

1. 1.1 Executive overview

The purpose of this contract is to appoint a suitable qualified *Contractor* for the Provision of Pest Control Service for the KwaZulu Natal Operating Unit.

2. 1.2 Employer's requirements for the service

The scope includes the provision of the following Services:

- Pest Control
- Bait Box Maintenance

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

The *Contractor* is required to adhere to working times for each site based on business requirements which includes working on weekends and after hours as indicated by the *Service Manager*.

Closure of Site

In the event that a site closes down then the services at that site must come to a stop. No compensation will be paid when a site is closed down. Should a site close down, Eskom reserves the right to instruct the *Contractor* to re-allocate the Service to other sites in the region site based on business requirements. No re-allocation or disruption costs will be paid in this respect.

1.2.1 General Requirements and Supervision Service

Statement of Service Objectives	To achieve a win-win relationship between the Eskom team and the <i>Contractor</i> in providing non-technical facility management services. Building positive attitudes, where problems are resolved together with initiative and enthusiasm.	
Background Information	<p>Eskom requires a <i>Contractor</i> that can act in a professional and independent manner, manage their own team and implement a system of continuous improvements beneficial to Eskom and the <i>Contractor</i>.</p> <p>The <i>Contractor</i> will be responsible for ensuring that the fundamental requirements of the contract are not only met, but also exceeded.</p> <p>The <i>Contractor</i> is to manage the Service and any item related to that Service in the Eskom sites with innovation and integrity.</p> <p>Materials and substances used must comply with the environmental legislation and must be environmentally friendly. All work to be performed as per OHSACT regulations, local municipal by-laws, government legislation and SABS codes. All work must be supervised and managed by responsible supervisors. The <i>Contractor</i> together with the supervisor and head office manager is required to attend regular meetings with Eskom on-site.</p>	
MAJOR REQUIREMENT	SPECIFIC REQUIREMENT	AVAILABILITY / PERFORMANCE STANDARDS
1. Supervision	1.1 All activities carried out by employees of the <i>Contractor</i> shall be supervised and managed by a responsible supervisor. Any reasonable instruction made by Eskom to the <i>Contractor</i> , in writing, shall be communicated to the <i>Contractor's</i> staff by the <i>Contractor</i> . Proof of information sharing to the <i>Contractor's</i> employees must be submitted to Eskom.	No incident of failure to comply with this responsibility and/or Service Level may be determined during the currency of this Agreement. Staff failure to comply with Eskom instructions will be deemed a failure in Supervision.
	1.2 The <i>Contractor</i> will be required to attend regular meetings not only by the site supervisor but also a head/ regional-office manager.	Meetings to be arranged by the <i>Service Manager</i> ; and no failure to comply with this responsibility must occur during the period of this contract.
	1.3 Any preventative / corrective action requested must be addressed in follow-up meetings.	Failure to advise on action being undertaken to address issues raised in previous meetings will result in a non-compliance.

	1.4 Other contractors and/or the employees may be working on the same site and the <i>Contractor</i> may in such cases be required to work in close corporation therewith.	Incidence of un-co-operative or lack of assistance shall not be tolerated, unless a valid reason exists of which Eskom must be notified immediately.
	1.5 The <i>Contractor</i> shall ensure that their staff are at all times professional, sober and courteous towards visitors and tenants frequenting any Eskom site/s.	Where necessary the <i>Contractor</i> to take appropriate action against the staff member. Where appropriate Eskom reserves the right to have the guilty staff member removed from site.
2. Uniforms, Personal Protective Equipment and Appearance	2.1 The <i>Contractor</i> shall provide for his staff on site with the specified uniform. It is the <i>Contractor's</i> responsibility to ensure that the cleanliness, correctness and appearance are maintained.	Any staff of the <i>Contractor</i> found wearing the incorrect uniform, or found with dirty or wrinkled clothes, or not wearing their identity/ name tag shall result in a non-compliance to the <i>Contractor</i> .
	2.2 The <i>Contractor</i> shall ensure that their staff appearance is neat, that such staff are well groomed and that such personnel at all times whilst on duty wear their uniforms and applicable personal protective equipment	Any staff of the <i>Contractor</i> found untidy, not clean, or with inappropriate hygiene, shall be requested to be removed from site, with immediate effect. The <i>Contractor</i> shall provide an acceptable and approved replacement/ reliever at no cost to Eskom.
3. Training	3.1 The <i>Contractor</i> shall ensure that their staff have full knowledge of the Site as well as services/facilities available at the site.	Any staff of the <i>Contractor</i> who are found lacking in their knowledge of the site within reason, or who are found lacking in their ability to transfer this knowledge will be liable for a non- compliance.
	3.3 All senior personnel of the <i>Contractor</i> must be equipped with cell phones, which are fully operable during Service hours.	Any supervisor not available during service hours must be addressed by Senior Management of the <i>Contractor</i> .
4. Staff	4.1 The <i>Contractor</i> shall ensure that its personnel only make use of facilities specifically provided to such personnel on the Site.	Any staff of the <i>Contractor</i> who is found using any facilities except those provided, for an unacceptable reason, shall result in a noncompliance.
	4.2 The <i>Contractor</i> staff shall inform the relevant Site Owner at least a week prior to arriving at the site.	Failing in complying will result in a non-conformance.
	4.3 All <i>Contractor's</i> staff shall report to the relevant Site Owner upon arriving on Site and prior to commencing work.	Failing in complying will result in a non-conformance, and may result in the <i>Contractor</i> not granted access to the Site.

	4.3 Full details of any member of staff must be provided by the <i>Contractor</i> at the request of Eskom	Failure to provide details of a staff member as requested will result in a non-compliance.
	4.4 Staff will act in a responsible manner and will not compromise any security procedure applicable on the site.	Failure to act in a responsible manner will result in a non-compliance.
5. Reporting	5.1 The monthly report must as a minimum include the following: staff attendance report; equipment breakdowns; and rectification report, schedules and duties performed, quality control report, staff turnover, customer complaints / compliments, staff disciplinary issues, as well as action plans to rectify any deficiencies.	No failure to provide relevant information in a clear and legible format. Format to be discussed and agreed with the <i>Service Manager</i>

1.2.2 PEST CONTROL and RODENT CONTROL SERVICE

MAJOR REQUIREMENTS	SPECIFIC REQUIREMENTS	AVAILABILITY/ PERFORMANCE STANDARDS
1. Pest Control Service & Pest control Equipment	<p>1.1 The contractor is required to provide structural pest control services.</p> <p>1.2 The <i>Contractor</i> shall ensure that all Pest Control equipment used in the provision of the Service are branded and in good working condition with no parts missing; repair or replace all pest control equipment to the extent required to comply with the responsibility stipulated in this contract.</p> <p>1.3 The Contractor will inspect all pest control equipment while performing their duties and report any defective or damaged pest control equipment <i>Service Manager</i>.</p> <p>1.4 A register shall be kept of all service equipment for random inspection/physical/ operational checks</p> <p>1.5 All pest control services are to be performed as per frequencies as agreed with the <i>Service Manager</i>.</p> <p>1.6 Service report to be completed and signed off on site – original copy to be left on site.</p> <p>1.7 The Service must comply with:</p> <ul style="list-style-type: none"> • SANS 10204:2013 – The Application of Fumigants. • SANS 10133:2011 – The Application of Pesticides in Food Handling, Food Processing and Catering Establishments. • All work to be performed as per OHSACT regulations, local municipal by-laws, government legislation and SABS codes. 	<p>No incident of failure to comply with this responsibility and/or service level may be determined during the contract.</p> <p>Failure to produce proof of inspection, on request , shall result in a non-compliance</p> <p>Any <i>Contractor</i> who fails to submit the completed and updated register with the monthly report may result in non-compliance.</p> <p>Failure to provide pest control service in line with the frequencies will be deemed as non-compliance</p>

<p>2. Rodent Control - Bait Box Maintenance</p>	<p>2.1 The <i>Contractor</i> shall provide and ensure that all Bait Boxes used in the provision of the service are branded and in good working condition with no parts missing; repair or replace all Bait Boxes to the extent required to comply with the responsibility stipulated in this contract.</p> <p>2.2 The Contractor will inspect all equipment while performing their duties and report any defective or damaged pest control equipment to the Eskom Department.</p> <p>2.3 A register shall be kept of all service Bait Boxes for random inspection/physical/ operational checks</p> <p>2.4 All Bait Box services are to be performed as per stipulated frequencies agreed with the <i>Service Manager</i>.</p> <p>2.5 Recording sticker to be attached and updated to every Bait Box serviced.</p> <p>2.6 Dusting powder and gel bait stations to be used plus insect monitors if necessary.</p> <p>2.7 Service report to be completed and signed off on site – original copy to be left on site.</p> <p>2.8 The Service must comply with:</p> <ul style="list-style-type: none"> • SANS 10204:2013 – The Application of Fumigants. • SANS 10133:2011 – The Application of Pesticides in Food Handling, Food Processing and Catering Establishments. • All work to be performed as per OHSACT regulations, local municipal by-laws, government legislation and SABS codes. 	<p>No incident of failure to comply with this responsibility and/or service level may be determined during the contract.</p> <p>Failure to produce proof of inspection, on request, shall result in a non-compliance</p> <p>Any <i>Contractor</i> who fails to submit the completed and updated register with the monthly report may result in non-compliance.</p> <p>Failure to provide pest control service in line with the frequencies will be deemed as non-compliance</p>
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Sites

Item	Service
A	PEST CONTROL
A1	BERGVILLE CNC
A2	CATO RIDGE CNC
A3	CATO RIDGE PPM, CPM & MEW
A4	COLENZO CNC
A6	DUNDEE CNC
A7	EDENDALE CNC
A8	EMPANGENI AREA OFFICE
A9	EMPANGENI CLINIC
A10	EMPANGENI CNC, CPM, PPM, LIVELINE, TELECOM, METERING excluding Transmission
A11	EMPANGENI RDC
A12	ESHOWE CNC
A13	ESTCOURT CNC
A14	GLENCOE CNC
A15	GREENPOINT CNC
A16	GREYTOWN CNC
A17	HARDING CNC
A18	HIBBERDENE CNC, TELECONTROL & CPM
A19	HLUHLUWE CNC
A20	HOWICK CNC
A21	HOWICK RDC
A22	HOWICK WIC
A23	INCHANGA TEMPORARY CNC
A24	INGAGANE CNC
A25	IXOPO CNC
A27	JOZINI CNC & WIC
A28	KOKSTAD CNC & WIC & PARKHOMES
A29	KRANSKOP CNC
A30	LADYSMITH AREA OFFICE & WIC
A31	LADYSMITH CNC
A33	MANDINI CNC & WIC
A34	MANGUZI CNC & WIC
A35	MARBURG CNC, MARGATE PPM & REV PROTECTION
A36	MARBURG RDC
A37	MARINA BEACH CNC
A38	MELMOTH CNC
A39	MERSEY TRAINING CENTRE
A40	MKONDENI PARK
A41	MTUBATUBA CNC
A42	NEW GERMANY AREA OFFICE
A43	NEWCASTLE AREA OFFICE

A44	NEWCASTLE CPM,PPM MADADENI CNC & REVENUE PROTECTION, OSIZWENI CNC
A45	NKANDLA CNC
A46	NONGOMA CNC
A47	NOTTINGHAM ROAD CNC
A48	NQUTHU CNC & WIC
A49	PARK RYNIE CNC & WIC
A50	PAULPIETERSBURG CNC
A51	PIETERMARITZBURG MEW
A52	PONGOLA CNC & WIC
A53	RICHARDS BAY CNC
A54	RICHMOND CNC & WIC
A55	SHELLY BEACH AREA OFFICE
A56	STANGER CNC
A57	STANGER SECTOR OFFICE & WIC
A58	ULUNDI CNC
A59	UMZIMKHULU CNC
A60	UNDERBERG CNC
A61	VRYHEID CNC & WIC
A62	VRYHEID RDC
A63	WARTBURG CNC & WIC
A64	WESTVILLE BOULEVARD SHARED SERVICES OFFICE
A65	WESTVILLE MENSTON OFFICE
B	BAIT STATION MAINTENANCE
B1	Bait Station Maintenance per Box

Item	Service	Area	Unit	Rate
A	PEST CONTROL			
A1	BERGVILLE CNC	Inland	per service per Site	
A2	CATO RIDGE CNC	Coastal	per service per Site	
A3	CATO RIDGE PPM, CPM & MEW	Coastal	per service per Site	
A4	COLENZO CNC	Coastal	per service per Site	
A5	DUNDEE CNC	Inland	per service per Site	
A6	EDENDALE CNC	Inland	per service per Site	
A7	EMPANGENI AREA OFFICE	Coastal	per service per Site	
A8	EMPANGENI CNC, CPM, PPM, LIVELINE, TELECOM, METERING excluding Transmission	Coastal	per service per Site	
A9	EMPANGENI RDC	Coastal	per service per Site	
A10	ESHOWE CNC	Inland	per service per Site	
A11	ESTCOURT CNC	Inland	per service per Site	
A12	GLENCOE CNC	Inland	per service per Site	
A13	GREENPOINT CNC	Coastal	per service per Site	
A14	GREYTOWN CNC	Inland	per service per Site	
A15	HARDING CNC	Inland	per service per Site	
A16	HIBBERDENE CNC & CPM	Coastal	per service per Site	
A17	HLUHLUWE CNC	Coastal	per service per Site	
A18	HOWICK CNC	Inland	per service per Site	
A19	INCHANGA TEMPORARY CNC	Coastal	per service per Site	
A20	INGAGANE CNC	Inland	per service per Site	
A21	IXOPO CNC	Inland	per service per Site	
A22	IXOPO WIC	Inland	per service per Site	
A23	JOZINI CNC & WIC	Coastal	per service per Site	
A24	KOKSTAD CNC & WIC & PARKHOMES	Inland	per service per Site	
A25	KRANSKOP CNC	Inland	per service per Site	
A26	LADYSMITH AREA OFFICE & WIC, MADADENI WIC	Inland	per service per Site	

A27	LADYSMITH CNC	Inland	per service per Site	
A28	MANDINI CNC & WIC	Inland	per service per Site	
A29	MANGUZI CNC & WIC	Inland	per service per Site	
A30	MARBURG CNC, MARGATE PPM & REV PROTECTION	Inland	per service per Site	
A31	MARINA BEACH CNC	Coastal	per service per Site	
A32	MELMOTH CNC	Inland	per service per Site	
A33	MERSEY TRAINING CENTRE	Inland	per service per Site	
A34	MKONDENI PARK	Inland	per service per Site	
A35	MTUBATUBA CNC	Coastal	per service per Site	
A36	NEW GERMANY AREA OFFICE	Coastal	per service per Site	
A37	NEWCASTLE AREA OFFICE	Inland	per service per Site	
A38	NEWCASTLE CPM, PPM, MADADENI CNC & REVENUE PROTECTION, OSIZWENI CNC	Inland	per service per Site	
A39	NKANDLA CNC	Inland	per service per Site	
A40	NONGOMA CNC	Inland	per service per Site	
A41	NOTTINGHAM ROAD CNC	Inland	per service per Site	
A42	NQUTHU CNC & WIC	Inland	per service per Site	
A43	PARK RYNIE CNC & WIC	Coastal	per service per Site	
A44	PAULPIETERSBURG CNC	Inland	per service per Site	
A45	PIETERMARITZBURG MEW	Inland	per service per Site	
A46	PONGOLA CNC & WIC	Inland	per service per Site	
A47	RICHARDS BAY CNC and Empangeni Clinic	Coastal	per service per Site	
A48	RICHMOND CNC & WIC	Inland	per service per Site	
A49	STANGER CNC	Coastal	per service per Site	
A50	STANGER SECTOR OFFICE & WIC	Coastal	per service per Site	
A51	ULUNDI CNC	Inland	per service per Site	
A52	UMZIMKHULU CNC	Inland	per service per Site	
A53	UNDERBERG CNC	Inland	per service per Site	
A54	VRYHEID CNC & WIC	Inland	per service per Site	

A55	VRYHEID RDC	Inland	per service per Site	
A56	WARTBURG CNC & WIC	Inland	per service per Site	
A57	WESTVILLE MENSTON OFFICE	Coastal	per service per Site	
B	BAIT STATION MAINTENANCE			

L. Ntuli

Signed: 