

PART 3: SCOPE OF WORK

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C3.1: EMPLOYER'S SERVICE INFORMATION

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1 Description of the service

1.1 Executive overview

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.

1.2 Employer's requirements for the service

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

- Supervision Service
- Cleaning Service
- Deep Cleaning of chairs, couches, carpets, blinds desk partition (as and when required)
- Deep cleaning of showers, toilets ,urinals and basins (as and when required)
- Supply and Delivery of Cleaning and Hygiene Consumables
- Provision of drinking water (as and when required)
- Sanitary Hygiene Bin Service
- Garden Service (once a week trimming of plants, cleaning of verges, driveways , around buildings), grass cutting ,maintenance of indoor plants, pruning of trees up to a height of 3.3m as and when required ,spraying of weed in lawn/paving /tar
- Normal cleaning of windows internal and external up to a height of 3.3m.
- Waste Removal as and when required (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)
- Supply and install 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
- Removal of wasps
- Removal of bats, including cleaning up and sealing

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 Hours

Working times or hours will be as stated below:

The normal working hours will be from 7:00 AM to 4:00 PM, Mondays to Fridays.

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

1.3 Detailed description of the service

1.3.1 General Cleaning Services

The Contractor is responsible for delivering cleaning services according to a predetermined frequency and responding to exceptional circumstances as directed by the Employer (Service Manager).

1.3.2 The listed sites comprise of the following facilities:

- Boardrooms
- Offices
- Hall
- Pause Areas
- Ablutions
- Kitchens

- Storerooms
- Reception areas
- Passageways
- Workshops

1.3.3 Manpower Requirements

- One cleaner
- One gardener

1.3.4 List of Cleaning Tools and Equipment for the Services

- Industrial vacuum cleaners
- Cleaning Trolley
- Multi-function Cleaning Trolley with gear-press
- Housekeeping trolley
- Brooms
- Gear Press Mops
- Mops (household)
- Dustpan
- Buckets
- Further Duster
- 3 Step Folding Ladder (household ladder)
- Trigger Action Spray Bottles
- Mops Lobby Standard
- Window Cleaning toolkit

1.3.5 List of Cleaning Materials for the Services

- Tile Cleaner
- Toilet Bowl Cleaner
- Air Freshener
- Furniture Polish
- Multi-purpose Cleaner
- Deo Block
- Window Cleaner
- Dish Washer
- Pine Gel
- Floor Polish
- Floor Stripper
- Multi Surface Liquid Bleach
- Clear Refuse bags (10 litres)
- Micro Fibre Cloth
- Dishcloth
- Scrubbing Brush
- Scourers

1.3.6 List of Gardening equipment for the Services

- Leaf blower
- Wheel barrow
- Fork
- Weed killer pressure spray
- Rake
- Spade
- Watering can
- Hose pipe

- Hedge trimmer

1.3.7 List of Gardening consumables

- Compost ,
- Top dressing ,
- Fertiliser ,
- Chemicals herbicides for weeding
- Grass cutting and
- Disposing waste as and when required

1.3.8 Minimum Requirements to Provide the Required Services

1.3.8.1 General Cleaning Requirements

ENTRANCES

- Tiles and stairs to be swept and washed - daily.
- Areas to be spot checked and tidied – 3 times per day (Weekdays).
- Main entrance windows and doors to be washed weekly up to reaching height – 3 times per week (early Morning).

FLOORS

- All Carpeted areas must be vacuumed daily.
- All non-carpeted areas [ramps, kitchen areas, stairways] must be washed/mopped daily and scrubbed once a week.
- Heavy duty industrial vacuum cleaners, scrubbing machines, etc must be used.
- Spot cleaning of carpets must be done as required.
- Stairways must be washed/vacuumed daily.

FURNITURE/UPHOLSTERED CHAIRS AND COUCHES, AND EQUIPMENT (DAILY)

- All furniture, pictures, top of office dividers, etc to be dusted and polished.
- Telephones to be cleaned with a disinfectant (wet cloth).
- Computer equipment to be dusted with a feather duster or dry cloth.
- Couches and chairs upholstered, to be properly cleaned with a soft cloth (daily).
- Upholstery of fabric chairs and couches to be vacuumed once a week.

WALLS, OFFICE DOORS, DOOR HANDLES AND HANDRAILS

- Walls to be spot cleaned up to reach height - daily. (Not allowed to use chairs)
- Windowsills to be cleaned with a wet cloth - daily.
- Skirting, including power skirting, to be cleaned and disinfected (wet cloth to be used) – daily
- Office Doors to be cleaned with disinfectant (marks to be removed) - daily.
- All door handles to be cleaned with disinfectant - daily.
- All door handles to be polished – once a week.
- All handrails on stairways to be cleaned with disinfectant – 3x times a day.
- Oil spills/Acid spills - to be reported to NTCSA Representative.

WASTE-PAPER BINS (DAILY)

- Empty wastepaper bins and wash with disinfectant – twice a day – to be fitted with clear plastic bags.
- Empty general wastebins and wash with disinfectant, empty boxes, general waste to be removed to refuse area and stacked in a tidy orderly manner. – twice a day.

SPOT CLEANING

- Check all ablutions two times a day and replenish toilet paper, liquid hand soap, toilet wipes and hand paper towels.

- Toilet bowls and hand wash basins to be spot cleaned three times a day.
- Reception area to be properly cleaned (Furniture, floor, and counter) – twice a day.
- Emergency exits – to be cleaned daily. Areas are to be kept free from obstacles – twice a day.

1.3.8.1.1 Duties Inside Toilets

- Descale and remove algae, bacteria, and uric encrustations from all areas.
- Clean and disinfect both internal and external surfaces.

1.3.8.1.2 Urinals

- Descale and remove algae, bacteria, and uric encrustations from the unit of fitment.
- Remove trap where possible and clean / disinfect and clear away all waste around and inside the trap.
- Clean and disinfect both internal and external surfaces of the unit.

1.3.8.1.3 Hand Basins, Showers, Baths and Sinks

- Remove all scale deposits and algae from surfaces.
- Clean and disinfect both internal and external surfaces of the fitments.
- Clear overflows and waste pipes of accumulated waste deposits.
- Clear and disinfect all taps, plugs, chains, outlets, channels, and gullies.

1.3.9 Cleaning Duties for the Equipment Storerooms

Use oil spill kits to clean-up oil spillages and grease on floor surfaces.

1.3.10 Equipment and Cleaning Consumables

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; repair or replace all cleaning equipment to the extent required to comply with the responsibilities stipulated in this Agreement. Contractor to ensure that the servicing of equipment is done by approved accredited Contractor.

The Contractor will inspect all hygiene equipment while performing their duties and report any defective or damaged hygiene equipment to the NTCSA supervisor.

A register shall be kept of all cleaning equipment for random inspection / physical/ operational checks.

1.3.11 Cleaning Equipment Separation

Separate equipment cleaning for toilets and other bathroom areas should be used to prevent any germs / bacteria for spreading to other areas as the toilet is a big breeder of germs / bacteria. By using the same cleaning materials, we are merely transferring germs to other areas and cause cross contamination.

1.3.12 Personal Protective Clothing

Personal protective clothing should be worn for cleaning toilets mainly for the reasons below.

- By using the same cleaning materials, we are merely transferring germs to other areas and cause cross contamination.
- To avoid spreading of germs / bacteria or contracting any illness due to germs
- The toilet needs to be cleaned with strong chemical / sanitizers to kill any germs.
- To avoid yourself inhaling or burning your skin, it is necessary to wear gloves, face mask and other protective clothing.

1.3.13 Floors and Carpet Cleaning

During cleaning the floors and carpets, and the following safety rules must be followed:

- Bend your knees when lifting anything heavy like a bucket.
- Stand up straight when using a broom or mop.
- Use your arms not your back muscles to swing the mop.
- Never use electrical equipment near water.
- Never touch electrical sockets with wet hands, you may get shocked.
- Always display the appropriate warning sign
- Mop up spills immediately.
- Report any loose wires or faulty equipment to maintenance or your supervisor.
- Do not pull vacuum cleaners by the cord.
- Do not leave electrical equipment switched on when not in use.
- Take immediately all damaged / faulty equipment out of service.
- Service all equipment regularly.
- During use of any equipment, follow the manufacturer's instruction.

1.3.14 Requisite PPE When Spraying with Chemicals

1. Respirator
2. Goggles / face shield
3. PPE- overalls and safety shoes / boots

1.3.15 Inspection checklist

- Inspection sheets to be displayed in predetermined areas.
- Supervisor to do inspections as per check list and sign off.
- All check list and Supervisor report to be submitted each Monday for discussion and actions.

1.3.16 Uniforms for the staff

- All staff to be issued with appropriate PPE.
- All staff to be clearly identified.

1.3.17 Customer survey

Customer surveys shall take place between the Contractor and building users for continuous improvement. Building users shall send their feedbacks to the Contractor, and manager. Contractor, and manager shall address the concerns or areas for improvement from the building users.

1.3.17.1 Walls, Rooms, Doors, Handles and Handrails

- Walls to be spot cleaned up to reach height – **daily** (not allowed to use chairs or ladders without fall arrest system (FAS).
- Windowsills to be cleaned with a wet cloth – **daily** (daily checklist shall apply).
- Skirting, including power skirting, to be cleaned and disinfected (wet cloth to be used) – **once a week** (register – Supervisor).
- Office Doors to be cleaned with disinfectant (Marks to be removed) – **daily** (daily checklist shall apply).
- All door handles to be cleaned with disinfectant – daily (daily checklist shall apply).
- All door handles to be polished – **once a week** (weekly register shall apply).
- All handrails on stairways to be cleaned with disinfectant – **3x times a day** (daily checklist shall apply).
- Clean all door handles and entrance doors, including wooden rail, and skirtings.

1.3.17.2 Waste Disposal

- Empty and sanitize bins.
- Remove rubbish to waste area located outside the building next to the volleyball court, and place inside the waste bin provided by NTCSA.
- Trolleys to be cleaned and kept in the contractor storeroom.

1.3.17.3 General

- Clean and disinfect accessible surfaces of fixtures.
- Where possible remove shower drains, traps on urinals and basins, gratings, and other parts so the unit can be cleared thoroughly.
- Wash all walls, partitions and floors surrounding the units.
- High pressure cleans all units to flush deposits or growths through the plumbing and into the main line.
- Issue a service certificate on completion of the work.
- Report all defective plumbing and sanitary fitments.

1.3.17.4 Ablution Block

- Toilet bowl to be cleaned and scrubbed with disinfectant **daily** (daily checklist shall apply).
- Hand wash basin to be cleaned and washed with a disinfectant **daily** and spot cleaned **once a day** (daily checklist shall apply).
- Taps and fittings, basin outflow (drain) to be washed and disinfected **once daily**, steel wool to be used to clear all alkaline deposits (daily checklist shall apply).
- Cloak room floors to be washed with disinfectant (no polish to be used) **daily** (daily checklist shall apply).
- Cloak room floors to be stripped – **once a month**.
- Walls to be spot cleaned with disinfectant – **daily** (daily checklist shall apply).
- Walls to have complete wash with disinfectant – **once a week** (weekly register shall apply).
- Doors to be disinfected and markings to be removed, door handles to be polished **3x per week** (weekly register shall apply).
- Shower to be cleaned and scrubbed with disinfectant **daily**.
- **Toilet bowls** - Descale and disinfect all surfaces and underneath flush rims. Chemically remove deposits from inside soiled pipes.

1.3.17.5 Incidental Cleaning

All accidental and unforeseen occurrences to be attended to immediately. Availability to clean for functions and special occupations on request by the employer.

1.3.17.6 Window Cleaning, Carpet Steaming & High-Level Cleaning

The frequency of cleaning will be as listed below:

- External Windows – quarterly
- Internal Windows – monthly
- Carpet Steam Cleaning – 2 times a year quick dry machines to be used, done on preferably on Saturdays, not during working hours unless arranged with Site Supervisor.
- Upholstery Cleaning – as and when required, but on weekends.

Offices / Conference Venues / Accommodation Rooms / Data Centres / Pause Areas Etc.	Frequency
All wastepaper bins to be emptied and washed with disinfectant	Daily
Dusting	Daily
Cob/Spider webs	Weekly
Computer Screens	Daily

Switches	Daily
Phones	Daily
Keyboards	Daily
Electrical Outlet	Weekly
Floor	Daily
Kitchen Trash	3 x Daily
Walls spot cleaned with disinfectant	Monthly
Curtains Vacuum	Monthly
Window Blinds	Monthly
Doors to be disinfected and markings to be removed	Weekly
Carpeted areas must be vacuumed	Daily
Upholstery of fabric chairs and couches to be vacuumed	Weekly
Couches and chairs upholstered with leather, to be cleaned	Weekly
Skirting, including power skirting, to be cleaned and disinfected	Weekly
All door handles to be cleaned with disinfectant	Daily
Building Internal	Frequency
Tiles and stairs to be swept and washed	Daily
Handrails to be wiped	3 times a day
Main entrance windows and doors to be washed	Daily
Carpeted areas must be vacuumed	Daily
Non-carpeted areas must be washed/mopped	Daily
Stairways must be washed/vacuumed	Daily
Skirting, including power skirting, to be cleaned and disinfected	Weekly
All door handles to be cleaned with disinfectant	Weekly
All wastepaper bins to be washed with disinfectant	Daily
Reception area to be properly cleaned	3 times a day
Bathrooms	Frequency
Trash bags	Daily
Toilet bowls and hand wash basins to be spot cleaned	3 times a day
Counter & Sink	Daily
Mirrors	Daily
Trash bins	Daily
Floor scrub	Daily
Toilet Paper	Monday
Hand Soap Refilled	Daily
Toilet seat wipes	Daily
Taps and fittings, basin outflow	Daily
Kitchen Cleaning	Frequency
Microwave	Daily
Dishes	Daily
Refrigerator	Daily
Refrigerator Inside	Weekly
Cabinets	Weekly
Cabinets Outside	Weekly
Sink	Weekly
Countertop	Weekly
Refill hand towels paper	Daily
Refill All containers (Tea, Coffee, sugar and	Daily

Milk)	
Taps and fittings, basin outflow	Daily

Contractor undertakes to compensate NTCSA for any determination or award as well as all reasonable legal expenses incurred by the Employer to avoid or oppose such liability alleged by or on behalf of an employee of the Supplier. There will be no obligation on the Employer to oppose any proceedings resulting from such an alleged liability, but this does not detract from the Contractor's responsibilities in terms of this clause.

1.3.18 Equipment and Materials Lists with its lifespan

Equipment description	Equipment life span
Industrial vacuum cleaner	5yrs
Cleaning trolley	5yrs
Set of brush and dust pans	1 year
Multi-function cleaning trolley with gear-press	5yrs
Gear press mops/household mops/lobby mops (standard)	6 months
Cleaning bucket	6 moths
Further duster	1 year
3 step folding ladder	5 year
Trigger action spray bottles	5yrs
Window cleaning toolkit	6 months
Micro Fibre Cloth and dish cloths	6 moths
Scrubbing brush	6 months
Floor warning safety signs	5yrs
Colour coded microfiber cloths (set of three)	6 months
Scourers	2 months

1.4 Interpretation and terminology

The following abbreviations are used in this Service Information:

Abbreviation	Meaning for Abbreviation
TRE	Transmission Real Estate
NTCSA	National Transmission Company South Africa
Tx	Transmission
Sat.	Saturday
Sun.	Sunday
PPE	Personal Protective Equipment
SOC	State Owned Company
NEC	New Engineering Contract
PDF	Portable Document Format
FAS	Fall Arrest System
SHEQ	Safety Health Environment Quality
CLN	Customer Load Network
VRF	Variable Refrigerant Flow
VRV	Variable Refrigerant Volume

2 Management strategy and start up.

2.1 The Contractor's plan for the service

The service provided must detail in writing its plan to deliver the excellent service for NTCSA throughout the entire period for the contract. The below items must form part of the site management plan:

- Health and safety management
- Time management
- Communication management
- Environmental management
- Quality management
- Emergency response
- Supplier management
- Stakeholder management
- Cost management
- Material management
- Access arrangement
- Criminal management
- Schedules arrangement and management
- Subcontractor management (if applicable)
- Housekeeping management
- Delivery management or arrangements
- Permit arrangements
- Site inspection and supervision
- Contracts Management
- UIF and COID Payment

2.2 Management meetings

Monthly Meetings' shall take place on site (face-to-face) to discuss all issues or plans for all perimeters for the contract or project (time, cost, quality, environment and health and safety). Monthly Meetings preferred at the start of each month for the good planning of activities on site. The Employer can request the 'Emergency Meeting' at any given time if there are serious issues or risks that can affect the service delivery for the project / contract. All meetings shall be chaired by the service manager. Ms Teams can be used as alternative platform due to unforeseen and other circumstances or very urgent issues e.g., Emergency Meeting, etc.

All meetings shall be recorded in the form of minutes, or a register prepared and circulated by a person who convened the meetings. The minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the condition of contract to carry out such actions or instructions.

Regular meetings of a general nature may be convened and chaired by the Service Manager as follows:

Title and purpose	Approximate interval	Location	Attendance by:
Kick of meeting	Minimum within 1 week before start date	On site or Ms Teams	Service Manager, Contractor and Supervisor
Overall contract progress and feedback in terms of contract obligations	Monthly intervals or when deemed required by the Service Manager	On site or Ms Teams	Employer, Service Manager, Relevant NTCSA representatives and appointed Contractor/Sub-contractor
Safety, health,	Monthly	On site or Ms Teams	Employer and

environmental and quality meeting			Contractor
Contractor Forums	As and when deemed necessary	On site	Employer, Service Manager, Relevant NTCSA representatives and appointed Contractor/Sub-contractor
Daily safety Toolbox Talks	Daily before work starts on site with signed attendance registers by the Contractor's employees and signed off minutes by the Contractor's site Agent or manager	On site or Ms Teams	Contractor and his/her employees

2.3 Contractor's management, supervision and key people

The Contractor is required to hire experienced supervisors with a proven track record in specialized cleaning environments. These specialized supervisors must possess a minimum of five years of experience in supervising specialized cleaning areas. Prior to deployment on-site to oversee activities, the qualifications, training records, and curriculum vitae of specialized supervisors must be submitted to the Service Manager for approval. Specialized training is a prerequisite for the supervisory position.

The Contractor is responsible for maintaining an updated organogram on-site, detailing all supervision and management both on-site and off-site for the management of this contract. Additionally, the Contractor must always maintain daily attendance registers and make them available to the Service Manager upon request.

2.3.1 Annual, Sick, Maternity, and Family Responsible Leave and Absenteeism

The Contractor shall arrange a reliever(s) to cover any of the above-mentioned absenteeism, and the Contractor shall be accountable for the payment or salaries or wages for the relievers.

2.3.2 Contractor's Responsibility

- The Contractor shall conform with Eskom Distribution Standard "Occupational Health Contractors Reference ESKASAAP4.
- The Contractor must comply with the Occupational Health and Safety Act, all applicable regulations and Compensation of Occupational Injuries and Diseases Act.
- The service provided shall be registered for UIF, Provident Fund and Workman's Compensation and up to date for payments, and the Contractor shall submit to the Employer monthly report for its status from the institutions meant for the above-mentioned funds.
- Health and safety and Environmental induction is compulsory prior the start of work for each site.
- Workers shall have valid medical certificate of fitness from the occupational health practitioner.
- The Contractor shall ensure the submission of man hours at specified time to the Employer.
- The Contractor shall be responsible for buying at its cost all the cleaning consumables at (cloths, mops, scrubbers, scribes, brooms, cleaning chemicals) that lost on site on its hands.

2.3.3 Uniforms and Protective Clothing, and Equipment

- The Contractor shall supply all his employees on site with its uniform colour and style.
- The Contractor shall supply its employees with the two sets of overalls and uniforms.
- The Contractor shall supply one pair of safety shoes – steel toe safety boots.
- All employees shall receive two jerseys warmer jackets and raincoat for rain and winter season.

- All personal protecting clothing and equipment shall be replaced as and when required – this does not mean only at the beginning of the year or financial year.
- All operators shall be equipped with safety helmets, eye and ear protection and the safety boots.
- Contractor shall ensure that its employees are wearing the relevant personal protecting equipment for the task at all the times.
- Contractor shall ensure that there's no PPE shortage on workers on site at any time.

2.4 Provision of bonds and guarantees.

Not applicable

2.5 Documentation control

All Contractual Documents must have relevant Contract Number and Purchase Order Number as reference per the Eskom/NTCSA Standards. All correspondence shall be dated and sequentially numbered and distributed in accordance with a procedure as agreed and accepted by the service manager. The use of SMS, WhatsApp, and Ms Teams do not override the use of applicable and relevant NEC standards templates, forms, and NTCSA procedures. All invoices and service delivery notes must be in PDF format.

2.6 Invoicing and payment

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to that stated in the *Service Manager's* payment certificate.

The *Contractor* shall address the tax invoice to include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*.
- The contract number and title.
- *Contractor's* VAT registration number.
- The *Employer's* VAT registration number 4710303126.
- Description of service provided for each item invoiced based on the Price List.
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT.
- Electronic submission of invoices via email
- Signed service delivery note(s) must accompany the required invoice(s) for payment.

Invoices and Additional Information

- NTCSA order number must be clearly indicated on the invoice with the line number on the order for billing.
- Only PDF invoices must be submitted.
- Each PDF file should contain one invoice, one debit, and credit note only as NTCSA's SAP system does not support more than one PDF being linked into workflow at a time.
- Only one PDF file per email (one invoice or debit note or credit note).
- Send all invoices in PDF straight from your system to an NTCSA email address (see the email address below).
- When it comes to foreign invoices, suppliers will be required to physically deliver the hard copies of original documents to the respective documentation management centers – though invoices emailed. NTCSA is still seeking clarity from the South African Reserve Bank for foreign invoices and currency. Current requirements are that these manual invoices should be submitted. Invoice copy can be sent to the email address indicated below.
- All submitted invoices electronically must comply with the Tax Requirements.
- If there is a Cost Price Adjustment on the invoice, NTCSA recommends separate invoice for CPA to avoid delays on payment, if there are issues for the CPA.
- Introduction of electronic invoicing does not guarantee payment but will ensure visibility of all invoices and ensure that no invoices get lost. If the goods receipt is not done, the invoice will be parked, and the system will automatically send an email to the end user to do good receipt. This is also tracked by NTCSA through the park invoice report.

- The Contractor can request a park invoice report from the Finance Shared Services (FSS) contact centre which can then be followed up and corrected.
- The Contractor is welcome to forward the details of invoices corrected to the FSS contact centre.
- All invoices for payment must be submitted Invoicesntcsalocal@ntcsa.co.za

Follow-up with Finance Shared Services (FSS):

All queries and follow-up on invoice payments should be made by contacting the FSS Contact Centre at +27 11 800 5060 or email fss@eskom.co.za

Introducing electronic invoicing does not guarantee payment, but will ensure visibility of all invoices as well as ensure that no invoices are lost. If the Goods Receipt (GR) is **not** done, the invoice will be parked and the system will automatically send an email to the end user to do the GR. This is also tracked by NTCSA through the parked invoice report.

2.7 Contract change management.

Changes to the contract will be notified and addressed as per the NEC3 – TSC3 and as per NTCSA's internal Governance Processes for approval. Modifications to work/service can only resume once NTCSA approval is obtained and as instructed by the NTCSA Representative (Service Manager).

2.8 Records of Defined Cost to be kept by the Contractor

As a control measure, it is required for the Contractor to maintain record keeping of all defined cost items for the purpose of compensation event management. A schedule of these cost components may not be listed in the contract price list should be provided when required.

2.9 Insurance provided by the Employer

Refer to Z12 in Data by Employer document.

2.10 Training workshops and technology transfer

- Specialized training certificates for general workers and supervisor
- Hazardous chemical substance training certificate
- HIRA certificate
- Incident Investigation Certificate
- Fire Fighting Certificate
- 1st Aid Certificate Level 2
- Health and Safety Representative Certificate
- Legal liability training
- Working at height
- Oil Spillage Training
- Fall arrest system (FAS)

2.11 Design and supply of Equipment

The Contractor bears responsibility for providing all necessary equipment on-site. All equipment supplied by the Contractor must meet the SABS standard and be of good quality. No payment will be made for the standing time of equipment on-site. Faulty equipment or machinery must not remain on-site for more than seven working days. The Contractor is prohibited from storing or retaining any irrelevant equipment or tools at the service site. Any breakdowns of plant and equipment must be promptly reported to the Employer (Service Manager). Furthermore, the light-duty vehicle assigned to the site shall not be older than five years.

2.12 Things provided at the end of the *service period* for the *Employer's* use

2.12.1 Equipment

At the end of the contract, all the equipment purchased through the contract by the Employer must be handed over to the Service Manager

2.12.2 Information and other things

At the end of service contract, the Contractor must provide the following information.

- Consolidated health and safety file
- Employers' investigation reports and all supporting documents
- All contracts reports in relation to this service contract
- All defined cost documents

2.13 Management of work done by Task Order

- The Contractor shall receive the task order prior the start of work on site.
- Other than emergency work requests, no works shall proceed without an approved task order.
- An approved task order shall bear the signature of Contractor representative and NTCSA Representative (Service Manager).
- Discretion of the Contractor and Supervisor shall apply in determining and interpreting emergency requests to ratify works done without an approved task order.

The Contractor will not be compensated for works that proceed without an approved task order unless the task order is ratified at the discretion of the Service Manager and Supervisor. Reasons shall be in writing to the Contractor to request ratification for compensation events with any works done without the approved task order.

3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

The Contractor shall conform and comply with the following standards and legislation below:

- Issued Health and Safety and Environment Specification
- Basic Condition of Employment Act No. 75 of 1997
- Occupational Health and Safety Act and Regulations No. 85 of 1993
- 32 – 37 Eskom Substance Abuse Procedure
- 240-62196227 Life- Saving Rules
- 32-95 Occupational Health and Safety Incident Management
- 32-727 SHEQ Policy
- 32- 418 Working at Heights Procedure
- ISO 9001: Quality management system
- ISO 45001: Occupational Health and Safety Management System
- Eskom's Covid-19 Health and Safety Policy statement
- National Road Traffic Management Act.
- Eskom Risk Assessment Procedure 32-520
- Employees Right of Refusal to Work in an Unsafe Situation Procedure 240-43843827

3.2 Environmental constraints and management

The Contractor shall conform and comply with the following standards and legislation below:

- Issued Health and Safety and Environment Specification
- National Environmental Management Act 107 of 1998.
- National Environmental Management Waste Act 59 of 2008.
- Environmental Incident Management Procedure 240-133087117
- Waste Management Standard 32-245
- 32-727 SHEQ Policy
- ISO 14001: Environmental Management System
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The Contractor to clean up hazardous material spillages (and oil spillages)

3.3 Quality assurance requirements

The Contractor shall conform with the following standards and documents below:

- Quality Management Specification
- ISO 9001 Quality Management Systems – Requirements
- 32-727: Safety, Health, Environment, and Quality (SHEQ) Policy
- 240-12248652 Supplier Quality Management: List of Tender Returnables

4 Procurement

4.1 People

4.1.1 Minimum requirements of people employed.

- The Contractor shall conduct criminal and site clearance checks of its employees (before offer of employment).
- The Contractor shall conduct training, testing and verifying key personnel qualifications and competence including certification for operation of machinery and equipment in relation to OSHACT.

4.1.2 BBBEE and preferencing scheme

All tenderers must at a minimum maintain their B-BBEE status throughout the contract period.

Supplier Development Localisation and Industrialisation (SDL&I)

SDL&I contractual obligations

Job Opportunities

Not applicable

4.2 Subcontracting

4.2.1 Preferred subcontractors

Not applicable

4.2.2 Subcontract documentation, and assessment of subcontract tenders

Not applicable

4.2.3 Limitations on subcontracting

The use of Sub Contractors by the Contractor must be approved in writing by the Service Manager before commencement on site.

4.2.4 Attendance on subcontractors

It is the sole responsibility of the Contractor to ensure that the subcontractor fulfils his duties as per the contract.

4.3 Plant and Materials

4.3.1 Specifications

The price list state the list of required plant and equipment for the service required as per the scope of work. The Contractor can engage fairly and in bona fide in works execution by assisting the Employer with advice and recommendations on changes in technologies and industry best practices that may affect the Employer's ability to perform works as per the contract stipulation. The Contractor shall take reasonable care to acquire and maintain equipment that meets minimum legal requirements.

4.3.2 Correction of defects

The repairs for plant or equipment shall be performed by accredited or competent person or Contractor as per manufacturers manual. The repairs shall not interfere with or hinder the employers' work operation on site. All the maintenance or repairs records shall be kept safely and be available at any time when employer is requesting for them.

All defects identified to be corrected immediately or not more than 2 days if the work requires special equipment

4.3.3 Contractor's procurement of Plant and Materials

The Contractor must purchase the plant and materials in good faith, and for mutual benefit for both parties. The Contractor shall purchase all materials and plant from the accredited Supplier. All chemicals shall always come with its safety data sheets, and all chemicals' materials arrived on site shall conform with global harmonised system requirements. The Contractor shall remain the sole responsibility to procure plant and materials for the reasonable and acceptable quality. The Employer can request at any time the data sheet and proof of purchase for the equipment purchased and supplied on site for usage. Guarantees and warranties certificate may also be required for any plant and material supplied by Contractor to the Employer.

4.3.4 Tests and inspections before delivery

The Service Manager may request inspection during the equipment and materials arrival on site. All equipment and materials must be inspected by the Contractor together with Employer (Service Manager) during arrival before use on site. The records of inspection must be available at any request by the Service Manager.

4.3.5 Plant & Materials provided "free issue" by the Employer

Not applicable

4.3.6 Cataloguing requirements by the Contractor

Not applicable

5 Working on the Affected Property

5.1 Employer's site entry and security control, permits, and site regulations

NTCSA reserves the right to subject all employees for the Contractor to a vetting and security clearance process in line with NTCSA's security requirements for the site. Any person entering (Including NTCSA's employees) the site of NTCSA is subject to random alcohol testing to gain access to the site. All employees and vehicles that are entering or exiting the site shall be subjected to be searched by security personnel at gates or checkpoints.

The Contractor shall do criminal checks, and submit the ID copy, physical address and contact details for its employees to NTCSA before deploying any employee for work activities on NTCSA' site. The contractor shall inform the Service Manager prior any removal of its employees on site. The Contractor shall ensure that all equipment and material brought on site are signed in the approved NTCSA security register at the security gate. The Contractor shall not remove any equipment or materials on site, prior informing the Service Manager or Supervisor.

5.2 People restrictions, hours of work, conduct and records

Normal working hours for the sites access is between 07h00 and 16h00 from Mondays to Fridays. The Contractor shall keep timesheet records for its employees and submit the man hours on agreed dates and relievers and be available on request by the Employer.

5.3 Health and safety facilities on the Affected Property

The Contractor shall conform with all standards and procedures for operation at the NTCSA' site, e.g., Life Saving Rules, and comply with all applicable legislations on site for the OHSA Act 85 of 1993.

5.4 Environmental controls, fauna & flora

The Contractor shall conform with all standards and procedures for operation at the NTCSA site and comply with all applicable legislations on site for the NEMA and NEMWA.

5.5 Cooperating with and obtaining acceptance of Others

As per clause 25.1 of this contract (Core Clauses)

5.6 Records of Contractor's Equipment

The Contractor must report to the Service Manager and Supervisor prior or during arrival of any equipment (owned or hired equipment) on site. The Contractor shall inform the Service Manager and Supervisor prior removal any equipment (owned or hired equipment) on site. The Contractor shall keep the updated list of all the equipment. All equipment must be inspected as per all applicable legislations, and the records shall be made available at any given time required by the Service Manager or the inspector from the Department of Employment and Labour. The Contractor shall not keep on site any unused equipment.

Any electrical equipment or appliances used by the *Contractor* must comply with all relevant safety regulations and requirements and be maintained in safe and proper working condition.

The *Employer* has the right to stop the *Contractor's* use of any electrical equipment or appliance, which in the *Employer's* opinion does not conform to foregoing safety regulations.

5.7 Equipment provided by the *Employer*

All the equipment and tools purchased through the contract belongs to the Employer, and the Contractor shall hand over all that equipment to the Service Manager at the end of the service contract.

The Contractor shall not leave the site with the equipment or tools purchased through the contract. In case of service or maintenance required for equipment to be conducted outside site, the Contractor shall agree with the Service Manager or Supervisor on timelines and provide backup equipment.

5.8 Site services and facilities

5.8.1 Provided by the *Employer*.

- (1) Water
- (2) Electricity
- (3) Stores (as and when required, as per task orders specifications)
- (4) Ablution facilities

5.8.2 Provided by the *Contractor*

The Contractor to provide all equipment required to provide the service/work

5.9 Control of noise, dust, water and waste

The Contractor shall conform with NTCSA's requirements and comply with all applicable legislations for environment management on site.

The Contractor shall take appropriate measures to minimise the generation of dust as a result of his works, operations and activities to the satisfaction of the Service Manager.

5.10 Hook ups to existing works

The Contractor shall conform with the requirements for Eskom/NTCSA Life Saving Rules, Eskom working at Heights Procedure, the performance of works which affects the Employer's operations, or the system of other contractors shall be scheduled to be performed only at times approved by the Employer. The procedure for carrying out work which of necessity interrupts the Employer's operation, or the system of other contractors, or imposes abnormal operating conditions of their systems, is subject to approval of the Service Manager.

- 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 should be done by trained personnel and certified as safe thereafter
- All working at heights apparel should be certified and inspected daily before use.

5.11 Tests and inspections

5.11.1 Description of tests and inspections

The Contractor shall be responsible for providing the quality inspections as per the scope requirements and rectifies all defects within the agreed time. The Contractor to provide test and inspection records on approved templates by the Employer (Service Manager). The inspections and records shall comply and conform with all applicable legislative and Employer's requirements.

5.11.2 Materials facilities and samples for tests and inspections

All deliveries for material shall be inspected by the Service Manager or Supervisor before usage on site.

6 List of drawings

6.1 Drawings issued by the *Employer*

Not applicable

7 Low Service Damages – Annexure A

Incidents	Allowance / Response Time	Frequency	Target	Penalties for non-conformances
Failure to clean spillages (e.g. water, milk)	30 minutes	All times	100%	R1000 per incident
Failure to clean up hazardous material spillages (battery spillages and oil spillages)	30 minutes	All times	100%	R1000 per incident
Failure to supply 2 overalls, and 2 uniforms, one pair safety boots and 2 warmer jackets prior the start of employees on site and replacement of the worn-out PPE	None	All times	100%	R5000 per incident
Workers on site without mandatory PPE.	None	All times	100%	R5000 per incident
Failure for workers to wear task specific (risk based) PPE. for the activity.	None	All times	100%	R5000 per incident
Workers on site with torn PPE.	None	All times		R5000 per incident
Failure to supply and deliver the ordered materials on time, and site.	Within 10 working days	All times	100%	R 5000, 00 per incident after 5 working days until arrival on site
Failure to refill toilet consumable equipment	None	All times	100%	R 500, per incident
Failure for Contractor's employees to report to work.	None	All times	100%	R 10 000per week / per incident – until incident rectification
Work stoppage due to noncompliance with COIDA	None	All times		RR25 000 per incident
Non-conformance with Eskom's Life Saving Rules	None	All times	100%	R10 000, 00 per incident
Non-compliance with GHS requirements	None	All times	100%	R5000, 00 per incident
Failure to refill the kitchen consumables	None	All times	100%	R500, 000 per incident
Failure to respond to adhoc cleaning request	2 hrs	All times	100%	R1000, 00 per incident after every 2hrs hours until resolved
Failure to respond to emergency to deep cleaning request	9 hrs	All times	100%	R5000, 00 per incident after every 4hrs until resolved
LDV breakdown on site	3 hrs	All times	100%	R1000, 00 after every 4 hours without alternative vehicle on site
LDV vehicle on site without the valid licence disc	None	All times	100%	R600,00 per day
Workers on site without a valid medical certificate of fitness from Occ. Health Practitioner	None	All times	100%	R3000, 00 per incident

Failure for management to attend the operational meeting	None	All times	100%	R5000, per person, and per incident
Workers on site without Eskom's and Contractor's SHE induction	None	All times	100%	R1000, 00 per person and per incident
Equipment and tools shortage on site	None	All times	100%	R15 000, 00 per incident
Response to life threatening H&S issues on site	Immediately	All times	100%	R5000, 00 per incident after 30 minutes
Failure to close non-conformance & non-compliance with H&S, and Environment requirements and the applicable legislations within 60 days	Within specified period	All times	100%	R1500 per assessment report
Failure to deploy a reliever for any absent worker on site.	1 hour	All times	100%	R30, 00 per hr until resolved.
Failure to adhere to instructions from the Service Manager or Supervisor within specified period	None	All times	100%	R1000 per incident