	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

QUESTIONNAIRE Request for Information To be completed by the supplier			
To	Eskom Holdings SOC Ltd % Peaking Generation	Date	
Attention			
Tel no		e-mail address	
From <i>insert the registered full legal name of the company</i>		Address <i>Postal Address</i>	
Address <i>insert the physical address of the company</i>			
Sender <i>insert the full name of the sender at the company</i>			
Description of the works/goods/services	RFI for Office Contract Cleaning Service for Eskom, Peaking Generation (Western Cape Area)		

Please find below our response to Eskom's questions:

(Note: If space is insufficient, please provide detail on a separate sheet clearly marked with the question number.)


SECTION A: GENERAL INFORMATION

No.	Question
	<i>Please indicate your response in the space provided below the question If space is insufficient, please provide on separate sheet clearly marked with Question number</i>
1.	Provide your contact name and contact details Name: Telephone: Email:
2.	Company registration number
3.	Eskom vendor Number

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.


	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

4.	CSD (central supplier database) vendor number
5.	Does your company specialise in Domestic or Commercial (office) cleaning <i>Domestic / Commercial / Both</i>
6.	Does your company have a history of success for office cleaning services
7.	Are references /testimonials available on request
8.	Does your company have a website available?. Please provide internet address
9.	Does your company have a physical office address or work from home <i>Office address / home address</i>
10.	Does your company have an ongoing contract manager responsible for each contract? <i>Yes / No</i>
11.	If yes to question 10, what percentage of time does the contract manager dedicate to each contract
12.	What will be the maximum number of contracts, a contract manager will be responsible for at any given time?

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

13.	<p>Is there somebody available during office hours to answer telephone / take messages if there is no dedicated contract manager or if contract manager not available?</p> <p>Yes / No</p>
14.	<p>What insurances does your company provide and to what level</p> <p>General Liability Insurance ; Public Liability ; Employer's liability ; Workers Compensation (ie COID) ; Other</p>
15.	<p>Do you have a National Contract Cleaners Association (NCCA) certificate of compliance?</p> <p>Yes / No</p>


SECTION B: SCOPE INFORMATION

No.	Question																
	<p>Please indicate your response in the space provided below the question</p> <p>If space is insufficient, please provide on separate sheet clearly marked with Question number</p>																
16.	<p>Does your company offer all the cleaning services Peaking Generation needs for office cleaning</p> <p>Yes / No</p>																
17.	<p>Would your company provide all tools and equipment to provide the cleaning service</p> <p>Yes / No</p>																
18.	<p>What optional extras to the current scope can be provided? Eg</p> <table border="0"> <tr> <td>• Carpet cleaning</td><td>Yes / No</td></tr> <tr> <td>• Upholstery cleaning</td><td>Yes / No</td></tr> <tr> <td>• Tiled floor strip and polish on quarterly basis</td><td>Yes / No</td></tr> <tr> <td>• Deep cleaning of kitchens</td><td>Yes / No</td></tr> <tr> <td>• Deep cleaning of Ablution Facilities / Bathrooms</td><td>Yes / No</td></tr> <tr> <td>• Window washing</td><td> <table border="0"> <tr> <td>Internal windows</td><td>Yes / No</td></tr> <tr> <td>External windows</td><td>Yes / No</td></tr> </table> </td></tr> </table>	• Carpet cleaning	Yes / No	• Upholstery cleaning	Yes / No	• Tiled floor strip and polish on quarterly basis	Yes / No	• Deep cleaning of kitchens	Yes / No	• Deep cleaning of Ablution Facilities / Bathrooms	Yes / No	• Window washing	<table border="0"> <tr> <td>Internal windows</td><td>Yes / No</td></tr> <tr> <td>External windows</td><td>Yes / No</td></tr> </table>	Internal windows	Yes / No	External windows	Yes / No
• Carpet cleaning	Yes / No																
• Upholstery cleaning	Yes / No																
• Tiled floor strip and polish on quarterly basis	Yes / No																
• Deep cleaning of kitchens	Yes / No																
• Deep cleaning of Ablution Facilities / Bathrooms	Yes / No																
• Window washing	<table border="0"> <tr> <td>Internal windows</td><td>Yes / No</td></tr> <tr> <td>External windows</td><td>Yes / No</td></tr> </table>	Internal windows	Yes / No	External windows	Yes / No												
Internal windows	Yes / No																
External windows	Yes / No																

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.


	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

19.	What cleaning method is utilised for external windows which are not easily accessible / based on ground level and above normal reach when standing
20.	With window cleaning, are your cleaning operative(s) authorised to work at heights for those windows not easily accessible and how is safety managed for these
21.	How are quarterly / periodic jobs managed?. Will the cleaning operative(s) do these during course of normal daily duties or an ad-hoc team brought in for these
22.	Can cleaning be performed during the time 7:00 am to 17:00 pm weekdays Yes / No
23.	Are cleaning operative(s) available to perform duties after hours and or weekends as and when required Yes / No

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		


SECTION C: SECURITY / QUALITY

No.	Question <i>Please indicate your response in the space provided below the question If space is insufficient, please provide on separate sheet clearly marked with Question number</i>
24.	Are your cleaning operatives permanent employees of your company or employed per contract <i>Permanent employees / contract employee employed per contract</i>
25.	What security / background checks are undertaken prior to employment being offered to a cleaning operative (temporary or permanent employment). ie How does your company screen its employees?
26.	Will your client (eg Eskom) be given the names / addresses and references for all your staff with access to your clients (ie Eskom) premises? <i>Yes / No</i>
27.	What procedures does your company have in place to ensure the security of your clients (Eskom's) keys / alarm codes / fobs?
28.	Do your cleaning operatives sign confidentiality agreements with your company and with your Clients (eg Eskom) <i>Yes / No</i>
29.	Are your cleaning operatives provided with clearly identified uniforms and ID tags? <i>Yes / No</i>

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.


	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

30.	<p>In addition to a uniform, are your cleaning operatives provided with the necessary safety apparel such a safety googles / mask; apron, safety shoes; gloves; winter jacket; reflective vest</p> <p><i>Yes / No</i></p>
31.	<p>What training courses / skills development is provided to the cleaning operative?</p>
32.	<p>If supplying cleaning materials, does your company provide environmentally friendly cleaning products with relevant data sheets available</p> <p><i>Yes / No</i></p>
33.	<p>What green/environmentally friendly cleaning programme does your company have (With green cleaning there is a focus on sustainability, environmental responsibility and health and safety.)</p>
34.	<p>If providing the cleaning tools / materials, Are separate cloths and mop heads provided for toilet areas and general cleaning areas to prevent cross contamination</p> <p><i>Yes / No</i></p>
35.	<p>What Quality Control Processes do you use to Ensure Consistent Cleaning Standards?</p>

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.


	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

36.	How does your company audit cleaning standards once a cleaning contract is started?
37.	<p>What is your company's policy around response times to feedback and requests regarding a problem?</p> <p>In emergencies</p> <p>Non-urgent:</p>
38.	How does your company ensure any issues identified in checks or audits are rectified by your cleaning operatives
39.	<p>Does your company have an externally accredited and regularly audited management system like an ISO 9001 endorsement</p> <p>Yes / No</p>
40.	If yes and not ISO 9001, then please state the management system

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		


SECTION D: MANAGEMENT

No.	Question
	<i>Please indicate your response in the space provided below the question If space is insufficient, please provide on separate sheet clearly marked with Question number</i>
41.	Will the same cleaning operative(s) be utilised during a contract to provide consistency Yes / No
42.	What happens to the cleaning operative(s) if a contract is terminated or comes to its natural end.? Employment contract terminated ? Absorbed into other current contracts.? Other ?
43.	Are your cleaning operatives 'sourced' local to site and if so what is the average distance from home to site
44.	What is your employee turnover percentage?
45.	How is individual performance of a cleaning operative managed?

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.


	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

46.	What performance management structures are in place for management of the overall performance of a contract with your clients
47.	Are customer satisfaction surveys ever conducted with your clients? Yes / No
48.	How long before your client(s) can expect an acknowledgement and resolution of complaint
49.	If a cleaning operative is not available for what-ever reason, is a replacement cleaner provided Yes / No
50.	Is there a permanent on-site supervisor. If no, how frequently does the supervisor check on the cleaner(s) Yes / No If no, the frequency is
51.	Does your company have staff that actually work on site with the cleaners from time to time to direct them as required Yes / No

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.


	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

52.	How are day to day feedback issues are handled?
53.	How does your company communicate issues and requirements to your cleaning operative(s) when they are working at a client(s) premises?
54.	How many days annual leave is provided per annum days excluding weekend
55.	Eskom works year round without closure over the festive season when most folk want leave. How is annual leave managed over this period to ensure that an adequate service is still maintained
56.	How many days family leave is provided per annum days excluding weekend

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.


	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

57.	How is this family leave managed, to avoid being abused
58.	How many days sick leave is provided per annum <i>..... days excluding weekend</i>
59.	How is sick leave managed to avoid abuse. Must a certificate from medical doctor/clinic be provided for each incident?
60.	How many days maternity leave is provided per annum <i>..... days excluding weekend</i>
61.	How many days paternity leave is provided per annum <i>..... days excluding weekend</i>

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		


SECTION E: FINANCIAL

No.	Question <i>Please indicate your response in the space provided below the question If space is insufficient, please provide on separate sheet clearly marked with Question number</i>
62.	What is the average % profit added to the cost to company for a cleaning operative
63.	Does your company voluntary pay a living wage, to the cleaning operative or are costs based on minimum wage <i>Living Wage / Minimum Wage</i>
64.	Does your company provide the cleaning operatives with a pension or provident fund <i>Yes / No</i>
65.	Does your company provide the cleaning operatives with a medical aid <i>Yes / No</i>
66.	What other employee benefits are received by the cleaning operatives eg housing allowance; transport allowance etc
67.	Is the cleaning operative paid monthly salary or per hour based on hours worked <i>Monthly salary / per hour</i>
68.	If the cleaning operative gets a monthly salary of R3700,00 then what is average take home pay be after deductions
69.	Who is responsible for the cost of and arranging home-work-home transport. Cleaning Company or Employee? <i>Company / Employee</i>

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.


	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

70.	<p>For your companies planning, what is the optimal duration of contract preferred to meet short term goals</p> <p><i>1 year / 2 years / 3 years / 4 years / 5 years</i></p>
71.	<p>In which month does your company usually apply Contract Price Adjustment (CPA)</p> <p><i>January / February / March / April / May / June / July / August / September / October / November / December</i></p>
72.	<p>Which tables are preferred for the assessment of annual increase of CPA for labour</p> <ul style="list-style-type: none"> • SIEFSA Tables : Table • Average CPI per annum / past 12 months • Ministerial Determination for contract cleaner as annually gazetted • Other:
73.	<p>Is CPA on your contract cost based primarily on labour or are other factors involved? If yes, then please list and the relevant CPA table, those other factors that an annual price increase is based upon.</p>

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.


	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

74.	for annual contract price adjustment (CPA), what percentage is reasonable for the CPA and for fixed portion of the contract rate not affected by CPA ie % CPA based on item 72 above (labour increase) % CPA based on item 73 above (other increases % CPA based on item 73 above (other increases % CPA based on item 73 above (other increases % fixed portion not subject to CPA _____ 100% of contract price		
75.	What are the employee deductions/company contributions from a monthly wage of a cleaning operative that your company effects. List additional deductions / contributions made if item is not stated		
	Deduction/ Contribution Responsibility		
	Company	Employee	
Leave Pay	Yes / No	Yes / No	
Sick Leave	Yes / No	Yes / No	
UIF	Yes / No	Yes / No	
Skills Development	Yes / No	Yes / No	
WCA	Yes / No	Yes / No	
NCCA	Yes / No	Yes / No	
BCA	Yes / No	Yes / No	
Family Responsibility leave	Yes / No	Yes / No	
Uniforms	Yes / No	Yes / No	
Medical Aid	Yes / No	Yes / No	
Provident Fund / Pension	Yes / No	Yes / No	
Annual Bonus	Yes / No	Yes / No	
Home-work-home transport	Yes / No	Yes / No	

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.

	Request for Information (RFI)	Template Identifier	240-72663051	Rev	1
		Document Identifier	N/A	Rev	N/A
		Effective Date	01 August 2016		
		Review Date	August 2019		
		RFI No.	GDM/201901		

	List any other deduction	Yes / No	Yes / No
	List any other deduction	Yes / No	Yes / No

Yours faithfully

Name <i>insert your full name/s</i>	Designation <i>Insert your full designation</i>	Signature	Date
Telephone number		e-mail address	

Confidential

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Ltd, Reg No 2002/015527/30.