

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission

Title:	Scope of work document for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid, Coastal KwaZulu Natal)	Unique Identifier:	Internal Document
		Alternative Reference Number:	N/A
		Area of Applicability:	Transmission KZN
		Documentation Type:	Specification
		Revision:	0
		Total Pages:	12
		Next Review Date:	N/A
		Disclosure Classification:	CONTROLLED DISCLOSURE

Compiled by

Zmadlala

Zodwa Madlala:
Snr Supervisor Facilities

Date: 14/04/2026

Supported by

Rirhandzu Sitole

Rirhandzu Sitole:
Manager Facilities

Date: 14/04/2026

Authorised by

Sithabile Mzamo

Sithabile Mzamo:
Middle Manager HV Plant

Date: 14/04/2026

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

TABLE OF CONTENTS	PAGE
1. INTRODUCTION	3
2. DOCUMENT CONTENT	4
3. PLANT AND MATERIAL	5
4. SCOPE OF WORK	6
5. TECHNICAL EVALUATION CRITERIA	11

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

1. INTRODUCTION

This is a general building maintenance service, goods and material supply contract and will render a service to the Transmission Real Estate property portfolio in the Eastern Grid (consisting of substation buildings, regional office and Customer Load Network (CLNs) within the Kwa-Zulu Natal Province for a period of 48 months on an as and when required basis.

This will include provision of labour, supervision and management, staff uniform/PPE, equipment and its maintenance, transport and services such as carpentry, plumbing, painting etc during the critical operation of NTCSA Services. This document outlines the roles and responsibilities, what the scope of work will entail.

1.1. Roles and Responsibilities

The Contractor shall ensure that:

- Its employees shall comply with Eskom and NTCSA policies and site regulations.
- Workmanship shall, at all times, be of a grade accepted as the best practice of the particular trade involved and as stipulated in written standards of recognized organizations or institutions of the respective trades, except as exceeded or qualified by the specifications. The Service Manager shall determine the acceptability of workmanship.
- The *Contractor* shall provide a complete Quality Assurance plan in accordance with the requirements of ISO 9001: 2015 to the *Employer* for approval. This plan must ensure an integrated quality service as part of the contract. Execution of all quality related activities, including inspection and test plans compilation and execution, spares material quality inspections and all quality related record keeping is part of the *Contractor's* scope of work.

1.2. Provision Of Staff Uniform/PPE And Other

The Contractor shall:

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

1.3. Provision Of Transport

Contractor is responsible for providing own transport for its employees in line with Eskom Vehicle safety specifications (32-345)

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

- The transport is required for:
 - Movement of equipment and staff around sites.

2. DOCUMENT CONTENT

2.1. Requirements

Adherence to Eskom and NTCSA generic policies

All Contractor Employees shall comply with the non-use of cell phones in restricted areas, adherence to NTCSA's life-saving rules, Eskom's no smoking policy and other procedures. These documents will be made available during tendering stage.

2.2. Provision of Manpower

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

- Quality Management Control and Assurance as per ISO Standards.
- Occupational Health and Safety Act 85/1993 and (SHE) Standards.
- Have valid medical fitness certificate.
- The contractor shall supply provision of all necessary general labour, supervisor with trade test to perform some of the work and management to do all the works.
- All staff will be available on as and when required basis only for purpose of this contract works.
- The Contractor is required to have a roster for weekends, public holidays and for after hours to cater for any emergencies that may occur on site.
- Contractor to develop a fatigue management plan that will be approved by the *Employer* (as and when requested).
- Contractor is also to provide necessary training of all the staff appointed to ensure conformity with the scope of work.

2.3. LABOUR REQUIREMENTS

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

2.4. Contractor's Management, Meetings and Key People

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

- The Contractor shall be required to do Safety and Environment induction prior to start any work on site.
- The Contractor's safety file must be approved before any work commence on site and should always be kept with employees working on site and should be updated regularly when new risk are identified.
- Other contract related meetings shall be communicated to the Contractor on arrival to site.

2.5. Equipment

- The Contractor shall provide all tools and equipment required for the project/work/task.

2.6. Management Reporting and Process for Monitoring

- The Employer will establish sound contract management principles.

2.7. General Requirements

- The Contractor immediately reports all injuries as well as any threat to health or safety of which it becomes aware of on the site of the Employer.
- The Contractor shall provide in writing a works programme with achievable times lines to the Site Supervisor before commencement of the project (if required).
- The Contractor shall provide to the Site Supervisor a daily progress report that speaks to the works programme, all delays shall be explained to the Contract Manager/Supervisor (Site).
- The Contractor's performance evaluation shall be done during ad hoc meetings between the Contractor and the Contract Manager/Supervisor during the project period.
- The Contractor shall carry out tasks as described in the scope of work and will only report to the *Employers/Contract Manager/Site Supervisor* appointed for this project.

3. PLANT AND MATERIAL

The Contractor shall be responsible for:

- All spares and materials required for repairing, maintaining, replacing and new fitting will be provided by the Contractor.
- Any damage caused by the Contractor are to be repaired by the Contractor at his/her own cost prior to take over.

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

- Purchasing, replenishing, safe storage, distributions and control of consumables, to agreed inventory levels, of consumables and some non-consumables (i.e., equipment's) required by the staff in the provision of the Maintenance services.
- Requesting approval from Contract Manager before purchasing of consumables.
- Maintaining records of receipts and issues which should be reconciled and report submitted to the Service/Contract Manager on a monthly basis;
- Ensure any non-compliant equipment is not used by any person whatsoever in the provision of the maintenance services; all equipment provided by the supplier should comply with SABS Standard.
- Ensure that equipment used is safe and does not endanger the operator/s or member of the public in the surrounding areas where the equipment is being used.

4. SCOPE OF WORK

The scope of work includes but are not limited to the below listed activities:

AREAS	ACTIVITIES
Fence/Gates	Repair or replace all openings in the fence
	Treat all rusted areas (fence and gates)
	Repair and replace steel supports where applicable
	Earth all unearthed structures
	Repair or replace identified defects on gates
	Replace gates
Access control	Repair or replace defective motor gate for free movement over wheels & Roller bearings
	Repair or replace broken Hinges, magnetic switches, magnetic lock, Rollers, wheels , Hinges and chains, limit switches, etc
	Repair or replace the motor & Gearbox mechanisms limit switches defective cables, straps/connections
	Repair or replace emergency cranks and drives
	Repair or replace infrared safety beams
	Repair or replace motors, drives and belts
	Replace and repair security guard houses
	Replace mobile guard house

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

Driveways / Access Roads	Repair potholes, road markings on driveways and access roads
	Repair /replace water pipes underneath driveways.
	Ensure pavements and drainage areas are clean and free of any waste material
Drainage system / Bore holes/Plumbing	Repair defective drainage system
	Repair and cleaning of sewer pipes / septic tanks
	Unblocking of sewer system
	Repair / replace borehole pumps, motors and pipes
	Pressure jetting – ad hoc maintenance
	Attend/repairs to burst pipes, blocked toilets, Sewer line faults, faulty tap repairs iro replacement call outs
	Water connection to Hydro boils water tanks, sewer systems and buildings
	Supply and install of appliance including (water purifiers, hydro boil etc). Grease or replace gullies
	Repairing of burst and leaking pipes
	Install or replace toilets urinals, lavatories, bathtubs, showers, sinks, mixing valves, troughs and faucets.
	Removal of appliances, plumbing fixtures, waste and vent piping and permanent capping of water, drains, vent piping after appliance's, pipping system or fixture removal.
	Annual testing of boreholes and water pump maintenance/ replacement
	Water tank repair and replacement
	Installation of water storage tanks. Disposal of building rubble or waster material/items. Fat trap sucking, cleaning, and waste disposal (Including disposal certificate)
Substation grounds	Filling up of yard stones
	Paving work: repairs/replace
	Repair or replace broken trench covers
	Repair or replace defective plinths
	Ground stabilisation (including sink holes, soil erosion)

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

 Eskom	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

	Construction of ramps
Transformer Bank	Repair or rebuilt bund wall
	Construct concrete steps on site for high bund walls
HV Yard Fence	Repair all openings
	Treat all rusted areas and gates
	Repair or replace single or double entrance gates
	Repair or replace sections of fencing which have been damaged due to vandalism or natural causes
	Repair or replace all steel supports
Oil dams	Repair or replace top mesh cover
	Pump out access water
	Repair fence and gates
	Repair leaks
	Repair or replace water pump
	Reseal joints
Battery room	Repair or replace defective doors
	Clean air filters
	Floor maintenance and repairs
	Emergency shower and eye washer maintenance and repairs
Oil Storage	Repair or rebuilt storage area bund wall
	Repair Leaks contained within bunded area
Building	Repair water leaks and taps, pipes, replace and clean curbing, clean and maintain stormwater pits and pipping.
	Repair or replace toilets
	Breaking down and removing of brickwork, reinforced concrete including cutting off and removing reinforcement.

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

	Breaking out and form opening through brick wall for windows including necessary precast or concrete lintels, making good plaster or facings on one or both sides, into reveals.
	Taking out and moving doors, windows, including threshold and sills from brickwork to remain (built up or altering openings elsewhere measured)
	Repair, clean and replace defective windows
	Repair defective Floors and walls (tiles, carpets, etc)
	Repair or replace defective doors handles and hinges
	Repair or replace Gutters/down pipes
	Repair or replace Ceilings boards and cornice
	Repair or replace fascia boards
	Repair or replace DC lights
	Air conditioners functional and filters are clean
	Ensure all cable trench covers in place and in good condition
	Fixing existing roof covering complete with ridge and hip capping, fittings, flashing (elsewhere measured) with pitch not exceeding 50 degrees.
	Repair or replace defective geyser
	Repair, reseal or replace damaged roof
	Paint gutters, Eaves, fascias, ramps, door frames, window frames, ceiling
	Paint interior and exterior walls
	Cleaning of gutters and clean existing roof covering using high pressure water cleaning system and steel brushes removing all loose paint, sprawl and deleterious matter.
	Waterproof walls
	Repair or replace damaged blinds
	Wall tiling and glazing
	Replace broken/damaged roof tiles/sheeting
	Repair to cracks in existing plaster
	Replacement/repairs to existing structural steelworks
	Building waste/ rubbles removal/disposal in accordance to the legal bylaws
	Wooden furniture repairs

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

	Moving of furniture and redundant items
	General labour work/activities
	Installing cabinets, shelving, fitted furniture, dry wall and insulation.
	Signage
	Unblocking of drain pumps including manholes
	Issue COC as per plumbing regulations
	Provision/refill of first aid boxes
	Repair or replace damaged carports

4.1. Waterproofing

- Clean and prepare surfaces for application of sealants or other waterproofing material.
- Inspect roofs and other structures to identify leaks or damages that may require repair before applying waterproofing product.
- Inspect the material after installation to ensure that it was applied correctly.
- Clean up spills or other accidents that may occur during application process.
- Inspect the condition of existing waterproofing to determine when they need to be replaced.
- Apply liners to walls or floors to prevent water damage from seeping into areas where it is not desired such as inside walls cavities or underneath floors.

4.2. Access, working platforms and scaffolding

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

4.3. Access for and interface with other Contractor

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

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

CLN	Site Name	Address	Purpose
Empangeni	Empangeni Depot	2 Bronze Street, Empangeni	Depo
Empangeni	Empangeni Office	1 Bronze Street, Empaneni	Offices
Empangeni	Impala Substation Armed NKP	-28 45.952 31 56.803	Sub Station
Empangeni	Athene Substation Armed NKP	-28 45.483 31 55.633	Sub Station
Empangeni	Invubu Substation	-28 41.304 32 2.19	Sub Station
Empangeni	Rabbit substation		Sub Station
Pinetown	Pinetown Depot	26 Henwood road	Depo
Pinetown	Georgedale Substation	-29 46.967 30 36.833	Sub Station
Pinetown	Mersey Substation	-29 23.583 30 28.667	Sub Station
Pinetown	Ariadne Substation	-29 43.741 30 23.422	Sub Station
Pinetown	Eros Substation	-30 36.358 29 54.282	Sub Station
Pinetown	Avon Substation	-29 25.039 31 9.662	Sub Station
Pinetown	Illovo Substation	-30 4.5 30 50	Sub Station
Pinetown	Hector Substation	-29 46.711 30 39.66	Sub Station
Pinetown	Westville Area Office	1 Langford road, Westville	Offices
Pinetown	Hibberdene Office	Hibberdene CNC	Offices

The services shall extend to any new NTCSA buildings that will be acquired within the coastal side of KwaZulu Natal region (Pinetown/Empangeni boundaries) in the duration of the contract.

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

	Scope of work for Provision of General Building Maintenance services for Transmission Real Estate (Eastern Grid-Coastal KwaZulu Natal)	Transmission
---	---	---------------------

5. DEVELOPMENT TEAM

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

Name and Surname	Designation
Zodwa Madla	Senior Supervisor Technical
Rirhandzu Sitole	Manager Facilities
Mfundo Ngcobo	Snr Advisor Architecture
Portia Mphego	Snr Advisor Quantity Survey

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.