	Scope Of Work for the Removal, Cleaning and Disposal of illegal waste dumps at Sharpeville	Generation Division
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1. BACKGROUND

Lethabo Power Station's Air Emission License (AEL) required that the power station implement Air Quality Offsets in affected communities. Air quality offsets address emission sources directly within vulnerable communities, targeting greater improvement in community experienced air quality than is achievable from other approaches. In addition, such offsets are more cost-effective and result in meaningful improvement of air quality within a shorter time frame.

Air Quality Implementation Plan for Lethabo Power Station aims to contribute in improving ambient air quality in a number of settlements by assisting the affected municipality with waste management. Waste management is of significance as poorly handled waste can have detrimental effects on both the environment and the public health. Open burning of domestic waste is a common practice in developing countries, particularly in relatively poor areas with minimal or infrequent waste services. The emission contribution of uncontrolled waste burning to air quality issues is known to be immense.

Phase 1 of Lethabo Power Station's AQO plan entails rolling out waste intervention in Sharpeville. These include assisting the Emfuleni Local Municipality with cleaning up of selected illegal waste dumps. The aim of the offset interventions is to assist in minimizing incidences of waste burning, and thus help reduce pollution load in the area.

2. ILLEGAL WASTE DUMPS IN SHARPEVILLE

Emfuleni Local Municipality provides the majority of households in Sharpeville with waste collection services in the form of weekly curbside removal. The remainder of households mainly in the informal settlements are serviced through the removal of illegal dumping sites. Currently, the Municipality is faced with huge challenges in household refuse collection as a result of vehicle and personnel shortages needed for waste collection. This has resulted in backlogs in household waste collection where in some areas waste removal has been interrupted. The continuing interruption of waste collection service results in proliferation of illegal dumps despite numerous cleaning campaigns and initiatives to discourage illegal dumping.

The majority of the illegal dumping sites in Sharpeville are located in the vicinity of houses in open or vacant piece of land and under Eskom's powerlines on the outlining areas of the

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township. Illegal waste dumps within the township are generally near common facilities like open areas, parks, schools and churches.

3. SCOPE OF WORK

The scope of work is for the provision of services for the clean-up of selected illegal waste dumps (non- hazardous solid waste) in Sharpeville, and for the clearing of litter around the area where the illegal waste dump was removed. The waste will be removed and disposed of at permitted waste disposal site, for the applicable waste type, in terms of the Environment Conservation Act, 73 of 1989 and the National Environmental Waste Management Act (Act 59 of 2008). The work (cleaning up of illegal waste dumping areas) will be carried out every three (3) months for a period of 18 months or as and when required. This entails minimum of six (6) cleaning campaigns over a period of 18 months. Each cleaning campaign shall be carried out in a week (5 working days). The scope of work will be carried out in accordance with the detailed specification as set out hereunder:

4. MINIMUM REQUIREMENTS

Evaluation aspects	Minimum requirements
Equipment	<ul style="list-style-type: none">• One (1) Front End Loader• Three (3) TLB• Four (4) 10m³ Tipper trucks• One (1) Bakkie
Financial ability (ability to deliver) – previous annual turnover or any proof of financial ability	R750 000
Human resources (qualification as per evaluation criteria)	<ul style="list-style-type: none">• Project manager• SHEQ Officer• Community Liaison Officer (x 3)• Supervisor• Assistant Supervisor• Twelve (12) General workers – 4 per ward
Relevant previous company experience	One (1) contactable reference where the bidder rendered illegal dumping removal

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	services or comprehensive refuse collection services including bulky refuse removal
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NB! Bidders that do not meet the minimum mandatory requirements (as per evaluation criteria) will be rejected and not evaluated further

4.1 REQUIRED DOCUMENTS TO BE SUBMITTED WITH BID DOCUMENT

Please note

- Signed reference letter from the bidder's client confirming previous company experience in illegal dumping refuse removal services or comprehensive refuse collection services including bulky refuse removal.
- Proof of ownership or lease agreement or intent to lease letter (completed and signed by lessor) for the TLBs, Front End Loaders, Tipper trucks and Bakkies.

NB! FAILURE TO ATTACH THE REQUIRED DOCUMENTS AS PART OF THE SUBMISSION OF THE BID WILL RENDER THE BID NON-RESPONSIVE

5. RESPONSIBILITY OF THE SERVICE PROVIDER

5.1 DETAILED SCOPE OF WORKS

- a) Removal, cleaning of illegally dumped (non-hazardous) solid waste and rubble from selected illegal waste dumps within Sharpeville every six (3) months or as and when required.
- b) Cleaning of the area around the clean-up dumps including litter picking, removal of solid waste by hand or other practical means where required. The cleaning shall extent for 20 meters around the area where the illegal dumping has been cleaned.
- c) The service provider must ensure that there is involvement of community leadership including ward councilors, business forums, cooperatives and volunteers in the cleaning of the various hotspots areas.
- d) Removal of the solid waste from the illegal waste dumps including litter picking and the transport thereof to the nearest licensed landfill shall be quoted in the rates per price schedule, which should exclude all disposal fees.
- e) Solid waste and rubble removal to be conducted in such a way to minimize possible damage to the surrounding environment.
- f) Where mechanical methods of cleaning and removal are utilized, there will only be allowed to scrap up to 2 centimeter (cm) below ground level if it is impractical to use

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other means due to the nature of waste to be removed, however, labor intensive methods will be preferred in such cases to avoid unnecessary and excessive digging.

- g) Loading of clean soil or any similar practice with the intention of adjusting the weight or volume is not allowed as it contributes to environmental degradation and surface erosion.
- h) The weigh bridge slips and/or waste manifest will be submitted with the daily report or weekly report depending on the duration required to clear the allocated area by the service provider. The report shall amongst other things, detail; volume, tonnages and type of waste disposed at the licensed landfill and the number and location of illegal waste cleaned. The report must also include visual photographs of the site before, during and after clean-ups.
- i) Only the removal of small quantities of unrecognisable "human waste (urine, vomit etc)" by mechanical means is permissible. Any large amounts of "human waste" should be reported to Eskom or appropriate treatment or disinfection and removal by a legally competent entity.
- j) Under no circumstances will the Service provider be required to handle hazardous waste of any nature i.e. medical waste or health care risk waste, hazardous, infectious, petroleum, pharmaceutical or noxious waste. Eskom representative must be informed of the occurrence within 24 hours upon its discovery so as to facilitate the prompt removal and proper disposal thereof.
- k) Any matter or issue of obscurity, particularly those of a material nature e.g. the Service provider making major operational changes or suspending service delivery, or uncertainty about the removal of suspicious-looking waste matter must be conferred with Eskom representative before making any principle decision pertaining thereto.
- l) Rules of the designated landfill sites must be adhered to at all times and all disposal costs will be paid for by ELM.

5.2 APPLICABLE LEGISLATION

The Service Provider is required to ensure that all goods, services or works supplied in terms of the tender/contract/order conform to all relevant & applicable environmental, legal and other requirements including bylaws, but not limited to the stated below

- a) Occupational, Health and Safety Act (Act 85 of 1993).
- b) EPC32-727: Eskom SHEQ Policy,
- c) ST32-726: SHE Requirements for the Eskom Commercial Process (additional requirements)

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- d) Project Specific Environmental Management Plan (EMP).
 - e) Eskom Waste management standard (Waste Management procedure: EPC 32-245)
 - f) Relevant Municipal waste management bylaws.

6. SURVEY OF ILLEGAL WASTE DUMPS

- a) Prior to each cleaning campaign (every 3 months), the service provider shall undertake a site survey to identify and profile twelve (12) of the largest illegal waste dumps in Sharpeville. Priority shall be given to waste dumps under the powerlines (Eskom servitudes) on the outline areas of Sharpeville.
- b) The survey shall provide the following information pertaining to each illegal waste dump site: (1) site location i.e. GPS co-ordinates, map and street details (2). waste activities / composition of waste (3) photos of the site (4) quantity of waste per site. Quantification of the waste to be removed from the illegal dumps and cleaning of the area must entail size of the dump in terms of (1) square meters and average height of each dump (2) estimated tons and volume of waste from each site and (3) square meter of area to be cleaned (litter picking).
- c) The service provider shall consider the research study by O.P Rabaji (<http://repository.nwu.ac.za/handle/10394/33895>) as a basis for the initial survey. Follow up surveys shall use prior surveys as a basis.
- d) A detailed survey report including an implementation plan, shall be compiled and submitted to Eskom for approval a week (7 calendar days) prior to commencement of the cleaning campaign. Eskom reserve the right to verify the stated quantities through the services of a quantify surveyor in its employment.
- e) Based on the results of the survey and the selected illegal waste dump areas for the cleaning campaign, the service provider shall provide a detailed clean-up cost breakdown. The cost breakdown shall be calculated based on the agreed rates (contractual rates).

7. PROCESS TO BE FOLLOWED

- a) An Eskom representative shall be responsible for identifying the illegal dumps to be clean per campaign.
- b) A task order shall be issued for each cleaning campaign before the commencement of the clean-ups.

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- c) The visual photographs of the area shall be taken using digital cameras (with a time stamp) indicating the status before execution of work, during the execution of work and after completion of work.
 - d) The daily report shall include a list of vehicles/equipment with registration numbers, mileage on the vehicle and a summary of loads disposed per vehicle including the total tonnage / volume. The daily reports will be consolidated and submitted to Eskom on a weekly basis.
 - e) Clean-up areas shall be inspected by Eskom representative. The service provider must arrange these inspections timeously prior to the completion of the work.
 - f) The service provider shall prepare a consolidated close-out report, which will be submitted with the invoice for work conducted for payment.
 - g) The work conducted shall be paid per area cleaned, and volume and/or tonnage disposed as reflected on the weigh bridge slips and the copies of such records, slips and pictorial records shall be kept safe for auditing purposes.
 - h) Eskom will determine the high level schedule for the cleaning campaigns.

8. LABOR, BASIC OCCUPATIONAL HEALTH AND SAFETY MATTERS AND ADDITIONAL REQUIREMENTS

8.1 EMPLOYMENT OF WORKERS

Labour shall exclusively be sourced from Sharpeville with the exception to managerial and/or supervisory staff or any other specialist person/s required to perform specialised duties as and when required. Equal number of general workers will be source from each of the three (3) wards in the Sharpeville area.

The service provider shall maintain a resources register that includes the following:

- The keeping of signed daily attendance registers
- The keeping of proof of payments made to employees

The above information will be submitted with the cleaning campaign closure report.

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8.2 DUTIES OF WORKERS

The service provider shall be expected to clearly communicate with, instruct and explain to each and every worker exactly what the requirements of their job entail hence; workers shall be required to carry out their duties as detailed in this specification without exception

The service provider must ensure that all employees are aware of the core purpose of this project which is to provide an essential environmental service for the benefit of the immediate community and will require uncompromised commitment and discipline as well as a constant state of orderly, courteous and pleasant conduct whilst executing their duties and in any probable interaction with the general public

Since the service provider ultimately represents Eskom and its interests, failure to perform as required will be seen as breach of the conditions contained herein and shall require appropriate remedial action.

8.3 DRIVERS AND OPERATORS

A copy of an unendorsed public drivers permits and license of the driver(s) of the previously mentioned vehicles; must be submitted on request of the Eskom and relevant authorities.

The attention of the service provider is drawn to the requirements of the Industrial Conciliation Act 1956, as amended and any determination relevant to the driving or operating of Sanitary Landfill Compactors used for this Contract.

The attention of the Service provider is also drawn to the requirements of the Occupational Health and Safety Act, Act 85 of 1993.

Should the service provider's operator or employee be incompetent, impertinent, unreasonable, fail to carry out his instructions, no valid documentation available or otherwise hinder the progress of the work; the Service provider shall remove him from the site of the works immediately upon receiving the official's objection to this employee and replace him/her within 12 hours. Such an objection or request shall be confirmed in writing. This employee shall not be re- employed for work in terms of this project without the written consent of Eskom.

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8.4 OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

To ensure minimum acceptable compliance regarding employees' Health & Safety, aligned to Eskom personal protective equipment(PPE) policies, all Operational Personnel must be provided with the following minimum PPE per campaign.

- Mouth and nose mask
- Overalls (with reflective tape on sleeves)
- Safety shoes / boots
- Safety gloves (heavy duty leather or rubberized)
- Reflective safety bib / vest / jacket
- Rain suit
- Hat with extended shade brim (hot weather)

The overall and the safety bib/vest/coat must be clearly branded to reflect the 'name of the company' contracted to Eskom. The Service provider shall only upon receiving Eskom approval of samples thereof (which will be retained for future reference) proceed with the procurement of the branded items.

Under no circumstances will the Service provider be required to handle hazardous waste of any nature i.e. medical, infectious, petroleum, pharmaceutical or noxious waste. Eskom's representative or nominee must be informed of the occurrence within 24 hours upon its discovery so as to facilitate the prompt removal and proper disposal thereof.

8.4.1 Covid 19 Hygiene protocols or any other protocols in response to disaster situation

- The service provider must within this bid ensure that there is sufficient provision of screening equipment for the Teams, Sanitizers, soap and water.
- Ensure that the equipment utilised undergoes the regular washing, disinfection or fumigation as required.
- Ensure that the social distancing and provision of other hygiene materials/equipment in response to this pandemic are complied with.
- The necessary training and administrative processes in creating awareness and combating the further spread of the Covid 19 or any other diseases are provided.
- The arrangements for the rotation of employees and giving allowance for the replacement of some employees who are isolated because of the Covid 19 related or any respiratory diseases.

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8.4.2 Life Saving Rules

Life Saving Rules are important rules that requires adherence of the Service Providers and all Eskom Employees. It is important that the Service Provider does not abuse the rules as all work allocated will immediately be put on hold until final outcome of the investigation. Safety is the combined responsibility of the team and therefore team leader or team will be disciplined together. There are five Life Saving Rules that may not be broken by the Team Leader and his/her team.

The five Eskom Life Saving Rules are as follows:

Rule 1:*Open, isolated, tests, earth, and bond and/or insulate before touch*

Rule 2:*Hook up at height*

Rule 3:*Buckle Up*

Rule 4*Be Sober*

Rule 5:*Ensure that you have a permit to work*

8.5 COMMUNICATION

Effective communication is imperative for the project's success hence all communication with Eskom, be it formal or informal, shall be in Eskom's business language namely English.

In view of the dynamics encompassing the sphere of operations, it is imperative that the Service provider or his/her representative can be contacted at all times hence; the provision of a dedicated active email and mobile telephone number with an activated voice messaging service or real-time divert to an alternate active number.

8.5.1 Communication protocol

The formal communication between Eskom and Service providers shall be handled as follows:

- The Eskom's project manager and Service provider's project manager.
- The Service provider's project manager and the contract employees.

There shall be no formal interaction between Eskom and the Service provider's general labour or between ELM and the service provider or its general labour.

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8.6 REPORTING

8.6.1 Complaints

- A complaints register must be meticulously kept and maintained which ideally should contain all the essential information from date of receipt to closure of every individual query/ matter.
- Records of all the complaints/accolades received in their area of work. The records shall amongst others include Date Reported, Details and Contact numbers of the person who reported the matter, nature of complaint, location and address of complaint, date the complaint was dealt with, details of person who confirmed the completion of the complaint.
- These records must be summarized and reported to Eskom.

8.6.2 Availability of Resources

- Records of all staff, vehicle and equipment availability needed for the area of work must be kept by the Service provider on a daily basis.
- The records must include details of vehicle/equipment breakdown, nature of breakdown, date repaired etc.
- These records must be summarized and submitted to Eskom.

8.6.3 Productivity

- Records of all productivity of staff, vehicle and equipment availability needed for their area of work must be kept by the Service provider.
- The records shall amongst others include number of trips per vehicle/plant per day, tonnages per vehicle/equipment/day, distance travelled/vehicle/equipment/day, tonnages, location and areas/spots cleaned and levelled and/or cleaned etcetera.
- These records must be summarized and submitted to Eskom.

8.6.4 Operational Reports

- The Service provider shall produce operational reports on daily basis and as part of the campaign closure report. The format to be approved by Eskom and must include complaints, productivity, availability of resources and occupational health and safety matters as listed above.

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9. MINIMUM EQUIPMENT REQUIREMENT

- a) The Service provider must ensure that all necessary vehicles to render the services comply with the provisions of the National Roads Traffic Act.
- b) All vehicles stipulated to be hired/rented for this contract must always be available and be able to perform operations as required in terms of this contract
- c) The use of Bakkies is only for the supervision, rapid response and collecting of smaller volumes of abandoned waste to be transferred to the area where it can be loaded into the tippers for final disposal at an approved landfill site.
- d) It must therefore be noted that Bakkies will not be used for transporting waste into the landfill sites for this project.
- e) All solid waste to be collected shall be disposed at a landfill site within a radius of 100 km.
- f) The Bakkie shall not be used for transportation of labour.

10. SUPERVISION, MONITORING AND EVALUATION

The Service provider will ensure that the collection, removal and disposing of all categories of illegally dumped waste should be done on a daily basis after the instruction to perform work has been issued.

The following will also have to be monitored on a daily basis:

- Staff attendance,
- Correct use of PPE,
- Number of bags deployed for physical cleaning per spot
- Tonnages disposed and proof thereof,
- Vehicles and equipment deployed for the cleaning, removal and disposal of waste and
- Any other matter of significance.

The social distancing and observing of all Covid-19 hygiene protocols during the Pandemic is compulsory and should be complied with.

The Service provider will on daily hold monitoring and evaluation meetings with their key staff to consider quality and efficiencies of the work done as well as planning for the future work. Summarized minutes of such meetings will form part of the Operational report to be submitted to the Eskom.

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The Service provider will at any point (during the performance of their task) hold monitoring and evaluation meetings with the Eskom (Meetings to be convened by Eskom) to consider quality and efficiencies of the work done as well as planning for the future work. Summarized minutes of such meetings will form part of the Operational report to be submitted to the Eskom.

The Service provider will ensure that there is adequate supervisory capacity on the ground at all times.

11. SD&L AND SUB-CONTRACTING REQUIREMENTS

As part of SD&L and to promote growth and benefit to the Sharpeville area, the Service provider should take note of the following:

- General labour for all works should be from the Sharpeville community
- CLOs should be appointed per ward, from the Sharpeville community
- Where applicable, machinery/equipment to be used, should be owned or leased from business in Sharpeville or Emfuleni Local Municipality

12. GENERAL REQUIREMENTS

- a) The Service provider shall at all times comply with all relevant legislation.
- b) Payment is done only after completion of the work per task order and subject to the standard conditions as applied for by Eskom.
- c) Proof of Public Liability Insurance to the amount of R5 000 000.00 must be provided within 14 days after notification of award.

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13. SCHEDULE OF PRICES

ID	Item	Item details	Quantity	Rate	Cost (R)
1	Removal, cleaning, transportation and disposal of 440m³ of waste per campaign	Clean-up of selected illegal waste dumps and loading waste into tipper trucks.	440 m³		
		Clearing of litter in the area within a 20m radius where the illegal waste dump was removed	1260 m²		
		Transportation and disposal of waste to designated landfill site (within radius of 100 km). (Excl disposal fees)	8000 km		
2	Documents and reports completed per campaign as per to the contractual obligations.	Complete all reports as per specification / scope of work			
3	Safety, Health, Environment, and Quality	Compilation & Approval of Safety File			
		SHEQ compliance			
4	Preliminaries and General (P&G's)	Site establishment			
		Site de-establishment			
		Storage and warehousing of portable and large equipment			
		Personal, Protective Equipments (PPE)			
		Disbursement (communication and travel)			
		Sub-total (per campaign)			
		Sub-total (all six campaigns)			
		Vat@15%			
		Total (all six campaigns)			

14. EXCEPTIONAL CASES (RATES ONLY)

No.		Rate (R per week)
1	Front end loader	
2	TLB	
3	10 m ³ tipper truck	
4	Bakkie	

15. EVALUATION CRITERIA

15.1 MANDATORY REQUIREMENTS

- One (1) signed positive reference letter from the bidder's client confirming previous company experience in illegal dumping refuse removal services or comprehensive refuse collection services including bulky refuse removal. Include certified copy of appointment letter and completion certificate.
- Proof of ownership or lease agreement or intent to lease letter (completed and signed by lessor) for the TLBs x 3, Front End Loaders x 1, 10 m³ Tipper trucks x 4 and Bakkies x 1.

15.2 FUNCTIONAL REQUIREMENTS

CATEGORY CRITERIA	DESCRIPTION	WEIGHT
A proposed project plan, Methodology and Management of the project for the removal of illegal waste dump and clearing of litter	A details project plan with intermediate and final outputs and identified timeframes/ milestones.	35
	Proposed Methodology	
	Management of the project	
	Project plan, methodology and project management in waste management that include street cleaning and clearing of illegal dumpsite	Indicator Score
	Project plan and methodology, activities well broken down; with detailed milestones.	5 35
	Project plan and methodology, basic activities identified; milestones.	4 25
	Project plan and methodology provided with no deliverables and timeframes.	3 20
	Limited information provided on the project plan and methodology	2 15
	Project not well understood.	1 5
	No information provided	0 0
Certified Qualifications of the project manager / lead	Relevant qualification in either of the following areas: environmental Science / management / studies, (waste management in particular), chemistry, environmental law, environmental economics or environmental engineering.	5
	Qualifications of project manager / lead	
	Three year Qualification: B. Tech or Degree	5 5
	Three year National Diploma	4 4
	N1-N6 certificate or diploma	3 3
	Grade 12 or Standard 10 (Matric)	2 2
	Experiential learning / Grade 11	1 1
	No qualification (s) attached/ submitted	0 0
Technical Capability/ expertise and track record of the project manager assigned to the project on the removal of illegal waste dump and clearing of litter	Bidder (s) are required to demonstrate that they have the necessary resources and technical expertise to undertake and successfully complete the project.	5
	Bidder (s) should submit curriculum vitae for the project manager proposed to be employed on the project. Curriculum vitae are to include specific details of this individual including, inter alia, relevant experience and to include three contactable reference, technical qualifications and past experience	
	Experience of project manager assigned to the project in waste management that include the removal of illegal waste dump and clearing of litter	Indicator Score
	More than 4 year to 5 years 'or more experience	5 5
	More than 3 year to 4 years' experience	4 4

	More than 2 year to 3 years' experience	3	3
	More than 1 year to 2 years' experience	2	2
	0 to 1 year experience	1	1
	less than 1 year experience or No experience and	0	0
Technical Capability/ expertise and track record of the <u>SHEQ officer</u> assigned to the project on the removal of illegal waste dump and clearing of litter	Bidder (s) should submit curriculum vitae for the SHEQ officer proposed to be employed on the project. Curriculum vitae are to include specific details of this individual including, inter alia, relevant experience and to include three contactable reference, technical qualifications and past experience		5
	Experience of SHEQ Officer assigned to the project in waste management that include the removal of illegal waste dump and clearing of litter	Indicator	Score
	More than 4 year to 5 years 'or more experience	5	5
	More than 3 year to 4 years' experience	4	4
	More than 2 year to 3 years' experience	3	3
	More than 1 year to 2 years' experience	2	2
	0 to 1 year experience	1	1
	More than 4 year to 5 years 'or more experience	5	5
Technical Capability/ expertise and track record of the <u>Site agent / Supervisor</u> assigned to the project on the removal of illegal waste dump and clearing of litter	Bidder (s) should submit curriculum vitae for the Site agent / Supervisor proposed to be employed on the project. Curriculum vitae are to include specific details of this individual including, inter alia, relevant experience and to include three contactable reference, technical qualifications and past experience		10
	Experience of site agent / supervisor assigned to the project in waste management clearing of illegal dumping	Indicator	Score
	More than 4 year to 5 years 'or more experience	5	10
	More than 3 year to 4 years' experience	4	7
	More than 2 year to 3 years' experience	3	5
	More than 1 year to 2 years' experience	2	3
	0 to 1 year experience	1	1
	less than 1 year experience or No experience and	0	0
The company's experience, track record and knowledge in Waste Management Projects including the removal of illegal waste dump and clearing of litter	Bidder (s) are required to demonstrate relevant past experience and competency of the company in project management preferably in Waste Management Projects (i.e. street cleaning, removal or clearing illegal dumps, waste collection, recycling operation of buy back center etc.)		35
	Bidder (s) should submit full details of at least reliable contactable signed references for projects of a similar scope which were successfully completed in the previous years in waste management which include street cleaning and clearing of illegal dumping		
	Company experience in Waste management projects (i.e. street cleaning, removal or clearing illegal dumps, waste collection, recycling operation of buy back center etc.)	Indicator	

	4 Positive reference letters	5	35
	3 Positive reference letters	4	25
	2 Positive reference letters	3	20
	1 Positive reference letters	2	15
	Positive reference letter not relevant to project	1	5
	No positive reference letter has been attached	0	0

Note: The following values/ indicators will be applicable when evaluating functionality:
0 = Non-compliance, 1 = Poor; 2 = Fair; 3 = Average; 4 = Good; 5 = Excellent