

	Scope of Work	Services: Office Services
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Title: **Scope of Work for Provision of Office Cleaning for Period of Five Years at Kendal Power Station**

Document Identifier:

Alternative Reference Number: **N/A**

Area of Applicability: **Kendal Power Station**

Functional Area: **Services**

Revision: **0**

Total Pages: **16**

Next Review Date: **N/A**

Disclosure Classification: **Controlled Disclosure**

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1. BACKGROUND

Eskom's responsibility and commitment is to ensure safe working environment. Office cleaning services are required at Kendal Power station for maintaining cleanliness, hygienic and safe working environment in the station.

1.1 OBJECTIVE

The objective is to maintain a high hygiene and safety standard and to meet South African Occupational Health and Safety (OHS) and Eskom's SHEQ (Safety, Health, Environmental and Quality) rules.

1.2 PURPOSE:

The purpose of this document is to obtain the cleaning services of a qualified and accredited contractor to provide office cleaning and to ensure safe, clean and productive work environment in Kendal Power Station.

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2. SCOPE OF WORK

The provision of the cleaning to Kendal Power Station Offices. The description of the services includes, cleaning of all offices, boardrooms, workshops, ablution block/toilets, change rooms, store rooms, kitchens, cleaning of machines, equipment's rooms and equipment's, dishes, passages, corridors, lifts, control rooms, gym area, floor and wall scrubbing, stairways, carports/parking areas, floor carpets and chairs, doors, handrails and staircases, around offices/buildings blocks, windows on all floors, stacker machines, smoke stackers, smoking areas, fuel filling station, emptying and cleaning dustbins, cleaning littering (i.e. Paper plastics, tins and everything littered on the ground and floors) and around the station , assist with resources to perform general work, supply of toilets papers, ordure neutralizer, hand towels, cleaning detergents, refuse bags, cleaning materials, equipment and machinery, and all resources needed to perform these tasks.

Description of the services Scope of work

- SSB Building (Ground and Level)
- All Units (1-6) top to bottom/all levels
- All Toilets and Ablution Blocks
- All workshops
- Power Electronics - sweeping paved/hard services, and transmission building
- Stores Building that is (Projects, Commercial, Works Management, Platter shop, Stores, OPMD, EMD, PPD and C&I etc.
- Every Offices at Auxiliary Services-station Cleaner.
- Horticulture Building (the whole building)
- The whole of Transport building including workshop
- Training Building, that is all training offices, Simulator building, lecture rooms and surrounding areas and all Park homes • ECAS building e g, Dining Hall 1 and 2, office and cooking areas
- ABB Building
- Kopanong hall including all toilets and the surrounding
- Washing all windows on all floors, making sure the equipment to be used reaches all the windows at all buildings
- Security Building / Protective Services
- Induction Centre
- Medical centre and Fire Station
- Coal Stock Yard (Reclaimed 1 and 2, all Cabins, Coal stackers machine windows and portable toilets)
- Sandblasting Workshop (during outages & as and when required)
- Weighbridge offices including all toilets and cabin
- Removing all littering inside, outside and around the station (i.e. Papers, plastics, tins and everything littered on the ground)
- Chemical services building at the back of SSB
- Equipment's and Computer Rooms
- Rotek Offices
- Ash Dump building - cleaning of offices and boardrooms including toilets, kitchen, surrounding areas and all areas need cleaning.

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- Sewage Plant – Cleaning of offices including kitchen, toilets, and surrounding
- General - Assisting with the removal of furniture from one office to another

Some of the above-mentioned areas need to be serviced 24 hours 7 days a week. Some of the profile and condition areas will require high maintenance intensity necessary to uphold ablution block, showers must be always cleaned. Some of the services are planned on site at short notice on as when required basis to cater for inconsistencies in circumstantial situation/ condition, request for resources, VIP Visits.

The contractor must make a provision to cater for all areas at his or her own cost, for example, when employees are not onsite/off sick the contractor must provide all necessary equipment and tools to render the service, in addition, the contractor must provide own transport, home-work-home, including on site transportation of tools and employees.

The contractor must make a provision to pay its employees' bonus after completion of 12 months of service. All costs in rendering the above-mentioned services must be included in the price list, for example transport, bonuses, overtime, shift workers, consumables, equipment, tools and site establishment etc.

Please Note:

The Contractor to ensure compliance to the Sectoral Determination 1 for the Contract Cleaning Sector in South Africa under the Basic Condition of Employment Act (BCEA) regarding the minimum wage, working hours and other benefits for the employees.

The Contractor will maintain all above-mentioned areas, and below areas that need to be always clean, including:

- Entrances, foyers, and reception areas
- Passages and corridors
- Offices and surrounding areas including carpets, walls and partitions
- Stairs and landing
- Lifts
- Toilets and rest rooms
- Refreshment area
- Conference rooms and boardrooms
- Doors
- Cleaning concrete and paved areas around building / office block
- Cleaning fuel area and offices

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The below schedule of cleaning and frequency is not limited only to the area mentioned but it might be required to increase the frequency as need arises. The cleaning product used must be suitable for that particular area. Cautious must be adhered to at all times not to use products that will affect people or sensitive equipment negatively.

Item	Description	Frequency
1	<u>Floors – vinyl or similar:</u> <ul style="list-style-type: none"> Sweep and damp mop Buff and polish with machine to maintain high shine, non-slip finish Strip traffic areas and re-coat /Seal and Glossing 	Daily Daily Monthly
2	<u>Floor – ceramic, granolithic or similar</u> <ul style="list-style-type: none"> Sweep and damp mop Machine scrub Glossing 	Daily Weekly As required
3	<u>Carpeting</u> <ul style="list-style-type: none"> Vacuum clean with portable machines Vacuum clean but using vacuum & brush machines Shampoo cleaning followed by steam cleaning of all areas, or steam cleaning only Sanitise the carpet to get rid of bad odour Ditto for corridors, entrance foyers, heavy traffic areas Spot clean marks, all areas 	Daily Weekly 6 monthly Monthly Weekly As required
4	<u>Waste disposal</u> Empty and wash ashtrays Empty and clean wastepaper baskets Remove all waste	Daily Daily Daily
5	<u>Dusting</u> Dust all low-level horizontal surfaces Dust all high-level horizontal surfaces Dust all laboratory machines Dust all personnel benches and cupboards Damp and mop horizontal surface Dust all vertical surfaces, walls, cabinets Vacuum cleaning vertical carpet surface Dust and damp-wipe venetian blinds Dust all telephone instruments Sanitise all telephone instruments	Daily Daily Daily Daily Monthly Weekly Weekly Monthly Daily Monthly

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6	<u>Walls and paintwork</u> Dust Remove all finger-marks and marks Dust wood panelling Damp wipe wood panelling Wipe tiled surfaces Wash tiled surfaces	Daily Weekly Daily Weekly Daily Monthly
7	<u>Glass doors, partitions, windows and metal work</u> Spot clean glass doors Spot clean partitions glass Clean main doors and partitions at entrances Clean exterior faces of external windows Wash all windows in all floors Clean interior faces of external windows Clean both faces of partitions and glass doors Clean all frames, mullions and fitting traffic areas Notwithstanding the above, the frequency of cleaning in special areas, e.g. executive suites, can be increased as required.	Daily Daily Daily Monthly Monthly Monthly Monthly Monthly Weekly or Monthly or as required
8	<u>Entrance, foyers and fire escapes</u> Clean western main entrance and public areas Sweep entrance and brush vacuum carpets Clean doormats and wells Foam, clean, steam clean carpets	Daily Daily Daily 4 monthly
9	<u>Lifts</u> Clean the interior of the lifts including the indicator boards Clean the door tracks Maintain the lift boards according to the type	Daily Weekly Daily
10	<u>Stairs and Landings</u> Maintain the treads, risers and landings according to the finish Dust handrails and balustrades	Daily Daily
11	<u>Toilets, washrooms and change rooms</u> Empty and clean waste receptacles Clean and sanitise all toilet bowls, seats and covers Clean and sanitise all urinals Spot clean walls, doors and partitions Clean and polish bright metal fittings Maintain floors according to type (scrub etc) Adequate placing of toilet papers, paper towels and hand soap in the toilets Good odour maintenance in all toilets Floors of showers cubicles to be washed with fungicide solution Exposed pipes work to be dusted Exposed pipes work to be damp wiped	Daily Daily Daily Daily Daily Daily Daily Daily Daily Weekly Daily Weekly

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12	<u>Miscellaneous</u> Acoustic screens vacuum Damp wipe vinyl or similarly covered furniture Vacuum furniture upholstered in cloth Damp wipe and shine desktops and wooden furniture Damp wipe and shine desktops and wooden furniture in Executive offices Replace sand in smokers trays Dust all exposed light fittings Damp wipe exposed fittings Clean direction boards Dust air conditioning diffusers Damp wipe air conditioning diffusers Dust and wipe overhead pipe work (etc) Cleaning of and emptying of all dust bins.	 Monthly Weekly Weekly Monthly Weekly As necessary Monthly As necessary Daily Daily Monthly Quarterly Daily
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3. HYGIENE SERVICES AT KENDAL POWER STATION

3.1 Scope of work

Hygiene services include deep cleaning, sanitation, disinfecting of Kendal buildings inside and outside and supply consumables at Kendal Power Station will include: waste removal of sanitary bins, replacement of bin bags, and maintenance of water coolers, monthly deep cleaning of toilets, supply of toilet paper and paper towel, toilet seat sanitizer, air freshener, Urinary mats, hand washing liquid and hand sanitizer, which include but not limited to the following areas:

- SSB Building - Ground & 1st floor offices
- SSB Building - Ground floor and 1st floor toilets
- Unit 1 – 6, top to bottom and surroundings including all offices, Control rooms 1 – 6, equipment and computer rooms, all toilets, Showers, Kitchens, stairs, rails, all workshops, lifts, and passages from top to bottom.
- All toilets at all levels (1 – 6)
- All ablution blocks of the station
- Ablution block next to unit 6
- Ablution block next to Auxilliary (Station cleaning building)
- Ablution blocks behind SSB
- Ablution block next to Horticulture
- Ablution block next to Unit 1
- Power electronics building, offices, and workshops
- Stores Building that is (Projects, Commercial, Procurement, Works Management, Platter shop, Stores, OPMD, EMD, PPD and C&I etc, outside surroundings including fuel building
- Auxilliary services – station cleaning building
- Horticulture building
- Training - that is all training offices, Simulator building, lecture rooms and surrounding areas and all Park homes
- ECAS building e g, Dining Hall 1 and 2, office and cooking areas
- ABB building
- Kopanong hall
- Induction building
- Security building – Protective services
- Coal stock yard building
- Rotek Offices

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- Medical centre and fire building
- Ash dump building and Sewage Plant

3.2 Description of the service

Replenish consumables in all buildings and check stock level, these include but not limited to:

- Supply sanitary bags
- Urinary cleaning sundries
- Refill hand sanitizers stand
- Refill seat sanitizers
- Refill hand soaps
- Air fresheners
- Refill toilet papers and hand towels
- Provide sanitary services as identified by the contract manager
- Maintain sanitary bins and dispose contents as required
- Sanitary bins must contain a sterilising, deodorising chemical
- The contractor must provide mini (individual) sanitary bags next to each bin
- The contractor shall provide Hygiene services on a frequency basis and in exceptional circumstances as requested by the employer as when required.

3.3 Deep cleaning, sanitization and disinfecting (As when is required)

Some of the buildings use centralised air-condition and occupied 24/7

The application or the method to be used must prevent cross contamination and spreading of bacteria, fungi and viruses and the application method must comply with Hazard – Analysis and Critical Control Point (HACCP) systems and any other relevant regulation.

Ideally biodegradable chemicals that non-corrosive and space free and non-electrostatic and non – flammable and odourless should be applied to sanitising and disinfecting the surfaces.

In addition to sanitisation and disinfectant of surface and kitchen, offices inside and outside of the building the following areas should be included and treated as mentioned below but not limited as described.

- Toilets / Ablution Block

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- Sanitise and disinfect the whole area
- Removal of uric acid encrustation and other deposits from all surfaces of the bowl area including channel, outlet grip, step s-bend
- Urinals
- Clean, sanitise and disinfect all surface in the area and remove uric acid encrustation and other deposits from the bowl area, including channel, outlet grip, step, spurge pipe and tipper cover
- Washes basin, sinks and showers
- Remove all scale deposits, fungus, algae from internal and external surface.
- Clean any obstructions and deposit from overflows
- Plugs, outlets and adjacent areas and taps must be cleaned
- Apply chemicals to remove deposits from inside waste pipes

3.4 Frequency

For Ladies and Men's toilets (emptying SHE bins only on ladies toilets)

Item no.	Building	Activity	Frequency
1	SSB building Ground & 1 st floor toilets	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2 weeks Daily
2	Units (1 – 6) top to bottom toilets	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2 weeks Daily
3	Power electronics building	Empty She-bins	Once every 2nd week

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		Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Daily
4	Stores building	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
5	Platter Shop, OPMD, PPD, EMD, C&1 building	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
6	Auxilliary Services	Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Daily
7	Horticulture building	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
8	Transport building	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
9	Training (Simulator building, lecture rooms and surrounding areas and all Park homes)	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily

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10	ECAS building e g, Dining Hall 1 and 2, office and cooking areas	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
11	ABB building	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
12	Kopanong hall	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
13	Induction	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
14	Security building – Protective services	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
15	Coal stock yard building	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily

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16	Sandblasting workshop	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	As required when required
17	Chemical Services	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
18	Ash dump building	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
19	Medical Centre	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily
20	Sewage Plant	Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Daily
21	Fire Building	Empty She-bins Check stock level and refill hand soap, seat sanitizers, air freshener, paper towel and toilet papers, Urinary blocks and sanitary bags	Once every 2nd week Daily

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	Refill urinary blocks	Refill urinary blocks	As required when
	Deep cleaning, sanitization and disinfecting	Deep cleaning, sanitization and disinfecting	As required when
	Replacement of dispensers	Replacement of dispensers	As required when

Deep cleaning as when required with an option of the repeat once every 3 months

In rendering the above-mentioned service, the contractor must comply with the Labor Relation Act and other legislations that are applicable in the laws of Republic of South Africa. The contractor must provide necessary equipment and tools to render the services including deep cleaning material suitable for that specific area. In addition, the contractor must provide own transport, home-work home, including on site transportation of tools and employees.

The contractor must include all costs in rendering the above-mentioned services in the quotation as per the price list.

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