



Eskom Uganda Limited

Nalubaale Power Station

**PROVISION OF CLEANING SERVICES AT
NALUBAALE & KIIRA POWER STATION AND
& ESKOM KAMPALA OFFICE**

Ref: RTO/411330

Eskom Uganda Limited

Kampala Office: Studio House, 2nd Floor, 5 Bandali Rise Bugolobi, Kampala
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Email: admin@eskom.co.ug, www.eskom.co.ug
Registration Number 26021

CLEANING SERVICES AT NALUBAALE POWER STATION (NPS), KIIRA POWER STATION (KPS) AND ESKOM KAMPALA OFFICE

Eskom Uganda Limited a subsidiary of Eskom Enterprises SOC Ltd of South Africa invites you to submit a tender for the provision of cleaning services at both Nalubaale and Kiira Power Stations at Jinja and Eskom Kampala Offices.

SCOPE OF WORKS FOR THE PROVISION OF CLEANING SERVICES

The scope involves cleaning of the premises which includes: scrubbing, mopping, vacuuming, dusting, removal of cobwebs, sweeping, polishing of floors and washing of company vehicles. Other duties include preparing tea, clearing up and washing associated dishes at Nalubaale, Kiira Power Stations and Kampala office.

Specific terms of reference

- a. Develop a mechanism for keeping the site clean and to preserve the furniture and any equipment found in the work area.
- b. Cooperate with other users of the premises during the course of offering the service
- c. Collect and dump all rubbish and trash daily that arises out of the service provider`s operations, and safely dispose in approved disposal areas. Eskom will provide waste bins.
- d. Supply four heavy duty door mats for Nalubaale Power Station to be placed at specified entrances. The mats will have to be cleaned daily and replaced quarterly as a minimum.
- e. Supply, maintain and empty plastic pedal type sanitary bins for all female toilets in the complex and arrange for safe disposal on a regular basis.
- f. Supply and install soap dispensers of a type approved by Eskom to all hand washing outlets in the complex. Medicated hand liquid soap is to be used.
- g. Supply and install hand paper towel bins to all hand washing outlets in the complex.
- h. Design and implement a system for washing and vacuuming all company vehicles, including polishing of vehicle and tires.
- i. Supply toiletries to include medicated hand liquid soap, hand paper towels, and disinfectants and quality labelled toilet paper in all toilets.

1. Description of the works at Nalubaale and Kiira Power Stations:

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1.1. AREAS: Kitchens, Office, corridors, training rooms and gate houses, Machine floors, stores, air vents in electrical gallery, power house crane trucker and signages:

- a. Empty all bins on a daily basis. Bin liners are to be provided by the Supplier and replaced weekly; unless obviously required sooner. Rubbish from the bins is to be placed in the receptacles (yellow drums) provided by Eskom Uganda Ltd.
- b. Clean all sinks and strainers and polish to a high sheen.
- c. Clean floor and damp wipe free of stains, spillage and marks on all tables and chairs.
- d. Damp-wipe all cupboard, doors free of stains, spillage and marks.
- e. Vacuum, mop and buff resilient floor areas, crane trucker and vents.
- f. Vacuum all carpet areas and move chairs for thorough cleaning.
- g. Remove all cobwebs from visible and hidden areas.
- h. Return any misplaced furniture to correct locations.
- i. Prepare tea for breakfast, outages, meetings and training and wash associated dishes.
- j. Sweep or vacuum the floor prior to mopping. Mop with water containing an approved cleansing detergent, all tiled floor surfaces. Soap is NOT to be used.
- k. Provide all cleaning material and soap for the kitchen.
- l. Remove dust and stains from all equipment, window sills, tops of dividing partitions and walls.

Note:

1.2. Cleaning equipment used in the kitchen should not to be used in other areas and it is to be colour coded. The details of the colour coding will be supplied by the supervisor of the contract.

1.3. Toilets and Bathrooms:

- a. Sweep or vacuum the floor prior to mopping. Mop with water containing an approved cleansing detergent, all tiled floor surfaces on a daily basis. Soap is NOT to be used.
- b. Wash toilet floors free from surface dirt with a germicidal detergent and disinfectant. Deodorized soap is NOT to be used. Where mopping is not sufficient to give a good appearance, machine scrubbing of floor is to be applied.
- c. Remove stains and spillage from all toilet fixtures, surrounding walls and skirting surfaces, with a disinfectant and cleaning agent.
- d. Clean toilet seats, topside and underside with a disinfectant and cleaning agent.
- e. Remove watermarks and stains from inside and outside of toilet bowls and urinals.
- f. Clean and disinfect urinals, water soluble crystals are to be used in all urinals.
- g. Remove all marks and graffiti from mirrors, all doors, walls, washable paintwork, wall tiles and windows.
- h. On a daily basis, Clean, disinfect and polish all hand basins, bathrooms and shower areas thoroughly including shower recesses, curtains, glass, hand basins, wall mirrors, etc. No abrasive cleaning materials are to be used.
- i. Fill paper towel dispensers and replace toilet rolls on a daily and as and when required basis.
- j. Empty waste baskets, bins and sanitary bins daily and replace bin liners as necessary every day.
- k. Remove all the cobwebs including but not limited to ceiling corners, tables and chairs.

1.4. External Areas

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- a. Surrounding concrete stairs, tailrace paving areas must be kept clean and require twice weekly scrubbing and washing.
- b. Remove cobwebs from the louvers, fire extinguishers and hoses.

1.5. Entry Foyers and Public Areas

- a. Remove surface dust, finger marks, smears, spots and stains from walls and windows.
- b. Remove dead insects and litter from window frames, sills and any vertical and horizontal surface.
- c. Remove dust and finger marks where necessary on all glass doors, viewing glass and partition glass (both sides). Use window spray once a month.
- d. Remove finger marks, smears from around wall switches, door knobs and all metal work.
- e. Clean stainless steel surfaces where necessary. Abrasive materials must NOT be used.
- f. Remove all internal cobwebs.
- g. Remove and clean door mats, replace door mats correctly in wells where applicable.
- h. Remove dust from the top of the models at the public counter areas.
- i. For Vinyl and rubber tiles: on a weekly basis mop, sweep, remove stains, spillage and dust, black marks and scuff marks from all resilient floor surfaces, mop with a damp mop and dry.
- j. For concrete and Paving of Main Entrance: sweep, remove spillage and litter; treat oil and grease stains with an approved detergent weekly

1.6. Staircase, Hallways and lift

- a. Sweep stairs before mopping.
- b. Vacuum stairs and hallways with appropriate attachment and then damp mop dry.
- c. Remove stains, spillage, dust, black marks and scuff marks from all resilient floor surfaces.
- d. Dust stair case rails.
- e. Remove cobwebs up to three meters high.
- f. Sweep and mop each pit including steps, tunnels and under grates free of stains, spillage, oil and marks.
- g. Damp wipe and degrease pit wall to remove stains, spillage, oil and marks.

1.7. Waste Removal

- a. Remove non-recyclable waste bin rubbish to designated areas everyday
- b. All rubbish shall be placed by the supplier in the hoppers provided, everyday.
- c. Remove surface dust, finger marks, smears, spots and stains from walls. Remove dead insects and litter from window frames and sills.
- d. Remove all internal cobwebs.

1.8. Weekly Routines

- a. Cleaning cable duct from substation to unit 10 under close supervision and this should be done only after getting a work permit
- b. Cleaning area between the intake Dam and machine power house.
- c. Cleaning relay room
- d. Cleaning of Louvers
- e. Cleaning cable squad
- f. Vehicle washing and polishing

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1.9. Monthly Routines

- a. Clean all wall and door vents under supervision and this should be done only after getting a work permit.(Sluice gates)
- b. Dust all air vent ducts.
- c. Dust and wipe clean interior and exterior of all light fittings
- d. Cleaning sofa sets
- e. Strip, seal and re-polish all vinyl and resilient floor coverings.
- f. Door mats shall be vacuumed and spillage, litter and spots shall be removed.
- g. Roof NPS
- h. Cleaning of Eskom tents.
- i. Cleaning & Cob webbing of the power house roof (20 meters high) this should be done only after completing the Risk assessment procedure.
- j. Cleaning of the administration block roof
- k. Clean all signage

Work shall be executed in compliance to the provisions of Eskom Uganda Limited Plant Safety Regulations and lifesaving rules.

2. Description of works at Kampala Office

2.1. Kitchens, Office Areas, floors and corridors:

- a. Empty all bins. Bin liners are to be provided by the supplier and replaced weekly unless obviously required sooner. Rubbish from the bins is to be placed in the receptacles (yellow drums) provided.
- b. Clean all sinks and strainers and polish to a high shine
- c. Damp wipe free of stains, spillage and marks on all tables and chairs after the completion of floor cleaning.
- d. Damp-wipe all cupboard, doors free of stains, spillage and marks.
- e. Vacuum then mop and buff resilient floor areas.
- f. Vacuum all carpet areas. Chairs are to be moved during this operation.
- g. Remove all cobwebs
- h. Return any furniture moved by cleaners to correct locations.
- i. Prepare tea for breakfast and as and when required, also washing dishes daily

2.2. Toilets:

- a. Sweep or vacuum the floor prior to mopping. Mop with water containing an approved cleansing agent, all tiled floor surfaces. Soap is NOT to be used.
- b. Wash toilet floors free from surface dirt with a germicidal detergent and disinfectant and deodorized soap is NOT to be used. Where mopping is not sufficient to give a good appearance, machine scrubbing of floor is to be applied.
- c. Remove stains and spillage from all toilet fixtures, surrounding walls and skirting surfaces, with a disinfectant and cleaning agent.
- d. Clean toilet seats, topside and underside with a disinfectant and cleaning agent.
- e. Remove watermarks and stains from inside and outside of toilet bowls and urinals.
- f. Clean and disinfect urinals, water soluble crystals are to be used in all urinals.
- g. Remove all marks and graffiti from mirrors, all doors, walls, washable paintwork and wall tiles.
- h. Clean, disinfect and polish all hand basins thoroughly including hand basins, wall mirrors, etc. No abrasive cleaning materials are to be used.

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- i. Fill paper towel dispensers and replace toilet rolls on a daily and as and when required basis.
- j. Empty waste bins, baskets, and sanitary bins 3 times a week and replace bin liners as necessary.
- k. Remove dust and stains from all equipment, window sills, tops of dividing partitions and walls.
- l. Remove all the cobwebs.

Note:

Cleaning equipment used in toilets is not to be used in other areas and it is to be colour coded. The details of the colour coding will be supplied by the supervisor of the contract.

2.3. Floor Maintenance

- a. Vinyl, tiles - mop, sweep, remove stains, spillage and dust, black marks and scuff marks from all resilient floor surfaces, mop with a damp mop and dry.

2.4. Waste Removal

- a. Remove non-recyclable waste bin rubbish to designated areas.
- b. All rubbish shall be placed by the Supplier in the hoppers provided.

2.6. General Issues

- a. Remove surface dust, finger marks, smears, spots and stains from walls.
- b. Remove dead insects and litter from window frames and sills.
- c. Remove dust and finger marks where necessary on all glass doors, viewing glass and partitions on both sides.
- d. Remove finger marks, smears from around wall switches, doorknobs and all metal work.
- e. Clean stainless steel surfaces where necessary. Abrasive materials must NOT be used.
- f. Cleaning company is to provide all cleaning and kitchen staff with 3 sets of uniform each for good hygiene purposes.
- g. Kitchen staff to be provided with 3 aprons each, hair nets and safety shoes.

2.7. Weekly routines

- c. Clean all wall and door vents.
- d. Dust all air vent ducts.
- e. Dust and wipe clean interior and exterior of all light fittings
- f. Cleaning sofa sets
- g. Cleaning of office chairs
- h. Strip, seal and re-polish all vinyl and resilient floor coverings.
- i. Door mats shall be vacuumed and spillage, litter and spots shall be removed.

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3. Key issues to note

1. Cleaning equipment used in toilets is NOT to be used in other areas and it is required to be colour coded and available for inspection by the safety/assurance officer or his/her representative.
2. Quality paper toweling and (two) 2 ply toilet paper is to be supplied and replenished by the Supplier.
3. The Supplier will be responsible for coordinating a premium standard of cleaning. An inspection log shall be maintained by the Supplier and this information is to be made available at all times to the safety officer on a daily basis
4. It is imperative that all lights are turned off and the Supplier is specifically responsible for this in respect of the offices where all staff have left for the day. Further, any exterior tenancy-doors must be locked unless otherwise instructed. Under no circumstances will a building be left unattended or its entry door be left unlocked during cleaning operations. Only keys essential to the Supplier for carrying out his/her duties will be issued on a daily basis from the main gate of both station.
5. The Supplier shall be liable for any costs arising out of the conduct of his staff on site
6. It will be a Supplier's obligation to provide water and food to his workers
7. Access to site will be 06:00hrs to 18:00hrs Monday to Saturday. Extensions to these days are negotiable in case of an emergency.
8. Supplier and his personnel shall be identifiable on site at all times by uniforms with company Logo and identity card.
9. The supplier shall provide all its personnel with protective gear.
10. The supplier and his/her personnel shall be subjected to a site specific safety induction lasting the first day of mobilization to site.
11. The supplier shall provide the details of the employees to the employer on request.
12. The employer shall monitor the supplier regarding the management of grievances raised by suppliers' employees.
13. Supply four door mats.
14. Supply toiletries to include soap (tablet medicated soap or liquid hand wash, hand towels, air fresheners, and disinfectants in all toilets).
15. Fill paper towel dispensers and replace toilet rolls on a daily and as and when required basis.

4. General Safety Health Environment and Quality Requirements

- a. The Supplier shall provide a fitness to work certificates for each employee.
- b. The supplier should provide valid workers compensation and professional indemnity insurance policies
- c. The supplier should provide an adequate and appropriate SHE management plan
- d. The supplier should provide an adequate and appropriate site risk assessments
- e. The supplier should provide an adequate and appropriate method statements
- f. The Supplier personnel shall be subjected to a site specific safety induction lasting the first day of mobilization to site.
- g. The Supplier and its personnel shall comply with the EUL safety policy and Life Saving Rules.
- h. The Supplier complies with all safety requirements and ensures all personnel are issued with the relevant safety clothing and safety accessories each day they report for duty.
- i. The supplier shall at no cost to EUL be responsible for the medical welfare of its

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personnel including periodical medical examinations, arrangements for medical attendance, treatment or hospitalization if and when necessary.

- j. The supplier shall at no cost to EUL provide meals (break tea and lunch) to its personnel whenever they are at work (NPS and KPS sites).
- k. The supplier shall provide sufficient and competent manpower and supervision within the worksites to manage the SHE aspects of the works to be undertaken.
- l. The supplier shall at its own expense and prior to the commencement of the WORK, ensure that all its personnel have been given the necessary SHE, and job related training as recommended or required by law, EUL's regulations or industry standards and good practice. The supplier shall furnish EUL (on request) with a formal record confirming such training has been completed. As a minimum this pre-job training shall include:
 - Specific job related SHE training;
 - Safe systems of work e.g Permit to Work System
 - Use and care of personal protective equipment;
 - Instruction in the handling and management of hazardous materials (if relevant);
- m. The supplier shall ensure that its personnel shall maintain high standards of hygiene, including personal hygiene at all times in connection with the performance of the work.
- n. The supplier shall ensure that good housekeeping is maintained continuously throughout the duration of the work with due regard being paid to access ways and emergency exits being kept clear, disposal of waste and scrap material and general tidiness.
- o. The Contractor will be required to provide their organizational structure.

1. ELIGIBILITY CRITERIA

EUL is seeking for a firm that will demonstrate responsiveness to the requirements.

To be eligible to participate in the bidding process, you are required to meet the following criteria:

1. Have the legal capacity to enter into a contract;
2. Demonstrated competencies in carrying out the cleaning services.
3. Not be insolvent, in receivership, bankrupt or being wound up or subject to legal proceedings for any of these circumstances;
4. Not have had your business activities suspended;
5. Not to have a conflict of interest in relation to this procurement requirement;
6. Have the ability to deliver the project as per the agreed Terms of Reference.

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Documents Evidencing Eligibility: Bidders shall submit the following documents:

1. Company Registration Certificate (attach).
2. Memorandum or Articles of Association (attach).
3. Attach Audited financial statements for last three years
4. Tax Registration Certificate/VAT (attach copy).

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CONDITIONS OF TENDER:

1. A mandatory site visit is scheduled for 6th of February 2019 at 10:30am at Eskom premises - Jinja.
 2. A mandatory site visit is scheduled for 8th of February 2019 at 8:30am at Eskom premises - Kampala
 3. A submission of NSSF No and the period of remittance.
 4. Provide proof of VAT registration with URA
 5. Provide proof of statutory compliance with URA and NSSF
 6. Insurance.

 7. Preferred age group of the general workers 23 – 45 Years.
 8. Attachment of disciplinary code.
 9. All technical Inquiries should be addressed to **tenders@eskom.co.ug** working days and hours only.
 10. Eskom Uganda Limited is not bound to accept the lowest bidder or any bid.
 11. Late submissions shall be REJECTED.
 12. If you have not been contacted within 30 days after the close of the tender submission, please consider yourself unsuccessful.
 13. The tender should be addressed to:
 - a. **The Procurement Manager
Eskom Uganda Limited
Nalubaale Power Station
P.O Box 942 Jinja, Uganda**
- and must be submitted not later than **18th February 2019 by 15:00 Hrs.**
14. Submission of bids must be done in sealed and un-customized envelopes marked “**PROVISION OF CLEANING SERVICES**” and must be delivered and registered at the Procurement Office in Room No.6. Nalubaale Power Station – Jinja.
 15. Separate technical proposal from the commercial proposal. You must submit two copies (one original-technical proposal and one copy-technical proposal plus one copy (original)-commercial proposal). All in all submit three copies.
 16. Please indicate the following:
 - a. **Best payment terms**
 - b. **The delivery schedule**
 - c. **Any technical and after sale services offered**
 - d. **Commitment on service availability**
 - e. **References of similar projects undertaken over the last two years.**
 17. The evaluation criteria will consider all the aspects included in the table of specifications, your commercial terms and the price charged for service and any associated equipment.
 18. No charges for any other purpose will be allowed over and above the prices quoted on the tender submitted.
 19. Eskom Uganda Ltd standard purchase order/contract terms and conditions shall apply. A copy of these conditions will be furnished on request.

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20. Eskom reserves the right to accept or reject a tender on each item separately, or as a whole, and to waive any irregularities in a tender.
21. All costs associated with the provision of the service shall be shown separately in the tender.
22. The tender should clearly indicate, as a separate amount, the VAT or any other tax (as and where applicable). Kindly indicate whether or not you are exempt from WHT.
23. Currency for the contract shall be in Ugandan Shillings (UGX) only.

EVALUATION OF PROPOSALS

The technical proposal shall be evaluated on the basis of the BOQ provided.

Only proposals that have been technically accepted will proceed to the commercial evaluation. Proposals shall be ranked and the first on the list shall be selected to provide the service given provided its financials are within the budget.

PROJECT: CLEANING SERVICES ITT TECHNICAL EVALUATION CRITERIA

Evaluation Criteria		Notes	
1	Specific experience in providing the service		
		Bidder should present: Company profile, experience and indicator of strength of service Experience 5 years and above 10 marks. Experience 3 years to 5 years 5 marks. Experience 2 years to 3 years 3 marks Below 2 years will not be considered Reference letters/ Recommendations from previous comparable clients / organizations maximum 5 marks. 2 marks for each recommendation letter (Bidders to be required to submit at least 3 reference letters).	15
	Infrastructure		
		Bidder should indicate: Availability of offices within Jinja and Kampala 5 marks Availability of offices within Jinja only 3 marks Availability of offices within Kampala only 2 marks	5

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3	Services offered		
		<p>Bidder should indicate possibility of offering services as indicated in the ITT</p> <p>6 designated general cleaning areas @ 0.5 marks (3 marks)</p> <p>Power House & Stores 1.5 (3 marks each)</p> <p>Catering to offices, outages, trainings & boardrooms 4 marks (@1 marks each)</p>	10
4	Safety and environmental management		
		<p>Bidder must attach:</p> <p><u>Environmental requirements (3 marks)</u></p> <p>Use of eco-friendly cleaning products (1 mark)</p> <p>Safety Data Sheets (SDS) for all cleaning products (2 Marks)</p> <p>None (0 mark)</p> <p><u>Health requirements (2 marks)</u></p> <p>Risk based medical examination for employees (1 Mark)</p> <p>Fitness to work certificates for each employee (1 Mark)</p> <p>None (0 mark)</p> <p><u>Insurance requirements (3 marks)</u></p> <p>Valid workers compensation and public liability policies (3 Marks)</p> <p>(only workers compensation (2 marks)</p> <p>(Only public liability (1 Mark)</p> <p>None (0 mark)</p> <p><u>General SHEQ requirements (5 marks)</u></p> <ul style="list-style-type: none"> • A signed copy of Safety, Health and Environment Policy (1 mark) • SHE competency: First aider (1 mark), SHE representative (1 mark) • OHS Plan. This should include OHS organization within the Company- Responsibility & Accountability, SHE Incident management, PPE- Personal Protective Equipment as a minimum. (2 marks) • OHS Plan with no minimum requirements (1 mark) • No OHS Plan (0 mark) 	16

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		<u>Risk and Hazards Assessment (2 marks)</u> <ul style="list-style-type: none"> • Identification, assessment and management of SHE risks related to the scope of work. The methodology used for the risk assessment must be provided together with the risk assessment (2 Marks) • No HIRA (0 Mark) 	
5	Any additional service		
		Bidder should indicate any additional service that shall be provided on top of the 6 category beneficial to EUL to promote a healthy working environment 1 service provided 1 mark each.	4
	Total score		50

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