

	Scope of Works The Provision of Facilities Management Services (Non-Technical Services) Property Management in the GEMMA Cluster (NCOU)	Distribution
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Description of the Works

The contractor is responsible for ensuring that all the necessary training for their personnel is complete and up to date. The contractor must also ensure that employees are trained with necessary skills to provide high quality service.

Scope includes:

- Supervision Service per Contractor.
- Cleaning Services and Gardening services
- Dedicated gardeners, odd jobs for as and when required
- Deep Cleaning Service
- Pest control and rodent control service
- Supply and Delivery of cleaning and Hygiene Consumables
- Sanitary Hygiene Bin Service
- External Window Cleaning exceeding a height of 3.3m
- Internal Window Cleaning exceeding a height of 3.3m
- Waste Removal
- Replacement of recycling waste bins
- Replacement of hygiene equipment
- Ad-hoc vegetation management

The Contractor shall:

Supervision Service per *Contractor*.

All activities carried out by employees of the *Contractor* shall be supervised and managed by a responsible supervisor. Any reasonable instruction made by Eskom to the *Contractor*, in writing, shall be communicated to the *Contractor's* staff by the *Contractor*. Proof of information sharing to the *Contractor's* employees must be submitted to Eskom.

Cleaning Services

- **Floors:** Sweeping, mopping, vacuuming, and polishing.
- **Surfaces:** Dusting, wiping, and disinfecting desks, counters, tables, and other surfaces.

- **Restrooms:** Cleaning and sanitizing toilets, urinals, sinks, and mirrors.
- **Windows and Glass:** Wiping glass surfaces, frames, and grilles to a shine.

Gardening services

a wide range of tasks, from regular maintenance like lawn mowing, weeding, and pruning, soil management, and the removal of garden waste and debris. Services also often encompass landscaping maintenance, including keeping paths and paved areas clean and weed-free, as well as ensuring the overall health and appearance of the property's green spaces

Pest control and rodent control service

The scope of pest and rodent control services includes the inspection, eradication, and prevention of pest infestations, covering common pests like rodents, cockroaches, ants, and spiders, as well as others such as termites, bees, and flies. Services typically involve implementing both physical and chemical control methods, such as bait stations, traps, spraying, and fumigation, along with ongoing monitoring, reporting, and compliance with safety and environmental regulations to maintain a pest-free environment.

Dedicated gardener's odd jobs

The "gardener /odd jobs" staff will be required to carry out odd jobs as required by the Building Services Supervisor.

Deep Cleaning Service

Deep cleaning service includes an intensive, thorough cleaning of typically neglected and hard-to-reach areas, going beyond surface-level upkeep to eliminate built-up dirt, dust, bacteria, and grime for a healthier and more hygienic environment. This often involves cleaning the interiors of appliances, cabinets, vents, windows, and baseboards, scrubbing grout, shampooing carpets, and dusting high ledges. The specific scope can vary between residential and commercial settings but fundamentally focuses on comprehensive sanitation and disinfection of all accessible surfaces.

Supply and Delivery of cleaning and Hygiene Consumables

The Contractor will deliver hygiene consumables quantities as per Service Manager's requirements.

Sanitary Hygiene Bin Service

Provide a sanitary waste collection and disposal service

External Window Cleaning exceeding a height of 3.3m as and when required (Can be subcontracted at the contractor's expense)

Fully clean the outside of all window glass and frames, on specified buildings where the windows exceed a height of 3.3m.

Internal Window Cleaning exceeding a height of 3.3m as and when required (Can be subcontracted at the contractor's expense)

Fully clean the inside of all window glass and frames, on specified buildings where the windows exceed a height of 3.3m.

Waste Management

Waste management services include all aspects from initial waste generation, handling, transportation, and storage to the reduction, reuse, recycling, recovery, treatment, and final disposal of waste. This comprehensive process is guided by integrated waste management plans, national policies, and regulations, aiming to minimize environmental impact, conserve resources, and ensure the sustainability and efficiency of waste services.

Vegetation management

The scope of vegetation management services includes controlling overgrown trees and shrubs through cutting, pruning, and removal of waste.

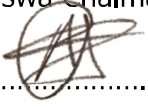
Services extend to weed control, tree felling and stump removal, bush clearing, fire break maintenance.

Specifications

General Specifications:

- Health and Safety requirements
- Environmental requirements
- Quality requirements

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