




	<b>Procurement SOW</b>	<b>Technology</b>
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## PART 3: SCOPE OF WORK

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## **C3.1: PURCHASER'S GOODS INFORMATION**

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## 1 Overview and purpose of the *goods and services*

To place a three (3) year contract to provide the group training, gym equipment maintenance and the facility cleaning service. The final aim is to have the morning, midday and afternoon training sessions in the two gym facility on-site for four days a week and then morning and midday sessions on Fridays . The contractor will be responsible for the maintenance and repair of the gym equipment on regular basis and as well as cleaning the facilities on regular basis.

## 2 Specification and description of the *goods*

### 2.1 Gym Service Equipment

Comprehensive gym equipment services by trained and qualified service teams, to carry out the following:

- Service – according to running hours
- Lubricate - according to running hours
- Adjust and inspect all equipment.
- Repair equipment
- Sanitise equipment daily after each session
- Account for equipment every session and report missing equipment

## 3 Supply Requirements

They should then compile a list of spares required. A quote for replacement parts and spares must be emailed through for acceptance within one-week of the service. This should also include inspecting and testing of replaced parts. Should parts not be available immediately, a time commitment to replacement should also be included. In the case of ad hoc repairs, the company will do a callout within one-week of being informed of the equipment breakdown.

## 4 Specification of the *services to be provided*

### 4.1 Detailed Scope

The detailed scope of works covers the following items as described below:

- Inspection of parts for wear alignment and misalignment impending breakdown.
- Adjustment for wear and dust removal
- Replacement of worn or damaged parts
- Maintenance cleaning and,
- Lubrication from deterioration or corrosion

The services are to always ensure the safe and dependable operational status of the equipment. All repairs shall be made at the locations specified except for the upholstery services.

Contractor to furnish all labour, transportation, tools, equipment, material and parts for non-site and off-site repairs.

#### 4.1.1 Athletic Cable Pro Rowing Machine x 4

##### **Clean and lubricate the chain with a recommended mineral oil**

Rowing machines have a chain that attaches the rowing handle to the flywheel. This chain is supposed to move smoothly and spin the flywheel each time you pull the handle. This smooth motion is only possible

when the chain is free of buildup and is well oiled. Accumulated debris can however affect the working of the chain and in turn affect the quality of your workout.

Be sure therefore to apply a light film of oil on the chain about two to three times a year. First, pull out the chain to its full length, then use a clean paper towel to apply the oil while holding the handle. You may need to have someone hold the handle for you as you grease the chain.

Ensure you also check for buildup from time to time and before greasing it. Remove any dirt using paper towel and automotive degreaser.

**Check for loose screws and tighten them**

Rowing machines have a lot of separable parts. These are often joined together with screws. While using the machine, some of these screws may become loose. If not tightened in time, the loose screws may fall off.

Consider using the assembly tools that come with the machine to tighten any screws that are coming off. To avoid losing important screws and washers, ensure you check these screws frequently to ensure they are in good working condition.

**Pay attention to any clunking noises**

Your machine may produce such noises if something is either loose or broken. Incidents of broken parts are few with rowing machines. However, even the best rowing machine can have some screws come off leaving some of its parts loose. Paying attention to clunking noises while you row can help you spot the loose parts before they fall off or get damaged. You won't need the help of a technician with any of these. Just grab the tools that come with the machine and tighten the screws.

**Reduce Impact on the Floor**

**Rowing Crazy's Top Pick Protective Floor Mat**

Rowing machines are built with heavy durable metal frames designed to withstand the intense weight of a rowing workout. without proper protection for the floor beneath the machine, the metal can damage the floor surface. While that may appear acceptable for a workout room, the damaged floor can in turn damage the wheels of the rower when you move it around for storage. It's therefore important that you take the necessary precaution and place a shock-absorbent mat under the machine.

**Wipe Your Rower After Use and Cover**

You don't want dust to accumulate and stain the surfaces on your rowing machine. Notice that rowing can be a very intense workout and it can make you sweat a lot. Your sweat can trap dust on the rower and become stubborn stains with time. The sweat will also often eat away at coating used on the rower.

If the paint or powder coat comes off completely, the sweat can reach the metal and cause rusting, which can significantly weaken the frame. You can avoid these problems by wiping any sweat off the surfaces after each workout.

<b>Treadmill Maintenance Schedule</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Yearly</b>
Visual Inspect all machines and clean		X		
Check, and tighten loose screws			X	
Inspect mechanical parts		2x		
Lubricate all moving parts on machines semi-annually.				2 x
Conduct in-house preventative maintenance training for staff as required.			X	
Stay current with all maintenance procedure updates; use manufacture's expertise in problem solving.			X	

**4.1.2 Treadmill x 7**

The Treadmill is built for use in the light commercial environment - 8 hours a day and seven days a week. However, as a club manager or owner, you are responsible for cleaning and maintaining the unit's integrity. If you fail to maintain the treadmill as described below, it could affect or void the Johnson limited warranty.

**DANGER** — To reduce the risk of electrical shock, always unplug the treadmill from its power source before cleaning it or performing any maintenance tasks. **NOTE:** Safety of the equipment can be maintained only if

the equipment is examined regularly for damage or wear. Keep the equipment out of use until defective parts are repaired or replaced. Pay special attention to parts that are subject to wear, as outlined below.

**Recommended Cleaning Tips**

Use a soft, clean cotton cloth. DO NOT use paper towels to clean surfaces on the treadmill. DO NOT use ammonia or acid-based cleaners. DO NOT use abrasive cleaners. DO NOT apply cleaners directly to equipment surfaces. Wipe the console and side rails after every use. Brush away any wax deposits from the deck and belt area. This is a common occurrence until the wax is worked into the belt material. Be sure to remove any obstructions from the path of the elevation wheels including power cords. Monthly, unplug the treadmill and remove the motor cover. Check for debris and clean with a dry cloth or small vacuum nozzle. DO NOT plug the unit in until the motor cover has been reinstalled.

**Centering The Belt**

The Treadmill is built with a crowned roller to ensure proper tracking of the belt in the centre of the deck. When you run or walk, you may push off harder with one foot than the other. This uneven deflection can cause the belt to move off centre. Occasionally, the belt may need further adjustment to keep it centred. To centre the belt, use the enclosed 8mm Allen wrench to adjust the rear roller position. CAUTION! Please follow the centring belt procedure tips before you begin. Do not wear loose clothing or loose jewellery while making this adjustment. Never turn the bolts more than 1/4 turn at a time. Tighten one side and loosen the other side to prevent from over-tightening or losing the belt. Over-tightening the belt will significantly shorten the life of the belt. To Press QUICK START and speed up the SPEED up to 6.4 kph / 4 mph during the belt adjustment. After the belt adjustment, let the treadmill run for 5 minutes to test. If necessary, repeat the procedure until the belt is centred. If the belt moves to the left, turn the left tension bolt a 1/4 turn clockwise, and then turn the right tension bolt - turn counter-clockwise to start the belt tracking back to centre of the roller. If the belt moves to the right, turn the right tension bolt a 1/4 turn clockwise, and then turn the left tension bolt - turn counter-clockwise to start the belt tracking back to centre of roller. 1/4 TURN Repeat these adjustments until the belt appears centred. Allow the belt to continue running for several minutes to be sure that the tracking is stabilised. NOTE: Do not exceed one full turn of the adjusting screws in either direction. If, after one full turn, the belt does not track properly, contact your Johnson Dealer.

**Tensioning The Belt**

Check the tension of the belt. The belt should be very snug. When a person walks or runs on the belt it should not hesitate or slip. If this occurs, tighten the belt by turning both tension bolts a -turn clockwise. Repeat, if necessary, but NEVER TURN the tension bolts over a 1/4 turn at a time. If, after tensioning the belt, the belt still hesitates or slips, please contact your Johnson Dealer. CAUTION! Over-tightening the belt will severely shorten the life of the belt and cause damage to other components.

<b>Treadmill Maintenance Schedule</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Yearly</b>
Visual Inspect all machines and clean		X		
Check, tighten and centre the belt.			X	
Inspect mechanical parts		2x		
Lubricate all moving parts on machines semi-annually.				2x
Conduct in-house preventative maintenance training for staff as required.			X	
Stay current with all maintenance procedure updates; use manufacture’s expertise in problem solving.			X	

**4.1.3 Indoor Spinning Bikes x 29**

**Weekly Spin Bike Maintenance**

Even if you religiously go through your daily maintenance routine, you must make time for the weekly spin bike maintenance routine as well. This time it’s more about the performance on the bike than it is about taking care of the frame. The weekly spin bike maintenance consists of a general check to make sure

everything is as it should be in terms of assembly. Here's what you should do during your weekly maintenance routine:

Check your spin bike's bottom bracket assembly. This part of the exercise cycle can loosen up over time, so once a week you need to make sure it's tight enough. You check if it's loose by taking each pedal and moving it sideways. If they feel loose, then your bottom bracket needs to be tightened up.

Check your spin bike pedals and crank arms as well because these parts can also loosen up over time. Keep in mind that the pedals will be tightened forwards, while the cranks will follow the tight right and loose left rule.

Weekly maintenance is all about making sure there aren't any loose parts that may mess up with your performance and the operation of your spin bike. So, take your time, inspect your spin bike carefully and tighten things up if necessary. In short, your weekly maintenance checklist looks like this:

- Check the alignment of the flywheel.
- Adjust your chain, if necessary, check if it's loose.
- Inspect the bottom bracket assembly.
- Inspect for loose assemblies in general, including frame base hardware, seat hardware, pull pin handles, etc.
- Inspect and tighten the tension knob.

**Monthly Spin Bike Maintenance**

The monthly spin bike maintenance routine is a lot more comprehensive than the previous two, so it will take a little bit more time. This one consists of thoroughly checking the entire frame and all the main assembly components.

The parts that need the most attention are the brake pads, which will need to be lubricated when the resistance starts skipping or if you start hearing a grinding noise coming from the brake area of the spin bike. When you experience any of those, dot a little bit of lubricant along the flywheel, which is where the breaks make contact, and then rotate the flywheel slowly. This is how the brake pads will absorb the oil without an issue and after that, you'll be able to enjoy a smooth ride like before.

The seat, handlebar post, and pop-pins also need your attention during this monthly maintenance routine. They will also require cleaning and lubrication, so make sure you get that off your list.

When you're doing your monthly maintenance, you want to tilt the spin bike or put it upside down so you can take a look at the area's most likely to develop rust and corrosion. If you find any, take a wire brush and remove the rust that's building up in the small crevasses. Pay close attention to the leveling feet and the pop-pin handles.

You must pay attention to every item on the bike that's quick to wear so you can make adjustments or determine if a replacement is needed. Make sure you inspect the brake pads and determine if they need replacement or just lubrication, inspect the seat as well for any tears or rips, and inspect the pedals for play so you can decide if it's time to get new ones or not. In short, your monthly spin bike checklist is as follows:

- Check and tighten the crank arm.
- Check and tighten the pedals.
- Check and tighten the adjustment knobs.
- Clean or polish the unit.
- Check and lubricate the brake pads.
- Tighten the bolts in the frame.
- Tighten the seat bracket.
- Inspect the speed sensor.
- Check the setup of the bike. Refer to the notes you made when you first set up the bike to your body, as explained in our spin bike assembly guide.
- Check and tighten the chain.

<b>Spinning Bikes Maintenance Schedule</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Yearly</b>
Visual Inspect all machines		X		
Clean machine housing		X		
Inspect mechanical parts	X			
Lubricate all moving parts on machines semi-annually.				2 x
Check and adjust pedals, crank arm, adjusting knob, the chain and seat belt.		X		

Conduct in-house preventative maintenance training for staff as required.				X
Stay current with all maintenance procedure updates; use manufacturer's expertise in problem solving.			X	

#### 4.1.4 Matrix Ascent training Elliptical x 2

Unplug the unit. Clean entire machine using water and a mild soap or other Matrix approved solution (cleaning agents should be alcohol and ammonia free). Inspect the power cord. If the power cord is damaged, contact Customer Tech Support. Make sure the power cord is not underneath the unit or in any other area where it can become pinched or cut during storage or use. Check all connecting joint areas for tightness of bolt assemblies. Ensure that there is little, or no free play at all joint assemblies once bolts have been tightened. Installation of washer kits may be required if free play does not come out from tightening bolts. Unplug the unit and remove plastic covers. Lubricate ball joint where the Link Arm and Dual Action Handlebar join together. A grease gun, with a needle fitting adapter is required for this (Matrix recommends using Super lube brand grease with PTFE {Teflon} additive). Unplug the unit and remove plastic covers. Lubricate Acme screw on incline motor (Matrix recommends using Super lube brand grease with PTFE {Teflon} additive). For 7xe consoles, enter service mode and select 'test'. Select 'touch calibration' and then select 'start'. Follow the on-screen prompts and touch the screen where indicated.

Ascent Elliptical Maintenance Schedule	Weekly	Monthly	Quarterly	Yearly
Visual Inspect all machines		X		
Clean machine housing		X		
Inspect mechanical parts	X			
Lubricate all moving parts on machines semi-annually.				2 x
Evaluate repairs/replacement of equipment annually			X	
Conduct in-house preventative maintenance training for staff as required.				X
Stay current with all maintenance procedure updates; use manufacture's expertise in problem solving.			X	

#### 4.1.5 Plate Loaded Multi-function Equipment x 9

Lubrication of all moving parts is essential to the longevity and optimal performance of your machine. Initial lubrication of some parts of your Smith Machine has been done at the factory, but the weight stack guide rods must be lubricated at the time of assembly. We recommend a clear aerosol, silicone, or Teflon spray. **Note:** Do not use oil-based lubricants as they will attract dust, dirt, and grime, and will eventually gum up and erode bushings and sealed bearings. All pulleys and bushings should be checked regularly for signs of wear. Check and adjust cable tension periodically as it will maintain proper anatomical function. Periodically check all moving parts, upholstery, and grips for signs of wear or damage. If there is a problem or replacement part which is necessary, **STOP USING THE EQUIPMENT**. Replace parts using only genuine parts. As needed, upholstery may be cleaned with a mild solution of soap and water. Regular use of a vinyl treatment will add to the life and appearance of the upholstery. All chrome plated surfaces should be cleaned regularly to prolong the life and luster of the finish. Wipe machine down with a damp cloth and dry thoroughly after each use. When checking the bolts and nuts, be sure they are all fully fastened. If there is a bolt or nut that continuously loosens, obtain a replacement through our Call Centre. Check welds to be free of cracks. Failure to perform routine maintenance could result in personal injury and/or equipment damage

Plate Loaded Multifunction Maintenance Schedule	Weekly	Monthly	Quarterly	Yearly
Visual Inspect all machines		X		
Check Pulleys and bushings			X	

Check and adjust cable tension		X		
Lubricate all moving parts on machines semi-annually.				2 x
Evaluate repairs/replacement of equipment annually			X	

#### 4.1.6 Personal Trainers x 6

The service provider is required to supply training instructors at the following times of the day, from Monday until Friday. The group training must include a variety of activities as required by Management and as requested by Members. A variety of instructors must be supplied to prevent boredom due to the sameness of training and classes.

Group Training	Monday	Tuesday	Wednesday	Thursday	Friday
06h00 - 06h45 5 x per week AEROBICS	x	x	x	x	x
12h00 - 12h45 4 x per week AEROBICS	x	x	x	x	x
17h00 - 17h45 4 x per week AEROBICS	x	x	x	x	

The service provider must ensure that all instructors have the necessary qualification to instruct in discipline (Pilates, Yoga, Dancing etc) for which they been employed. This qualification must be verified by the service provider from the institution from which the instructor obtained the training and will ensure that it is a registered and acceptable qualification.

The service provider will also ensure that there is continuity with the instructors that are provided, and that management and members are sufficiently happy with what is being supplied or make the necessary changes to the timetable and instructors when requested to do so. The service provider must ensure that a replacement instructor of equal qualification and experience is provided when a regular instructor is ill, on leave or absent for any other reason.

The service provider must provide Malpractice insurance for the instructors.

#### 4.1.7 Cleaners x 2

The service provider is required to supply two cleaning staff to frequently clean the main gym and the two satellite aerobics and spinning studio with all totalling to three buildings.

#### 4.1.8 Service Technician x 1

Qualified Gym Equipment Service Technician with an experience of not less than 1 year.

The Technician Scope is as per the OEMs recommended maintenance intervals indicated under each equipment category.

## 5 Constraints on how the *Supplier* Provides the Goods

### 5.1 Programming constraints

Delivery times will be stated on the official purchase order

### 5.2 Work to be done by the Delivery Date

- Supplier to quote the Eskom official purchase order in all maintenance, service rendered.
- Service to be rendered as per indicated time intervals to avoid conditions of service violation.
- The supplier to notify the Client upon delivery of the goods to prepare storage space and offloading resources as well as good receipt for non-stock material.

- d) Eskom to acknowledge receipt of goods by stamping and signing the delivery note of the supplier upon delivery, rejected items to be communicated after the official quality inspection is done on site by the end-user of the product rejected goods must be collected and the correct goods supplied within 14 days.
- e) Only goods as specified will be accepted. Any goods which do not meet the specifications will be rejected.

### 5.3 Marking the goods

Packaging and Marking must be as follows:

Name of the supplier, Purchase Order Number, Serial number, Material Number and Quantity Delivered

#### 5.3.1 Key Performance Indicator Table

KPA Description	Performance Measure/ Indicator	Target
Service Delivery according to agreed time intervals	Service must be delivered according to agreed time intervals stipulated in 4.1.6.	100%
Consumables and maintenance parts.	Consumables and maintenance parts to be quoted and agreed upon prior installation.	100%
Customer Survey done by the supplier to be submitted to purchaser.	To measure service level of the supplier by the purchaser	Twice per year from start of the contract

### 5.4 Constraints at the delivery place and place of use

Supplier must follow Eskom Life Saving Rules when delivering goods to Majuba Power Station

#### 1. Open, Isolate, test , earth, bond and insulate before touching

No person may work on any electrical network unless:

He has been trained and authorised as competent for the task to be done

#### 2. Hook up at heights

#### 3. Buckle up

No person may drive any vehicle on Eskom business and/or on Eskom premises:

Unless the driver and all passengers are wearing seat belts

#### 4. Be Sober

No person is allowed to work under the influence of drugs and/or alcohol

#### 5. Ensure you have permit to work

When an authorization limitation exists, no person shall work without the required permit to work

Majuba Power Station Delivery Times are as follows

08h00 A.M to 16h00 P.M Monday to Thursday

08h00 A.M to 11h30 A.M on Friday

No delivery is accepted afterhours, weekends and including public holidays unless the Supplier is requested by the Purchaser in writing prior delivery to site

## 5.5 Cooperating with Others

The supplier is expected to communicate and liaise with Mill System Engineer and Mill Maintenance Supervisor throughout the contract apart from the contracts manager.

MLLENG: Development of QCPs, quality assurance and performance tracking. Technical information and support.

MLLMMD: MLLMMD will liaise the collection and delivery to and from stores.

## 5.6 Services & other things to be provided by the Purchaser or Supplier

Eskom Majuba Power Station will provide resources to offload the goods being delivered (Cranes and forklift for offloading purposes)

## 5.7 Management meetings

General meetings to be held as and when required and maybe requested by either party Supplier or Purchaser

Meetings of a specialist nature may be convened as specified elsewhere in this Scope of Work or if not so specified by persons and at times and locations to suit the Parties, the nature and the progress of the manufacture of the goods. Records of these meetings shall be submitted to the Contract 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.

## 5.8 Documentation control

All goods being delivered to Majuba Main Stores or services rendered must have the following

Unique delivery note number per delivery. Unique number for every service, refurbishment or breakdown.

Delivery note – must have unique number, date of delivery, items that were delivered (material number, material short description, serial number and quantity delivered)

Delivery note must come in duplicates so that one copy is kept at Main Stores and other goes with the supplier for invoicing purposes and as a proof of delivery

Both copies of delivery notes to be stamped with receiving stamp of Majuba Power Station and must have the signature of the receiver as well as the receiving personnel full names

## 5.9 Health and safety risk management

The *Supplier* shall comply with the health and safety requirements (7 Annexure C 3 OHS Tender Evaluation Low Risk, Annexure A Supplier Risk Category 240-77433139 and 240-73418055 MANUFACTURE OR LOW RISK SERVICES) and all these documents will form part of the tender documents

## 5.10 Environmental constraints and management

The Supplier shall comply with the environmental criteria and constraints [Environmental Management Requirements for Contractors and Suppliers ENV/GEN/SPEC/01]

### 5.11 Quality

Supplier Contract Quality Requirements Specification (QM 58) 240-105658000 must be followed.

#### Service Level Table

The following table depicts the level of performance required of the *Contractor*. Should the *Contractor* be unable to meet these requirements, Low Service Damages will be claimed from the *Contractor*.

The total Low Service Damages will be limited to 10% per month per order based on as and when required supply

Table 6: Service Level Table for Low Service Damages

No.	Description	<i>Employer's</i> Requirement	Damages payable by <i>Contractor</i>
1	On time delivery of service Majuba Power Station	All deliveries to be delivered as per agreed lead time of the contract working from the time the supplier acknowledge receipt of an official Eskom Order Number that start with 45 number	5% of the total purchase order if an order is delivered one week later, 7.5% of the total purchase order if an order is delivered two to three weeks later and 10% of the total purchase order delivered later than four weeks and all the deductions to be subtracted from the original invoice of the purchase order
2	Equipment failure	All refurbished system failing before lapse of warrantees and guarantees to be replaced/repared within 31 days from the date it was officially reported to the supplier and the supplier to bear all the cost and risk of replacing/repairing the failed / damaged item	Period between 32 days to 45 days penalties of 5% will be charged from the total cost of the item, period between 46 days to 59 days penalties of 7.5% from the total cost of the item, 60 days and above 10% of the total cost of the item failed will be charged as penalties
3	Packaging and Preliminary Marking of goods before delivery	All items must be preserved for long-term storage and must be packaged in a supporting crate. Items that are not adhering to packaging and markings will be rejected upon delivery and the marking should be as follows Name of the Supplier, Purchase Order Number, Material Number, Part Number and Serial Number and Delivery date	6% of the total purchase

### 5.12 Invoicing and payment

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

The *Supplier* shall address the tax invoice to *Purchaser* and include on each invoice the following information:

- Name and address of the *Supplier* and the *Supply Manager*;

- The contract number and title;
- *Supplier's* VAT registration number;
- The *Purchaser's* VAT registration number.
- Description of *goods* and *services* provided for each item invoiced based on the Price Schedule;
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT;
- (add other as required)

### **C3.2 SUPPLIER'S GOODS INFORMATION**

See Paragraph 2 under heading Specification and description of the *goods*.