

	Business Management System Shared Services Scope of Work Deep Cleaning	Document Identifier	240-295T	Rev	1
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1. Purpose

The purpose of this document is to define the deep cleaning services required for Eskom Rotek Industries (ERI) at Rosherville for a period of **five (5) years**.

2. Brief overview of our business

Eskom Rotek Industries (ERI) Office Services provide the following services e.g., cleaning, deep cleaning, pest control, horticulture & washroom services at Rosherville. Properties are scattered throughout Rosherville and all areas are stipulated on the matrix and notional stand number as per the map provided. All Safety, Health, Environmental and Quality requirements should be met by compiling a SHEQ file before work may commence.

3. Scope of work and specifications

- 3.1 All areas stipulated on the matrix must be deep cleaned **on an as and when required** basis.
- 3.2 High traffic areas should be cleaned on a weekly basis as specified on the matrix.
- 3.3 Environmentally friendly chemicals should be used, accompany by MSDs.
- 3.4 Should any building within the contract period be sold, the service on matrix will be updated and/or removed from service schedule.
- 3.5 Record keeping of areas serviced is essential as per the following matrix to compile the monthly Invoice:
 - 3.5.1 High traffic deep cleaning matrix male.
 - 3.5.2 High traffic deep cleaning matrix females.
 - 3.5.3 Male monthly ablution matrix.
 - 3.5.4 Female monthly ablution matrix.
 - 3.5.5 Medical centre matrix.
- 3.6 Service reports to be compiled for each facet of work (matrix) specified and signed off by ERI's Services department.
- 3.7 Service provider to provide a weekly service schedule for the areas to be cleaned.
- 3.8 **The medical centre** (387m²) can only be done after working hours. Only ERI Office Services representative can make arrangements with both medical centre manager and a Service provider.
- 3.9 Medical centre should be disinfected every second week on the inside and to clean it in full e.g., walls, floors, ablutions, all equipment and windows etc.
- 3.10 Fogging must also be done in all medical centre areas as per attached matrix.
- 3.11 Walls and equipment to be wiped, cleaned and disinfected by means of using an environmentally friendly chemical, bucket and cloth etc.
 - 3.11.1 Walls to be wiped from skirtings to cornices.

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- 3.11.2 Floors to be scrubbed by using chemicals and scrubbing equipment and ensuring that all marks are removed.
- 3.11.3 Doors, handles and door frames to be wiped.
- 3.11.4 All glass doors, windows and screens to be wiped as per window cleaning matrix.
- 3.11.5 Basins, toilets, urinals and showers to be deep cleaned.
- 3.11.6 All building windows must be cleaned inside.
- 3.11.7 Kitchen tops and cupboards to be wiped.
- 3.11.8 All tiles in medical centre to be wiped and/or scrubbed.
- 3.11.9 Hearing Bays to be fully wiped off inside and outside.
 - a) Walls to be wiped cleaned and disinfected by means of using environmentally friendly chemical, bucket and cloth.
 - b) Walls to be wiped from skirtings to cornices.
 - c) All furniture to be wiped cleaned and disinfected by means of using environmentally friendly chemical, bucket and cloth.
 - d) Floors to be scrubbed by using chemicals and scrubbing equipment and ensuring that all marks are removed.
 - e) Doors, handles and door frames to be wiped.
 - f) All glass doors, windows and screens to be wiped as per window cleaning matrix.
 - g) Basins, toilets, urinals and showers to be deep cleaned.
 - h) Kitchen tops and cupboards to be wiped.
 - i) All tiles in medical centre to be wiped and/or scrubbed.
 - j) Hearing bays to be fully wiped off inside and outside.

4. Functional Specifications

- 4.1 Technicians are required to be onsite during normal working hours to assist with the deep cleaning process.
- 4.2 Deep cleaning process aim is to minimize overall bacteria and the risk of cross contamination.
- 4.3 Service provider to provide proof of training as the Regulations for Hazardous Chemicals Agents, 2021.
- 4.4 Service provider to provide proof of previous contracts.
- 4.5 Proof to be provided that services rendered, are registered at cleaning association.
- 4.6 Method statements to be provided to deep clean all facets of work.
 - 4.6.1 Toilets
 - 4.6.2 Basins
 - 4.6.3 Urinals
 - 4.6.4 Showers
 - 4.6.5 Medical centre
- 4.7 Provide a proof that internal and/or external training is in place to provide this specific service as per the method statements.

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4.8 Service provider to provide a proof of training as the Regulations for Hazardous Chemicals Agents, 2021.

5. Performance Specification

- 5.1 Areas should be deep cleaned as to remove all build-up of scale, dirt and faecal deposits.
- 5.2 The cleaned area should not have bad odour or foul smell.
- 5.3 Chemicals used must not impact on the health and safety of ERI employees, where risk exist appropriate measures shall be put in place.

6. Technical Specifications

- 6.1 Deep cleaning process - Enviro-friendly chemicals shall be used to clean all surfaces.
- 6.2 Hazardous Chemical Agents to comply with the Regulations for Hazardous Chemical Agents 2021 and Occupational Health and Safety Act, 1993.
- 6.3 Food stuffs, cosmetics and disinfectants Act, 1972 and Regulations Governing General Hygiene Requirements for Food Premises, The transport and general related matters, 2018.
- 6.4 Comply to Hazardous Substances Act no. 15 of 1973.
- 6.5 All chemicals shall be SABS approved and that should be indicated on the label or package.
- 6.6 Comply to National specifications for disinfectants and detergents – disinfectants, 2008.
- 6.7 All chemicals shall be accompanied by Safety Data Sheets (SDS).
- 6.8 SDS's to be provided that only environmentally friendly chemicals will be used to deliver these services.

7. Enviromental Requirements

- 7.1 Wastewater used to deep clean may only be discarded into the sewer system (toilets, basins, showers and gulleys).
- 7.2 Provide proof of disposal certificates.
- 7.3 Provide proof of registration of facility where waste is being disposed.
- 7.4 Provide proof of registration of transport removing waste (GWIS).

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8. Occupational Hygiene

- 8.1 All hazardous chemical handling shall comply with regulations for hazardous chemical agents.
- 8.2 PPE, dust mask / respiratory protective (half face respirator each fitted with A2P2 cartridge filter for protection against HCA, Solvents), PVC gloves / nitrile gloves devices shall be as the Occupational Health and Safety Act.

9. Pricing schedule - **Annexure A**

10. Male monthly ablution matrix - **Annexure B**

11. Female monthly ablution matrix – **Annexure C**

12. High traffic Male deep cleaning matrix – **Annexure D**

13. High traffic Female deep cleaning matrix – **Annexure E**

14. Medical centre matrix – **Annexure F**

NB: The following documentation must be returned for the purpose of technical evaluation:

a) Technical Evaluation Criteria document

A weighted score-card approach will be used to evaluate the technical compliance of the tenders against the specifications. Tenderers need to have a weighted score of **70%** overall or more to technically qualify for further evaluation. Refer to **Appendix A**.

The technical criteria and weighting are broken down as follows:

Track Record of the company – **20%**

Technical compliance, technical skills and resources - **60%**

Skills - Competency of staff - **20%**

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Appendix A

Description	Technical Criterion	Scoring Criteria	Weight (%)
Track record of the company			
Experience – proven track record of successful provision of required services	Provide a certified copies of a previous contract and / or a certified copies of a purchase orders previously awarded (minimum two years' experience)	20 = certified copies of a previous contract and / or a certified copies of a purchase order submitted with more than a total of 5 years of services.	20
		10 = certified copies of a previous contract and / or a certified copies of a purchase order submitted with less than total of 5 years of services.	
		0 = certified copies not submitted.	
Technical compliance, technical skills and resources			
Registered with Cleaning Association	Provide a proof of registration / accreditation at a recognised Cleaning Association such as the National Contract Cleaners Association (NCCA) and/or The International Sanitary Association (ISSA)	15 = Certificate or letter submitted	15
		0 = No certificate or letter submitted	
	Provide a proof of registration at the	15 = Certificate or letter submitted	15

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	Institute for Waste Management of South Africa	0 = No certificate or letter submitted	
	Provide method statements to deep clean all facets of work	10 = Method statement provided	10
		0 = Not submitted	
	Provide proof of Registration of transport removing waste (GWIS)	10 = Method statement provided	10
		0 = Not submitted	
	Provide proof of registration of facility where waste is being disposed	10 = Proof of registration provided	10
		0 = Not submitted	
Skills - Competency of staff	Proof of training for staff	20 = Certificate submitted with more than 5 years of service	20
		10 = Certificate submitted with less than 5 years of service	
		0 = Certificate not submitted	

Overall minimum threshold for qualification (70%)

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