

Title: Provision of Cleaning Services to Eskom Rotek Industries (ERI) – Rosherville Farm

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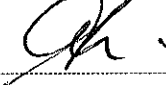
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1. Purpose

The purpose of this document is to define the services needed from the Supplier to provide Cleaning Services to Eskom Rotek Industries (ERI) – Rosherville farm for a period of five (5) years.

2. Brief overview of our business

Eskom Rotek Industries (ERI) Office Services under Shared Services division providing services e.g., leasing of properties, deep cleaning, pest control, horticulture, washroom service, office cleaning.

Eskom Rotek Industries is situated in Rosherville. Properties are scattered throughout ERI where services should be delivered. All areas of service are stipulated on the matrix by means of an area description and notional stand number as per the map provided. All Safety, Health, Environmental and Quality requirements should be met by compiling a SHEQ file before work may commence.

3. Description of Services

The services required are for provision of a competent service provider to provide cleaning services to Eskom Rotek Industries (ERI) Rosherville farm for a period of five (5) years **on an as and when required basis**.

4. Performance Specification

- a) Areas should be cleaned in such a way that they are aesthetically acceptable.
- b) All areas and cleaning activities are stipulated on the matrix by means of an area description, stand number and building number.
- c) Quantities and areas might vary and are not guaranteed. Any changes with regards to quantities and areas will be done in consultation with the contractor. Quantities refer to the size of the areas and activities must be done in accordance to the matrix per month for these areas.
- d) Ensure that Chemicals used must not have an impact on the health and safety of ERI employees, where risk exist appropriate measures shall be put in place.

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Scope of Work

A. ADHOC Services (As and When requested)

These services will be a requested from the Contracts Manager to be done as a once off service. A proof of service delivery to be presented after completion of request for invoicing purposes.

- General Cleaning
Any additional cleaning requested by business.
- Carpet Vacuuming
Any additional Carpet vacuuming requested by business.
- Window Cleaning
Additional request to clean a window by business
- Blind Cleaning
Any request from business to clean blinds.
- Curtain Cleaning
Cleaning of Curtains by business. Curtains to be removed, dry cleaned and re-fitted onto rails
- Single Quarter room Cleaning
This request will be a once off cleaning before a new tenant occupies the room.
- Residential Property Cleaning
This request will be a once off cleaning before a new tenant occupies the house and/or on request by business.
- Fogging
 - Sanitize, disinfect, and decontaminate areas by means of a fogging process as instructed by Eskom Rotek Industries to assist with Covid-19 or any other viruses.
 - A Certificate must also be issued by the service provider.
- Water Spillage
On request by business to assist in any emergency water spillage when it may occur.

B. TGS Workshop Services - After hours & Nightshift (52 Weeks x 7 Days/Week)

These services to be executed after normal working hours.

Mondays to Fridays, Saturdays, and Sundays. Areas and hours stipulated as per Addendum C. Times are subject to change.

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C. TSS Workshop Services - After hours & Nightshift (52 Weeks x estimated 2 Days/Week)

These services to be executed after normal working hours.

Areas and hours stipulated as per Addendum E. Times are subject to change.

D. Daily Services (52 weeks X 5 days/week)

The following **area** description will be part of the daily cleaning services:

- Offices (enclosed or open plan)
- Guard houses (Ground level guard houses only)
- Boardrooms
- Smoking areas (Areas allocated for smokers)
- Communal areas (Areas not in the office space)
- Kitchens (Twice / day)
- Ablutions (Twice / day)

Daily activities include the following:

- Dusting (Tables, blinds, chairs, cupboards, windowsills, portraits, doors and frames, skirtings and cornices, Ceiling fans, Ceiling lights, rails, office equipment etc.)
- Window cleaning as and when required (No step ladders may be used and all cleaning to commence from ground level. Telescopic Squeegees must be used to reach higher areas that are not reachable from ground level.)
- Wiping (Dirty marks to be removed on all surfaces with a damp cloth and dried with a dry cloth where applicable to remove stains and marks as good as possible)
- Polishing (All wooden surfaces to be polished with a furniture polish and may be applied where necessary on veneer surfaces)
- Cleaning (All kitchen appliances, abluion touch points that includes, toilet seats, urinal flush masters, zinc's, tops, cupboards, earns, taps, door handles, any push buttons, handrails, abluion hygiene equipment, walls, wall tiles, furniture in waiting areas and green areas, etc. to be wiped off and disinfected.)
- Bin Cleaning (All bins in the offices, kitchen's, green areas, and abluions to be cleaned on a regular basis by removing domestic waste and / or replacing the bin liners when necessary)
- Floor care:
 1. All wooden, ceramic tiles, laminated and vinyl floors to be cleaned in a proper way by means of sweeping, mopping, sealing, and buffing process.
 2. All carpeted floors to be vacuumed twice a week or when necessary.

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- Paper replenishment (Replacement of Toilet paper, Jumbo rolls and hand towels in ablutions, kitchens, green areas and some areas where paper centre feeds are fitted.) Paper will be provided by ERI and to be collected by service provider at the ERI Hygiene store.
- Blind Cleaning (Blinds to be dusted and swiped with damp cloth where necessary)
- Artificial flowers and holders (To be wiped with a damp cloth when necessary)

E. Half Yearly Services (2 X / YEAR)

- **Carpet Washing** – Shampooing carpets may be cleaned with a wet or dry process. Some areas have tile carpets, and some areas has carpet with underfelt installed. Prior arrangements must be made with the clients before delivering this service. Proof of Service delivery (POD's) to be provided for payment purposes.
- **Couch Upholstery** - Irrespective of the size and shape of the couch, all couches to be cleaned on a regular basis when that area's carpets are serviced.
- **Chair Upholstery** - Irrespective of the size and shape of the chair, all material covered chairs to be cleaned on a regular basis when that area's carpets are serviced.

NOTE: Carpets, couches, and chairs to be washed during normal working hours and arrangements with clients should be made prior to cleaning

F. General

- Generally, all areas stipulated on Matrix should be cleaned.
- Quantities and services will be agreed upon based on service matrix and payment will be made in accordance to approved POD's.
- ERI will provide the site office, Toilet paper, Jumbo rolls, hand towell paper and bin liners.
- All quantities and the servicing of stands are subject to change. Services / activities on certain stands might be discontinued during the contract duration.
- Square meters indicate the area, which must be serviced and the activities as per the scope of work Addendum A-E must be catered for daily, weekly, monthly, ad hoc and bi-annually.
- Square meterage pricing to be calculated and must include the following:
 - All chemicals to execute the tasks as per the SOW and matrix. (Chemicals must be SABS approved and SDS's must be provided).
- Appropriate chemicals must be used, applicable to the area serviced e.g., Ablutions (thick Bleach, bleach, scale remover, disinfectants etc.), Kitchens (dishwashing liquid, tile cleaner, all-purpose cleaner etc.), Offices (furniture polish,

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wood oil, carpet shampoo, window cleaner etc.) and communal areas and all other services rendered.

- All cleaning consumables (Industrial buckets, mops, telescopic squeegees, feather dusters, sponges, dish cloths, fibre / mutton cloths etc.)
- All electrical equipment (Industrial vacuum cleaners, steam cleaner, carpet shampooer, polisher, wet and dry vacuum cleaner etc.) must be provided by service provider to execute their duties. The service provider must ensure that the quantities will be enough to service all areas as per the SOW. Even though minimum requirements has been specified the contractor shall ensure that a sufficient number of equipment, will be provided on site to ensure that the cleaning service is adequately rendered. The minimum requirements for equipment are as follow:
 - Vehicle to use on site 1
 - Industrial wet & dry vacuum cleaners 17
 - Industrial floor polisher/scrubber 1
 - Industrial carpet shampooer 1
- The contractor must ensure that they always have a minimum of 35 or more cleaning staff on site. Even though a minimum of 35 has been specified the contractor shall ensure that a sufficient number of cleaning staff, will be provided on site to ensure that the cleaning service is adequately rendered.
- Provide Transport (after hours & nightshift) and daily transport on site
- Provide PPE (Personal protective equipment) as per Eskom PPE Specification 240-44175132 rev 2 (Addendum G) and all safety consumables (gloves, goggles, masks etc.) for employees on the contract.

G. Service Requirements

- Facility to be inspected and cleaned daily by service provider.
- Record keeping (Proof of service delivery) in areas serviced is essential as per matrix.
- Service delivery should be discussed with customer to comply with their needs and according to their work environment.
- Regular meetings with customer to discuss service delivery, complaints, ad hoc services etc.

H. Applicable Documents

1. Addendum: A

ERI Cleaning Service Matrix

2. Addendum: B

ERI Cleaning Pricing Schedule

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3. Addendum: C

ERI TGS Workshop Services - After hours & Nightshift

4. Addendum: D

ERI Curtain Cleaning Matrix

5. Addendum: E

ERI TSS Workshop Services - After hours & Nightshift

6. Addendum: F

ERI Carpets, Blinds and Window Matrix

7. Addendum: G

Eskom PPE Specification 240-44175132 rev 2

NOTE: The quantities, on the Matrix is just a guideline and not guaranteed. Areas stipulated may change as services progresses. Times are also subject to change. Quantities to be verified before acceptance. Service reports to be provided with all services rendered.

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