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Insert background information here

Property Management is mandated to render a service to CentralEast Cluster KZNOU of a non-technical nature for cleaning services which allows for office and window cleaning, car wash services, horticulture services and other services associated with cleanliness and upkeeping of the facilities within the OU

The scope of work entails but not limited to the following:

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

Supervisor Service
Safety Officer Service
Cleaner Service (Full Day Cleaners; Weekend Cleaners; Public Holiday Cleaners; Half Day Cleaners)
Provision of Office Service Function
Care-Taker Service for Mersey Training Centre
Weekend Care-Taker Service for Mersey Training Centre
Deep Cleaning Service
Supply and Delivery of Hygiene Consumables
Hygiene Sanitary Bin Service
Dedicated Carwash Service for Specific Corporate Sites
Horticulture Service
Ad hoc Grass Cutting and Bush Clearing
External Window Cleaning Exceeding a Height of 3.3m (with use of telepole only)
Internal Window Cleaning Exceeding a Height of 3.3m (with use of telepole only)
Laundry Service at Mersey Training Centre and Laundry Cleaner
Carpet Cleaning Service
Ad hoc Items

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

The Contractor shall ensure a safety file is available at contract inception and at all times. This file must be approved by The Employers safety representative.

Working times

Monday - Friday: 7:00am to 15:30pm

Saturday, Sunday and Public Holidays: 08:00am to 12:00pm (if required)

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

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Closure of Site

In the event a site closes then the services at that site must come to a stop. No compensation will be paid when a site is closed. Should a site close, the Employer reserves the right to instruct the Contractor to re-allocate services to other sites in the region based on business requirements. No re-allocation or disruption costs will be paid in this respect.

Addition of Site

The Employer reserves the right to request the Contractor to provide the services at new / additional sites in the region.

Other Requirements

- Contractors to abide by Eskom's standard namely "Life Saving Rules" at all times. Refer to the latest revision of the standard 240-62196227 Life Saving Rules
- Contractors to comply with the requirements of the OSH Act and regulation
- Contractors to comply to Eskom Procedures and Policies as per the latest revision
- Contractors to close out any audit findings or any other findings related to the service within the corrective action due date
- Contractors to submit BCCCI Certificate of Compliance to the Employer at 6 monthly intervals, from the inception of the Contract

1.1.1. General Requirements

Statement of Service Objectives	To achieve a win-win relationship between Eskom's team and the Contractor in providing non-technical facility management services. Building positive attitudes, where problems are resolved together with initiative and
Background Information	Eskom requires a Contractor that can act in a professional and independent manner, manage their own team and implement a system of continuous improvements beneficial to Eskom and the Contractor. The Contractor will be responsible for ensuring the fundamental requirements of the contract are not only met, but also exceeded. The Contractor is to manage the service and any item related to the service in the Eskom sites with innovation and integrity. Materials and substances used must comply with legislation and must be environmentally friendly. All work to be performed as per OHSACT regulations, local municipal by-laws, government legislation and SABS codes. All work must be supervised and managed by responsible supervisors. The Contractor together with the supervisor and head office manager is required to attend regular meetings with Eskom on-site
MAJOR REQUIREMENT	SPECIFIC REQUIREMENT

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	1. Uniforms, Personal Protective Equipment and Appearance	1.1 The Contractor shall provide for his onsite staff with the specified uniform. It is the Contractor's responsibility to ensure that the cleanliness, correctness, and appearance are maintained.
		<u>Wearing of incorrect uniform, dirty or wrinkles clothes is not allowed.</u>
		1.2 The Contractor shall ensure that its staff's appearance is neat, such staff are always well groomed and that such personnel whilst on duty wear their uniforms and applicable personal protective equipment.
	2. Training	Contractor's staff to always be tidy, clean with appropriate hygiene. Any non-complying staff will immediately be removed from site. The Contractor will be required to replace such staff at no cost to Eskom.
		The Contractor to provide onsite staff with a minimum PPE of:
		Uniform / overall,
	3. Staff	2.1 The Contractor shall ensure its staff: - has full knowledge of the Site as well as services / facilities available at the Site; are able to pass the relevant information to the visitors or tenants whenever requested to do so.
		2.2 The Contractor shall ensure that all personnel involved in the provision of the services undergo customer service training; to ensure no complaints are received from visitors or tenants relating to the way the personnel acts towards such visitors or tenants.
		2.3 All Contractor's senior / supervisory personnel must be equipped with cell phones.
	3. Staff	3.1 Contractor to submit a certificate of compliance from BCCCI to the Service Manager every six months, from the inception of the contract.
		3.2 The Contractor shall ensure its personnel only make use of facilities specifically provided to such personnel at the Site. No Contractor's staff shall be allowed to make use of any unauthorised facilities.

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	3.3 The Contractor shall report all personnel shortages to Eskom and provide replacement staff. Personnel shortages must be reported prior to the commencement of any duty shift, or if such shortages only come to light during a shift, such shortage must be reported within 15 (fifteen) minutes of the Contractor becoming aware of 3.4 Full details of any Contractor's personnel must be provided by the Contractor at the request of Eskom. 3.5 The Contractor's staff will act in a responsible manner and will abide by not all security procedure applicable at the site. 3.6 No sleeping is allowed by any Contractor's personnel while on duty when on Eskom site. Designated resting areas will be allocated to the Contractor's personnel.
4. Reporting	4.1 The Contractor is required to submit monthly reports to Eskom. The monthly reports must as a minimum include the following: consumable stock-count report; staff attendance report; equipment breakdowns; and rectification report, schedules and duties performed, quality control report, staff turnover, customer complaints / compliments, staff disciplinary issues, as well as action plans to rectify any deficiencies.

1.1.2. Supervisor Service

MAJOR REQUIREMENT	SPECIFIC REQUIREMENT

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1. Supervision	1.1 All activities carried out by the Contractor's personnel shall be supervised and managed by the Contractor's supervisor
	Any reasonable instruction given by Eskom to the Contractor, shall be communicated to the Contractor's personnel by the Contractor.
	1.2 The Contractor will be required to attend regular meetings not only by the site supervisor but also a head / regional-office manager.
	1.3 Any preventative / corrective action requested must be addressed in follow-up meetings.
	1.4 Other Contractors and/or employees may be working on the same site and the Contractor may in such cases be required to work in close co-operation therewith.
	1.5 The Contractor shall ensure that its staff are at all times professional, sober and courteous towards visitors and tenants frequenting any Eskom site.
	1.6 The Contractor's supervisor will be required to travel to all sites under its area of responsibility to carry out his / he duties.

1.1.3. Safety Officer Service

MAJOR REQUIREMENT	SPECIFIC REQUIREMENT
1. Requirements	1.1 The Contractor shall appoint a part time safety officer (registered with SACPCMP) in writing to be accountable for the quality and execution of its health and safety programmes, for its employees and appointed Contractors employees for the duration of the contract.
	1.2 The Contractor shall ensure the SHE requirements as per by SHE specifications of Eskom and as stipulated by the Service Manager are met.

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1.3 The safety office will be required to travel to all sites under its area of responsibility to carry out his / her duties.

1.1.4. Cleaner Service

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1.Cleaning Equipment, Consumables, and Chemicals	1.1 The Contractor shall, at its own cost acquire, maintain, replace and/or replenish all cleaning equipment required to provide the Service.
	1.2 The Contractor shall: - ensure that all cleaning equipment used in the provision of the Service are in good working condition with no parts missing; - inspect the cleaning equipment to ensure compliance with this responsibility;
	1.3 The Contractor shall inspect all equipment to ensure the above responsibilities are complied with.
	1.4 A register shall be kept of all cleaning equipment for random inspection / physical / operational checks.
	1.5 The Contractor shall, at its own cost, supply and deliver all cleaning equipment, consumables, and chemicals. The Contractor to ensure cleaning equipment,
	1.6 The Contractor shall provide all the necessary cleaning consumables, chemicals and cleaning material which must be environmentally friendly, have the safety data sheets and be SABS approved, for the Contractor to carry out the service stipulated in section 1.2.4 Cleaner Service.
	1.7 The Contractor shall be required to perform stock control of the cleaning chemicals supplied.

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	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.
		2.2 In the event of graffiti inside or outside the building, the Contractor must ensure that it is removed.
		2.3 Attend to ad hoc request as stipulated by the Service Manager
	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.
		There shall be no: • accumulation of ingrained / impacted dirt, particularly in crevices, corners, and edging • accumulation of slurry, soap, or residues from cleaning agents • slippery floor surfaces, powdering discoloration, build up and scuffing
		3.2 No fresh stains shall be evident. Where necessary, site-specific requirements should be complied with, as for the various surface finishes such as concrete, polished tiles, wood, etc.
		3.3 Polish to be applied on all hard floors in common areas i.e. reception, kitchen, hallways, etc. on an as and when required basis, as indicated by Service Manager the polish should be stripped and re-applied to maintain non-slip shiny floor.
	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. 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.

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	4.2 Mats shall be positioned in such a manner so as not to constitute a tripping hazard.
	4.3 Carpets to be vacuumed with the use of a wet and dry vacuum cleaner.
5.Slip resistant floors	5.1 Floor surfaces having a slip resistant property must remain slip resistant, in particular when there is dampness or water spillage.
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.
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.
8. Walls and doors	8.1 All 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.
9. Ceilings and bulkheads, including air conditioning	9.1 All ceiling surfaces shall be free from cobwebs and other debris. All air conditioning diffusers to be free from dust and marks. Cleaning to be done while on floor level and up to a height of 3.3 meters.
10. Furniture, fixtures and fittings including architectural a structural ironmongery, bulkheads and	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. Cleaning to be done while on floor level.
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.
12. Blinds, louvers and sun visors	12.1 Blinds shall be cleaned appropriately. The cleaning process must ensure the blinds are free from dust and stains.

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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: • be emptied and returned to its original location to ensure a clean, neat and professional site appearance • be cleared before overflowing • be cleaned to ensure such dustbins are substantially free from any dust, removable stains, soil, grease, odours, and spillages • be emptied in a manner which does not in any manner disrupt any activities
	13.2 Waste bins may never be more than 60% full. Compaction and waste disposal areas must be hygienically maintained and free of litter and smells.
	13.3 Waste bins / containers / packets must be moved to the relevant collection points on waste collection days to be picked up by the waste removal company.
14. High-level ledges and surfaces including air conditioning grills, diffuser outlets, high level ducting vents	14.1 High-level ledges and surfaces shall be cleaned to be free from ingrained dirt and dust, void of all stains and markings. This includes canopies, exposed trusses and beams etc. There shall be no moths, dust, rodent or animal faeces on high level ledges or surfaces.
15. Toilets / ablution / Shower / Hand Basins / Sinks / Bath facilities / Urinals	15.1 All cleaning and maintaining of toilets shall be carried out daily. Toilets to be kept clean and inspected every hour and recorded on an inspection sheet. Inspection sheet to be signed off by Contractor's supervisor.
	15.2 Provision should be made to ensure that toilet, shower and bath facilities are free of any odours. The cleaning process should ensure protection of all surfaces. All sinks, basins, toilet pan, urinals, troughs, cisterns, shower heads, chains and plugs should be free of all stains, ingrained dirt, build-up of lime scale, drainage with the strainer / screen free from obstruction.
	15.3 Floors and walls to be cleaned with a fungicide solution. Basins, Urinals and Bowls and Fittings to be cleaned with a disinfectant.
	15.4 All defects to be reported to Eskom supervisor and ensure that it is logged on the relevant CRM system.
	15.5 Descale and remove algae, bacteria and uric encrustations from all areas. Clean and disinfect both internal and external surfaces of the fittings.

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		15.6 Remove trap where possible and clean/disinfect and clear away all waste around and inside the trap. Clear overflows and waste pipes of accumulated waste deposits.
		15.7 Clear and disinfect all taps, plugs, chains, outlets, channels and gullies.
	16. Hygiene equipment and consumables	16.1 The Contractor shall be required to perform stock control of the hygiene consumables supplied and request replenishment of hygiene consumable stock as required.
		16.2 The Contractor to ensure hygiene equipment is stocked with consumables, including, but not limited to: toilet paper; hand towels, liquid or foam soap, toilet bin liners, air fresheners; toilet brush, etc. always.
		16.3 The Contractor shall ensure all hygiene equipment is clean and free of obstructions.
		16.4 The Contractor will inspect all hygiene equipment while performing their duties and report any defective or damaged hygiene equipment to the Service Manager.
		16.5 The Contractor shall report any broken or malfunctioning hygiene equipment immediately to the Service Manager.
	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.
		17.3 Windows are to be free of dust, dirt, smears, fingerprinting, stains and markings.
		17.4 All window cleaning will be done while on floor level, using a window cleaner with an extendable handle to reach a height of 3.3m.
	18. External	18.1 A program of collection will be implemented by the Contractor to ensure there is no accumulation of litter within the grounds and city council roads' reserves bordering on the site at any time.
		18.2 Waste bins to be positioned as agreed with Eskom and will be emptied and regularly cleaned. Such that they never overflow, they do not have any foul odours, they do not become heavily soiled 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 regularly cleaned such that they never overflow.
		18.4 Parking garages / areas to be swept and free of litter.
		18.5 The external fabric of the building will be cleaned to a height of 3.3 metres to maintain the external appearance. Cleaning will be done while on floor level.

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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.
20. Kitchen / Tea Stations / Kitchenettes	20.1 Cleaning of the kitchen / tea station / kitchenettes shall be carried out daily. These facilities are to be always kept clean and hygienic. Cleaning also refers to: • Cleaning and degreasing microwave and stoves • Descaling of Kettles • Washing of crockery and cutlery
	20.2 All defects to be reported to Service Manager and ensure it are logged on the relevant CRM system.
21. Contractor's facilities	21.1 The Contractor must ensure that the facilities made available to Contractor, if applicable, for change rooms and offices are kept clean, hygienic, tidy and to an acceptable standard.
	21.2 The Contractor must ensure that adequate lockable lockers are provided for each cleaner, these must be of an acceptable standard.
	21.3 The Contractor is to comply to the OHS Act with regards to the provision of facilities for their staff.
22. Delivery Yards / warehouses/ workshops	22.1 The Contractor must ensure that the delivery yards, warehouses and workshops are clean and tidy, with no litter, excessive dust, dirt and debris.
23. Setting up of Boardrooms / Mersey Training Centre Lecture Rooms and Tea Making	23.1 The Contractor is required to setup boardrooms for meetings and assist with arranging and setting up for functions at Eskom facilities.
	23.2 The Contractor is required to setup lecture rooms for training and tidying up on break interval. Once the class is adjourned for the day, the Contractor to clean the lecture room.
	23.3 The Contractor will be required to make tea and/or coffee for the Managers upon request by the Service Manager.
24. Mersey Training Centre Rooms	24.1 The Contractor is required to make beds, sweep, clean the rooms and bathrooms, wipe floors and polish furniture, clean the room fridges, wipe blinds, wipe windows on the inside of the rooms, sweep/brush small carpets, <u>wash small carpets outside vacuum beds with extraction cleaner.</u>
	24.2 The Contractor to make provision for a cleaner to clean males' toilets, entertainment area and high-pressure cleaning of the verandas every week and cleaning of paving once a month.

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1.1.5. Full Day Cleaner

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1.Requirements	1.1 The Full Day Cleaner will be required to comply with all requirements stipulated under C3.1 – 1.2.4 CLEANER SERVICE.
2. Working Days and Times	2.1 The Full Day Cleaner is required to work on days deemed as normal working days, from Monday to Friday
	2.2 The working duration of the Full Day Cleaner is 8 hours per day, from 07:00 to 15:30. The working times may be changed, as stipulated by the Service Manager.

1.1.6. Weekend Cleaner

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1.Requirements	1.1 The Weekend Cleaner will be required to comply with all requirements stipulated under C3.1 – 1.2.4 CLEANER SERVICE.
2. Working Days and Times	2.1 The Weekend Cleaner is required to work on both Saturdays and Sundays.
	2.2 The working duration of the Weekend Cleaner is 4 hours per day, from 08:00 to 12:00, unless the working hours are changed by the Service Manager.

1.1.7. Public Holiday Cleaner

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1.Requirements	1.1 The Public Holiday Cleaner will be required to comply with all requirements stipulated under C3.1 – 1.2.4 CLEANER SERVICE.
	2.1 The Public Holiday Cleaner is required to work on days identified by the South African government as Public Holidays.

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2. Working Days and Times	2.2 The working duration of the Public Holiday Cleaner is 4 hours per day, from 08:00 to 12:00, unless the working hours are changed by the Service Manager.
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1.1.8. Half Day Cleaner

MAJOR REQUIREMENT	SPECIFIC REQUIREMENTS
1.Requirements	1.1 The Half Day Cleaner will be required to comply with all requirements stipulated under C3.1 – 1.2.4 CLEANER SERVICE.
2. Working Days and Times	2.1 The Half Day Cleaner is required to work on days deemed as normal working days, from Monday to Friday.
	2.2 The working duration of the Half Day Cleaner is 5 hours per day, from 08:00 to 13:00. The working times may be changed, as stipulated by the Service Manager.

1.1.9. Provision of Office Service Function

MAJOR REQUIREMENT	SPECIFIC REQUIREMENT
1. Requirements	1.1 This service will be on an as and when required basis as stipulated by the Service Manager. Provision of this service is based on a request from the Service Manager based on a quotation.
	1.2 The Contractor to provide an office service function to assist with the running of the facilities as requested by the Service Manager. Service to be provided during the stipulated working hours.
	1.3 Personnel to be computer literate and have the minimum NQF level 4 qualification and 3 years' related experience.
	1.4 Contractor's personnel to use uniform, PPE and name tags when providing the service.

1.1.10. Care-Taker Service for Mersey Training Centre

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MAJOR REQUIREMENT	SPECIFIC REQUIREMENT
1. Accommodation	1.1 Eskom shall provide accommodation only, on site (Mersey Training Centre) for the Care-Taker in the form of a single dedicated room. No meals will be provided.
2. Working Days and Times	2.1 Normal working times: Sunday 14:00 to Friday 16:00.
3. Support Function	3.1 The Care-Taker shall:- • Assist with onsite emergencies • Perform site inspections • Open and lock lecture rooms and offices • Replenish toilet paper in the rooms • Replenish hygiene consumables • Check water and electricity metre readings • Be available for afterhours support • Check-in and check-out students on the weekends
4. Handyman Function	4.1 The Care-Taker shall repair minor defects onsite and be responsible for unlocking of doors in case of emergencies and lost keys.
	4.2 The Care-Taker must carry out any other duties as requested by the Service Manager, to ensure the smooth running of the Mersey Training Centre.
5. Supervisory Function	5.1 The Care-Taker shall supervise all horticulture service staff on site.

1.1.11. Weekend Care-Taker Service for Mersey Training Centre

MAJOR REQUIREMENT	SPECIFIC REQUIREMENTS
1.Requirements	1.1 The weekend caretaker will be required to comply with all requirements stipulated under C3.1 – 1.2.10 CARE-TAKER SERVICE FOR MERSEY TRAINING CENTRE, excluding section 2 Working Days and Time
2. Working Days and Times	2.1 The Weekend Care-Taker will be required to work on an as and when required basis, as stipulated by the Service Manager.
	2.2 The Weekend Care-Taker is required to work from Friday 16:00 to Sunday 14:00.

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1.1.12. Deep Cleaning Service

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1. Deep Cleaning	1.1 This service will be on an as and when required basis as stipulated by the Service Manager. Provision to be made for deep cleaning in ablution facilities and bathrooms, as stipulated by the Service Manager.
	1.2 The service includes all tools, equipment, consumables, chemicals, supervision, adherence to SHE requirements, adherence to legislation and Eskom requirements as well as labour including travel time to and from the
	1.3 When travel for deep cleaning is to be claimed, prior approval must be obtained from the Service Manager.
	1.4 This function must be performed by a team with specialist knowledge and experience in Deep Cleaning.
	1.5 The use of a SABS approved liquid of acidic cleansing properties for the deep cleaning of toilets, shower cubicles, urinals, basins, bathrooms and any other ceramic or enamel surface to remove lime build-up, rust and urine marks and deodorizes.
	1.6 Descale and remove algae, bacteria and uric encrustations from all areas.
	1.7 Clean and disinfect both internal and external surfaces of the fitments.
	1.8 Remove trap where possible and clean/disinfect and clear away all waste around and inside the trap.
	1.9 Clear overflows and waste pipes of accumulated waste deposits.
	1.10 Clear and disinfect all taps, plugs, chains, outlets, channels and gullies.

1.1.13. Supply and Delivery of Hygiene Consumables

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1. Hygiene Consumables	1.1 The Contractor shall, at its own cost, deliver all hygiene consumables and provide delivery notes of such. The Contractor to ensure Hygiene Consumables are always available on site.

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		1.2 The Contractor will deliver hygiene consumables quantities as per Service Manager's requirements. The quantities of consumables will be per site. Delivery of consumables greater than the specified amount will not be paid for by Eskom.
		1.3 The Contractor 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 Contractor.
		1.4 The Contractor shall keep record of the consumable consumption and to provide such to Eskom when required.
		1.5 All hygiene consumables must be SABS approved.

1.1.14. Hygiene Sanitary Bin Service

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1. Sanitary Services	1.1 The Contractor shall 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 All bins, liners, and cleaning materials / consumables including sanitary bin powder must be provided by the Contractor as part of the service.
	1.3 The bins are to be cleaned and disinfected to kill all bacteria and the bin liner including sanitary bin powder needs to be replaced with each service.

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		1.4 All bins must be in a neat and always working condition. Bins must be replaced immediately if requested by the Service Manager.
		1.5 All sanitary waste to be removed discretely from the site.
		1.6 Waste Disposal Certificates for every service must be supplied by the Contractor to the Service Manager.
		1.7 Hygiene sanitary bin services shall be provided in line with the frequency as stipulated by the Service Manager.

1.1.15. Dedicated Car Wash Service for Specific Corporate Sites

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1.Dedicated Car Wash	1.1 The Contractor to provide a vehicle washing service for Eskom fleet vehicles, at specified Eskom Sites. The carwash infrastructure is in place, the Contractor to provide the labour and carwash consumables and equipment.
	1.2 Vacuum cleaners, brushes and all other equipment required for this service to be supplied by the Contractor.
	1.3 The types of vehicles to be washed are cars, single-cab bakkies, king-cab bakkies and double-cab bakkies.
	1.4 The vehicles must be washed and cleaned internally and externally. Removing all dust, dirt and cleaned to reasonable hygienic standard. Tyres must be polished, all not metal surfaces to be cleaned, shined and protected using appropriate chemicals. Fragrance to be sprayed to remove any unpleasant odours.
	1.5 Washing of Eskom employees' private vehicles will be for the account of that employee. The Contractor must recover the amount due directly from the Eskom employee. The washing of private vehicles is based on capacity and availability of the contractor.

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1.1.16. Horticulture Service

MAJOR REQUIREMENT	SPECIFIC REQUIREMENT
1.Horticulture Equipment	1.1. The Contractor shall, at its cost acquire, maintain, replace and or replenish all equipment required to provide the Service. The Contractor shall provide at minimum the following equipment for the Service: Brush cutters, lawn mowers, rakes, wheelbarrows, spades, garden forks, blowers, tree trimmers, hedge clippers, refuse bags, etc.
	1.2. The Contractor shall ensure that all equipment used in the provision of services are branded and in good working condition with no parts missing. The Contractor shall repair or replace all equipment to the extent required to comply with the responsibilities stipulated in this contract.
	1.3. The Contractor shall inspect all equipment to ensure the above responsibilities are complied with. Record to be kept of such inspections and provided to Eskom when required.
	1.4. A register shall be kept of all equipment for random inspection / physical / operational checks. The register to be updated and submitted to Eskom monthly.
	1.5 Lawn mowers shall have a bin to catch all grass cuttings.

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		1.6 All equipment will be utilized in line with the requirements of the Occupational Health and Safety Act.
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.
		Cutting specs to be: • Brush Cutters - Not less than 50mm and Not more than 100mm • Push mowers - Not less than 20mm and Not more than 40mm
		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.
		2.3. No edges are to be cut using spade. Only edge trimmers or shears may be used.
		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.
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 / Lawns must be weed free.

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		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 Contractor will be replaced by the Contractor.	
		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.	
		3.4 The Contractor shall always endeavour to use environmentally and bio-degradable products. The Contractor is to provide relevant information on products used.	
		3.5 The Contractor 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 must be submitted. Report to be submitted monthly, indicating chemicals utilised on the site.	
		3.6. All empty herbicides & fertilizer containers are to be immediately disposed of off-site in accordance with the relevant laws, bylaws and regulations.	

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		3.7 All areas of paving e.g car parks, pavements, walkways, paved roads etc are to be kept free of weeds, unwanted moss and algae at all times. This will involve both hand weeding and the careful application of selected herbicides / chemical e.g. "Roundup", "Ridder" or any other suitable chemical. Any damage caused to the paving or planting as a result of work done are to be repaired by the Contractor 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 Contractor.
		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. Stem protectors must be installed to all trees in general lawn areas. Any tree dying due to damage by line trimmers is to be replaced by the Contractor at his own cost.
	4. Pruning	4.1 All trees and shrubs to be pruned on a regular basis.

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		4.2 All trees within parking areas are 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, carports, 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.
	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 Contractor is to constantly monitor for pests through the garden and to treat accordingly.

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	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. The Contractor 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 Contractor shall be responsible for the removal of the day-to-day refuse accumulated during the maintenance process. No stockpiles of leaves and wastes are to be left overnight.
	7.2 All roads, pavements and pathways are to be swept and kept clean. This is applicable to both the interior and exterior of the site.
8. Water and irrigation	8.1 The Contractor shall be solely responsible for ensuring that all areas of planting receive the necessary amount of water, taking into account the seasons, extent and type of irrigation present on site.
	8.2 The Contractor is responsible for providing all necessary hoses, sprinklers and fittings to carry out the above. All equipment provided by the Contractor will always be in a good working condition.
	8.3 Those areas not covered by the irrigation system are to be hand watered.

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9. Irrigation Maintenance	9.1 The Contractor is to ensure the entire irrigation system is fully functional. All defects must be reported to Eskom. Any damage caused by the Contractor due to negligence will be for the cost of the Contractor. All defects on the irrigation system must be reported to the Service Manager within 24 hours of identifying the defect. During the first three months of the contract a detailed audit must be compiled and submitted to the Service Manger identifying any damage to such system.
10. Indoor Plants	10.1 The Contractor shall grow replacement indoor plants on site and shall replace all missing or unsightly plants on instruction from the Service Manager. Selection of internal plants will be done in consultation with Eskom.
	10.2 Maintenance of internal plants will include watering, pruning, and pest control. Plant maintenance must aim at up keeping of plants attractiveness prolonging plants life-span.

1.1.17. Ad hoc Grass Cutting and Bush Clearing

MAJOR REQUIREMENT	SPECIFIC REQUIREMENT
1.Requirements	1.1 The contractor will be required to provide a grass cutting and bush clearing service on an as and when required basis as stipulated by the Service Manager.
	1.2 The service includes all tools, equipment, consumables, removal of grass cutting and bush clearing waste generated when providing the service, supervision, adherence to SHE requirements, adherence to legislation and Eskom requirements as well as labour including travel time to and from the site.

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	1.3 The service will be for sites other than those stipulated on the pricelist under the Horticulture section.
	1.4 When travel for the grass cutting and bush clearing is to be claimed, prior approval must be obtained from the Service Manager.

1.1.18. External Window Cleaning Greater Than a Height of 3.3m (with use of telepole only)

MAJOR REQUIREMENT	SPECIFIC REQUIREMENT
1.External Window cleaning greater than a height of 3.3 meters	1.1 This service will be on an as and when required basis as stipulated by the Service Manager.
	The Contractor to fully clean the outside of all window glass and frames, on specified buildings where the windows exceed a height of 3.3m. Washing of
	1.2 The service includes all tools, equipment, consumables, chemicals, supervision, SHE requirements, adherence to legislation and Eskom requirements as well as travel and labour including travel time to and from the site.
	1.3 Windows are to be free of dirt, smears, fingerprinting, stains, markings etc.
	1.4 This must be carried out with strict supervision and in accordance with the Occupational Health and Safety Act.

1.1.19. Internal Window Cleaning Greater Than a Height of 3.3m (with use of telepole only)

MAJOR REQUIREMENT	SPECIFIC REQUIREMENT

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1. Internal Window cleaning greater than a height of 3.3 meters	1.1 This service will be on an as and when required basis as stipulated by the Service Manager.
	The Contractor to fully clean the inside of all window glass and frames, on specified buildings where the windows exceed a height of 3.3m. Washing of
	1.2 The service includes all tools, equipment, consumables, chemicals, supervision, SHE requirements, adherence to legislation and Eskom requirements as well as travel and labour including travel time to and from the site.
	1.3 Windows are to be free of dirt, smears, fingerprinting, stains, markings etc.
	1.4 This must be carried out with strict supervision and in accordance with the Occupational Health and Safety Act.

1.1.20. Laundry Service at Mersey Training Centre

MAJOR REQUIREMENT	SPECIFIC REQUIREMENT
1. Laundry Equipment, Consumables and Chemicals	1.1 Eskom will provide: 2 x windy driers located at Mersey Training Centre
	1.2 The Contractor shall: - ensure that all laundry equipment used in the provision of the Service are in good working condition with no parts missing - inspect the laundry equipment to ensure compliance. A record of such inspection shall be kept and made available to Eskom whenever required
	1.3 A register shall be kept of all laundry equipment for random inspection / physical / operational checks.
	1.4 The Contractor shall submit a list of equipment required for the service.
	Approval from the Service Manager must be obtained before supplying any

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	1.5 The Contractor shall provide all the necessary laundry consumables, chemicals and cleaning material which must be environmentally friendly, have the safety data sheets and be SABS approved, for the Contractor to carry out the laundry service.
	1.6 The Contractor shall be required to perform stock control of the laundry chemicals supplied.
2. Laundry	2.1 This service will be required on an as and when required basis as stipulated by the Service Manager.
	2.2 The contractor shall provide laundry service as follows: • Wash Only ○ Towels - Daily ○ Blankets – Every two months ○ Mattress protector – Once a month ○ Plastic chairs seat covers – As and when required • Wash and Iron

1.1.21. Laundry Cleaner

MAJOR REQUIREMENT	SPECIFIC REQUIREMENTS
1.Requirements	1.1 The Laundry Cleaner will be required to comply with all requirements stipulated under C3.1 – 1.2.20 LAUNDRY SERVICE AT MERSEY TRAINING CENTRE.
2. Working Days and Times	2.1 The Laundry Cleaner is required to work on days deemed as normal working days, from Monday to Friday.
	2.2 The working duration of the Laundry Cleaner is 8 hours per day, from 07:00 to 15:30. The working times may be changed, as stipulated by the Service Manager.

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1.1.22. Carpet Cleaning Service

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1.Carpet Cleaning Service	1.1 This Contractor will be required to provide an extraction carpet cleaning service on an as and when required basis as stipulated by the Service Manager.
	1.2 This function must be performed by a team with specialist knowledge and experience in extraction carpet cleaning.
	1.3 The service includes all tools, equipment, consumables, chemicals, supervision, adherence to SHE requirements, adherence to legislation and Eskom requirements as well as labour including travel time to and from the
	1.4 When travel for the carpet cleaning service is to be claimed, prior approval must be obtained from the Service Manager.

1.1.23. Ad Hoc Items

MAJOR REQUIRMENT	SPECIFIC REQUIREMENTS
1.Ad Hoc Items	1.1 The Contractor will be required to provide an ad hoc items service on an as and when required basis as stipulated by the Service Manager.
	1.2 The provision of ad hoc items includes any items which fall within the ambit of the service
	1.3 When travel for the ad hoc item service is to be claimed, prior approval must be obtained from the Service Manager.

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