



Scope of Work

Transmission North Grid

Title:

Provision Of Cleaning Services
Contract for Transmission
Northern Grid(Rustenburg and
Calrtouville CLN)

Unique Identifier:

N/A

Alternative Reference Number:

N/A

Area of Applicability:

Transmission

Documentation Type:

Scope

Revision:

0

Total Pages:

14

Next Review Date:

N/A

Disclosure Classification:

CONTROLLED
DISCLOSURE

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Date: 16 February 2023

Date: 16 February 2023

Date: 16 February 2023

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1. PURPOSE

To propose and approve a Contracting Strategy for:

Background and motivation Information

Eskom SOC Holdings is state owned organisation that is expected to provide safe and compliant environment to its employees at all times.

Eskom Transmission is responsible for managing, cleaning, maintenance and gardening services contracts for all Eskom buildings and Substations in the Northern grid.

This contract will include cleaning and gardening/maintenance services for Eskom Transmission North Grid. The services are currently acquired through Eskom Real Estate contract which expires on 30 June 2023. The expiry of the existing contracts will have a major negative impact in terms of service delivery to the Business Units (BU). The lack of cleaning services may result in health and safety concerns, which through this initiative may be eliminated before they even surface.

The benefits of implementation of this strategy will result in the following:

Provide safe, hygienic conditions of workplaces, compliant environment to Eskom employees at all times.
Minimize or curb the spread of Covid-19

Details on how Eskom Transmission Northern Grid currently procures the required services:

There is currently contract with one supplier working under Eskom Real Estate for the provision of cleaning and station attended. The contract will be expiring on the 30th June 2023.

Full Description of the Scope / Specifications

Scope of work for the provision of cleaning and/ or station attended services includes the following:

The Employer (Eskom Holdings SOC Ltd) requires the provision of cleaning and station attended services to Eskom Transmission Northern Grid (Rustenburg and Carletonville CLN) for the period of 36 months.

2. CLEANING SERVICES

Daily cleaning service which includes:

Floors

- Clean, mop and disinfectant the floors. Heavy duty industrial vacuum cleaners, scrubbing machines, etc. must be used
- All Carpeted areas must be vacuumed daily.
- All non-carpeted areas (ramps, kitchen areas, stairways) must be washed/mopped daily with soap and water and disinfectant 3 times a day and scrubbed once a week.

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- Spot cleaning of carpets must be done as required.
- Stairways must be washed/vacuumed and disinfectant 3 times a day

Furniture/upholstery / chairs and coaches (daily)

- Wipe the furniture i.e. tables especially after every meeting or tea /lunch, with mixture of water and soap and disinfectant.
- All furniture, pictures, top of office dividers, etc. to be dusted and polished.
- Telephones to be cleaned with water and soap and disinfectant (wet cloth) 3 times a day
- Computer equipment to be dusted with a feather duster or dry cloth.
- Upholstery of fabric chairs and couches to be vacuumed once a week.
- Couches and chairs upholstered with leather, to be properly cleaned with a soft cloth (daily) and to be treated with applicable leather cream, once a month.
- Washing of fabric chairs and coaches with water and chemical as an when required.

Cloak /Guard rooms/ standby rooms

- Wall tiles – complete wash with water & soap and disinfectant – once a week. (daily Register – Supervisor)
- Toilet seats top and bottom including basins – to be cleaned with water, soap and disinfectant – 3 times a day. (Register – Supervisor)

Walls, office doors, door handles & hand rails

- Walls to be spot cleaned up to reach height - daily. (Not allowed to use chairs or ladders without FAS)
- Window sills to be cleaned with a wet cloth and disinfectant - daily. (Daily check list)
- Skirting, including power skirting, to be cleaned and disinfected (wet cloth to be used) – once a week. (Register – Supervisor)
- Office Doors to be cleaned with water, soap and disinfectant (Marks to be removed) – 3 time a day. (Daily check list)
- All door handles to be cleaned with water, soap and disinfectant – 3 times a day. (Daily check list)
- All door handles to be polished – once a week. (Register – Supervisor)
- • All hand rails on stairways to be cleaned with water, soap and disinfectant – 3 times a day. (Daily check list)

Waste paper bins (daily)

- All waste paper bins to be emptied and washed with water, soap and disinfectant – twice a day – to be fitted with plastic bags (hygiene) – (Daily check list)
- Refuse bags with refuse, empty boxes, etc. to be removed to refuse area and stacked in a tidy orderly manner. – twice a day.

Spot Cleaning

- Check all cloakrooms three 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 with water, soap and disinfectant three times a day. (Daily check list)
- Reception area to be properly cleaned with water, soap and disinfectant (Furniture, floor, and counter) – twice a day (Daily check list)

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- Emergency exits – to be cleaned with water, soap and disinfectant daily. Areas are to be kept free from obstacles – twice a day (Daily check list)

Kitchen Service

- Wipe the fridge doors, microwave doors with water, soap and disinfectant 3 times a day
- Wipe the taps and fittings (on the basin) with water, soap and disinfectant
- All containers (Tea, Coffee, sugar and Milk) are to be kept filled with ingredients. 3x times daily
- Provide tea/coffee, etc at meetings and courses as required. (Boardroom booking forms)
- Collect food and beverages from canteen and deliver to boardrooms/meetings/courses. As required.
- Safe keeping of Eskom utensils on daily basis 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 with water, soap and disinfectant – once a week.
- Fridges to be properly cleaned – daily with disinfectant – weekly and defrosted –once a month.
- Microwave ovens to be properly cleaned with water, soap and disinfectant 3 times a day
- • 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)

Entrances

- Tiles and stairs to be cleaned and disinfectant on a daily basis (Register – Supervisor)
- Areas to be spot checked and tidied – 3 times per day
- Main entrance windows and doors to be cleaned daily up to reaching height – 3 times per week (in the Morning)

External cloak room

- Toilet bowl to be cleaned and scrubbed with disinfectant 3x times a day (Daily check list)
- Hand wash basin to be cleaned and disinfectant daily and spot cleaned 3x times a day. (Daily check list)
- Taps and fittings, basin outflow (drain) to be cleaned and disinfectant 3x times a day, steel wool to be used to clear all alkaline deposits (Daily check list).
- Cloak room floors to be cleaned and disinfectant daily. (Daily check list)
- Cloak room floors to be stripped – once a month. (Register – Supervisor)
- Walls to be spot cleaned and disinfectant – daily. (Daily check list)
- • Doors to be cleaned and disinfected and markings to be removed, door handles to be polished 3 times a day (Register – Supervisor)

Toilets

- Clean and disinfectant toilet bowls seat and tap for the Urinals 3 times a day
- Clean and disinfectant toilet flash tap 3 times a day
- Clean and disinfectant hand soap holders 3 times a day
- Clean and disinfectant taps and fittings, hand wash basins 3 times a day
- Clean and disinfectant doors and door handles 3 times a day
- Descale and remove algae, bacteria and uric encrustations from all areas
- Clean and disinfect both internal and external surfaces

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- Replenish of paper towels and toilet papers, deodorizers as and when required

Urinals

- Descale and remove algae, bacteria and uric encrustations from the unit of fitment
- Remove trap where possible and clean, disinfectant and clear away all waste around and inside the trap
- Clean and disinfectant both internal and external surfaces of the unit
- Replenish of Pmat as and when required

Hand Basins, Showers, Baths and Sinks

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

NB: Cleaning consumables and disinfectant must be SABS Approved. Areas must be cleaned with water and soap and disinfectant with Sodium Hypochlorite or Hydrogen Peroxides

Deep cleaning to be done as and when required

General

- Clean and disinfectant 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 and disinfectant all walls, partitions and floors surrounding the units
- High pressure cleans all units to flush deposits or growths through the plumbing and into the main line
- Deep cleaning and disinfectant of chairs and surfaces
- Issue a service certificate on completion of the work
- Report all defective plumbing and sanitary fitments

3. DECONTAMINATION

The scope of service in this contract relates to the management, supervision, labour, supply and use of hazardous chemical substances for when required decontamination for Northern Grid

Rustenburg CLN	Substations	Number of resources
	Ararat	2 resource (1 cleaner & 1 gardener)
	Bighorn	2 resource (1 cleaner & 1 gardener)
	Dinaledi	2 resource (1 cleaner & 1 gardener)

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	BAYERS 235 Offices (CBD)	2 resources (2 cleaners)
	Marang	2 resource (1 cleaner & 1 gardener)
	Ngwedi	2 resource (1 cleaner & 1 gardener)
	Trident	2 resource (1 cleaner & 1 gardener)
Carltonville CLN		
	Carmel	2 resource (1 cleaner & 1 gardener)
	Hermes	2 resource (1 cleaner & 1 gardener)
	Midas	2 resource (1 cleaner & 1 gardener)
	Mokodi	2 resource (1 cleaner & 1 gardener)
	Pluto	2 resource (1 cleaner & 1 gardener)
	Watershed	2 resource (1 cleaner & 1 gardener)
Total number of resources		26

3.1 SCOPE

This document covers the technical scope of work for as when required decontamination for Transmission Northern Grid

3.2 SCOPE INCLUSIONS

The scope includes management, supervision, labour and the use of hazardous chemical substances for the decontamination of Eskom Transmission Northern Grid

- Service is for as when required –off precautionary treatment of all touchpoints in office and workshop areas.
- Door handles and doorknobs, handrails, push plates, light switches, remote controls, window seals, floors and taps.
- Office desks and furniture, Telephones, Chairs and tables used in common kitchens.
- Shared computers, Shared kitchen appliances (e g kettles, microwave ovens, and fridge door handles etc.).
- Press Buttons e.g. Lift and Door press buttons as applicable
- Furniture, pause areas, meeting rooms, common areas and offices, kitchens, workshops, toilets and change rooms, Eskom Medical Centre, Reception areas, etc.

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3.3 INSTRUCTIONS GUIDE

Prior to the commencement of the decontamination exercise, the Contractor must ensure that all the identified areas should be thoroughly cleaned, clean with water and detergent and then wipe the area with disinfectant chlorine based or hypochlorite solution 1000ppm/0.1% (e.g., 4 sachets of biocide 6g packet to 9L of water or 70% alcohol surface cleaner or disinfectant wipes thereafter, immediately the decontamination can commence.

For disinfection one can use:

- Diluted household sodium hypochlorite or hydrogen peroxides (bleach solutions (if appropriate for the surface)
- Alcohol solutions (with at least 70% alcohol)
- EPA registered household disinfectants

Please Ensure:

- Proper ventilation
- Check expiration date
- Never mix household bleach with ammonia or any other cleanser
- Unexpired household bleach will be effective against coronaviruses when properly diluted.

4. SPECIFICATIONS AND STANDARDS

1.4.1 The Long-term antimicrobial treatment for surfaces can be applied to all types of surfaces and touchpoints such as handles, basins, bathtubs and showers, tiles, countertops, shower curtains, grout, sinks, washable walls, wallpaper, floor, concrete and stone, waste bins, stainless steel and aluminium surfaces, carpet and upholstery, furniture, amongst others.

1.4.2 The Product is safe to apply on Food contact surfaces but must be completely dry before working on those surfaces.

1.4.3 The porous surfaces may require a greater amount of product due to increased absorption. For soft porous surfaces such as carpeted floor, rugs and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on those surfaces.

1.4.4 Use products with the approved emerging viral pathogens (*99 anti-germ signs) claims that are suitable for porous surfaces

1.4.5 Active Components: 3-(trimethoxysilyl) propyldimethyl-octadecyl ammonium chloride ($\leq 3.0\%$ w/w).

5. THE CONTRACTOR MAKES PROVISION FOR:

1.5.1 The supply of labour for the decontamination services;

1.5.2 Supervision and inspection for the decontamination services;

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- 1.5.3 Supply of all chemicals and all other items associated with providing a satisfactory service;
- 1.5.4 All items moved around e.g. furniture and chairs, must be returned back to their original space.
- 1.5.5 The supply of COVID-19 PPE
- 1.5.6 The supply of transport for the labour force and decontamination equipment
- 1.5.7 The Service provider should immediately issue a Certificate of completion of the service

6. PERSONAL PROTECTIVE EQUIPMENT AND HAND HYGIENE

- 1.6.1 Cleaning staff should wear disposable gloves, masks (surgical masks) and gowns for all tasks in the cleaning process, including handling trash
- 1.6.2 Gloves and gowns should be compatible with the disinfectant products being used
- 1.6.3 Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash especially to the eyes
- 1.6.4 Gloves and gowns should be removed carefully (i.e., after leaving the office or area to avoid contamination of the wearer and the surrounding areas)
- 1.6.5 NOTE: wash hands with soap and water after removing gloves.
- 1.6.6 Cleaning staff should immediately report breaches in PPE (e.g. tear in gloves) or any potential exposures to their supervisor
- 1.6.7 Cleaning staff and others should wash hands often with soap and water for 20 seconds, including immediately after removing gloves
- 1.6.8 If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer (that contains at least 60% alcohol) can be used.
- 1.6.9 Service Provider must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Regulations
- 1.6.10 Service Provider must comply with OSHA's standards on biological agents including proper disposal of regulated waste and PPE

7. AUDITS

- 1.7.1 The Employer's representative may in accordance with a predetermined programme carry out audits on the Contractor's processes supporting any work done or to be done in terms of this contract, as well as on the work actually carried out. The Employer's representative shall give the Contractor notice of the intention to perform an audit in order that the Contractor may provide a representative observer.
- 1.7.2 Depending on the findings of such an audit, the Employer's representative may notify the Contractor of an NCR. The Contractor shall notify the Employer's representative of the actions he/she intends to take to clear the NCR, and by when he/she will have taken them. The Contractor maintains a database system to record and track all NCR's raised and reports these to the Employer's representative monthly.

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8. THE EMPLOYER MAKES AVAILABLE FOR THE FOLLOWING:

- 1.8.1 Detailed activity schedule including date and time and updates as required from time to time.
- 1.8.2 Ablution facilities are available within the buildings.
- 1.8.3 Potable water supply.
- 1.8.4 Plant permits where required prior to work commencing.
- 1.8.5 Medical services are available at the medical centre in case of emergency and expenses incurred are for the Contractor's account.

9. TRAINING REQUIREMENTS

The supplier to provide training as stipulated below for their employees and ensure certificates are kept up to date.

Item	Required Training	Gardener	Cleaner
1.	ORHVS (HVO 01)	Yes	No
2.	Hira	Yes	Yes
3	ELW001-Supervision in Electrical areas	Yes	No
4	High Voltage Awareness	Yes	No
5	OL2002 - Equipotential earthing	Yes	No
6	First Aid level 1	Yes	Yes
7	Use of Bush/Brush cutter	Yes	No
8	Herbicide application	Yes	No
9	Fire fighting	Yes	Yes

10. ACKNOWLEDGEMENT OF SOURCES:

- Center for Disease Control (CDC) and prevention
- OHSA Covid-19 websites
- CDC Home Care Guidance
- ESKOM Medical Centre

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Gardener

A. Grass area

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)

B. 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.

C. 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.
- Picking waste/trash within and around the office yard.

D. 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.

E. Watering

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

F. Cutting height

Brush Cutters	Not less than 50mm
	Not more than 100mm
Push mowers	Not less than 20mm
	Not more than 40mm

G. 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.

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All garden cuttings and refuse is to be stacked in an appropriate holding area, and then removed from site to the dedicated municipal garden waste area on a weekly basis.

H. Cleaning of garden tools

All gardening tools to be cleaned with water, soap and disinfectant with SABS Approved (Sodium Hypochlorite or Hydrogen Peroxides) 3 times a day.

I. High Voltage Yards Weeding (Courses needed are ORHVS(HVO-01,Supervision, Herbicide, HIRA, Brush cutter & Lawn mower & Fire Fighting) - General weeding and Herbicide application will be done on the weekly basis in and around the high voltage yards.

J. Substation Maintenance/Activities

- To help perform non-dangerous activities restricted and prohibited areas.

K. The service provider will provide training for both High Voltage Yards Weeding and Restricted areas

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.

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 workmen must substation security induction. The contractor shall nominate a responsible person who will be in charge of the site.

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11. AFFECTED SITES

The scope of service in this contract relates to the Provision of Cleaning Services for Northern Grid substations listed below:

Table 1: Eskom Northern Grid Substations (Rustenburg and Carletonville CLNs)

Rustenburg CLN	Carletonville CLN
Ararat	Carmel
Bighorn	Hermes
Dinaledi	Midas
Marang	Mookodi
Ngwedi	Pluto
Trident	Watershed
235 Bayers Naude Offices	

Name and Surname	Designation
Boitumelo Gcwabaza	North Grid Manager
Calvin Bongwe	HV Plant Manager
Johan Fourie	Senior Advisor HV Plant
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Paul Sehlapelo	Senior Supervisor HV Plant - Lephalale CLN
Tshidi Sefala	Senior Supervisor HV Plant - Polokwane/Phalaborwa CLN

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12. REVISIONS

Date	Rev.	Compiler	Remarks
February 2023	0	Mduduzi Mkhabela	First draft of the Scope of Work

13. DEVELOPMENT TEAM

The following people were involved in the development of this document:

- Mduduzi Mkhabela
- Steven Banda
- Sipiwe Msiza
- Paul Sehlapelo

14. ACKNOWLEDGEMENTS

The following people contributed to the development of this document:

- Moses Lieba
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