
	Office cleaning, Hygiene service, Car wash and Laundry	Doc. no. F/290/007
		Rev. 1
		Total pages 1 of 6
Matimba Power Station		Reference Document: PS/290/003

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Outage Date	<input type="text" value="NA"/>												
Function	<input type="text" value="Support Services"/>												

System	End User	Date
OTHER	Bapela Charlotte	
	APPROVED	Date
Charlotte Bapela (Business Admin Officer)		2023/08/03
Anna Leshilo Support Services Manager		

1. INTRODUCTION

ESKOM Matimba Power Station is planning to conclude a service contract for the **Provision of Office Cleaning, Laundry, Hygiene Services, Chemical supply, and Car wash** service for a maximum duration of 5years to maintain well kept clean premises for a healthier environment for our employees. The contract will commence on 01 March 2024 to 31 February 2028

- Office cleaning entails sweeping, mopping, wiping, dusting, polishing, disinfecting, washing, de-staining, descaling, and brushing of buildings, including all walls, windows, floors, ceilings, blinds/curtains, furniture, equipment, walkways and all utensils.
- Hygiene services will include **provision and maintenance and emptied of sanitary bins and bags, provision and maintenance/servicing of water coolers, monthly deep cleaning of ablution facility, supply of paper towel dispenser and refills, toilet seat sanitizer, air freshener dispenser and refilling, Urinary mats, Hand washing liquid dispenser and refilling, Sanitizer dispenser and refilling.**
- Car wash service include washing of the car on the outside using high pressure washer, sponge soap washing, and soft cloth wiping, vacuum cleaning on the inside, leather polishing, and inside surfaces polishing, tyre polishing.
- Furniture removal service will include moving of office furniture between offices or other buildings as well as assembling and dismantling of office furniture.
- The cleaning services shall be provided on the following days
 - Monday to Thursdays from 07:00 to 16:30pm.
 - Fridays, Saturday, and Sunday from 07:00 to 13:00pm.
 - Outages period – night shifts 18:00- 06:00am

NB: THE CONTRACTOR MAY BE REQUIRED TO WORK DIFFERENT HOURS FROM THESE FOR OPTIMAL PROVISION OF SERVICES, DEEP CLEANING OVER WEEKENDS

2. SCOPE OF WORK

The specification / scope of work of the item / service was compiled by Bapela Charlotte (014 7638139) and is stated in the enquiry as follows:

Scope of Work for **Office cleaning, Laundry, Hygiene Service, Chemical Supply, and Carwash** at Matimba Power Station and be responsible for cleaning other Eskom Matimba Power Station buildings which includes, Ash Dump, Housing Office, Sewage Plant, and other subsidiaries.

2.1 Employer's requirements for the service

- Supply of all cleaning materials, cleaning equipment, manpower resources and supervision.
- Clean all buildings, as prescribed, both inside and outside plant daily.
- Clean all identified buildings within Matimba Power station.
- Clean and all ablutions in the main Building.
- Disinfect of all ablutions in the main building
- Clean and disinfect all ablutions both inside and outside plant
- Deep cleaning of the site kitchen fat trapper
- Supply of cleaning chemicals and disinfect for site kitchen
- Deep cleaning of the kitchen Extraction fan
- Clean on all tiled floor surfaces.
- Daily disinfect tables, chairs, and other dining surfaces at the site kitchen
- Deep clean and sanitize all kitchen and food preparation areas
- Replenish consumables in all buildings, these include but not limited to, toilet paper, hand towel, hand soap, sanitizers, urinary cleaning sundries, air-fresheners, dishwashing liquid and refuse bags
- Provide maintenance and emptied of sanitary services as identified by the contract manager
- Report all defects to contract manager within 24 hours
- Maintain sanitary bins and dispose contents twice a month or as required
- Deep clean cushioned chairs at least once every 6 months or more frequently if required
- Office cleaning includes all exits/entrance, including those not in use and surrounding cement slab or paving together with the walkways.
- Sanitary bins must contain a sterilising, deodorising chemical
- The contractor provides mini(individual) sanitary bags next to each bin
- Deep clean all areas at least once every 6 months. **Schedule to be submitted within 30 days of inception of contract**
- Vacuums clean all carpets once per week
- Wash all entrance mats/rugs once a week and when required
- Wash carpets once in every three month/ Quarterly basis.
- Do window cleaning of (ground or high office block)
- Office furniture removal and assemble furniture.
- High walls washing in all buildings.

- The contractor will also be responsible for cleaning other Eskom Matimba Power Station buildings which includes but not limited to Ash Dump, Housing Office and Sewage Plant and other subsidiaries.
- Disinfecting and sanitizing of all areas using forging machine
- Wash water coolers once a week
- Refill water coolers on daily basis
- Service watercoolers on monthly basis.

Service also include Full laundry

- Laundry Sorting
- Laundry Soaking
- Stain removing
- Prewash of Laundry (First, second & third rinse)
- Linen drying
- Ironing every fortnight
- Folding and packaging
- Dry cleaning
- Alterations and replacement of zips, buttons, adjustment of waist and length
- The kitchen uniform will be cleaned on weekly basis.
- Fire uniform will be cleaned as when required.
- Arc flash suits will be cleaned as and when required.
- Bullet Proof Vests will be cleaned biweekly
- Different types of laundry to be washed separately according to appropriate washing procedure.
- Different types of laundry to be tumbled dried separately according to appropriate drying procedure.
- Only overalls/work suits will be ironed

1. Frequency/Deliverables

FACILITY	Activity	Frequency
Offices Laboratory sections	Vacuum carpets Empty dustbins Wash carpets Vacuum upholstery Dust & polish tables etc. Wash floors Wash windows Wash walls Sweeping cement paths leading to areas/walkways Wash Water coolers Refill water coolers	Once on weekly basis Twice a day Quarterly 3 x weekly Daily Daily Quarterly Monthly Daily Weekly Twice a day
Classrooms Conference rooms/ Boardrooms	Vacuum carpets Empty dustbins Wash carpets Vacuum upholstery Dust & polish tables etc. Wash floors Wash windows Wash walls Sweeping cement paths leading to areas/walkways Wash Water coolers Refill water coolers	Once on weekly Twice a day Quarterly 3 x weekly Daily Daily Quarterly Monthly Daily Weekly Twice a day
Kitchens at offices and at conference rooms	Collect coffee cups and dishes and wash them. Wash and polish floors Supply and Wash dish cloths Wash Windows Wash fridge Dust and wash cupboards – inside and outside Empty dustbin Refill coffee / sugar/ tea jar supplied by Eskom Wash Water coolers Refill water coolers	3 times a day and as required 2 times a day and as required Daily Quarterly Monthly Weekly Twice a day Daily and as required Weekly Twice a day

Office cleaning, Laundry, Hygiene Service, Car wash and Laundry

Toilets and showers	Sweep and mop floors	Daily
	Wash and disinfect toilets	Twice a day
	Empty dustbins	Twice a day
	Wash and disinfect hand wash basin	Daily
	Wash and disinfect waste bin	Daily
	Wipe equipment and furniture	Daily
	Wipe doors, door frames, door handles, windowsills, mirrors, and wash walls	Daily
	Check stock level and Replenish hand soap and seat sanitizer and toilet paper as required	Weekly
	Clean and disinfect showers	3 x Weekly
	Clean and disinfect urinals	Daily
	Refill urinary blocks	
	Wash shower curtain	Weekly
	Deep clean toilet and shower	Daily
	Disinfect toilet brushes	Weekly
	Replace toilet brushes on agreement with the Employer	Monthly
	Ablutions are checked frequently, at least <u>once every three hours</u> and any deviations addressed. A checklist is kept and signed at each facility.	As required
Substations / Rooms	Dust on top of machinery	Daily
	Dust walls	Daily
	Sweep floors	Daily
	Mop floors	Daily
Lapa Open area	Sweep and mop floor	Daily
	Dust furniture	Daily
	Dust and wipe walls	Weekly
	wash chairs	monthly
	wash light fittings	Monthly
	Pack tables / chairs for functions	As required

Office cleaning, Laundry, Hygiene Service, Car wash and Laundry

Storerooms	Dust and wipe racks Wash floor	Daily Daily
All stairs and passages	Sweep and mop Vacuum clean	Daily Daily
Smoking rooms	Sweep /mop Polish floors	Daily weekly
Control rooms & EFP rooms	Sweep /mop Polish floors Wash light fittings Strip floors Wash Water coolers Refill water coolers	Daily Daily Monthly Bi-weekly Weekly Twice a day
Workshops	Sweep floors Mop Dust equipment and furniture Wipe equipment and furniture Wipe doors, door frames, door handles and windowsills Empty, wash and disinfect waste bins Wipe all items in storage and shelves Wash Water coolers Refill water coolers	Daily Weekly Twice a day
Control Room 1-6	Sweep /mop floors Vacuum clean Polish floors Dust furniture Dust and wipe walls Vacuum Upholstery Wash light fittings Strip floors Wash Water coolers Refill water coolers	Daily Weekly Daily Weekly Weekly Weekly Monthly Monthly Weekly Twice a day
Site Canteen	Work Surfaces – Intensive cleaning: Wet wipe, sanitize, descale, degrease Stoves & Sinks Intensive cleaning: Scrub, wet wipe, degreaser Ovens Intensive cleaning: Degrease, Scrub Tilting pans Intensive cleaning: Degrease, Scrub Pots & Pans Intensive cleaning: Degrease, Scrub & wash Steamers Intensive cleaning: Wet wipe Small equipment Intensive cleaning: Wet wipe Closet/ Stores rooms Intensive cleaning: Wet wipe & stacking Grillers/ salamanders Intensive cleaning: Degrease, Scrub & wash Bain Maries Intensive cleaning: Wash & sanitize Mixers Intensive cleaning: Rinse Slicer Intensive cleaning: Rinse	Daily after use Daily after use Daily after use Daily after use Daily after use Daily after use Daily after use Daily after use

Office cleaning, Laundry, Hygiene Service, Car wash and Laundry

	<p>Dicer / Shredders Intensive cleaning: Rinse</p> <p>Peelers (potatoes) Intensive cleaning: Rinse</p> <p>Fridges: Wash, sanitize & Stack</p> <p>Freezers: defrosting, intensive cleaning, wash, sanitize and stack</p> <p>Trolleys: Wash</p> <p>Mop floors with different colour coding mops</p> <p>Clean windows</p> <p>Dust and wash walls</p> <p>Wash dishes, cutlery and glasses</p> <p>Wipe down tables, chairs before lunch and in between use.</p> <p>Clear any litter left after lunch and in between use.</p> <p>Clean the glass doors and windows including sills and frames</p> <p>Clean any other surfaces where necessary</p> <p>Before leaving, empty all rubbish bins and dispose of in the refuse carts</p> <p>Any other suitable tasks that may be required by the Canteen Manager commensurate with the general level of responsibility of the post</p> <p>Wash Water coolers</p> <p>Refill water coolers</p> <p>Clean Extra-Fan</p> <p>Clean Fat Trap</p>	<p>Daily after use</p> <p>Daily after use</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>2 x a day</p> <p>Daily</p> <p>3x daily (whenever required)</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily or when required</p> <p>Weekly</p> <p>Twice a day</p> <p>Quarterly</p> <p>Monthly</p>
<p>Car Wash</p> <p>16X Vehicle per day</p>	<p>Wash vehicle in and out</p> <p>Dry vehicle</p> <p>vacuum clean vehicle inside</p> <p>polish interior and tyres</p> <p>put air freshener inside vehicle</p> <p>Controlling movement of all scheme vehicle</p>	<p>Daily</p>
<p>12 X Outage Cleaners</p>	<p>Wash and disinfect toilets</p> <p>Sweep and Mop floors</p> <p>Clean kitchens</p> <p>Empty Dust bins</p> <p>Wash Dishes</p>	<p>During Outage as required</p>

12 hours shift	Wash and disinfect toilets Sweep and mop floors Clean kitchens Clean dustbins And all required cleaning as above	Daily
Deep Cleaning	Toilets Toilet Floor Shower cap Shower floor Basin Drains Fat trapper Extraction fan Floors Walls	Quarterly
Medical Centre	Vacuum carpets Empty dustbins Wash carpets Vacuum upholstery Dust & polish tables etc. Wash floors Wash windows Wash walls Sweeping cement paths leading to areas Wash Coolers Refill Coolers	Once on weekly basis Twice a day Quarterly 3 x weekly Daily Daily Quarterly Monthly Daily Weekly Twice a day
Gym and EP Centre	Clean gym and EP facility ,all equipment, showers and ablutions as above.	Daily

• COMMERCIAL TERMS AND CONDITIONS

Undertaking and responsibilities

Subject to the terms and conditions as set out in this agreement and read in conjunction with Annexure A, B, and C; ESKOM, namely Matimba Power Station, undertakes during the duration of this agreement to employ the Service Provider for **Provision of Office Cleaning, Laundry, Hygiene Services, Chemical supply, and Car Wash**. The Supplier agrees to provide all management, labour, supervision, equipment, tools and consumables to carry out the services as specified and other conditions he may have deemed fit to impose.

The Supplier will comply with the rules, regulations, and standards in force at the workplace

(with emphasis on safety, health, and environmental compliance to regulations).

The agreement will be enhanced by regular and open communication, joint planning, co-operation and sharing of responsibilities around the image and specific culture of the business unit.

- **Payment**

Payment will be based on a monthly assessment / agreement according to the scope of work compiled by Matimba Power Station. The total monthly payment will be according to conformance of specification in all areas. The amount subtracted will be for the total areas not conforming to specifications.

- **Duration**

The agreement will be effective from 01 March 2024 to 31 January 2028

SPECIFICATION DETAIL

The specifications intend to explain what the Supplier's responsibility will be regarding the different tasks that he/she has to perform and the most suitable method to adopt in doing so. The Supplier must execute the duties in line with the legal requirements. The method and the result must conform to the cleaning management regulations and standards. The methods should be able to assist Eskom in terms of improving and sustaining clean environment within Matimba Power Station.

- Non-abrasive equipment and chemicals are used all the time and reasonable care is taken to ensure that the Employer's property does not get damaged during the execution of duties, normal wear and tear excluded. Any cost of repairing or replacement of the Employers' property resulting from non-adherence to the above shall be borne by the Contractor.
- Services are rendered as detailed in the frequency table unless otherwise approved by the Employer.
- The contractor shall submit a detailed method statement for the provision of the service at tender stage.
- The contractor must have sufficient equipment in line with the methodology and Employer requirements. All necessary equipment to be available at contract conception.
- All the chemicals delivered to Matimba shall be accompanied by the certificate of analysis and MSDS.

Key Personnel Minimum requirements

- The contractor will provide enough human resources to execute tasks as required by the Employer, including outside working hours. This includes administration, management and SHEQ.
- The contractor will provide constant supervision in all areas where work is performed.
- Contractor must provide housekeeping supervisors with minimum two years' experience in cleaning services and must have grade 12.
- The contractor will employ dedicated manager to oversee operations. The manager must be suitably qualified to manage Office cleaning and will be expected to have transport to move around to inspect and oversee all cleaning activities.

- The contractor will remunerate all employees as per industry norm. Proof to be provided to the employer on request
- The contractor will employ suitably qualified personnel. All management, administration, SHEQ and supervisory employees must be computer literate and have access to a computer and email.
- The contractor will have to employ a driver who has National Driver License to manage the movements of Scheme vehicles on daily basis.
- The contractor will continuously develop all employees on key areas of service and on Safety and Environmental matters. Development plan for all levels of staff to be submitted within twelve (12) days of contract inception

Staff uniform

The Contractor to provide all personnel working under their contract with relevant PPE and ensure these items are always worn.

Transportation

- The contractor will transport all employees to different areas at own cost

Accommodation

- All accommodation costs will be on the Service Provider's account.

Consumables & non consumables

- Consumables are provided as per price list.

OCCUPATIONAL HEALTH AND SAFETY

The Service Provider must fully comply with the applicable legal and standards which are deemed to be necessary for operation of the cleaning to avoid jeopardising the services rendered to Eskom.

- The contractor will fully comply with Matimba PowerStation Environmental Management Procedures
- The contractor will separate waste from source until disposal. Clear bags are used for the collection and transport of waste.
- The contractor will use environmentally friendly chemicals and keep Material Safety Data Sheets for each of the chemicals.

PRICE LIST

PRICELIST

Item nr	Description	Unit	Expected Quantity	Rate Per Month	Price
	Description				
1.					
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