Eskom	**USER REQUIREMENTS SPECIFICATION**	**User Specifications**

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1. INTRODUCTION

This document relates the user requirements for the Provision of Facilities Management Services (Plumbing, Drainage, Civil works and General maintenance) in the Gauteng Cluster.

2. SCOPE

2.1 PURPOSE

The purpose of the document is to record the user requirements for the Provision of Facilities Management Services (Plumbing, Drainage, Civil works and General maintenance in the Gauteng Cluster)

The scope of work includes:

- Execution of planned unplanned and emergency maintenance to technical systems and physical infrastructure in the buildings
- Provision of Building Condition Assessments as and when required
- Provision of Service, Maintenance and Inspection Records for plant and equipment as and when required
- Execution of all legislated statutory maintenance on an as and when required basis
- Provision of compliance documents on all infrastructure as and when requested
- Provision of on-site supervision for emergency works as and when required
- Provision of all consumables and materials for maintenance

2.2 APPLICABILITY

This URS is applicable to the works related to the Provision of Facilities Management Services (Plumbing, Drainage, Civil works and General maintenance in the Gauteng Cluster)

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SCOPE OF WORK

Plumbing & Drainage

Service as and when required

- Repair and replacement of leaking taps and cisterns
- Repair and replacement of all plumbing pipes, supply and waste pipes
- Repairs and replacement of plumbing equipment, fitments and vanities
- Water connection to hydro boilers,
- Repairs, replacements and servicing of hydro boils
- Repair and maintain septic tanks, water tanks and sewer systems
- Unblocking of all drainage structures, pumps including manholes
- Cleaning and maintain of grease traps
- Replace or repair manhole covers
- Replacement and repair of all pressure valves and safety valves (shut-off valves)
- Installation of back-up water tanks and pumps
- Pressure jetting-ad hoc maintenance (high pressure drain/storm water cleaning equipment)
- Wash bay sumps maintenance and issue disposal certificate –this is for major offices only
- Attend to water leaks /blockages call outs
- Keep basic spares on site to address leaking taps and pipes (copper and PVC)
- Water tank repair/Installations and replacement
- Supply and install water filtration system and service
- Septic /conservancy tank repair and maintenance.
- Annual testing of boreholes
- Storage tanks
- Supply and installation of geysers and other hot water systems
- Repair, clean and maintain storm water catch pits and piping
- Clean and service JoJo Tanks and storage tanks
- Drain camera service
- Cleaning of gutters and down pipes
- Replacement of gutters and down pipes
- Hiring of mobile toilets during emergencies
- Provide emergency call-out service

All work to comply with SANS 10252-1, 10252-2, 10252-4, 10400, 10106
Qualified plumber to inspect and supervise the works on site

OTHERS

Other elements of plumbing reticulation systems not detailed in the scope that may be required shall be included in all requirements, on an as and when required basis.

The contractor will be required to provide a permanent Artisan that will be stationed in one of our Office buildings if need arises.

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Building and Civil Works

- Breaking down and removing brickwork, reinforced concrete including cutting off and removing reinforcement.
- Break out and from opening through brick wall for window including necessary precast or concrete lintels, making good plaster or facings on one or both sides, into reveals.
- Taking out and removing doors , windows, including thresholds and sills from brickwork to remain (build up or altering openings elsewhere measured)
- Fixing of existing doors, windows and accessories.
- Repair and replace ramps and steps to building
- Ground stabilisation to be done as and when required
- Paving – repairs and replacements
- Painting
- Tiling and glazing
- Carpentry, masonry, joinery and ironmongery
- Plastering
- Bricklaying
- Roof Repairs that includes Roof sealing, waterproofing, removal and replacing Roof and Painting.
- Fixing of existing roof covering complete with ridge and hip capping, fittings, flashings (elsewhere measured)
- Clean existing roof covering using a high pressure water cleaning system and steel brushes removing all loose paint, spawl and deleterious matter.
- Repairs to cracks in existing plaster
- Taking up and removing vinyl floor coverings, carpeting and suspended floor.
- Maintenance of drainage structures.
- Repairs to existing structural steelworks including various types of fencing
- Galvanising of existing steelworks
- Maintenance of existing roadworks and markings including cut, fill, compact, primer and tarmac on existing worn out roads
- Repair, replace and clean kerbing
- Erection/demolish of drywall
- Locksmith service
- Installation of blinds
- Provide emergency call-out service

SEWER SUMP PUMPS AND CONTROLS CIVIL WORKS

Weekly Service

- Inspect tanks and pipes for leakage, blockage, etc. check correct operation
- Chemical flush
- Inspection & servicing of pumps, non-return valves and control panel systems

SUBMERSIBLE PUMPS

Quarterly Service

- Check Pump Condition
- Check Float Calibrations
- Check Pump Operation

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- Check Pump Intake Screen Is Clean
- Check Motor and Terminal Connections

NB: Ensure that pump is 75% submerged when checking operation.

SEWERAGE CONTROLS AND ALARM PANELS

Quarterly Service

- Check control panels for correct operation.
- Ensure panel electronics is dry.
- Check all connections.
- Visually Inspect Contactors and Relays
- Ensure that All Pilot Lights are in Working Condition
- Check for Loose Connections and Tighten
- Generally Clean Out Panels and Components
- Ensure that All Control Gear Operate Correctly
- Check Overload Settings
- Ensure Wiring is Neat
- Ensure All Panels Are Locked

OTHERS

Other elements of Building Services and reticulation systems not detailed in the scope that may be required shall be included in all requirements, on an as and when required basis.
The contractor will be required to provide a permanent Artisan that will be stationed in one of our Office buildings if need arises.

GENERAL

Health & Safety Plan

- H&S plan is required for all sites

PPE

- PPE requirements recovered per yearly

METAL SLIDING GATES

Are serviced Quarterly

- Metal sliding gates, motors and access control including written report.

LARGE METAL SWING GATES

Quarterly Service

- Large metal swing gates, motors and access control including written report.

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ROLLER SHUTTER DOORS

Quarterly Service

- Quarterly service on roller shutter doors, motors and access control including written report.

METAL SLIDING DOORS

Quarterly Service

- Quarterly service on metal sliding doors, motors and access control including written report.

GLASS SLIDING, SWING AND REVOLVING DOORS

Quarterly Service

- Glass sliding, swing and revolving doors, motors and access control including written report.

3. NORMATIVE/INFORMATIVE REFERENCES

The following references are included:

3.1 NORMATIVE REFERENCES

- Not Applicable

3.2 INFORMATIVE REFERENCES

- Eskom Real Estate Standards
- Occupational Health and Safety Act 85 of 1993
- Manufacturer Operation and Maintenance Manuals
- National Building Regulations and Building Standards

4. DEFINITIONS AND ABBREVIATIONS

4.1 DEFINITIONS

4.1.1 Classifications:

4.1.1.1 **Public domain**: published in any public forum without constraints (either enforced by law, or discretionary).

4.1.1.2 **Controlled disclosure**: controlled disclosure to external parties (either enforced by law, or discretionary).

4.1.1.3 **Confidential**: the classification given to information that may be used by malicious/opposing/hostile elements to harm the objectives and functions of Eskom Holdings Limited.

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4.1.1.4 **Secret**: the classification given to information that may be used by malicious/opposing/hostile elements to disrupt the objectives and functions of Eskom Holdings Limited.

4.1.1.5 **Top Secret**: the classification given to information that may be used by malicious/opposing/hostile elements to neutralize the objectives and functions of Eskom Holdings Limited.

4.2 ABBREVIATIONS

Abbreviation	Description
ERE	Eskom Real Estate/ Properties
Dx	Eskom Distribution
URS	User Requirements Specification/Scope of work

5. ROLES AND RESPONIBILITIES

Role	Description
End-user	Provide user specification requirements
Functional Manager	Support solution proposed
Contracts Manager	Support solution proposed
Middle Manager	Authorise implementation of proposed solution

6. PROCESS FOR MONITORING

Document revisions will be marked in ascending numeric order. Final copy approved by Middle Manager to be stored accordingly.

7. RELATED/SUPPORTING DOCUMENTS

Not applicable

8. REQUIREMENTS

We require the minor renovations and Maintenance to comply with the stipulated standards.

9. COST BENCHMARKING

To be confirmed by appointed QS

10. RECORDS

All records to be managed in compliance to the Eskom records management policy.

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11. AUTHORISATION

This document has been seen and accepted by:

Name	Designation
Ngqali Ndukwana	Contracts Manager
Kith Maitisa	Middle Manager

12. DEVELOPMENT TEAM

Name	Designation
Judith Skhosana	Supervisor
Sinovuyo Ngema	Supervisor

13. ACKNOWLEDGEMENTS

The integration of Properties Gauteng

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