proof of Training and Observation Records.
- Proof of Safety training
- Proof of Accredited training service provider
- Proof of Competency of Staff Trained.

Extensive Covid-19 training must be provided to all staff to ensure that they understand:

- The virus, how it spreads, the symptoms and how long it survives on surfaces.
- The required sanitization and distancing procedures for themselves, workers and guests.
- The effective use of PPE and what PPE they must use
- How to change into and out of uniforms
- Contactless operations
- All special risk appropriate procedures e.g., shift staggering and dedicated separate shift teams, separation of duties, entry and exit queues and procedures, locker use, canteen use and so on to minimize the risk exposure during changing Covid-19 Alert levels published.

1.4.2.1.7 Toolbox talks

- Cleaning team to conduct weekly refreshers (of trainings) as part of their tool box talk.
- Encourage active participation by employees and importance of SHEQ
- Summary of Safety topics covered must be filed and aligned to Safety plan.

1.4.2.1.8 Inspection checklist

- Inspection sheets to be displayed in predetermined areas (toilets).
- Supervisor to do inspections as per check list, and sign off.
- All check lists and Supervisor reports to be submitted each Monday for discussion and actions.

1.4.2.1.9 Uniforms

- All staff to be issued with minimum uniform as follows:

Items	Sets per year to issue per worker
Appropriate uniform, contractor name branded	4
Safety boots (SABS approved)	2

Socks	4
Jersey , contractor name branded	2
Winter Jacket, contractor name branded	1

- All staff to be clearly identified.

1.4.2.1.10 Covid-19 PPE

- Wearing of face mask (three layered) is compulsory at all times, have a spare mask readily available.
- Use visors/perspex Shields in close proximity situations of Covid patients.
- Disposable aprons/gowns, or washable boiler suits should be worn for all cleaning/clearing situation.
- Disposable gloves should be worn for all cleaning. Discard after each use.
- Disposable PPE to be replaced as and when required and dispose in the Red bins provided.
- Contractor to provide Covid-19 PPE to their employees.

1.4.2.1.11 Customer survey

Customer surveys to be done by *Contractor* every month with full feedback report, to enable Eskom to evaluate Service quality, Consumption report and Client Satisfaction. Minuted meetings must be held monthly with Contract Manager to evaluate report and formulate action plans.

Performance and quality of service will be evaluated on a monthly basis; penalty will apply for poor service as per agreed expectations.

1.4.2.1.12 Working time

- Core working times is 7:30am to 16:00 Monday - Friday and as and when required by the Employer.
- Night shift work is required at the Main kitchen from 20:00 to 05:00am, Monday – Friday and as and when required by the Employer.
- Weekend (Saturday and Sunday) and Public Holidays work is required on a continuous basis and working times is 7:30am to 14:00
- Overtime will be required on as and when basis and working times will be stipulated in the task order.

1.4.2.1.13 Manpower, Cleaning Consumable & Cleaning Equipment Estimation

The below quantities are a minimum requirement and the Contractor as a specialist need to allow for sufficient Manpower, Consumables and cleaning equipment to execute the works.

The below quantities are estimated requirements for fair price comparison purposes and will not be relevant, as actual occupancy and consumption level will prescribe the required staffing level and quantities for consumables, chemicals and equipment.

Manpower

Hospitality Service Skills Required
Operational Manager
Cleaning Manager
Supervisors
Team Leaders – day shift

Team Leaders – night shift
Cleaners – day shift
Cleaners – night shift
Driver
Waiters (on as and when required basis)
Scullery cleaners (on as and when required basis)
Treksman/Handyman
Porters (on as and when required basis)
Linen store personnel
Receptionist

Cleaning Consumable List per Month

General Cleaning Material

Consumables	Unit of measure	Qty
Furniture polish cans	750ml	20
Toilet cistern	Liter	25
Handy Andy - Ammodet / Germ guard	Liter	17
All-purpose cleaner	Liter	33
Green gloves	Liter	20
Yellow gloves	Liter	22
Polyspray / Elf spray (Floor polish after stripping)	Liter	2
Antiwax	Liter	17
Clear Bags – packet of 40 bags	No.	13

General Cleaning Equipment List

Equipment description	Qty
Fully equipped Janitorial/Multifunctional Trolley (including mopping trolley, mop, caution sign, ect.	50
1 kW Industrial vacuum cleaner	45
Buff machine	2
Window cleaning toolkit (extender)	2
Strip and seal machine	1
Quick & dry carpet cleaning machine	1

NB: Cost of equipment to take into account life span of the different equipment

Cleaning Material for Kitchen

Consumables	Qty
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Extradet oven ease (5ltr)	10
Xtr005 extradat -5lt	22
Pip surface 5lt	14
Pip resul result 5lt	6
Towel combo jumbo roll	12
Abrasive pads green	5
Abrasive pads blue	20
Workhose cloth blue	10
Workhose cloth red	10
Tidy cloth blue	1
Spunlace jumbo roll red	1
Impitowel 1 x ply	6

1.4.3 Hygiene, Deep Cleaning and Supplying of Consumables

1.4.3.1 Hygiene services

The scope includes servicing of the following hygiene equipment. The Employer will supply the following hygiene equipment.

EAL Hygiene service Estimated quantities (Dispensers)

Location	Building m2	Toilet paper (TR 3)	Seat sanitizer	Hand Towel	SHE packet	SHE Bins	Hand Soap	Aerosol spray	Urinal Drip	Wall bins	Hand sanitizer
Unmgeni Kitchen and Dining	5 290	30	9	10	10	10	12	13	11	10	10
All accommodation blocks including their conference rooms / TV rooms and laundry areas	17 989	122	122	130	330	330	119	119	63	104	82
Total	23 279	152	131	140	340	340	131	132	74	114	92

Size for refills in dispensers	
Seat sanitizer	365 ml
Hand Soap	1300 ml
Aerosol spray	250 ml
Urinal Drip	360 ml
Hand sanitizer	1000 ml

Frequency refills or serviced: All to be serviced monthly or as required, with exception of SHE bins, which are serviced weekly.

List of hygiene equipment to supply and installation on as and when required basis (Task order). Upon installation the equipment will remain Eskom’s property

Line item	Product description

1	Aerosol dispensers (Silver)
2	Seat sanitizer dispenser (Silver)
3	Urinal Drip dispenser (Silver)
4	Automatic Hand Soap dispenser (Silver)
5	Toilet Paper holder (TR3) (Silver Steel)
6	Automatic Hand Towel dispenser (Silver)
7	Automatic Hand Sanitizer dispenser (Silver)
8	SHE packets dispenser (Silver)
9	Toilet brush (Silver/White)
10	Disable toilet brush (Silver/White)
11	Wall bin (Silver)
12	Hand Towel dispenser Anti-theft lock (Silver)
13	Hand Sanitizer dispenser Anti-theft lock (Silver)
14	Toilet Paper holder Anti-theft lock (Silver)
15	Aerosol dispensers Anti-theft lock (Silver)

1.4.3.1.1 General requirements

The Occupational Hygiene Monitoring Services will be carried out in all buildings. All Occupational Hygiene surveys to be carried out in accordance with current measuring methodologies and all proposed methods to be confirmed with the Eskom AIA prior to commencement with the surveys, also the survey program reflecting number of samples, exposure groups, methodology and time frames to be submitted for approval prior to commencement:

- Illumination
- Ergonomics
- Ventilation &
- Indoor Air Quality
- Noise
- And any other occupational hygiene survey deemed necessary as and when required

1.4.3.1.2 Expected deliverables:

On completion of a survey a comprehensive report should be submitted, the report to include but not limited to:

1.4.3.1.3 Title page

- Physical Address
- Date
- Title of monitoring
- Unique number and serial number of the report
- Surveyor name and Signature
- AIA Occupational Hygienist who verified the report

1.4.3.1.4 Executive summary

1.4.3.1.4.1 Introduction

- Purpose of Survey
- Health effects

1.4.3.1.4.2 Process

- Description of a process in the area measured
- Layout plans attached

1.4.3.1.4.3 Method

- Describe the methodology used include the legal aspect
- Add equipment used and serial numbers
- Measurement taken over time should include time measured
- Calibration information

1.4.3.1.4.4 Results

- Clear indication and description of results, include plans to indicate sampling position on plans
- Indication and clear description of the location where measurements or sampling was taken
- Indication of areas where problems occurred
- Inclusion of tables, photos, figures, histograms or other systems of displaying results

1.4.3.1.4.5 Discussion/Remarks

- Interpretation of results and effects

1.4.3.1.4.6 Recommendations

- Clear state technical controls versus legal controls only including diagrams of control measures and monitoring system
- Controls to be separated into elimination, engineering, administration and PPE
- Award responsibilities where applicable
- The next date for monitoring

1.4.3.2 Deep Cleaning Services (Monthly or as required)

Employer's requirement for the service includes:

1.4.3.2.1 Toilets

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

1.4.3.2.2 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

1.4.3.2.3 Hand Basins, Showers, Baths, Sinks and Drainage system

- 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

1.4.3.2.4 Storerooms and anywhere where there is oil spillage

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

1.4.3.2.5 Bed Mattresses

- Bed mattresses to be deep cleaned and Pest control (fumigation).

1.4.3.2.6 Carpets

- Complete deep cleaning of carpets

1.4.3.2.7 Chairs, couches and upholstered office screens

- Deep cleaning that is quick to dry and keep the same texture of the material

1.4.3.2.8 Tiles

- Descaling of tiles wall and floor

1.4.3.2.9 Floor striping (on request only)

- Complete floor striping all floor types
- Marmoleum to be striped and sealed

1.4.3.2.10 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
- Wash all walls, partitions and floors surrounding the units
- High pressure clean all units to flush deposits or growths through the plumbing and into the main line
- Issue a service certificate on completion of the work
- Report all defective plumbing and sanitary fitments

NB: Deep cleaning to be done Monthly or as and when required. On each deep cleaning completion, deep cleaning certificates must be provided to the Service manager.

1.4.3.2.11 Estimated quantities for Deep cleaning

EAL Deep Cleaning Estimated quantities

Location	Building m2	Estimated carpet floor m2	Estimated no. of office chairs	Toilets	Basins	Urinals	Shower	Bath	Sink

Umngeni Kichen and Dinning	5 290	30	20	26	23	11	6	-	10
All accommodation blocks including their conference rooms / TV rooms and laundry areas	17 989	6450	690	133	142	63	89	300	37
Total	23 279	6 480	710	159	165	74	95	300	47

Estimated no. of 1 Seater couches	76
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1.4.4 Pest Control Services**1.4.4.1 Areas**

Hospitality Area	23 279 m²
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1.4.4.2 Mandatory requirements

- Contractors to be registered as Pest Control Operators with the Department of Agriculture, Forestry and Fisheries of South Africa.
- Operator to provide valid certificate prior to any work commencing
- Must be an active member of South African Pest Control Association (SAPCA).
- PPE and outfits are to be appropriate to the task performed and clearly stated in Method statement and risk assessment provided prior to any treatment performed
- Pest Control to be in accordance with The Fertilisers, Farm Feeds, Agricultural Remedies and Stock Remedies Act.
- Contractors to provide list of pesticides/insecticides that will be used, and to make sure that herbicides used are Environmentally Friendly.

1.4.4.3 Employer's requirements for the service

- Ground area to be inspected for rodent burrows.
- Supply, deliver and install fly traps where required on the outside of offices.
- Existing bait stations to be inspected for rodent activity.
- If activity is noted, bait to be replaced.
- Cleaning of bait stations on a monthly basis.
- Recording sticker to be attached and updated to every bait station every month that bait station were serviced.
- All offices, training rooms, workshops, storerooms, toilets etc. to be treated for cockroaches, ants, rodents etc.
- Dusting powder and gel bait stations to be used plus inset monitors if necessary.
- Safe and environmental friendly removal of termites, snakes, birds, bees, wasps, rodents, wild cats, etc. on request.
- Birds control installations, on request.
- Safe snakes inspections & removals to be performed by suitable qualified person in the borders of veld grass and normal grass – period/months to be specified
- Service report to be completed and signed off on site – original copy to be left on site

1.4.4.4 General Requirements**1.4.4.4.1 Health, safety and the environment**

The Contractor undertakes to take all reasonable precautions to maintain the health and safety of persons in and about the execution of the service. Without limitation by the Contractor: warrants that the total of the Prices as at the Contract Date includes a sufficient amount for proper compliance with the Construction Regulations, all applicable health & safety laws and regulations and the health and safety rules, guidelines and procedures provided for in this contract and generally for the proper maintenance of health & safety in and about the execution of service; and undertakes, in and about the execution of the service, to comply with the Construction Regulations and with all applicable health & safety laws and regulations and rules, guidelines and procedures otherwise provided for under this contract and ensures that his Subcontractors, employees and others under the Contractor's direction and control, likewise observe and comply with the foregoing.

The Contractor, in and about the execution of the service, complies with all applicable environmental laws and regulations and rules, guidelines and procedures otherwise provided for under this contract and ensures that his subcontractors, employees and others under the Contractor's direction and control, likewise observe and comply with the foregoing.

1.4.4.4.2 Introduction

The following general terms and conditions apply to any contract issued hereunder, except where the clauses are self-deleting because of monetary thresholds, or the clause prescriptions. Other provisions, including contract clauses, may be added to individual contract(s) by mutual agreement of Eskom Real Estate (ERE) and the Contractor.

1.4.4.4.3 Covered pests

The Contractor shall adequately suppress the following pests:

- Indoor populations of rodents, insects, including cockroaches and bed bugs, arachnids, and other arthropods.
- Outdoor populations of potentially indoor-infesting species that are within the property boundaries of the specified buildings.
- Nests of stinging insects within the property boundaries of the specified buildings.
- Individuals of all excluded pest populations that are incidental invaders inside the specified buildings, including winged termite swarmer's emerging indoors.

The Contractor shall notify ERE if it notices unusual levels of the following pests. Contractor is not responsible for their control unless ERE and Contractor agree in writing.

- Birds, bats, snakes, cats, dogs and all other vertebrates other than commensal rodents.
- Termites and other wood-destroying organisms.
- Mosquitoes
- Pests that primarily feed on outdoor vegetation.

1.4.4.4.4 Scope of work

Eskom Real Estate (ERE) seeks a Contractor who will provide pest control services for each elements listed under (covered pests above). Contractor must provide services in a manner that demonstrates sensitivity to the fact that most of ERE properties are work areas in nature and puts the needs of the employees as the foremost priority.

Contractor must follow IPM Pest Control Service Guidelines described, except where Contractor specifically identifies situations where it follows alternative Guidelines.

1.4.4.4.5 Access to property

ERE will grant the *Contractor* with the necessary access to its sites as required and they will be accompanied by an ERE employee.

1.4.4.4.6 Categories of services

Contractor shall perform the following tasks for all ERE buildings:

7. Initial Inspection: Conduct an initial inspection during the first month of the contract or when being assigned new properties. The initial inspection is for the contractor to evaluate the needs of the premises and to present findings to ERE. The following specific points should be addressed:
 - a. Identification of problem areas in and around the building;
 - b. Discussions of effectiveness of previous efforts;

- c. Contractor access and coordination to all necessary areas;
 - d. Establish locations for routine monitoring in common areas; and
 - e. Information for the contractor of any restrictions or special safety precautions.
8. Routine Inspection: Conduct regularly scheduled inspection services for pests, set out or collect monitoring traps, and treat buildings for pests as needed. Inspections should be monthly or, at least, quarterly.
 9. Emergency Inspection: Conduct inspections and necessary treatment in response to requests by ERE for corrective action. Emergency Inspections, when requested, are to be performed within eight (8) hours during normal working hours.
 10. Call-Back Service: Conduct follow-up inspection in response to resident or customer complaints. Routine call-back service shall be furnished within one (1) workday after receipt of notification by ERE. Call-back service required by ERE due to contractor negligence will be at no charge.
 11. Unit/Building Turnover Service: Conduct intensive inspection and necessary treatment as requested by ERE when units/buildings are prepared for occupancy. These units/buildings will typically be existing units/buildings changing residents. They may also be new units/building added to the scope of the contract.
 12. Special Service: Conduct inspection and pest control as agreed to by the Contractor and ERE for pests such as wood-boring insects, birds, and snakes not covered by routine inspections.

1.4.4.7 Integrated Pest Management (IPM) Plan

Contractor shall submit with its proposal the IPM Plan. If aspects of the IPM Plan are incomplete or unacceptable, the contractor will have five (5) days to submit a revision after notification. The Contractor shall be responsible for carrying out work according to the approved IPM Plan.

At a minimum, the IPM Plan shall consist of the following:

6. Materials and Equipment for Service: The contractor shall provide current labels and Material Safety Data Sheets (MSDS) of pesticides to be used and brand names of pesticides application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment, and any other pest IPM devices or equipment.
7. Method for Monitoring and Surveillance: The contractor shall describe methods and procedures to be used for identifying sites of pest harbourage and access, and for making objective assessment of pest population levels throughout the term of the contract. This information must include general locations of common area monitoring traps and responsibilities for routinely checking the traps.
8. Service Schedule for Each Building or Site: The Contractor shall provide complete service schedules that include specific day(s) of the week of Contractor visits, and approximate duration of each visit. Contractor's proposal shall assume a monthly treatment per property. If more or less frequent visits may be needed based on inspections and trap results, Contractor shall explain the basis for adjusting the service schedule. Except as otherwise agreed, all work at properties under this contract shall be performed between the hours agreed between the client and the contractor, and shall not interfere with daily Eskom operations.
9. Description of any Structural or Operational Changes That Would Facilitate the Pest Control Effort: The Contractor shall describe site-specific solutions for observed sources of pest food, water, harbourage, and access.
10. Commercial Pesticide Applicator Certificates or Licenses: The Contractor shall identify the personnel providing pest control, including the pest management supervisor. Contractor shall provide photocopies of government-issued Commercial Pesticide Applicator Certificates or Licenses for every contractor employee who will be performing on-site service under this contract.

1.4.4.8 Updates to IPM Plan

Contractor shall receive the concurrence of ERE prior to implementing any subsequent changes to the approved IPM Plan, including additional or replacement pesticides and on-site service personnel. Contractor shall provide licenses for every contractor employee who will be performing on-site services before the employee begins work on

ERE's property. Any substitutions, additions, or replacement of personnel from those cited in the contractor's original proposal must be submitted to ERE for approval.

1.4.4.4.9 Contractor personnel

Contractor shall provide qualified, professional pest management personnel who:

11. Understand current practices in this field and have experience providing pest control services in a corporate and residential environment.
12. Conduct themselves in a professional and workmanlike manner, with minimal noise and disruption.
13. Cooperate with the building occupants to assure the progress of this work.
14. Maintain certification as Commercial Pesticide Applicators in the category of residential and institutional pest control services.
15. While working at ERE-owned or leased properties, shall wear distinctive uniform clothing that has the contractor's name easily identifiable, affixed in a permanent or semi-permanent manner.
16. Use additional personal protective equipment required for safe performance of work as determined and provided by the contractor that, at a minimum, conform to Occupational Safety and Health Administration (OSHA) standards for products being used.
17. Use only contractor vehicles identified in accordance with state and local regulations.
18. Observes all safety precautions throughout the performance of this contract. Certain areas within some buildings may require special instructions for persons entering these areas.
19. Will comply with all Eskom regulations as are applicable during the time spent on any Eskom property.
20. Obtain building passes, if needed, as supplied by Eskom or appropriate building manager.

1.4.4.4.10 Minimum standards of performance

The contractor's performance will be evaluated in accordance with the approved IPM Plan. If pests appear between scheduled treatment, the contractor may be called back to treat the room(s), or building where the problem occurred.

If the contractor fails to arrive at the area of installation within one (1) workday after the request for call-back service, ERE shall have the right to obtain the service elsewhere and the contractor agrees that the actual cost of such service shall be deducted from the contractor's invoice covering the period for which the outside service was obtained. This deduction will be supported by a copy of the invoice covering the emergency service obtained elsewhere. Contractor must describe past experience with providing vermin and rodent control for large property management organizations and include references.

1.4.4.4.11 Reporting

Contractor must propose reporting and record keeping plans to enable ERE to monitor Contractor's work in a timely and efficient manner. As a minimum, Contractor is required to collect and submit the reports detailed below. ERE will review and approve report format prior to contract award.

3. Individual Property reporting (within one week): Upon completion of each treatment cycle at ERE property, Contractor must submit the extermination log with a spreadsheet summary highlighting troubled areas or units within one week after the treatment cycle. Contractor must submit the report in hard-copy format and by email in electronic spreadsheet format. The hard copy must be signed by the Facility manager. ERE will not pay for work that is not documented by this report or for work documented on the report but not signed by the Facilities Manager.
4. Treatment Cycle Reporting (within one week): Upon completion of a treatment cycle, Contractor must submit by email a general summary report within one week. The treatment summary reports shall include, but not be limited to the following:
 - B. Brief narrative discussing the findings as they relate to an increase or new infestations by unit or apartment number, including recommendation for treatment or preventative measures.

1.4.5 Discuss any findings of deficiencies due to lack of access, inadequate or improper treatments, or recommendations of change to a more effective chemical. Contractor shall submit reports to the Contract Technical Representative. Failure to submit the above reports on time shall be considered a material breach of the contract and could be used as basis for termination of the contract. Discontinuance of this contract shall affect any orders hereunder.

1.5 Detailed description of the *service for Car Wash*

1.5.1 Car wash services

Car wash services are to be offered to **Eskom Fleet Vehicles Only**.

- The scope covers exterior washing and interior cleaning or full cleaning, and valet cleaning services.
- The Contractor shall provide all labour, supervision, administration, management, and equipment, tools, supplies, and materials to perform the car washing services as specified herein.
- The Contractor shall report any noticed paint, scratches or trim defects to the Employer’s Representative.
- Any valuables found in the vehicles must be handed to the Employer’s Representative.
- Frequency of full wash (interior and exterior): Weekly
- Use environmentally friendly and SABS approved cleaning agents and must be approved by the Employer.
- Disinfect the inside and door handles of the vehicles after each cleaning.

1.5.2 Type, Number of vehicles to be cleaned and cleaning frequency.

Type of vehicle	No.
Sedan	5
Bakkie	12
Mini Bus (10/14 Seater)	3
Truck - 4 ton	1

- The type and number of the vehicles may increase or decrease during the contract period.
- Frequency for exterior washing and interior or full cleaning is **weekly**.
- Frequency for valet cleaning is **quarterly**.

1.5.3 Interior Cleaning

The *Contractor* shall perform full vacuum of interior including under rear passenger seats and boot area if applicable. The *Contractor* shall clean the dashboard, glove box, door panels and pockets, and remove all obvious waste from cars.

1.5.4 Exterior Washing

The *Contractor* shall wash the cars with the high pressure hoses and cleaning agent. The *Contractor* shall treat all rims to remove brake dust stains; clean wheel arches to remove dirt build up, clean tyres and all body panels and windows as directed by the *Employer’s Representative*. The *Contractor* shall clean all door shuts to remove any marks, dirt’s, etc.

1.5.5 Full Valet cleaning

Full valet cleaning will require the below activities:

Interior deep cleaning, Stain & Odour Removals of:

- Material & Leather Seats
- Carpets & Mats
- Roof-lining

Interior Cleaning, Enhancement & Protection of:

- Dashboard & Door Panels
- Plastic & Trimmings
- Vinyl & Leather

Exterior Pressure Washing of:

- Full exterior wash and dry
- Exterior & Door Jambs
- Tar spots removal
- Wheel & Arch Clean
- Tyre and trim cleaning Dressing
- Engine & Hood Wash
- In and out windows and glass cleaning
- Headlights, taillights and exterior trim

1.5.6 Reporting

Below reports are to be presented to the Employer

- Weekly progress report, reporting on actual work completed.
- Monthly report

1.5.7 Working hours and Manpower requirements

- Working times is from 07h30am to 16h00, Monday to Friday.

Car wash Service Skills Required
Manager
Car washers

- The contractor will provide their owner manpower.

1.6 Detailed description of the service for Medical Center

1.6.1 Medical center services

Medical center services will be same as for Office cleaning (1.3.1), Hygiene, Deep cleaning and Supply of consumables services (1.3.2) Pest control services (1.3.3), Horticulture services (1.3.4) and Waste management services (1.3.5) excluding Medical waste, with addition of the following:

- Special cleaning and sterilizing chemicals are to be used for the daily cleaning to have the same standard as clinic/hospital's cleanliness and hygiene standards.
- Carpet vacuuming 3 x a week/ as and when required.
- Changing the bed linen daily in the morning,
- Cleaning of ablutions daily including urine testing and on as and when required basis.
- Washing of clinic linen weekly (washing machine to be provided by Eskom).
- Weekly cleaning of storage space.
- Provision of approved SABS cleaning chemicals and material; and washing machine detergents.

1.6.2 Size of Medical center is 368 m2

Medical Center comprises of the following:

	<u>No.</u>
Reception area	1
Pause area	1
Examination room	2
Offices	2
Filling cabinet room	3
Passages	1
Ablution Facility /Rest rooms	2
Store rooms	1

1.7 Interpretation and terminology

The following abbreviations are used in this Service Information:

Abbreviation	Meaning given to the abbreviation
BBBEE	Broad Based Black Economic Empowerment
QM	Quality Management
ERE	Eskom Real Estate
SD&L	Supplier Development and Localisation
SHE	Safety, Health and Environmental
TSC	Term Services Contract

PPE	Personal Protective equipment
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2. Management strategy and start up.

2.1 The Contractor’s plan for the service

During the execution of the Service, the Contractor shall maintain a suitable office in the area allocated for that purpose by the Employer, which shall be the headquarters of the Contractor’s Representative and authorised to receive instructions or other communications or notices under the Contract. The Contractor shall maintain, at the office, up-to-date copy of the Contract and all Contract related documents (including correspondence and documents issued by and to the Contractor, Compensation Events, Progress Reports, correspondence, non-conformance reports etc.). These documents shall be available to the Employer at all times.

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 interval	Location	Attendance by:
Progress / feedback meeting	Monthly	Eskom Academy of Learning	Employer and Contractor
Risk management meeting	Monthly	Eskom Academy of Learning	Employer and Contractor
Overall contract progress meeting	Monthly	Eskom Academy of Learning	Employer and Contractor
Safety, health, environmental and quality meeting	Monthly	Eskom Academy of Learning	Employer and Contractor

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 the 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 shall provide the Employer with a detailed organogram of all staff and management on the contract. This must be revised quarterly and must reflect any changes to the staff and management structure. The Employer reserves the right to audit and verify the structure.

2.4 Provision of bonds and guarantees

N/A

2.5 Documentation control

The Contractor will submit the following documents to the Employer for review, the Employer will review the documents for acceptance and inform the Contractor if the documents have been accepted or if it is not accepted

and stating the reasons of not the accepting the documentation. The Employer will give the Contractor reasonable time which will be agreed to between the Contractor and the Employer to respond or re-submit the documents.

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:

Eskom Holdings SOC Ltd
Group Capital Division
Eskom Real Estate
Megawatt Park Maxwell Drive Sunninghill Sandton
PO Box 1091 Johannesburg 2000, SA

and 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;

2.7 Contract change management

The Employer may instruct changes to the scope at any time, each instruction shall set out the change and the date on which it becomes effective; and must be issued to the Contractor in writing to be valid.

2.8 Records of Defined Cost to be kept by the Contractor

The Contractor must keep all documentation related to the compensation events, quotes and instructions from the Employer for the period of 5 years after contract completion for audit purposes.

2.9 Insurance provided by the Employer

The insurance policy provided by the Employer will be dealt with as specified in Clause 86.1 TSC.

2.10 Training workshops and technology transfer

N/A

2.11 Design and supply of Equipment

The Contractor shall supply the vending coffee machine in accordance with the Employer specification.

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

2.12.1 Equipment

N/A

2.12.2 Information and other things

At the end of the service period the Contractor will be required to provide the Employer with the Contractor's Safety file

2.13 Management of work done by Task Order

All work will be done in terms of Task Order (refer to attached Annexure A).

3. Health and safety, the environment and quality assurance

3.1 Health and safety risk management

The *Contractor* shall comply with the health and safety requirements contained in the Eskom Real Estate SHE specification (as applicable).

3.2 Environmental constraints and management

The *Contractor* shall comply with the environmental criteria and constraints stated in Eskom Real Estate SHE specification (As applicable).

3.3 Quality assurance requirements

The Contractor shall comply with the quality requirements as stated in QM-58 (As applicable).

4. Procurement

The Contractor provides the following procurement services in performing the scope:

- Sub-Contractor's lists for to be submitted to the Employer for review and approval.
- Follows the least cost and time procurement strategies.
- Obtains the Employers' approval prior to committing any contracts or orders.

4.1 People

4.1.1 Minimum requirements of people employed

In some instances the Contractor may be required to recruit staff from the local to site communities.

4.1.2 B-BBEE

The *Contractor* shall maintain the Required B-BBEE Recognition Level for the duration of the Agreement. The *Contractor* shall provide Eskom with a valid Verification Certificate and such other information as Eskom may reasonably request, in respect of which the Contractor claims maintenance for the duration of the Agreement of the Required B-BBEE Recognition Level. For the purpose of this clause "verification Certificate" means a verification certificate and the accompanying documentary proof confirming the B-BBEE Status of a particular entity as issued by an accredited verification agency.

4.1.3 Supplier development and localisation

The *Contractor* complies with and fulfils the *Contractor's* obligations in respect of the supplier, development and localisation matrix.

The *Contractor* shall keep accurate records and provide the *Service Manager* with reports on the *Contractor's* actual delivery against the above stated supplier development and localisation matrix

The *Contractor's* failure to comply with his supplier development and localisation obligations constitutes substantial failure on the part of the *Contractor* to comply with his obligations under this contract.

4.2 Subcontracting

4.2.1 Preferred subcontractors

N/A

4.2.2 Subcontract documentation, and assessment of subcontract tenders

Prior to appointment of a sub-contractor, the Contractor shall submit to Eskom all detail of the contractor, including B-BBEE details, for verification.

4.2.3 Limitations on subcontracting

The Contractor shall **not sub-contract more than 30%** (rand value) of the whole of the services to the local to site companies but shall, subject to Eskom's consent (which consent shall only be valid if given in writing and signed by the Eskom Representative), be entitled to sub-contract selected parts of its obligations in terms of this Agreement to any other person/s, provided that such sub-contracting shall not relieve the Contractor of its obligations and the Contractor shall remain liable for all and any acts or omissions of such person/s as though they were acts or omissions of the Contractor.

The Contractor shall not be entitled to cede, delegate, assign or otherwise transfer any of its rights and/or obligations without the prior written consent of Eskom, which consent shall not be unreasonably withheld.

4.2.4 Attendance on subcontractors

N/A

4.3 Plant and Materials

4.3.1 Specifications

N/A

4.3.2 Correction of defects

The Contractor shall provide maintenance and repair of all the equipment necessary to provide the services. All defects to the works shall be rectified as specified in QM 58.

4.3.3 *Contractor's* procurement of Plant and Materials

The Contractor may be required to provide the Employer with a technical data sheet of the equipment or material supplied to the Employer. A guarantees and warranties certificate may also be required for any plant and material supplied by the Contractor to the Employer.

4.3.4 Tests and inspections before delivery

. The employer representative will conduct inspection if deemed necessary to do so.

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

N/A

5. Working on the Affected Property

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

The Employer will provide access control for the Site. Strict access control shall be implemented 24 hours a day at all entrances to the Project Site. All persons and vehicles entering or exiting the Project Site may be subjected to searches and the Employer reserves the right to refuse entrance to Site to any person not meeting security and/or access requirements.

From time to time, and as required, the Employer will issue policies and procedures regarding Project Site security and access control. These policies and procedures shall be strictly adhered to by the Contractor. The Employer shall be entitled, at his discretion, to amend or relax the Project Site security and/or access requirements to deal with emergencies or other circumstances justifying such amendment or relaxation.

Where the contractor is allocated a construction yard, security will be contractor's responsibility and must comply with the employer's requirements.

Any breach of security must be reported to the Employer immediately.

5.2 People restrictions, hours of work, conduct and records

Core working hours shall be from 07:00 to 16:30, Monday to Friday or as directed by the Employer. Shift work is required. Overtime will be approved by an Employer prior to the Contractor working overtime.

The Contractor shall keep records of his people working on the Affected Property, including those of his Subcontractors. The Employer shall have access to records at any time.

5.3 Health and safety facilities on the Affected Property

The Contractor shall ensure that alternative arrangements are made for possible incidents occurring after normal working hours. Where services are not available from the Eskom Medical Centre, the Contractor shall make alternative arrangements for any medical assistance. Proof of this must be made available in the Principal contractors SHE Plan.

5.4 Environmental controls, fauna & flora

The Contractor shall comply with the safety, health and environmental requirements stated in the ERE SHE Specification.

5.5 Cooperating with and obtaining acceptance of Others

Except as directed by the Employer, the Contractor shall in no way interfere with, remove, adjust or operate plant, materials and/or equipment of or being supplied or operated by Other Contractors.

5.6 Records of Contractor's Equipment

The Contractor is responsible for maintaining the asset register equipment on site and shall be audited by the Employer from time to time.

5.7 Equipment provided by the Employer

N/A

5.8 Site services and facilities

5.8.1 Provided by the *Employer*

The Employer will, at his expense, arrange for, develop and maintain the various facilities and services at or near the Site, as applicable. The services and facilities provided by the Employer are listed below:

- Electricity;
- Water supply; and
- Sanitary Services.

5.8.2 Provided by the *Contractor*

The Contractor shall provide all other services and facilities not mentioned in 5.8.1.

5.9 Control of noise, dust, water and waste

The Contractor shall comply with the safety, health and environmental requirements stated in the project SHE Specification.

5.10 Hook ups to existing works

The performance of the Works which affects the Employer's operations or the systems 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 operations, or the systems of Other Contractors, or imposes abnormal operating conditions on their systems, is subject to approval of the Employer. (applicable to pre arranged window cleaning)

5.11 Tests and inspections

5.11.1 Description of tests and inspections

The Contractor is responsible for providing quality inspections as per the scope requirements and rectifies all defects within agreed time period. The Contractor shall supply the end of job documentation associated with the services. The end of job documentation consists of the signed off (where applicable) completion forms of acceptance by the Employer.

5.11.2 Materials facilities and samples for tests and inspections

In some instances, the Employer representative may request samples for testing/ inspection.

6. List of drawings

6.1 Drawings issued by the *Employer*

The site drawings shall be issued by the *Employer* on request.

