

 Eskom	Scope and Evaluation Criteria	Eskom Real Estate
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1. INTRODUCTION

This document outlines evaluation criteria and scope for the provision of Cleaning, Gardening and Hygiene Services for Gauteng Cluster. This document contains Scope of work and evaluation criteria for desktop evaluation and site evaluation.

1.1 Purpose

This document contains the detail of technical evaluation criteria and Scope relating to provision of Cleaning, Gardening and Hygiene for Gauteng Cluster.

1.2 Applicability

This document shall apply throughout Eskom Holdings Limited Divisions.

1.3 NORMATIVE/INFORMATIVE REFERENCES

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

1.3.1 Normative

- [1] ISO 9001, Quality Management Systems
- [2] 240-48929482 Tender Technical Evaluation Procedure

1.3.2 Informative

None

1.4 DEFINITIONS

Definition	Description
Tender	A tender refers to an open or closed competitive request for quotations / prices against a clearly defined scope / specification.

2. SCOPE

The scope of work entails provision of Cleaning, Gardening and Hygiene services “as and when” required for a period of Five (5) years.

2.1 CLEANING SERVICES

The Provision of Cleaning Services will be in the following areas for Gauteng Cluster.

- Offices,
- Passageways,
- Toilets,
- Reception Areas,
- Outside Cleaning Areas and
- Auditoriums,
- Office Blocks
- Ablution Blocks
- Kitchens
- Boardrooms
- Dining areas
- Canteen areas
- Conference centers
- Training centers
- Smoking Rooms
- Customer Service Centers
- Staircases
- Clinics – First aid rooms
- Lifts
- Warehouses/ storage facilities
- Guard houses
- Bathroom and associated areas

The Cleaning service will further includes.

- Deep Cleaning as and when required
- Cleaning of high windows
- Domestic Waste Management etc.

The supplier shall provide all cleaning chemicals, materials and equipment

A daily cleaning service must be rendered on the following.

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** and scrubbed **once a week**.
- Spot cleaning of carpets must be done **as required**.

FURNITURE/UPHOLSTERED CHAIRS AND COUCHES, AND EQUIPMENT (DAILY)

- All furniture, pictures, top of office dividers, etc to be dusted and polished.
- Telephones to be cleaned with a disinfectant (wet cloth)

- 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**.

STANDBY ROOMS

- Wall tiles – complete wash with disinfectant – **once a week**. (Register – Supervisor)
- Toilet seats top and bottom – to be cleaned with Handy Andy, disinfected – **daily**. (Register – Supervisor)
- INSPECTION TO BE CARRIED OUT IN ACCORDANCE WITH INSPECTION LIST ATTACHED.

WALLS, OFFICE DOORS, DOOR HANDLES AND HANDRAILS

- Walls to be spot cleaned up to reach height - **daily**. (Not allowed to use chairs or ladders without Fall system arrest)
- Window sills to be cleaned with a wet cloth - **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 disinfectant (Marks to be removed) - **daily**. (Daily check list)
- All door handles to be cleaned with disinfectant - daily. (Daily check list)
- All door handles to be polished – **once a week**. (Register – Supervisor)
- All hand rails on stairways to be cleaned with disinfectant – **3x times a day**. (Daily check list)
- Oil spills/cleaning kit
- Oil spills must be cleaned with oil kit in all areas

WASTE PAPER BINS (DAILY)

- All wastepaper bins to be emptied and washed with 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 **three times a day**. (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)

KITCHEN SERVICES

- 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)

SMOKING ROOMS

- Heavy duty industrial vacuum cleaners, scrubbing machines, etc to be used.
- All non-carpeted area must be washed/mopped **daily** and scrubbed **once a week**.
- All furniture, pictures, tables etc to be dusted and polished – **daily**.
- Ash trays to be emptied and cleaned – **3x a day**.
- Upholstery of chairs to be vacuumed – **daily**

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)**

EXTERNAL ROOMS

- Toilet bowl to be cleaned and scrubbed with disinfectant **daily** (Daily check list)
- Hand wash basin to be cleaned and washed with a disinfectant **daily** and spot cleaned **once a day**. (Daily check list)
- Taps and fittings, basin outflow (drain) to be washed and disinfected **once daily**, steel wool to be used to clear all alkaline deposits (Daily check list).
- Cloak room floors to be washed with disinfectant (no polish to be used) **daily**. (Daily check list)
- Cloak room floors to be stripped – **once a month**. (Register – Supervisor)
- Walls to be spot cleaned with disinfectant – **daily**. (Daily check list)
- Walls to have complete wash with disinfectant – **once a week**. (Register – Supervisor)
- Doors to be disinfected and markings to be removed, door handles to be polished **3x per week** (Register – Supervisor)

WINDOW CLEANING, CARPET STEAMING AND HIGH-LEVEL CLEANING

The Provision of.

- External Windows – monthly
- Internal Windows – monthly
- Curtain Steam Cleaning – as and when required
- Carpet Steam Cleaning – Quarterly (4 times a year) to be done on Saturdays only, not during Working Hours unless arranged with Site Supervisor.
- Upholstery Cleaning – as and when required

Contractor to stipulate cleaning process and also note that only SANS approved cleaning materials can be used. Site Supervisors to be contacted well in advance so that site access can be arranged. The contractor is also required to formulate, implement and maintain a Safety Plan. The Contractor must be provided cleaning chemical data sheet to the Employer, as and when required.

MAIN RESPONSIBILITY

DAILY

- Wipe and polish the reception area
- Vacuum all carpets and upholstery and remove all chewing gum
- Dust and polish all chairs, tables and all surfaces
- Polish all brass, including wooden rail, and skirting
- Dust picture frames and clean the picture glass
- Clean the mirror

DEEP CLEANING SERVICES

Toilets

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

Urinals

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

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
- Clean and disinfect all taps, plugs, chains, outlets, channels and gullies

NB: Deep cleaning to be done as and when required.

- 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

TOOL AND EQUIPMENTS that the supplier is expected to have

- Janitorial cleaning trolley



- **Cleaning trolley**



- Clear refuse bags
- Vacuum cleaner
- Pressure washer
- Squeegees
- Floor scrubber
- Protective gear
- Colour coded mobs with aluminium handle & Fleece pads
- Broom
- Brush and pan
- Hand gloves
- Dust mask
- Hair nets

- Colour coded microfiber cloth
- Dish cloth
- floor safety sign
- Micro fibre sweeper mob
- Toilet brush & holder
- Feather duster
- Spray bottles

CLEANING OF TOILETS & BATHROOMS.

SEE ATTACHED CHECKLIST/SCOPE OF WORK

SEPARATE CLEANING EQUIPMENT FOR TOILETS AND OTHER BATHROOM AREAS SHOULD BE USED TO PREVENT ANY GERMS/BACTERIA FROM SPREADING TO OTHER AREAS AS THE TOILET IS A BIG BREEDER OF GERMS/BACTERIA. BY USING THE SAME CLEANING MATERIALS, WE ARE MERELY TRANSFERRING THESE GERMS TO OTHER AREAS AND CAUSE CROSS-CONTAMINATION.

PROTECTIVE CLOTHING SHOULD BE WORN WHEN CLEANING TOILETS MAINLY FOR TWO REASONS:

- TO AVOID SPREADING OF GERMS/BACTERIA OR CONTRACTING ANY ILLNESS DUE TO GERMS.
- THE TOILET NEEDS TO BE CLEANED WITH STRONG CHEMICALS/SANITIZERS TO KILL ANY GERMS. TO AVOID YOURSELF INHALING OR BURNING YOUR SKIN, IT IS NECESSARY TO WEAR GLOVES, FACE MASK AND OTHER PROTECTIVE CLOTHING.

CLEANING OF FLOORS, CARPETS & TILES

SEE ATTACHED CHECKLIST/SCOPE OF WORK

IT IS IMPORTANT TO CLEAN THE FLOORS AND CARPETS PROPERLY AND SAFELY. FOLLOW THE FOLLOWING SAFETY RULES:

- BEND YOUR KNEES WHEN LIFTING ANYTHING HEAVY LIKE A BUCKET.
- STAND UP STRAIGHT WHEN USING A BROOM OR MOP.
- USE YOUR ARMS NOT YOUR BACK MUSCLES TO SWING THE MOP.
- NEVER USE ELECTRICAL EQUIPMENT NEAR WATER.
- NEVER TOUCH ELECTRICAL SOCKETS WITH WET HANDS, YOU MAY GET SHOCKED.
- ALWAYS DISPLAY THE APPROPRIATE WARNING SIGN.
- MOP UP SPILLS IMMEDIATELY.
- REPORT ANY LOOSE WIRES OR FAULTY EQUIPMENT TO MAINTENANCE OR YOUR SUPERVISOR.
- DO NOT PULL VACUUM CLEANERS BY THE CORD.
- DO NOT LEAVE ELECTRICAL EQUIPMENT SWITCHED ON WHEN NOT IN USE.
- TAKE ALL DAMAGED/FAULTY EQUIPMENT OUT OF SERVICE IMMEDIATELY AND LABEL THEM AS FAULTY TO PREVENT ANYONE ELSE USING IT.
- SERVICE ALL EQUIPMENT REGULARLY.
- FOLLOW THE MANUFACTURER'S INSTRUCTIONS CAREFULLY

2.2 HORTICULTURE/ GARDENING SERVICES

Provision of gardening service for Gauteng Cluster will be as follows, as and when required,

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)

- **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.

- **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.

- **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.

- **WATERING**

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

- **REFUSE REMOVAL**

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

- **CUTTING HEIGHT**

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

- **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.

- **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.

- **REMOVAL OF CUTTINGS**

The contractor is responsible to provide grass bin bags, store cut grass, removal of grass and dispose offsite.

Services include cutting of shrubs, short trees, flowers, plants and spraying of insecticides.

2.3 HYGIENE SERVICES

Provision and maintenance of Hygiene equipment on a monthly basis, including supplying and installing consumables for various offices within GAUTENG Cluster.

The following equipment is required and it will be rented from the supplier.

Toilet Paper (Dispenser/Holder)

- Durable /strong
- Toilet paper must be SABS tested and approved double ply tissue must be provided.

Wall mounted bin

- Durable/strong

Paper Towels (Dispenser)

- Durable/Strong
- Absorbent and comfortable virgin pulp paper
- Hygienic touch free operation and only used once (eliminating cross contamination)
- Easy to reload

Soap Refills (Dispenser)

- Durable, Modern design
- Leak proof pump mechanism
- Easy to use and refill cartridge (750 ml)
- Touch free model to eliminate cross bacterial contamination

Urinal /Bowl Sanitising System

- 24 hour effective and economical elimination of odours at source
- Drip feed – works even when toilet/urinary is not flushed
- Breaks down uric acid build up in traps and pipes
- Frequency Service – **Monthly**

Toilet Seat Wipes Dispenser

- Alcohol based – quick drying toilet seat wipes ensuring hygienic use
- Durable, Modern design
- SABS tested 99.9% kill of known bacteria
- Frequency of service – **monthly**

Air fresheners

- Timer operated, adjustable spray settings
- Day and night sensor
- Frequency of service – **monthly**

Sanitary Hygiene Bin

- Plastic lined
- Hands Free (pedal) operated
- SABS tested "sani soc" bactericide
- Operates from the top-down even if bin is full
- Frequency of service – **every seven (7) days or fourteen (14) days** as required and removed off site same day

Anti-Bacterial Waterless Sanitizer Dispenser

- Alcohol based, quick drying waterless sanitiser
- SABS tested 99.9% kill of known bacteria
- Frequency of service – **monthly**

2.3.1 HYGIENE CONSUMABLES

HYGIENE CONSUMABLES
Toilet Paper 48 rolls (2 ply)
Paper towels (Per roll) 1 ply
Foam/liquid soap refill
Urinal odorite disc
Purified bottle water refill
Air Freshener refill and Seat Sanitizer refill
Toilet brushes

2.3.2 RENTAL HYGIENE ITEMS

	LIST OF HYGIENE RENTALS	QUANTITY
1.1	Paper Towel Dispenser	1
1.2	Paper Towel Wall Bin	1
1.3	TR3 Toilet Roll Holder	1
1.4	Liquid/Foam Soap dispenser	1
1.5	SHE/Sanitary Hygiene Bin (7 Day Service)	1
1.7	Water cooler dispenser	1
1.8	Auto Sanor	1
1.9	Seat sanitizer Dispenser	1
1.10	Air freshener Dispenser	1

The tenderer must first pass the desktop evaluation (Level 1) to proceed with the Site evaluation (Level 2).

4. TECHNICAL EVALUATION THRESHOLD

The minimum weight (threshold) required for a tender to be deemed compliant **is 75%** for both the Desktop Evaluation and the Site Evaluation.

The following gate keepers will be applied;

- Letter of Good standing from pensions confirming contributions for the past 5 years back from 2017.
- Proof of Contribution from Provident/Pension for the past 5 years up to current date showing uninterrupted contributions,

N.B Applications for registration with the fund won't be considered as letter of good standing

Minimum threshold for desk evaluation is 75 percent; it must be met to be eligible for further evaluation.

4.1 Table 1: Technical evaluation – overall

Criteria Number	Technical Criteria Description	Criteria Weighting (%)	Criteria Sub Weighting (%)
A	Level 1 - Desktop Evaluation	80	100
Minimum Level 1 score to proceed to Level 2 = 75%			
B	Level 2 - Site Evaluation	20	100
Minimum Level 2 score to be deemed compliant = 75%			

- 1) If tenderer passes the desktop evaluation (Level 1) and fails the Site evaluation (Level 2), such supplier will be declared as not compliant to Eskom requirements.

4.1.1 Level 1 Evaluation – Desktop Evaluation Criteria

	KPA	KPI	REQUIREMENT	WEIGHT	BREAKDOWN OF POINTS ALLOCATION
1	Relevant Experience	Company Profile	The relevant company profile showing past 5 year experience. Relevance references to one or more of the following cleaning, Gardening and Hygiene services. Experience must start from 2015 to date, anything beyond 2015 will be considered outdated.	10%	The evaluator must assess if the profile experience is relevant with regards to experience in cleaning, Gardening and Hygiene. Should a contractor not have the experience in all the categories, the score below will be halved. 5 yrs Experience for Cleaning, Gardening and Hygiene =10% Experience for 4 years = 8% , Experience for 3 years =6% Experience for 2 years =4% experience for 1 year = 2% not shown =0%
		1. Appointment letter with contact details from previous/ current clients. 2.The references must be in the form of an official Purchase order/ signed contract/ signed payment certificate.	Five (5) Appointment letters received for Cleaning and Gardening, 5 for Hygiene From year 2015 to date	20%	The Evaluator to confirm the previous appointment letters. For all supplied valid letter the contractor will be awarded 10% for cleaning and gardening, 10% for Hygiene: Cleaning and gardening, 5 letters = 10%, 4 letters= 8%, 3 letters = 6%, 2 letters = 4%, 1 letter= 2%, and Hygiene letters, 5 letters = 10%, 4 letters=8%, 3 letters = 6%, 2 letters = 4%, 1 letter= 2%.
	TOTAL FOR KPA 1			30%	
2	Project execution Approach and Methodology	Contractor to proof the methodology that will be followed in the delivery of effective daily services delivery.	Proof that contractor can identify Hazards, Risks, control measures and corrective actions: - Proof of Templates and/or Checklists showing pre-preparation to completion of daily cleaning.	10%	The evaluator to confirm if the method statement is feasible, identification of hazards, control measures only =2% Identification of hazards & control measures and checklist only =3% Template or checklist showing Pre-preparation to complete of daily cleaning together with identification of hazards, control measure and checklist=5% None of the above score =0%
		Organisational Structure relevant to the Tender project.	The structure to show the following- Manager, Project Manager, Snr Supervisors (Hygiene), Snr Supervisor (Cleaning), Safety Officer, etc. for this project.	5%	Relevant structure with 5 key mentioned employees as a minimum, score = 5% Structure with minimum of 5, 4 key employees= 4%, 3 key employees =3%, 2 key employees =2%, 1 key employee = 1%.The structure

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3.					that is not listed or no submission= 0%
		CV and Certified qualification of key employees i.e Supervisors	Tenderer to demonstrate that there is competence 1. a CV of a Supervisor must show level 2 (National certificate)with 5 year experience in Cleaning and Gardening 2. a CV of a supervisor must show competence in Hygiene in terms of training and 5 years' experience. (refer to mandatory requirements)	10%	The evaluator to ensure that a Cv with experience 5 years and level 2 qualification is submitted = 10%, 4years exp and qualifications =8% 3 years exp and qual =6% , 2 years exp with qual =4% with no qualification = 0%
		Equipment / Tools etc to deliver the service.	The tenderer to provide available list of equipment / Tools as per the scope and it must be a signed copy.	5%	The evaluator to check for the list of equipment provided by the tenderer. The list needs to talk to the relevancy of the scope and list provided in the Scope of work. It must be signed. All 10 relevant equipment = 5%, 9 tools =4% less than 7 tools=3% , less than 4 tools =2% less than 2 tools =1% Inadequate = 0%
	TOTAL FOR KPA 2			30%	
3.	Registration with statutory body and Permit	Hygiene	Tenderer to provide waste management License/ Permit from local/National authority to collect, transport and dispose waste as per waste management act.	20%	The evaluator to check if the permit or licence has been provided and valid . All score = 20% inadequate =0%
		Cleaning and Gardening	Tendered to submit a valid proof of certified registration -NCCA (not a letter)	20%	The evaluator to check if the registration has been provided and valid. Adequate - NCCA = 15%, BEECA=5%. Inadequate = 0%, the tenderer will supply valid registrations, and client will further confirm with the registration body regarding the validity.
	TOTAL FOR KPA 3			40%	
OVERALL WEGHT & SCORE FOR THIS TENDERER				100%	
	Threshold is 75%				

4.1.2 Level 2 Evaluation - Site evaluation Criteria

During the site evaluation the tenderer shall demonstrate that the offered Services fully meets the requirements.

Office Location that is operational.	Tenderer to provide Lease agreement or Rates or levies as proof that the office belongs to the tenderer.	20%	The evaluator to check if lease agreement is valid i.e previous payments or Rates and taxes.
Operations and Resources Demonstration	Tenderer to show how operations of the same requirements are currently managed and how current resources on their data base are managed, System proof of UIF and Pension payment (Select random employees to check if compliant).	20%	The evaluator to check the proof of daily operations and resources allocated, check the database and evidence of paying Pension and UIF. 5% = Meet all requirements 0%= either or none.
Storage and lab results	Tenderer to show storage of equipment and Chemicals, previous lab results for drinkable water. Show the supplier of chemicals.	20%	The evaluator to check if there is a storage facility of Chemicals and equipment =10 % and previous lab results 10 % = 0%= either or none.
Proof of Protective Personal Equipment	Tendered to demonstrate the compliance to PPE, issuing of different PPE' to employees and registers.	20%	Cleaning PPE compliance =7% Gardening PPE compliance = 7% Hygiene PPE compliance = 6%

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Visit one active (cleaning and gardening) site to see the operation taking and validate PPE on site.	Tenderer to demonstrate employees at site working on dial operation, filling in cleaning templates/registers, handling of chemicals and wearing of PPE.	20%	Populated templates and registers =7.5% Wearing of PPE and Uniform =7.5% Safe Storage of chemicals at site =5%
		100%	
Threshold 75%			

5 AUTHORIZATION

Name and surname	Designation
Kith Maitisa	Middle Manager
Ngqali Ndukwana	Contracts Manager
Phumzile Mlangeni	Project Manager

