

	Specification	Transmission Real Estate
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Title: **Provision of Non-Technical Building Maintenance Services for Transmission Real Estate- Telecoms Ermelo Building**

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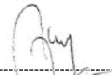
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Content

	Page
1. Introduction.....	3
2. Supporting Clauses	3
2.1 Scope.....	3
2.1.1 Purpose.....	3
2.1.2 Applicability	3
2.1.3 Effective date.....	3
2.2 Normative/Informative References	3
2.2.1 Normative.....	3
2.2.2 Informative.....	4
2.3 Definitions	4
2.4 Abbreviations	4
2.5 Roles and Responsibilities	4
3. Document Content.....	5
3.1 Requirements.....	5
3.1.1 Adherence to Eskom generic policies	5
3.1.2 Provision of Manpower	5
3.1.3 <i>Contractor's</i> Management, Meetings and Key People	6
3.1.4 Plant and Material.....	6
3.1.5 Equipment.....	7
3.2 Management Reporting and Process for Monitoring.....	7
3.2.1 General Requirements	7
3.3 Applicable Scope of Work	7
3.3.1 Works.....	7
3.3.2 Access, working platforms and scaffolding	9
3.3.3 Access for and interface with other <i>Contractor</i>	9
4. Revisions.....	9
5. Development Team	10

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1. Introduction

This is an all-inclusive non-technical building maintenance service, goods and material supply contract that will render soft services in the Ermelo Telecoms building for Transmission Real Estate on an as and when required basis for a period of 36 months. This will include provision of cleaning/gardening manpower, supervision and management, staff uniform/PPE, equipment and its maintenance, hygiene equipment and consumables, pest control and waste management services.

2. Supporting Clauses

2.1 Scope

2.1.1 Purpose

The purpose of this contract is to appoint a suitable qualified *Contractor* for the provision of non-technical maintenance to keep properties fully functional, and operating in best condition.

2.1.2 Applicability

Transmission Real Estate in Ermelo.

2.1.3 Effective date

The effective date of this document is as per the date and signature of the functional manager as indicated on the cover page of this document.

2.2 Normative/Informative References

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

2.2.1 Normative

- [1] Act No 85: Occupational Health and Safety Act & Regulations.
- [2] ISO 9001: Quality Management Systems.
- [3] 34-1168: Colour coding, symbolic safety signs and demarcation.
- [4] 32-37: Eskom Substance Abuse Procedure.
- [5] 32-418: Working at Heights Procedure.
- [6] 240-62946386: Eskom Vehicle and Driver Safety Management Procedure.
- [7] 32-726: S.H.E. Requirements for the Eskom Commercial Process.

Note: See Annexure B: SHE Requirements for Tender Enquiries.

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Annexure C: SHE Tender Evaluation and Scoring Card.

Annexure D: SHE Post-Contract Reviews.

[8] 240-62196227: Eskom Life Saving Rules Standards.

2.2.2 Informative

- SANS 10142-1
- SANS 10400 The Application of the National Building Regulations

2.3 Definitions

Definition	Description
<i>Contractor</i>	Service provider contracted for supplying specific services to NTCSA Real Estate.
<i>Employer</i>	NTCSA
Ad hoc	The meeting was formed for one particular reason.

2.4 Abbreviations

Abbreviation	Explanation
ISO	International Standards Organisation
SANS	South African National Standards
SHE	Safety Health and Environment
TRE	Transmission Real Estate

2.5 Roles and Responsibilities

The *Contractor* shall ensure that:

- The Employees of the service provider shall comply with NTCSA and Eskom's policies and site regulations.
- Workmanship shall, at all times, be of a grade accepted as the best practice of the particular trade involved and as stipulated in written standards of recognised organisations or institutions of the respective trades, except as exceeded or qualified by the specifications. The *Employer* shall determine the acceptability of workmanship.

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- The *Contractor* shall provide a complete Quality Assurance plan in accordance with the requirements of ISO 9001: 2015 to the *Employer* for approval. This plan must ensure an integrated quality service as part of the contract. Execution of all quality related activities, including inspection and test plans compilation and execution, spares material quality inspections and all quality related record keeping is part of the *Contractor's* scope of work.

PROVISION OF STAFF UNIFORM/PPE AND OTHER

The Contractor shall:

- Supply staff protective wear uniforms/gear that is SABS approved i.e., headgear, goggles, safety boots and gloves, dust mask (appropriate to their tasks and functions) as according to the risk exposure identified in the Risk Assessment whilst on duty.
- Ensure uniforms are of good quality and labelled with a company name.
- Ensure that all staff members whilst on duty are neatly dressed, presentable and hygienic.
- Provide locker units for all staff to place their belongings.

PROVISION OF TRANSPORT

- Contractor staff is responsible for providing own transport for Home-Work-Home travel.

3. Document Content

3.1 Requirements

3.1.1 Adherence to Eskom generic policies

All *Contractor Employees* shall comply with the non-use of cell phones in restricted areas, adherence to NTCSA and Eskom's life-saving rules, no smoking policy, etc.

3.1.2 Provision of Manpower

The successful *Contractor* shall utilise / provide skilled and suitably qualified staff as governed by Eskom Maintenance Contracts User Specification Requirements and should conform to: -

- Quality Management Control and Assurance as per ISO Standards.
- Occupational Health and Safety Act 85/1993 and (SHE) Standards.

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- Have valid medical fitness certificate.
- The contractor shall supply provision of all necessary general labour, supervision and management to do all the works.
- All staff will be available on fulltime basis only for purpose of this contract works.
- The Contractor is required to have a roster for weekends, public holidays and for after hours to cater for any emergencies that may occur on site.
- Contractor to develop a fatigue management plan that will be approved by the Employer.
- The Contractor will be required to submit a weekly rooster for weekend or public holiday work to the Service Manager for approval.
- Contractor is also to provide necessary training of all the staff appointed to ensure conformity with the scope of work.

LABOUR REQUIREMENTS

- Conduct criminal and site clearance check (before offer of employment)
- Conduct training, testing and verifying personnel qualifications and competence.

3.1.3 Contractor's Management, Meetings and Key People

- The *Contractor* shall be required to do safety induction prior to start any work on site.
- The *Contractor's* safety file must be approved before site establishment and or any work commence on site.
- Other contract related meetings shall be communicated to the *Contractor* on arrival to site.

3.1.4 Plant and Material

The Contractor shall be responsible for:

- All equipment and materials/consumables required for cleaning, gardening, hygiene, pest control and waste management will be provided by the *Contractor*.
- Any damage caused is repaired by the *Contractor* at his/her own cost prior to take over.
- Purchasing, replenishing, safe storage, distributions and control of consumables, to agreed inventory levels, of consumables and some non-consumables (i.e., equipment's) required by

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the staff in the provision of the non-technical maintenance services shall be done by the *Contractor*.

- Requesting approval from Service Manager before purchasing of consumables. A copy of stock request must show stock remaining in store versus new stock required;
- Maintaining records of receipts and issues which should be reconciled and report submitted to the Service Manager on a monthly basis;
- Ensure any non-compliant equipment is not used by any person whatsoever in the provision of the maintenance services;
- Ensure that equipment used is safe and does not endanger the operator/s or member of the public in the surrounding areas where the equipment is being used.

3.1.5 Equipment

The *Contractor* shall provide all tools and equipment required for the service.

3.2 Management Reporting and Process for Monitoring

The *Employer* will establish sound contract management principles.

3.2.1 General Requirements

- The *Contractor* immediately reports all injuries as well as any threat to health or safety of which it becomes aware of on the site of the *Employer*.
- The *Contractor* shall provide in writing a works programme with achievable timelines to the *Employer* before commencement of services.
- The *Contractor's* performance evaluation shall be done during ad hoc meetings between the *Contractor* and the *Employer* during the contract period.
- The *Contractor* shall carry out tasks as described in the scope of work and will only report to the *Employers* contract manager appointed for this project.

3.3 Applicable Scope of Work

3.3.1 Works

The scope of work shall be carried out at the NTCSA Telecoms office located in Laai street, Ermelo.

The *Contractor* will be expected to perform the following activities: -

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- Supervision Service per *Contractor*.
- Cleaner Service (Full-time Cleaners)
- Deep Cleaning Service (as and when required)
- Supply and Delivery of Cleaning and Hygiene Consumables
- Provide drinking water
- Sanitary Hygiene Bin Service
- Garden Service once a week
- Normal cleaning of windows internal and external up to a height of 3.3m.
- Waste Removal (Actual weight slip to be submitted with monthly invoice)
- Replacement of recycling waste bins (as and when required)
- Replacement of hygiene equipment (as and when required)
- Pest control services (as and when required)
 - Provision and servicing of rodent bait stations
 - Provision and servicing of uv light fly catcher
 - Provision and servicing of sticky fly catcher
 - Installation of red top disposable fly catcher
 - Treatment of Crawling Insects
 - Treatment of Flying Insects
 - Treatment of termites
 - Removal and relocation of bees
 - Removal and relocation of snakes
 - Treatment of bats (including sealing and clean up)
 - Provision of bird repellent gel
 - Provision of bird repellent spikes
 - Installation and servicing of eagle eye bird repellent mechanism
 - Removal and relocation of Birds Nests
 - Treatment of Feline (stray cats)
 - Provision of snake repellent

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- Removal of wasps

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

Working times

Monday - Friday: 7:00am to 15:30pm
Saturday, Sunday and Public Holidays: 08:00am to 12:00pm (if required)

NTCSA reserves the right to instruct the Contractor to change working times based on business requirements.

Closure of Site

In the event that the site closes down then the services must come to a stop. No compensation will be paid when the site is closed down. NTCSA is not obligated to re-allocate services. No re-allocation or disruption costs will be paid in this respect.

3.3.2 Access, working platforms and scaffolding

- No scaffolding and platforms will be used without it having been safety cleared and the required documentation completed as per SANS 10085-1:2004 or recent version.
- Scaffolding and platforms will be supplied and daily inspected by the *Contractor*.
- All working at heights apparel should be certified and inspected daily

3.3.3 Access for and interface with other *Contractor*

- During the progress of the work the *Contractor* shall provide reasonable access to other *Contractors* to execute work carried out by other *Contractors*
- The *Contractor* will ensure that any damages made during the execution of their activities will be repaired (*Contractor's* cost) to the satisfaction of the *Employer* and that the *Employer* will not suffer adverse inconvenience in utilising parts of the complex during the project execution.

4. Revisions

Date	Rev.	Compiler	Remarks

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5. Development Team

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

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