

Title: Provision of Cleaning Services to  
Eskom Rotek Industries (ERI) –  
Rosherville Farm

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## 1. Purpose

The purpose of this document is to define the 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 cleaning, deep cleaning, pest control, horticulture & washroom services at Rosherville.

Properties are scattered throughout Rosherville and all areas are stipulated on the cleaning matrix by means of an area description 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. Description of Services

Cleaning services will include general cleaning, window cleaning, blind & curtain cleaning, bin cleaning, and carpet & upholstery cleaning for offices, bathrooms, kitchens, hallways, lifts, residential properties, common areas and smoking areas at Eskom Rotek Industries (ERI) Rosherville farm for a period of five (5) years **on an as and when required basis**.

## 4. Performance Specification

- Areas should be cleaned in such a way that they are aesthetically and hygienecally acceptable.
- All areas and cleaning activities are stipulated on the matrix by means of an area description, stand number and building number.
- Quantities and areas might vary and are not guaranteed. Any changes with regards to quantities and areas will be done in consultation with the service provider.
- Ensure that Chemicals used does not have an impact on the health and safety of ERI employees and the environment, where risks exist appropriate measures shall be put in place.
- Ensure that SDS's are not older than Five years.

## 5. Labour

- The service provider must ensure that labour cost is paid in accordance with section 6(5) of the National Minimum Wage Act, No 9 of 2018. It is amended annually under a Government Notice published in the Government Gazette and applicable on 1 March each year. The current applicable Regulation notice is No. 11792 Vol 716 4 February 2025 No.52053. The contract labour sector applicable to this contract is Contract Cleaning. (Addendum H)
- All statutory labour cost must be adhered to, including UIF, SDL & Workman's Compensation fund contributions.

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- Annual & Sick leave allowances must adhere to the Basic Conditions of Employment Act 75 of 1997.
- Normal working hours are from Monday to Friday. (40-hour work week)
- Shift work is required in the workshops for nightshift Monday to Friday (on an as and when basis). Shift work is also required on weekends (day and nightshift, on an as and when basis).
- Night shift will not exceed an 8-hour shift and on weekends it will not exceed an 8-hour dayshift and an 8-hour nightshift. The hours and areas might vary based on the operational requirements from the workshop and will be on an as an when required basis.
- Maximum of 40 hygiene workers is required from Monday to Friday for day shift.
- Maximum of 8 shift workers required for nightshift Monday to Friday. Shift workers also required to work on weekends day and night shift.
- Supervisor x 2 for dayshift Monday to Friday
- Supervisor x 2 for nightshift Monday to Friday, and weekend work as an when required.
- Transport for nightshift to be provided by the service provider.

## 6. Tools & Equipment

The service provider must provide the following equipment to execute all activities on the contract:

- Minimum of 20 Industrial heavy duty Wet & Dry vacuum cleaners
- Industrial heavy duty carpet cleaning machine x 2
- Industrial polisher/scrubber x 2
- Industrial heavy duty portable steam cleaner for curtains & blinds x 1

## 7. Site vehicle

The site is very large and scattered and a vehicle is required to deliver materials, consumables, papers and tools and equipment to personnel. Distances are very short and with efficient planning the trips can be optimized.

- Site vehicle x 1 LDV or similar, to collect and deliver all materials, consumables and tools and equipment to different locations on site.
- Vehicle must be licenced, roadworthy and compliant with all safety requirements.
- Driver must be in possession of a valid South-African driver's licence.
- Cost must be done all inclusive as a monthly charge.

## 8. PPE

The service provider must provide the following PPE to all the personnel on the contract on an annual, bi-annual, and monthly basis:

- PPE (overall pants and jacket minimum of 3, safety boots x 2) annually.
- Reflector jacket, safety goggles, ear plugs and hard hat, if and when required.

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- PPE consumables gloves, masks, earplugs etc.
- Provide PPE (Personal protective equipment) as per Eskom PPE Specification 240-44175132 (Addendum G) and all safety consumables (gloves, goggles, masks etc.) for employees on the contract.

## 9. Chemicals and consumables

- All chemicals to execute the tasks as per the SOW and matrix. (Chemicals must be SABS approved and SDS's not older than 5 years must be provided).
- The correct applicable chemicals must be used, specific to the areas serviced e.g., Ablutions (thick Bleach, bleach, scale remover, disinfectants etc.), Kitchens (dishwashing liquid, tile cleaner, all-purpose cleaner etc.), Offices (furniture polish, wood oil, carpet shampoo, window cleaner etc.) and communal areas and all other services rendered.
- All cleaning consumables must be supplied by the service provider (Industrial buckets, mops, telescopic squeegees, feather dusters, sponges, dish cloths, fibre / mutton cloths etc.).

## 10. Scope of Work

### 10.1. ADHOC Services (As and When requested hourly)

These services will be requested by the Service Manager as a once off service.

- General Cleaning  
Any additional cleaning requested by business.
- Carpet Vacuuming  
Any additional Carpet vacuuming requested by business.
- Window Cleaning  
Additional request to clean a window by business
- Blind Steam Cleaning  
Any request from business to steam clean blinds.
- Curtain Cleaning  
Cleaning of Curtains by business. Curtains to be removed, dry cleaned and re-fitted onto rails
- Single Quarter room Cleaning  
This request will be a once off cleaning before a new tenant occupies the room.
- Residential Property Cleaning  
This request will be a once off cleaning before a new tenant occupies the house and/or on request by business.
- Water Spillage  
On request by business to assist in any emergency water spillage when it may occur.

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#### **10.2. TGS Workshop Services - After hours & Nightshift (52 Weeks x 7 Days/Week)**

- These services to be executed after normal working hours.
- Nightshift will be determined on an as and when basis
- Mondays to Fridays, Saturdays, and Sundays. Areas and hours stipulated as per Addendum C.

#### **10.3. TSS Workshop Services - After hours & Nightshift (52 Weeks x 2 Days/Week)**

- These services to be executed after normal working hours.
- Nightshift will be determined on an as and when basis
- Two days during the week only. Areas and hours stipulated as per Addendum E.

#### **10.4. Daily Services (52 weeks X 5 days/week)**

The following **area** description will be part of the daily cleaning services:

- Offices (enclosed or open plan)
- Guard houses (Ground level guard houses only)
- Boardrooms
- Smoking areas (Areas allocated for smokers)
- Communal areas (Areas not in the office space)
- Green areas
- Lifts
- Canteen
- Medical centre
- Staircases (including emergency staircase)
- Kitchens (Twice / day)
- Ablutions (Twice / day)

Daily activities include the following:

- Dusting (Tables, blinds, chairs, cupboards, windowsills, portraits, doors and frames, skirtings and cornices, Ceiling fans, Ceiling lights, rails, office equipment etc.)
- Window cleaning (No step ladders may be used and all cleaning to commence from ground level). Telescopic Window cleaners (squeegees) must be used to reach higher areas that are not reachable from ground level.
- Wiping (Dirty marks to be removed on all surfaces with a damp cloth and dried with a dry cloth where applicable to remove stains and marks)

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- Polishing (All wooden surfaces to be polished with a furniture polish and may be applied where necessary on veneer surfaces)
- Cleaning (All kitchen appliances, ablution touch points that includes, toilet seats, urinal flush masters, zinc's, tops, cupboards, earns, taps, door handles, any push buttons, handrails, ablution hygiene equipment, walls, wall tiles, furniture in waiting areas and green areas, etc. to be wiped off and disinfected.)
- Bin Cleaning (All bins in the offices, kitchen's, green areas, and ablutions to be cleaned on a regular basis by removing domestic waste and / or replacing the bin liners when necessary)
- Floor care:
  1. All wooden, ceramic tiles, laminated and vinyl floors to be cleaned in a proper way by means of sweeping, mopping, sealing, and buffing process.
  2. All carpeted floors to be vacuumed twice a week or when necessary. High traffic areas might require additional vacuuming.
- Paper replenishment (Replacement of Toilet paper, Jumbo rolls and hand towels in ablutions, kitchens, green areas and some areas where paper centre feeds are fitted.) Paper will be provided by ERI and to be collected by service provider at the ERI Hygiene store.
- Blind Cleaning (Blinds to be dusted and swiped with damp cloth where necessary). Steam cleaning if and when required.
- Artificial flowers and holders (To be wiped with a damp cloth when necessary)

#### 10.5. Half Yearly Services (2 X / YEAR)

- **Carpet Washing** – Shampooing carpets may be cleaned with a wet or dry process. Some areas have tile carpets, and some areas has carpet with underfelt installed. Prior arrangements must be made with the clients before delivering this service which can only be done after working hours or weekends. Proof of Service delivery (POD's) to be provided for payment purposes.
- **Couch Upholstery Cleaning-** Irrespective of the size and shape of the couch, all couches to be cleaned on a regular basis when that area's carpets are serviced.
- **Chair Upholstery Cleaning-** Irrespective of the size and shape of the chair, all material covered chairs to be cleaned on a regular basis when that area's carpets are serviced.

**NOTE:** Carpets, couches, and chairs to be washed during normal working hours and arrangements with clients should be made prior to cleaning

#### 11. General

- Generally, all areas stipulated on Matrix should be cleaned.

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- Quantities and services will be agreed upon based on service matrix and payment will be made in accordance to approved POD's.
- ERI will provide the site office, toilet paper, jumbo rolls, hand towel paper, toilet brush sets and bin liners. ERI will also provide beverages. All items to be collected by the service provider from the hygiene services storeroom.
- All quantities and the servicing of stands are subject to change. Services / activities on certain stands might be discontinued during the contract duration.
- Square meters indicate the area, which must be serviced and the activities as per the scope of work section 10, must be catered for daily, weekly, monthly, ad hoc and bi-annually.
- All electrical equipment (Industrial vacuum cleaners, steam cleaner, carpet shampooer, polisher, wet and dry vacuum cleaner etc.) must be provided by service provider to execute their duties. The service provider must ensure that the quantities will be enough to service all areas as per the SOW.
- The contractor must ensure that they always have a sufficient number of cleaning staff on site to ensure that the cleaning service is adequately rendered.
- Provide Transport (after hours & nightshift) and daily transport on site
- Provide PPE (Personal protective equipment) as per Eskom PPE Specification 240-44175132 (Addendum G) and all safety consumables (gloves, goggles, masks etc.) for employees on the contract.

## 12. Service Requirements

- Facility to be inspected and cleaned daily by service provider.
- Record keeping (Proof of service delivery) in areas serviced is essential as per matrix. Weekly and Monthly timesheets to be submitted to the service manager for approval. Service delivery summaries must accompany the timesheets, chemical & consumable issues etc.
- Service delivery should be discussed with customer to comply with their needs and according to their work environment.
- Regular meetings with customer to discuss service delivery, complaints, ad hoc services etc.

## 13. Addendums

### 13.1. Addendum: A

ERI Cleaning Service Matrix

### 13.2. Addendum: B

ERI Cleaning Pricing Schedule

### 13.3. Addendum: C

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ERI TGS Workshop Services - After hours & Nightshift

**13.4. Addendum: D**

ERI Curtain Cleaning Matrix

**13.5. Addendum: E**

ERI TSS Workshop Services - After hours & Nightshift

**13.6. Addendum: F**

ERI Carpets, Blinds and Window Matrix

**13.7. Addendum: G**

Eskom PPE Specification 240-44175132

**13.8. Addendum: H**

National Minimum Wage Act, No 9 of 2018. Regulation notice No. 11792 Vol 716 4  
February 2025 No.52053.

**NOTE: The quantities, on the Matrix is just a guideline and not guaranteed. Areas stipulated may change as services progresses. Quantities to be verified before acceptance. Service reports to be provided with all services rendered.**

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