

Contract Title:

The Provision of Soft Services for Cleaning, Gardening and Pest Control Services for Eskom Property Management in Cape Coastal Cluster, Eastern Cape East London, Mthatha, Port Elizabeth & Aliwal North Zone.

Scope of Work: Soft Services Cleaning Contract

The purpose of this contract is to appoint suitable qualified Contractors (one per Zone) for the provision of soft services for cleaning, gardening and pest control services for Eskom property management in the Cape Coastal Cluster, Eastern Cape.

The scope includes the provision of the following facilities management services:

- Supervision Service
- Cleaning Service
- Supply of Cleaning Consumables and Hygiene Consumables
- Pest Control
- Rodent Control Service
- Dedicated Carwash Service at Specific Corporate Sites
- Roaming Gardener Service Team for these sites
- Gardener, Odd Jobs Service, Car wash for these sites

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

Working times

Monday - Friday: 07h00 to 16h00

Teatime is 15 Minutes

Lunch is 45 minutes

Saturday & Sunday: 07h00 to 15h30 (only when required)

CLEANER SERVICE

MAJOR	SPECIFIC REQUIREMENTS	AVAILABILITY/
1.Equipment	1.1 The <i>Contractor</i> shall, at its own cost acquire, maintain, replace and/or replenish all cleaning equipment required to provide the Service. The <i>Contractor</i> shall provide at least the following: Wet and dry Vacuum Machines, Mop Trolleys, Brooms – Soft bristle, Buckets round - 25 litre, Dust cloths, Feather Dusters, dish cloths, kitchen swabs, scourers, Mops, window cleaning squeegee with an extendable handle to reach a height of 3.3m	No incident of failure to comply with this responsibility may be determined during the period of this contract.
	1.2 The <i>Contractor</i> shall: - ensure that all cleaning equipment used in the provision of the <i>Service</i> are in good working condition with no parts missing; inspect the cleaning equipment to ensure compliance with this responsibility; repair or replace all cleaning equipment to the extent required to comply with the responsibilities stipulated in this Agreement. 1.3 The <i>Contractor</i> will inspect all	No incident of failure to comply with this responsibility and/or Service Level may be determined during the period of this contract.
	1.4 The <i>Contractor</i> shall inspect all equipment to ensure the above responsibilities are complied with.	Failure to produce proof of inspection, on request, shall result in a non-compliance.
	1.5 A register shall be kept of all cleaning equipment for random inspection/ physical/ operational checks.	Any <i>Contractor</i> who fails to submit the completed and updated register with the monthly report may result in non-compliance.

	1.6 The <i>Contractor</i> shall at times endeavour to use environmentally friendly and bio-degradable cleaning products which should comply with ISO 14001 requirements.	The <i>Contractor</i> is to provide relevant information on products used. Failure to comply will result in a non-compliance.
2. Ad-hoc Cleaning	2.1 Attend to any spillages, and other emergency cleaning requirements, such that the Site is always in a prime state.	No failure to complete emergency cleaning requirements specified.
	2.2 In the event of graffiti inside or outside the building, the <i>Contractor</i> must ensure that it is removed.	Removal of graffiti to commence immediately upon identification.
3. Hard floor cleaning	3.1 All hard floor coverings including edges and skirting shall be cleaned in such a way to preserve the floor coverings. The process should ensure that all floor areas are free from debris, dust, dirt, spillage, and litter and scuff marks to display an even lustre on completion. Any stains and deposits should be removed. 3.2 No fresh stains shall be evident. Where necessary, site-specific requirements should be complied with, as for the various surfaces finishes such as concrete, polished tiles, wood, etc.	No accumulation of ingrained / impacted dirt, particularly in crevices, corners and edging. No evidence of any accumulation of slurry, soap or residues from cleaning agents. Slippery floor surfaces, powdering discoloration, build up and scuffing. Misuse of inappropriate cleaning agents. No evidence of dirt or debris under desks, around edges of furniture, corners, lift landing plates, under glass cladding of escalators, vertical and horizontal surfaces of escalators (incl. handrails, glass barriers, bollards) fire escapes and
4. Soft floor coverings	4.1 All soft floor coverings including edges and skirting shall be free from debris dust and dirt. Any stains and deposits should be removed. No fresh stains shall be evident. This includes all carpets, rugs, entrance mats, etc. 4.2 Mats shall be positioned in such a manner so as not to constitute a tripping hazard.	All carpeted floor areas, throw rugs, and floor mats must be vacuumed to ensure that such floors are free from loose debris, dirt, dust, stains, build-up and other foreign matter. Carpeted areas, throw rugs, and floor mats shall be spot cleaned and shampooed in accordance with the manufacturers' specifications.

5.Slip resistant floors	5.1 Floor surfaces having a slip resistant property shall remain slip resistant, when there is dampness or water spillage.	Failure to ensure non-slip floor finishing shall result in non-compliance. Failure to make an area safe after any water spillage or any leftover
6.Stairs	6.1 All stairs including treads, risers, nosing banisters, balustrades, handrails, ledges and guards must be free from dust, debris, stains and marks.	No evidence of debris, fresh stains and spillage, or cleaning marks / lines.
7. Internal glass, mirrors and cladding (including interior of lifts)	7.1 All glass / mirrors (excluding external windows) shall be free of dust, void of stains and a streak /smear free finish achieved. 7.2 All internal glass partitions shall be free of dust, void of finger printing, stains, markings and with a dry streak / smear free finish.	No evidence of build-up in corner areas, around fixtures, streak marks, smears or heavy finger marking.
8. Paintwork, walls and doors	8.1 All paintwork, walls and doors, including framework shall be void of stains and markings (no graffiti) ingrained dust, dirt and cobwebs, with a streak/ smear free even finish achieved with no visible water marks.	No evidence of stains, accumulation of dirt and debris particularly on edging and in corners; no cobwebs, watermarks.
9. Ceilings and bulkheads, including air conditioning diffusers	9.1 All ceiling surfaces shall be free from cobwebs and other debris. All air conditioning diffusers to be free from dust and marks. This to be done to a height of 3.3 meters.	No evidence of cobwebs and or cleaning marks, fingerprints or static residue.

10. Furniture, fixtures and fittings including architectural and structural ironmongery, bulkheads and signage.	10.1 All furniture, fixtures and fittings including architectural ironmongery shall be cleaned / polished appropriately to ensure protection. The process should ensure the above to be free from dust, void of stains, with a streak / smear free finish achieved. Common area signage below 3.3 meters high to be kept dirt free.	No evidence of accumulated grime, dirt deposits, chemical build up and / or stains resulting from other associated cleaning processes.
11. Sanitary ware	11.1 All sanitary ware, sinks, wash-hand basins, surfaces and their appropriate visible surface pipework, splash backs, taps, chains and plugs shall be void of all soiling, detergent and / or watermarks.	No misuse of inappropriate cleaning agents.
12. Blinds, louvers and sun visors	12.1 Blinds shall be cleaned appropriately. The process should ensure the above to be free from dust and stains.	No evidence of dust and stains.

13.Waste receptacles	13.1 All waste receptacles shall be clean, dry, dust / dirt free and have an acceptable odour. All dustbins and trash receptacles shall: 13.1.1 Be emptied and returned to its original location so as to ensure a clean, neat and professional site appearance. 13.1.2 Be cleaned to ensure such dustbins are substantially free from any dust, removable stains, soil, grease, odours and spillages. 13.1.3 Be emptied in a manner which does not in any manner disrupt any activities. 13.1.4 All obviously soiled or torn trash receptacle liners shall be replaced. 13.1.5 All trash shall be deposited in the outside trash collection containers/skips. Recyclable material must be sorted and deposited into the relevant recycling bins/containers. 13.1.6 Waste bins may never be more than 60% full. Compaction and waste disposal areas must be hygienically maintained and free of litter and smells. 13.1.7 Waste bins/containers/packets must be moved to the relevant collection points on waste collection days in order to be picked up by the waste removal company.	No occurrence of overflowing receptacles. No failure to prevent the receptacles from becoming foul smelling and / or heavily soiled. No failure to replace bin liners where appropriate. Overflowing waste bins should be cleared within 30 minutes
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14. High-level ledges and surfaces including air conditioning grills and diffuser outlets, high level ducting, vents and sides edges of escalators, light fittings, etc.	14.1 High-level ledges and surfaces shall be cleaned using the correct access equipment; the process should ensure the above to be free from ingrained dirt and dust, void of all stains and markings. This includes canopies, exposed trusses and beams.	No evidence of ingrained dirt and dust, void of all stains and markings. No evidence of moths, dust or rodent or animal faeces in escalator panels, or on high level ledges or surfaces. This to be performed as a minimum every 3 months
15.Toilet / ablution/ Shower/Hand Basins/Sinks/ Bath facilities	Provision should be made to ensure that toilet, shower and bath facilities would be free of any permanent odours. The cleaning process should ensure protection of all surfaces. All sinks, basins, w.c.'s, urinals, troughs, cisterns, shower heads, chains and plugs should be free of all stains, ingrained dirt, build up of lime scale, with a streak / smear free finish achieved. All cleaning and maintaining of toilets shall be carried out daily. All toilets to be always kept clean. Inspection every hour and recorded on an inspection sheet. Floors and walls to be cleaned with a fungicide solution. Basins, Urinals and Bowls and Fittings to be cleaned with a disinfectant. Defects to be attended to immediately. Descale and remove algae, bacteria and uric encrustations from all areas Clean and disinfect both internal and external surfaces of the fittings Remove trap where possible and clean/disinfect and clear away.	No occasion of persistent complaints regarding odours. No evidence of stains, ingrained dirt, build up of lime scale, dry germ, streaks / smears.

16. Toilet consumables	16.1 The <i>Contractor</i> shall be required to perform stock control of the consumables supplied and request replenishment of consumable stock as required. 16.2 The <i>Contractor</i> will ensure that the hygiene equipment is stocked with consumables, including, but not limited to: toilet paper; hand towels,	Consumable stock levels are to be monitored and requests for consumable stock to be made timeously. No failure of availability of supplies at the point of use.
17.Window cleaning less than 3.3 meters high	17.1 Fully clean all the inside of the window glass and frames monthly. 17.2 Fully clean the outside of all window glass and frames every 3 months, up to a height of 3.3 meters.	No incidence of failing to clean the windows every month. No incidence of failing to clean the
18. External	18.1 A program of collection will be implemented by the <i>Contractor</i> to ensure that there is no accumulation of litter within the grounds and city council roads' reserves bordering on 18.2 Waste bins to be positioned as agreed with Eskom and will be emptied and cleaned regularly such that they never overflow and are kept in a sanitary condition. 18.3 Cigarette disposal provisions will be provided by Eskom at all designated smoking points and will be emptied and cleaned regularly such that they never overflow. 18.4 Parking garages / areas to be 18.5 The external fabric of the building will be cleaned to a height of 3.3 metres to maintain the external appearance.	Ensure that all litter is collected, and removed as and when required. No occurrence of overflowing receptacles. No failure to prevent the receptacles from becoming foul smelling and / or No occurrence of overflowing receptacles No litter and evidence of Ensure the building is cleaned regularly and free of dirt and removable marks and stains.

19.Dining area Cleaning	19.1 All tables, chairs, to be cleaned and furniture rearranged as per agreed arrangement. Dining area to be always kept in a clean and neat condition.	Waste / litter to be removed; tables and chairs to be wiped clean. All bins to be regularly cleaned, so as to allow capacity during peak periods.
20.Contractors facilities	20.1 The service provider must ensure that the facilities made available to contractors, if applicable, for change rooms, offices are kept clean, tidy and to an acceptable standard. 20.2 The service provider must ensure that adequate lockable lockers are provided for each cleaner, these must be of an acceptable standard.	No failure to provide services as required. These facilities are to be kept clean and hygienic at all times
21. Delivery Yards / warehouses/ workshops	21.1 The service provider must ensure that the delivery yards, warehouses and workshops are clean and tidy, with no litter, excessive dust, dirt and debris.	No failure to provide an area that is free of litter, dust, dirt and debris.

1.2.3 HYGIENE RENTED EQUIPMENT

MAJOR REQUIRMENTS	SPECIFIC REQUIREMENTS	AVAILABILITY/ PERFORMANCE STANDARDS
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1. Sanitary Services	1.1 Provide a sanitary waste collection and disposal service, whereby sanitary bins are used to collect and store sanitary waste hygienically and safely. All sanitary services are to be performed in line with National Environmental Waste Management Act, 59 of 2008 and the By-laws of the local Municipality in which the site is located. 1.2 The bins are to be cleaned and disinfected to kill all bacteria and the bin liner needs to be replaced with each service. 1.3 All sanitary waste to be removed discretely from each site. 1.4 Waste Disposal Certificates must be supplied to the <i>Employer</i>.	Failure to provide sanitary services in line with the specified frequency will be deemed as a non-compliance.
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SUPPLY OF HYGIENE AND CLEANING CONSUMABLES

MAJOR REQUIRMENTS	SPECIFIC REQUIREMENTS	AVAILABILITY/ PERFORMANCE STANDARDS
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1. Consumables	1.1 The <i>Contractor</i> will deliver an number of consumables monthly. This quantity of consumables will be per site, and it must be delivered before end of the month. 1.2 Any further consumables required will be procured by Eskom using alternate methods i.e. this contract will not be used to procure further consumables than the amount stated in this contract. 1.3 The <i>Contractor</i> will manage and use the consumables in a cost effective and efficient manner and will put controls in place to minimize wastages and prevent theft of the consumables. Missing or shortage of consumables will be for the cost of the <i>Contractor</i>.	Failure to deliver consumables constitutes non-compliance. Delivery of consumables greater than the amount constitutes non-compliance and will be for the cost of the <i>Contractor</i>. Failure to keep consumables consumption records will constitute non-compliance. Failure to manage consumables effectively constitutes non-compliance.
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PEST CONTROL and RODENT CONTROL SERVICE

MAJOR REQUIRMENTS	SPECIFIC REQUIREMENTS	AVAILABILITY/ PERFORMANCE STANDARDS
1. Equipment	1.1 The <i>Contractor</i> shall: - ensure that all pest control equipment used in the provision of the service are branded and in good working condition with no parts missing; inspect the pest control equipment to ensure compliance with this responsibility; repair or replace all pest control equipment to the extent required to comply with the responsibility stipulated in this agreement. 1.2 The <i>Contractor</i> will inspect all pest control equipment while performing their duties and report	No incident of failure to comply with this responsibility and/or service level may be determined during the currency of this agreement Failure to produce proof of inspection, on request, shall result in a non-compliance

	any defective or damaged pest control equipment to the Eskom Department. 1.3 A register shall be kept of all service equipment for random inspection/physical/ operational checks 1.4 All pest control services are to be performed as per stipulated frequencies. 1.5 Recording sticker to be attached and updated to every bait station to be serviced. 1.6 Dusting powder and gel bait stations to be used plus insect monitors if necessary. 1.7 Service report to be completed and signed off on site – original copy to be left on site. 1.8 The Service must comply with: • SANS 10402:2013 – The Application of Fumigants. • SANS 10133:2011 – The Application of Pesticides in Food Handling, Food Processing and Catering Establishments.	Any <i>Contractor</i> who fails to submit the completed and updated register with the monthly report may result in non-compliance. Failure to provide pest control service in line with the frequencies will be deemed as non-compliance
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GARDENER/CAR-WASH/ODD JOBS SERVICE & ROAMING GARDENER SERVICE TEAM

MAJOR REQUIREMENT	SPECIFIC REQUIREMENT	AVAILABILITY / PERFORMANCE STANDARDS
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1.Horticulture Equipment	1.1. The <i>Contractor</i> shall, at its cost acquire, maintain, replace and or replenish all equipment required to provide the Service. 1.2. The <i>Contractor</i> shall: - ensure that all equipment used in the provision of services are branded and in good working condition with no parts missing. Inspect the equipment to ensure compliance with this responsibility; repair or replace all equipment to the extent required to comply with the responsibilities stipulated in this agreement. 1.3. The <i>Contractor</i> shall inspect all equipment to ensure the above responsibilities are complied with. 1.4. A register shall be kept of all equipment for random inspection/physical/operational checks 1.5 Lawn mowers will have a bin catch all grass cuttings. 1.6 All equipment will be utilized to correlate with the requirements of the Occupational Health and Safety Act.	No incident of failure to comply with this responsibility may be determined during the period of this contract. No incident of failure to comply with this responsibility may be determined during the period of this contract. Failure to produce proof of inspection, on request, shall result in non-compliance. Any <i>Contractor</i> who fails to submit the completed and updated register with the monthly report may result in non-compliance. No incident of failure to comply. No incident of failure to comply
2. Lawns	2.1 Lawn areas are to be cut regularly. After mowing, some grass cuttings may be utilised as green mulch to all garden areas. Clippings are to be spread neatly across the beds. 2.2. All areas where lawn abuts onto kerbs or footpaths are to be trimmed to a line running down the back edge of the kerbs or the edge of the footpath.	Mow lawns to a height of not less than 30mm throughout the year. No encroachment to be allowed. Only edge trimmers or shears may be used

	2.3. No edges are to be cut using spade Brush Cutters - Not less than 50mm and not more than 100mm Push mowers - Not less than 20mm and not more than 40mm 2.4. Localised areas where grass growth has been poor through lack of water or where the soils have been compacted are to be aerated at regular intervals. This operation is to be carried out after the areas have been thoroughly watered. 2.5 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.	No localised areas where grass growth has been poor through lack of water or where the soils have been compacted.
3. Cultivation and Weeding	3.1. Hand weeding is to be carried out on a regular basis. All root growth is to be removed.	Garden must be weed free.
	3.2. Broad-leafed weeds are to be controlled utilizing the correct herbicide.	No spraying is to be undertaken in the narrow lawn areas where desirable plants may be damaged. Any plants damaged by the <i>Contractor</i> will be replaced by the <i>Contractor</i>.
	3.3 Herbicides are to be applied in accordance with the manufacturer's specifications and are to be carried out by a competent person wearing the correct protective clothing.	No more than two complaints during the duration of the contract.
	3.4 The <i>Contractor</i> shall at all times endeavour to use environmentally and bio-degradable products.	The <i>Contractor</i> is to provide relevant information on products used. Failure to comply will result in a non-compliance

	3.5 The <i>Contractor</i> is to be in possession of the relevant Hazchem certificates and is to ensure that the handling of all hazardous chemical substances, including fertilizers, is strictly in accordance with the Regulation for Hazardous Chemical substances framed under the OSH Act No. 85 of 1993. All Hazchem data sheets are to be forwarded for all chemicals used.	Hazardous chemical data sheets submitted. Monthly report, indicating chemicals utilised during the month per site.
	3.6. All empty herbicides & fertilizer containers are to be immediately disposed of off-site in accordance with the relevant laws, by-laws and regulations.	
	3.7 All areas of paving are to be kept free of weeds at all times. This will involve both hand weeding and the careful application of selected herbicides such as “Roundup” or “Ridder”.	Any damage caused to the paving or planting as a result of the above work are to be repaired by the <i>Contractor</i> at his own cost
	3.8. Care must be taken to avoid damage to plants and plant roots during the cultivation process. Cultivate to ensure a loose, surface with no compaction.	Should any plants die due to poor cultivation, their replacement will be for the account of the <i>Contractor</i> .
	3.9 As part of the cultivation process, any area where die back has occurred historically or occurs naturally, are to be replanted by division, using the plant type originally present in the area, if the plant type allows	
	3.10 Under no circumstances are line trimmers (weed-eaters) to be utilised around the base of trees.	Any tree dying due to damage by line trimmers is to be replaced by the <i>Contractor</i> at his own cost.

	Stem protectors must be installed to all trees in general lawn areas.	
4. Pruning	4.1 All trees and shrubs to be pruned on a regular basis. 4.2 All trees within parking areas to be kept at least 3m above ground where size allow, where vehicles park under trees. 4.3 General pruning is to be carried out throughout the year. Groundcovers are to be cut back from bed edges and shrubs generally pruned as and when necessary. 4.4. Any growth of branches etc. overhanging roofs of buildings, walls, fences etc., which can cause damage or the depositing of leaves etc. in storm water gutters or on roofs is to be regularly trimmed. Any growth of any plants which can cause damage to fence or compromise security causing an obstruction of vision, is to be removed 4.5 All garden refuse generated during pruning is to be removed from site at the end of each day	No failure of pruning. No more than 1 tenant and public complaint per week per property. No failure of pruning No growth of branches etc. overhanging roofs of buildings, walls, fences, which can cause damage to the structures. No growth of any plants, which can compromise security by causing obstruction of vision. No rubbish on site
5. Stakes & Ties	5.1 All trees shall be checked once a week and after all storms, to ensure that the stake is firm and that the tree is adequately tied at the top and bottom of the stake. 5.2 Damage to trees caused by chafing on stakes will not be permitted. Damage to trees caused by over tight ties will not be	

	permitted; ties shall be loosened or tightened as and where required.	
6.Pests	6.1 The <i>Contractor</i> is to constantly monitor for pests through the garden and are to treat accordingly. 6.2 Natural organic pesticides should be used. Should these fail only then should inorganic chemical pesticides be used. Application of the pesticide is to be carried out fully in accordance with the manufactures' specifications by competent person. The relevant laws, bylaws and regulations referring to the handling, of hazardous substances and the safe disposal of containers are to be adhered to all times. <i>Contractor</i> will adhere to strictly all conditions stipulated in Fertilizers, Farm Feed s, Agricultural remedies act, Act No. 36 of 1947 and all amendments to the Act.	
7.Leaf litter and garden refuse removal	7.1. The <i>Contractor</i> shall be responsible for the removal of the day-to-day refuse accumulated during the maintenance process. 7.2 All roads, pavements and pathways are to be kept swept and clean. This is applicable to both the interior and exterior of the site.	All refuse generated is to be removed from site by contractor. No stockpiles of leaves and wastes are to be left overnight. No exception will be tolerated for his failure to comply with this requirement.

8. Water and Irrigation	8.1 The <i>Contractor</i> shall be solely responsible for ensuring that all areas of planting receive the amount of water specified herein, taking into account the extent and type of irrigation present on site. 8.2 The <i>Contractor</i> is responsible for providing all necessary hoses, sprinklers and fittings to carry out the above. 8.3 Those areas not covered by the irrigation system are to be hand watered.	No exception will be tolerated for his failure to comply with this requirement All equipment provided by the <i>Contractor</i> will be in a working condition at all times. All areas of garden are to receive an adequate supply of water as necessary in both the summer and winter months.
9. Irrigation Maintenance	9.1 <i>Contractor</i> is to ensure that the entire irrigation system on all properties is fully functional. All defects must be reported to Eskom. Any damage caused by negligence by <i>Contractor</i> will be for the cost of the <i>Contractor</i>.	All defects on the irrigation system must be reported to the call centre within 24 hours identifying the defect. The first three months of the contract a detailed audit must be compiled and submitted to Eskom identifying any damage to such system.
11. Client Liaison	11.1 The service provider will appoint a key Account Manager who will be responsible for liaison with	No failure to comply with this requirement

	Eskom Manager on all aspects of landscaping.	
12.Odd jobs	12.1 The “gardener/carwash/odd jobs” staff will be required to carry out odd jobs as required by the relevant site supervisor. 12.2 The consumables for this service will be provided for by the Eskom site supervisor. 12.3 Washing of Eskom employee’s private vehicles is not allowed. 12.4 The Contractor will not be allowed to claim additional costs for this service.	No failure to provide services as required constitutes non-compliance. Eskom Fleet Vehicles are to be always kept clean and hygienic. Any misconduct like theft and misuse of cars in or out of the wash bays is a serious offense and could result in termination of the contract.

Sugen Chinniah

02/07/2026

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Contracts Manger Properties Management