

## PART 3: SCOPE OF WORK

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# 1 Description of the *service*

## 1.1 Executive overview

The purpose of this contract is to appoint a suitable qualified *Contractor* for the Provision of Facilities Management (Non-technical) Services to Eskom Real Estate (ERE) Megawatt Park Offices located in Sunninghill with office space is 95 368m<sup>2</sup> .

## 1.2 Employer's requirements for the *service*

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

- Office Cleaning Services
- Hygiene, Deep cleaning and Supply of Consumables
- Pest Control
- Horticulture
- Waste Management
- Specialise cleaning Data centre- task order

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

## 1.3 Detailed description of the *service*

### 1.3.1 Office Cleaning Services

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

- Reception Areas
- Offices Areas
- Toilets
- Kitchens
- Boardrooms
- Dining Areas
- Canteen Areas
- Conference Rooms
- Training Rooms
- Basements
- Parking areas
- Change Rooms

#### 1.3.1.1 Areas to be cleaned daily

#### Megawatt Park Building

Item No	Location	Estimated Square Meters
1	<p><b>Phase 1 A&amp;B Block include Basement Passage</b>  <b>Phase 1 A3 &amp; B3 Block offices include Toilets</b>  <b>Phase 1 A2 &amp; B2 Block Offices include Toilets</b>                      Phase 1 Ground floor tea area and toilets east &amp; west core                      Technical services Office                      Compactor Area                      Change Room/Toilet                      Loading Bay                      Basement Officers entirely</p>	±30300 M <sup>2</sup>

	Common Passages Passage leading to kitchen lift Heritage Pray Rooms Microfilm Pipe works Enerweb Hygiene Services& Pest Services	
2	<b>All Areas in Phase 2 Basement Including</b> Control Centre/EP/ Toilet Archives Drawing Record Archives Data Room/Toilets/etc. Air-conditioning office Parking areas Passages Change Rooms	±6,500M <sup>2</sup>
3	<b>All Areas in Phase 2 Ground Floor Including</b> Reception Area ( <i>Sat &amp; Sun incl C9 &amp; 10 toilets</i> ) 07:00 – 11:00 Security Area Tender Office Atrium/Garden Court Mar oleum floor Library, Office Areas Gender office , Future Centre	±7000M <sup>2</sup>  = 4800 SQUARE METER
4	<b>All Areas in Phase 2 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Floors including</b> General Office Areas Vacuuming ( <i>Open Offices and close office daily</i> )	±5500 × 6 = 3300M <sup>2</sup>
5	<b>All Areas in Link Ground Floor including</b> Medical Centre Postal Section Retail Shops Passages	±5500M <sup>2</sup>
6	<b>All Areas in Link 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Floor including</b> General Office Areas Clean main reception.	±2500 × 3 = 7500M <sup>2</sup>
7	<b>ALL AREAS IN PHASE 2 TEA AREAS</b>	±6000M <sup>2</sup>
8	<b>All Areas in Eastern Block including</b> Walkway – Newton’s Walkway – Auditorium Stairway to Conference Area Stairs from Auditorium to Properties Toilets – Upstairs & Down stairs Auditorium Aries/Balcony Main Dining Room Newton’s Toilets Conference Centre/Toilets Offices next to Properties Wellness Centre& Executive Gym Property Portfolio Health Centre/Offices Passages	±6000M <sup>2</sup>
9	<b>All Areas in the Parking Area including</b> All Eskom Parking Areas and new Phase II Parking Phase 1 SARS Parking Basement ( <i>next to Transport</i> ) Conference Visitors Charlie 6 - 10 Eastern Parking	±3000M <sup>2</sup>

	Bus Parking	
10	<b>All External Areas including</b> Transport Offices/Toilets Bus Prefab Toilets & Office Main Entrance Gate Area (C9 & 10) Swimming Pool Ablutions	±1500M <sup>2</sup>

### 1.3.1.2 Cleaning Tasks

#### 1.3.1.2.1 Toilets

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

- All toilets to be kept clean at all times.
- Floors and walls to be cleaned with a fungicide solution.
- Basins, Urinals and Bowls and Fittings to be cleaned with a disinfectant.
- Inspection every hour and recorded.
- Defects to be attended to immediately.
- Soap dispensers to be kept filled at all times.
- Toilet paper to be available at all times.
- All cleaning and maintaining of toilets shall be carried out daily.

#### 1.3.1.2.2 All common outside areas and parking

- Under cover parked Phase 1 SARS ,Phase two MWP and open parking must Use auto sweeper machine Ride on T15) Medium size or Similar Machine should be on side all-time.
- Pick up and dispose of all litter.
- Empty all waste receptacles.
- Drains to be kept clean and clear of debris.
- Degrease of oil spots.
- Dust and damp with exposed pipe-work.
- All cleaning and maintaining of these areas shall be carried out in accordance with SABS Standards (SABS0180)

#### 1.3.1.2.3 Window cleaning

- External and internal windows daily cleaning at all times including sills.
- Rope & harness provided by Eskom for window cleaning.

#### 1.3.1.2.4 Outside ledges/parapets

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

#### 1.3.1.2.5 Floors

- All floors to be kept clean and maintained according to different floor finishes in a correct and acceptable manner as not to damage the floors.
- Pick up and dispose of all litter continuously during the day.
- All cleaning and maintaining of these areas shall be carried out in accordance with SABS Standards (SABS0180).
- All polish used to be of non-slip type.
- Mar oleum to be striped and sealed six (6) monthly.
- Mar oleum to be cleaned and spray buffed daily, using a slow speed single disc buff machine.

#### 1.3.1.2.6 Carpets

- Vacuumed Every Morning From 6:00am to 7:45am.
- Spot clean as and when necessary.

#### **1.3.1.2.7 Waste disposal**

- Empty and sanitize bins.
- Remove rubbish to compactor area located in the B Block Basement, by means of plastic compactor bin provided by Eskom.
- Trolleys to be cleaned and kept in the contractor store room.

#### **1.3.1.2.8 Locked offices**

- All close offices cleaned during the day.

#### **1.3.1.2.9 Spot cleaning**

- Check all cloakrooms (**Four times a day**) and replenish toilet paper, liquid hand soap, toilet wipes and hand paper towels. (Daily check list)
- Toilet bowls and hand wash basins to be spot cleaned (**Four times as per schedule**) (Daily check list)
- Reception area to be properly cleaned (Furniture, floor and counter) – **twice a day** (Daily check list)
- Emergency exits – to be cleaned daily. Areas are to be kept free from obstacles – **twice a day** (Daily check list)

#### **1.3.1.2.10 Kitchen**

- Wash dishes during the day and after lunches and clean and tidy the kitchen. (Kitchens to be tidied at all times)
- Responsible for ingredients and crockery issued to them.
- Kitchens to be locked after hours
- Kitchens and equipment to be kept clean and neat **at all times** - (Daily check list - morning and afternoon)
- Kitchen cupboards to be emptied and properly cleaned/washed and tidied – **once a week**.
- Fridges to be wiped – **daily** properly cleaned with disinfectant – **weekly** and defrosted –**once a month**.
- Microwave ovens to be properly cleaned - **daily**
- All wash cloths and towels to be kept clean and hygienic at all times – **daily**
- Bins – empty bins regularly (**3 to 4 times a day**) and replace refuse bags (as needed)

#### **1.3.1.2.11 Entrances**

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

#### **1.3.1.2.12 Extraction cleaning main kitchen services**

- Extraction cleaning services for MWP canteen contract services required at:
- MWP Kitchen (20 m extraction hood)
- MWP Halal kitchen/Stir fry (3m extraction hood)
- MWP Canteen kiosk (3m extraction hood)
- MWP Exec kitchen (2m extraction hood)
- (cleaning of extraction must include from kitchen extraction until fan motor extraction exhaust at roof with non-toxic-food safe chemicals on quarterly basis)
- Chemicals with SABS registered MDS to be provided
- Quote must include all expenses transport ,equipment, chemicals and supplier must issue the relevant certificate for fire safety)
- 2-Supply of water dispenser for Pause areas at MWP building contract
- Supply of water dispenser for Pause area at MWP contract

- 10 water dispenser s chilled (4-8deg C) with energy efficiency features, eg-sleeping mode, Carbon & UV filter with min cooling capacity of 10L p/hr
- Option1-Supply and delivery with price for exchange carbon filters every 6months
- Option2-Lease for 1,2 or 3 period
- Cost of carbon filter replacement or UV light to be quoted each
- Repair cost for chiller mechanism to be quoted per hour
- 3-Supply of microwaves & fridges (once off order 3 quotes)
- Supply of 10 microwaves (25-30L) & 10 under counter fridges (below 100L with energy efficiency rating and auto defrost & temp control) as a ONCE OFF PURCHASE/delivery, preferred goods to be either Samsung. LG or Defy range to allow for regular maintenance from supplier (items must have a minimum of 12 Months preferably 24mth warranty)
- 4-Collection of food waste to registered waste site contract
- Collection of food waste to registered waste site contract on business days Monday to Friday preferably after 14h:00 from MWP canteen – Corner Witkoppen rd & Maxwell drive(100kg/p/d
- Operator must have the required registration certificate for the transport and disposal of food waste at a registered Joburg Food waste site and adhere to the Municipal bylaws and ISO 14000 specifications
- Canteen monthly audits on Food safety, hygiene and give assessment report that covers the following;
  - Assessment score in percentages and actioned non-conformances of previous audit
  - Performance summery categories
  - Cleanliness and sanitation of equipment and building structure
  - Scullery/washing areas
  - Staff restrooms /toilets
  - Refuse area
  - Dry and cold storage facilities
  - Walk in refrigerated storage
  - Walk in freezers
  - Facilities maintenance
  - Main preparation tables and surfaces
  - Maintenance of good food handling practice and manufacturing
  - Pest control
  - Hand wash commodities
  - Personal hygiene
  - Training programmers
  - General food handling practices
  - Temperature control
  - Storage equipment
  - Temperature monitoring and records
  - Occupational health and safety elements
  - Food safety and hygiene audit microbiological test report – Canteen to assist to reword this and be specific
  - Staff change rooms
  - Description of the goods or service needed
  - May also be used to expand and explain on the quality of the product or service required.
  - In addition to the above if applicable,
  - You are requested to provide the technical criteria with weightings in percentage for your goods or services as this is a requirement in terms of regulation 5 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000).

#### **1.3.1.2.13 Incidental cleaning**

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

#### **1.3.1.2.14 Cleaning chemicals**

- SABS approved.

- Chemical Safety Data Sheets and SABS certificates to be submitted for all chemicals used within the contractor. (SDS)
- Approved dilution ratio's to be adhered to.

#### **1.3.1.2.15 Toilet tissue paper double-ply**

- SABS approved, minimum 20 gram, white 350 sheets per roll 2ply (code 0188).
- 350x48 = 16,800 rolls per month.
- Supplied and replenished by Contractor.

#### **1.3.1.2.16 Hand soap – SABS approved**

- 250 liters of hand soap per month (includes external building)
- 156 soap dispensers to be serviced.
- Soap dermatologically tested and fragrance free.
- Supplied and replenished by Contractor.

#### **1.3.1.2.17 Executive soap and lotion – SABS approved**

- 25 litres executive hand soap as required
- 25 litres executive hand cream as required
- Soap dermatologically tested and fragrance free
- Lotion dermatologically tested (Fragrance and Non-fragrance)
- Supplied and replenished by Contractor.

#### **1.3.1.2.18 Sanitizers supplies – SABS approved**

- Maintenance (service and repair) of sanitizer dispensers
- Supplied and replenished by Contractor.

#### **1.3.1.3 Types of cleaning work to be expected**

##### **1.3.1.3.1 General**

- Vinyl floors
- Mar oleum
- Stone Floors
- Ceramic tile floors
- Concrete floors
- Granite floors
- Telephones
- Glass windows and doors
- Waste paper Dustbin
- Lifts and Lobbies
- Escalators and landings
- Entrance Mat Wells (vacuum)
- Picture frames and glass
- Furniture
- Light switches
- Carpets and Rugs (vacuum)

##### **1.3.1.3.2 Fire escapes**

- Handrails
- Landings, treads and rises
- Doors
- Painted and tiled walls

##### **1.3.1.3.3 Tea and coffee areas**

- Glass doors and windows
- Aluminum railing
- Plastic seats
- Chrome piping
- Tiled walls
- Stainless Steel Sinks and Taps
- Cleaning of bins

#### **1.3.1.3.4 Toilets**

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

#### **1.3.1.3.5 Showers and change rooms**

- Metal and Wooden Lockers
- Shower walls and doors
- Shower head, taps and soap holder
- Bins
- Mirrors

#### **1.3.1.3.6 Conference rooms/auditorium**

- Tables and chairs
- Boards
- Couches
- Floors
- Glass

#### **1.3.1.3.7 Training**

- Proof of training of staff for chemical handling and the use thereof.
- Proof of training of staff for general cleaning and specialized cleaning (i.e. Toilets etc.)
- Proof of Training Records.
- Proof of Training Facility
- Proof of Staff Trained.
- Proof of HACCAP Training for Kitchen Cleaners

#### **1.3.1.3.8 Inspection checklist**

- Inspection sheets to be displayed in predetermined areas (toilets & kitchens).
- Supervisor to do inspections as per check list and sign it off.
- All check list and Supervisor report to be submitted when required for discussion and actions.

#### **1.3.1.3.9 Uniforms**

- All staff to be issued with a uniform.
- All staff to be clearly identified (uniform with a company logo and name tags must be worn all the time)

#### **1.3.1.3.10 Customer survey**

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

**1.3.1.3.11 Working time**

- 8 hours (6am to 3pm Mon - Fri) – MWP only
- 8 hours (7am to 4pm Mon - Fri) – MWP & External
- 8 hours (9am to 6pm Mon - Fri) – MWP (gym, floor buff & stairways).
- Weekends, after-hours and Public holidays when required.

**1.3.2 Hygiene, Deep Cleaning and Supplying of Consumables**

**1.3.2.1 Hygiene services**

The scope includes servicing of the following hygiene equipment. The Employer will supply the hygiene equipment; the number below are subject to change.

**Megawatt Park**

Line item	Product description	Qty	Servicing frequency
1	SHE-Bins Rental and Service	285	Twice a week
2	Service and Refill Aerosol dispensers	100	Monthly
3	Service and Refill Seat wipe Foam 1 liters	124	Daily
4	Service and Refill Urinal Drip	112	Monthly
5	Shower gel for gym	30	Daily
6	Deep Cleaning	4	Quarterly a year (as requested by Employer)
7	Service and Refill Toilet bowl drip	112	Monthly

**1.3.2.1.1 General requirements**

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

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

**1.3.2.1.2 Expected deliverables:**

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

**1.3.2.1.3 Title page**

- Physical Address
- Date
- Title of monitoring

- Unique number and serial number of the report
- Surveyor name and Signature
- AIA Occupational Hygienist who verified the report

#### **1.3.2.1.4 Executive summary**

##### **1.3.2.1.4.1 Introduction**

- Purpose of Survey
- Health effects

##### **1.3.2.1.4.2 Process**

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

##### **1.3.2.1.4.3 Method**

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

##### **1.3.2.1.4.4 Results**

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

##### **1.3.2.1.4.5 Discussion/Remarks**

- Interpretation of results and effects

##### **1.3.2.1.4.6 Recommendations**

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

#### **1.3.2.2 Deep Cleaning Services (Quarterly a year or as required)**

Employer's requirement for the service includes:

##### **1.3.2.2.1 Toilets**

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

##### **1.3.2.2.2 Urinals**

- Descale and remove algae, bacteria and uric encrustations from the unit and fitment

- Remove trap where possible and clean/disinfect and clear away all waste around and inside the trap
- Clean and disinfect both internal and external surfaces of the unit.

**1.3.2.2.3 Hand Basins, Showers, Baths and Sinks**

- Remove all scale deposits and algae from surfaces
- Clean and disinfect both internal and external surfaces of the fitments
- Clear overflows and waste pipes of accumulated waste deposits
- Clear and disinfect all taps, plugs, chains, outlets, channels and gullies

**1.3.2.2.4 Warehouses/Super Stores**

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

**1.3.2.2.5 General**

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

**NB: Deep cleaning to be done quarterly a year or as required**

**1.3.3 Pest Control Services**

**1.3.3.1 Areas**

<b>Megawatt Park Building</b>	<b>95 368m<sup>2</sup></b>
<ul style="list-style-type: none"> <li>• General Office area</li> <li>• Phase 1 from A2 –B2, A3- B3 block. And Ground floor east &amp; west core</li> <li>• Phase II block, Lower Basement, Change Rooms</li> <li>• Maintenance Plant Rooms</li> <li>• Electrical Distribution Boards</li> <li>• Air-conditioning Ducting</li> <li>• Heritage</li> <li>• Coffee Bars</li> <li>• Maintenance Office</li> <li>• Maintenance Workshops Ph1 &amp; 2</li> <li>• Waste Compact Area</li> <li>• Horticulture Office / Loading Bay</li> <li>• Furniture Storeroom</li> <li>• Control Centre</li> <li>• Executive Kitchen – 3<sup>rd</sup> Floor</li> <li>• Main Kitchen</li> <li>• Main Kitchen Change Room</li> <li>• IT Workshops</li> <li>• Microfilm</li> <li>• Prayer Rooms</li> <li>• Cleaning Contractor Office and Tea Area</li> <li>• Cleaning Contractor Change Rooms</li> <li>• Furniture Tea Room</li> </ul>	

- Archives
- Drawing Archives
- Computer Centre
- Data Centre
- Enerweb Phase 1 – ground floor & Phase 1 A & B third Floor
- Conference Areas
- Retail shops Ground floor
- Security Gate Houses - C6, C9, C10.
- Transport
- Wellness Centre
- Executive Gym
- ERE Offices
- Conference Centre
- Auditorium
- Aries

#### **Mandatory requirements**

- Contractors to be registered as Pest Control Operators
- Pest Control to be in accordance with The Fertilisers, Farm Feeds, Agricultural Remedies and Stock Remedies Act.
- Contractors to provide list of pesticides/insecticides that will be used, and to make sure that herbicides used are Environmentally Friendly.

#### **1.3.3.2 Employer's requirements for the service**

- Ground area to be inspected for rodent burrows
- Supply, deliver and install fly traps where required on the outside of offices
- Existing bait stations to be inspected for rodent activity.
- If activity is noted, bait to be replaced.
- Cleaning of bait stations on a monthly basis.
- Recording sticker to be attached and updated to every bait station every month that bait station were serviced.
- All offices and toilets to be treated for cockroaches and rodents.
- Dusting powder and gel bait stations to be used plus inset monitors if necessary.
- Service report to be completed and signed off on site – original copy to be left on site.

#### **1.3.3.3 General Requirements**

##### **1.3.3.3.1 Health, safety and the environment**

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

undertakes, in and about the execution of the service, to comply with the Construction Regulations and with all applicable health & safety laws and regulations and rules, guidelines and procedures otherwise provided for under this contract and ensures that his Subcontractors, employees and others under the Contractor's direction and control, likewise observe and comply with the foregoing.

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

### **1.3.3.3.2 Introduction**

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

### **1.3.3.3.3 Covered pests**

The Contractor shall adequately suppress the following pests:

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

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

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

### **1.3.3.3.4 Scope of work**

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

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

### **1.3.3.3.5 Access to property**

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

### **1.3.3.3.6 Categories of services**

Contractor shall perform the following tasks for all ERE buildings:

1. Initial Inspection: Conduct an initial inspection during the first month of the contract or when being assigned new properties. The initial inspection is for the contractor to evaluate the needs of the premises and to present findings to ERE. The following specific points should be addressed:
  - a. Identification of problem areas in and around the building;
  - b. Discussions of effectiveness of previous efforts;
  - c. Contractor access and coordination to all necessary areas;
  - d. Establish locations for routine monitoring in common areas; and
  - e. Information for the contractor of any restrictions or special safety precautions.
2. Routine Inspection: Conduct regularly scheduled inspection services for pests, set out or collect monitoring traps, and treat buildings for pests as needed. Inspections should be monthly or, at least, quarterly.

3. **Emergency Inspection:** Conduct inspections and necessary treatment in response to requests by ERE for corrective action. Emergency Inspections, when requested, are to be performed within eight (8) hours during normal working hours.
4. **Call-Back Service:** Conduct follow-up inspection in response to resident or customer complaints. Routine call-back service shall be furnished within one (1) workday after receipt of notification by ERE. Call-back service required by ERE due to contractor negligence will be at no charge.
5. **Unit/Building Turnover Service:** Conduct intensive inspection and necessary treatment as requested by ERE when units/buildings are prepared for occupancy. These units/buildings will typically be existing units/buildings changing residents. They may also be new units/building added to the scope of the contract.
6. **Special Service:** Conduct inspection and pest control as agreed to by the Contractor and ERE for pests such as wood-boring insects, birds, and snakes not covered by routine inspections.

#### **1.3.3.3.7 Integrated Pest Management (IPM) Plan**

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

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

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

#### **1.3.3.3.8 Updates to IPM Plan**

Contractor shall receive the concurrence of ERE prior to implementing any subsequent changes to the approved IPM Plan, including additional or replacement pesticides and on-site service personnel. Contractor shall provide licenses for every contractor employee who will be performing on-site services before the employee begins work on ERE's property. Any substitutions, additions, or replacement of personnel from those cited in the contractor's original proposal must be submitted to ERE for approval.

#### **1.3.3.3.9 Contractor personnel**

Contractor shall provide qualified, professional pest management personnel who:

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

#### **1.3.3.3.10 Minimum standards of performance**

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

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

#### **1.3.3.3.11 Reporting**

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

1. Individual Property reporting (within one week): Upon completion of each treatment cycle at ERE property, Contractor must submit the extermination log with a spreadsheet summary highlighting troubled areas or units within one week after the treatment cycle. Contractor must submit the report in hard-copy format and by email in electronic spreadsheet format. The hard copy must be signed by the Facility manager. ERE will not pay for work that is not documented by this report or for work documented on the report but not signed by the Facilities Manager.
2. Treatment Cycle Reporting (within one week): Upon completion of a treatment cycle, Contractor must submit by email a general summary report within one week. The treatment summary reports shall include, but not be limited to the following:
  - A. Brief narrative discussing the findings as they relate to an increase or new infestations by unit or apartment number, including recommendation for treatment or preventative measures.
  - B. Discuss any findings of deficiencies due to lack of access, inadequate or improper treatments, or recommendations of change to a more effective chemical. Contractor shall submit reports to the Contract Technical Representative. Failure to submit the above reports on time shall be considered a material breach of the contract and could be used as basis for termination of the contract. Discontinuance of this contract shall affect any orders hereunder.

#### **1.3.4 Horticulture**

##### **1.3.4.1 Spraying, insecticides (pesticides) and fertilization of indoor plants on "as and when required " basis:**

Insecticides (pesticides) and fertilization of plants as below scope of work  
Spraying and supply of chemicals –pesticides and fertilizers- on all indoor plants – atriiums and window boxes at MWP (Eskom and SARS) as and when required as per further details listed below:

**The Contractor shall:**

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

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

- From executive to the other end of the floor pickup dead leaves.
- Check the water level from the water gauges; fill up the water if necessary.
- Clean the pot plant / clean the plants using feather dust.
- Prune the dead branches of the plants/also unwanted branches shape the plant
- Vegetation maintenance surrounding area (447sqm)
- Checked the dead plants for replacements. Place new order for plants replacements
- Check the infected plants for insecticides.
- Use water buggy to water the plants.
- Shape the pot plant by removing the unwanted branches

**1.3.4.2 SHE requirements when spraying with chemicals**

Contractor's Employees must wear the following PPE:

- Respirator
- Goggles /Face shield
- PPE- overalls and safety shoes / boots

**1.3.4.3 Indoor maintenance services specifications**

**1.3.4.3.1 C and D ATRIUMS: PLUS W/BOXES 1,102m2**

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

**1.3.4.3.2 A and B ATRIUM: PLUS W/BOXES 1,287m2**

- Check the soil moisture before watering the plants using hosepipe
- Pruning
- Replacing the dead plants
- Check the affected plant with diseases
- Dead leaves
- Water w/boxes using water trolley

- Check the for leaks, wheels, tap connector
- Water until the level meter is maxi.
- Replacements plants

#### 1.3.4.3.3 Ordering of replacements plants

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

#### 1.3.4.3.4 Equipment requirements

Skill	Number
Spades	20
Forks	20
Rakes	20
Lawn Mowers	20
Ride On Grass Cutters	2
Garden scissors	15
Fertilizer and Fertilizer Bags	80
Street Sweeper Machine	1
Wheelbarrows	10
Brush Cutters	5
Hand SAWS	20
Hose pipes	20
Picks	10
Trawels	6
Secateurs	6
Soft Brooms	20
Hard Brooms	20
Garden Gloves	60
Insecticides Spray	20

#### 1.3.4.3.5 Grass areas

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

##### A. FLOWER BED AREAS

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

##### B. PAVED AREAS

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

### **C. BANK AREAS**

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

### **D. WATERING**

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

### **E. REFUSE REMOVAL**

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

### **F. CUTTING HEIGHT**

<b>Brush Cutters</b>	Not less than 50mm Not more than 100mm
<b>Push mowers</b>	Not less than 20mm Not more than 40mm

### **G. SAFETY**

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

### **H. TRIMMING**

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

### **I. REMOVAL OF CUTTINGS**

The contractor is responsible for the removal of grass cuttings which are to be disposed at a registered site.

### **J. SECURITY**

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

### **K. OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS**

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

### **L. APPOINTMENT OF RESPONSIBLE PERSONS**

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

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

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

## **M. EXPERIENCE**

Tenderers will be required to provide evidence of their ability to carry out the work and their possession of adequate equipment including spare equipment for the work.

Equipment shall be made available for inspection and the Facilities Manager decision as to the adequacy of experience and equipment will be final.

### **1.3.5 Waste Management Services**

The operation includes the following:

- Skips 6M<sup>3</sup>
- Compact bin 11m<sup>3</sup>
- Removing waste to dumb site
- Issue disposal certificate where applicable.
- Supply wheelie bins
- Collect waste
- Segregation waste
- Provide waste management chemicals
- Disposal of waste
- Labour

#### **1.3.5.1 Contractor requirements**

- Dumping permitted Certificate by Municipalities
- Waste accreditation Permit (waste hub)
- Waste Business Permit (waste hub)
- Waste transport Permit (waste hub)
- Letter of good standing.
- Member of Institute of waste Management of southern Africa.

#### **1.3.5.2 Waste Removal and Disposal Services**

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

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

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

#### **1.3.5.3 Waste Removal and Recycling Services**

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

#### **1.3.5.4 Onsite Waste Management**

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

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

#### **1.3.5.5 Reporting**

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

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

#### **1.3.5.6 Project Timelines**

The appointed service provider will be required to start immediately after signing the contract and provide the services for a period of five (5) years, subject to annual review of service provider's performance.

#### **1.3.5.7 Mandatory Technical Requirements**

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

#### **1.3.5.8 Waste Accreditation Permit**

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

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

#### **GP WIS Registration**

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

#### **1.3.5.9 Licensed Landfill site / waste handling facility**

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

### **1.3.5.10 Statutory and Regulatory Compliances**

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

### **1.3.5.11 Disposal of Hazardous Waste**

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

### **1.3.5.12 On-site Resource**

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

### **1.3.5.13 Site File**

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

- OHS Policy and Procedures;
- Safe works Procedures;
- Risk Assessments Procedures;
- Material safety data sheets (MSDS).
- Insurance documents/details;
- Waste Management programme/schedule;
- Department of Labour documents e.g. COIDA, UIF and etc.

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

### **1.3.5.14 Uniform and Personnel Protective Equipment (PPE)**

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

### **1.3.5.15 Other Technical Requirements**

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

### **1.3.5.16 Contractor's Experience**

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

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

### **1.3.5.17 General Waste Management**

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

### **1.3.5.18 Recyclable Waste Management**

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

#### 1.3.5.19 Hazardous Waste Management

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

#### 1.3.5.20 On-site Waste Management Service

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

#### 1.3.5.21 Reports

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

#### 1.3.5.22 Capacity/ Equipment

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

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

**Toilet bowls** -Descale and disinfect all surfaces and underneath flush rims. Chemically remove deposits from inside soiled pipes.

### 1.4 Interpretation and terminology

The following abbreviations are used in this Service Information:

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

## 2 Management strategy and start up.

### 2.1 The Contractor's plan for the service

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

## 2.2 Management meetings

Regular meetings of a general nature may be convened and chaired by the *Supply Manager* as follows:

Title and purpose	Approximate interval	Location	Attendance by:
Progress / feedback meeting	Monthly	Megawatt Park	Employer and Contractor
Risk management meeting	Monthly	Megawatt Park	Employer and Contractor
Overall contract progress meeting	Monthly	Megawatt Park	Employer and Contractor
Safety, health, environmental and quality meeting	Monthly	Megawatt Park	Employer and Contractor

Meetings of a specialist nature may be convened as specified elsewhere in this Service Information or if not so specified by persons and at times and locations to suit the Parties, the nature and the progress of the *service*. Records of these meetings shall be submitted to the *Service Manager* by the person convening the meeting within five days of the meeting.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

## 2.3 Contractor's management, supervision and key people

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

## 2.4 Provision of bonds and guarantees

Not applicable

## 2.5 Documentation control

The Contractor will submit the following documents to the Employer for review, the Employer will review the documents for acceptance and inform the Contractor if the documents have been accepted or if it is not accepted and stating the reasons of not the accepting the documentation. The Employer will give the Contractor reasonable time which will be agreed to between the Contractor and the Employer to respond or re-submit the documents.

## 2.6 Invoicing and payment

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

The *Contractor* shall address the tax invoice to:

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

and include on each invoice the following information:

Name and address of the *Contractor* and the *Service Manager*;  
 The contract number and title;  
*Contractor's* VAT registration number;

The *Employer's* VAT registration number 4740101508;  
Description of service provided for each item invoiced based on the Price List;  
Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT;

## **2.7 Contract change management**

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

## **2.8 Records of Defined Cost to be kept by the Contractor**

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

## **2.9 Insurance provided by the Employer**

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

## **2.10 Training workshops and technology transfer**

Not applicable

## **2.11 Design and supply of Equipment**

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

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

### **2.12.1 Equipment**

Not applicable

### **2.12.2 Information and other things**

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

## **2.13 Management of work done by Task Order**

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

## **3 Health and safety, the environment and quality assurance**

### **3.1 Health and safety risk management**

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

### **3.2 Environmental constraints and management**

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

### **3.3 Quality assurance requirements**

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

## 4 Procurement

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

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

### 4.1 People

#### 4.1.1 Minimum requirements of people employed

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

#### 4.1.2 B-BBEE

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

#### 4.1.3 Supplier development and localisation

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

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

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

### 4.2 Subcontracting

#### 4.2.1 Preferred subcontractors

Not applicable

#### 4.2.2 Subcontract documentation, and assessment of subcontract tenders

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

#### 4.2.3 Limitations on subcontracting

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

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

#### 4.2.4 Attendance on subcontractors

Not applicable

#### 4.2.5 Plant and Materials

#### **4.2.6 Specifications**

Not applicable

#### **4.2.7 Correction of defects**

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

#### **4.2.8 Contractor's procurement of Plant and Materials**

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

#### **4.2.9 Tests and inspections before delivery**

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

#### **4.2.10 Plant & Materials provided "free issue" by the Employer**

Not applicable

### **5 Working on the Affected Property**

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

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

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

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

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

#### **5.2 People restrictions, hours of work, conduct and records**

Working hours shall be from 06:00 to 16:30, Monday to Friday or as directed by the Employer. Overtime will be approved by an Employer prior to the Contractor working overtime.

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

#### **5.3 Health and safety facilities on the Affected Property**

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

#### **5.4 Environmental controls, fauna & flora**

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

## **5.5 Cooperating with and obtaining acceptance of Others**

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

## **5.6 Records of Contractor's Equipment**

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

## **5.7 Equipment provided by the Employer**

Not applicable

## **5.8 Site services and facilities**

### **5.8.1 Provided by the Employer**

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

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

### **5.8.2 Provided by the Contractor**

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

## **5.9 Control of noise, dust, water and waste**

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

## **5.10 Hook ups to existing works**

The performance of the Works which affects the Employer's operations or the systems of Other Contractors shall be scheduled to be performed only at times approved by the Employer. The procedure for carrying out work which of necessity interrupts the Employer's operations, or the systems of Other Contractors, or imposes abnormal operating conditions on their systems, is subject to approval of the Employer.

## **5.11 Tests and inspections**

### **5.11.1 Description of tests and inspections**

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

### **5.11.2 Materials facilities and samples for tests and inspections**

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

## **6 List of drawings**

### **6.1 Drawings issued by the *Employer***

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



ESKOM HOLDINGS SOC Ltd  
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**ANNEXURE B: X 17 – LOW PERFORMANCE DAMAGES**

Item No.	Key Performance Area	Key Performance Indicator	Key Performance Targets	Penalties
1	Service Performance Management	React within 1 hour to diagnose the root cause	100% Compliance	3 consecutive non-conformance will result in R 250 penalty, amount payable the following month
		Critical work to be completed within 4 hours (blocked toilets, leaking urinals, earth leakage trips, lights out, faulty plugs, power supply, refuelling of generators, temperature control, overhead projectors, etc)	100% Compliance	3 consecutive non-conformance will result in R 250 penalty, amount payable the following month
		Maintain 80% for closure of defects vs logged defects	80% Compliance – measured monthly	2 consecutive non-conformance will result in R 5000 penalty, amount payable the following month
2	Statutory Inspection Compliance	Maintain statutory compliance	100% Compliance	2 consecutive non-conformance will result in R 5000 penalty, amount payable the following month 3 consecutive non-conformance will result in termination of the contract
3	Safety, Health and Environmental Contravention	Safety, health and environment standards are regularly monitored, reviewed and maintained in accordance with all legal and regulatory requirements	0 contravention	3 consecutive non-conformance will result in termination of the contract
4	Availability of Cleaning Equipment	Provide well maintained equipment	100% availability during any random inspection/audit	3 consecutive non-conformance will result in R 5000 penalty, amount payable the following month
5	Employee Compensation and Benefits	Payment of Employee salaries/wages, Provident Fund, UIF, COIDA, etc. as per the agreed date	100% Compliance	2 consecutive non-conformance will result in R 5000 penalty, amount payable the following month 3 consecutive non-conformance will result in termination of the contract