

SCM SUBMISSION: SPECIFICATION / SCOPE OF WORK	
PURPOSE OF SUBMISSION	The purpose of this Request for Quotation (RFQ) is to source and appoint a qualified service provider to perform deep cleaning and sanitisation services for PRASA rolling stock. The scope encompasses Yellow Trains, Electric Multiple Units (EMUs), and Main Line Passenger Services (MLPS) trains stationed at the Blue Shed within the Braamfontein Staging Yard, South Gauteng Region (SGR).
DESCRIPTION OF GOODS / SERVICES / WORK	Provision of train deep cleaning services
REQUEST FOR PROPOSAL NUMBER	
DIVISION	PRASA (SGR)
USER DEPARTMENT	FACILITIES DEPARTMENT
DATE SUBMITTED	

1.INTRODUCTION INTRODUCTION AND OBJECTIVES

The mission of the Passenger Rail Agency of South Africa (PRASA) is to deliver a dignified travel experience that fosters long-term brand loyalty among both internal employees and external passengers. In alignment with this mission, PRASA Facilities is committed to ensuring that all commuters are provided with clean, hygienic, and well-maintained rail coaches.

PRASA invites qualified bidders to submit proposals for the comprehensive cleaning of rail coaches, as detailed in the technical specifications below, for a fixed contract period of two (2) years.

1.1 Strategic Intent

PRASA aims to provide a safe, comfortable, and efficient public transport system. Maintaining the cleanliness of coaches at the Blue Shed facility to international standards is a paramount operational priority.

1.2 Scope of Work and Volume Projections

PRASA Facilities currently executes the deep cleaning of two (2) train sets per day at the Braamfontein Staging Yard. The appointed service provider will be expected to clean an estimated average of 40 to 45 train sets per month. Bidders must note that daily volumes may fluctuate based on real-time operational requirements, occasionally necessitating the cleaning of a single (1) train set or more than two (2) train sets per day.

1.3 Regional Operational Requirements

PRASA Facilities requires comprehensive deep cleaning services for all PRASA train sets staged

within the South Gauteng Region. Service providers must maintain the highest levels of cleanliness and environmental hygiene to ensure an optimal transit experience for passengers

1.4 Alignment with the Passenger Charter

In accordance with its established "Passenger Charter and Customer Centricity" PRASA is contractually committed to delivering a safe, reliable train service operating out of functional and clean stations. To support this vision of a modernised, world-class rail system, all cleaning and maintenance activities must strictly adhere to the highest industry standards.

PRASA's mission is to provide a dignified travel experience that makes a lasting impression and build brand loyalty – both internally (employees) and externally (customers) – that adds benefit to the passenger. Facilities objective is always to provide commuters/passengers with clean coaches. The bidder could tender for cleaning of coaches as set out in the specification below for period of two (2) years.

PRASA aims to provide a safe, comfortable and efficient transport system to its commuters. Cleanliness of the Blue Shed coaches at international standards is of paramount importance.

Facilities deep cleans two **(2)** set per day at Braamfontein staging yard. The service provider is expected to clean between 40 to 45 trains per month. However, there will be instances where operations require to clean one (1) train or more than two per day depending on operational requirements

Facilities require a **deep cleaning** service for all PRASA train sets which are staged within South Gauteng Region. These coaches must be at highest level of cleanliness and hygiene and must be cleaned regularly to provide better travelling environment for the commuters.

PRASA committed through its "*Passenger Charter*" to providing train service that is safe, reliable and with stations that are functional and clean. This is the commitment of the business objective

of providing a train service of the future at modernised stations that will require maintenance and cleaning of the highest standard.

1. BACKGROUND INFORMATION

1.1. Status quo

Historically, the Passenger Rail Agency of South Africa (PRASA) managed coach cleaning internally using internal staff. The business subsequently transitioned to an outsourced model, transferring these responsibilities to external service providers.

Following this transition, PRASA Facilities adopted a short-term procurement strategy, securing service providers through standard quotation processes. A formal, competitive tendering process is scheduled to commence once train services resume full-scale operations.

Currently, operations at the Blue Shed remain fully active. However, the existing service contract for this facility is set to expire on 30 October 2026.

2.2. Problem Statement

PRASA's rolling stock currently experiences sub-optimal exterior cleanliness and general hygiene degradation due to a lack of specialized deep-cleaning interventions at the Blue Shed facility. Without a dedicated, compliant contract in place, service delivery will decline, leading to immediate negative impacts: visible fleet deterioration, non-compliance with health and safety regulations, environmental management risks, and severe damage to PRASA's corporate reputation and revenue. Furthermore, inadequate daily sanitation fails to address public health mandates regarding infection control and bacterial infection control mitigation, directly exposing commuters to preventable biological and viral hazards in the transit environment.

3. OBJECTIVES OF THE PROPOSED PROJECT

3.1. Desired Outcomes

Train Deep cleaning specification

The primary objectives of this project are to:

- **3.1.1. Enforce Premium Hygiene Standards:** Achieve and sustain the highest quality standards of exterior cleanliness and interior deep cleaning across the PRASA rolling stock fleet.
- **3.1.2. Enhance Passenger Experience:** Ensure that all operational coaches maintain high appealing standards, optimal passenger comfort, and a thoroughly hygienic environment for commuters and stakeholders.
- **3.1.3. Guarantee Regulatory Compliance:** Compliance of all cleaning methodologies, chemical applications, and waste-disposal processes with South African national environmental laws and occupational health and safety (OHS) standards.
- **3.1.4. Implement Rigorous Infection Control:** Execute strict daily cleaning and sanitation protocols to mitigate the transmission of viral pathogens, bacterial strains, and other public health vectors, thereby safeguarding both commuters and PRASA personnel.

2.3. Project Benefits to PRASA

- **2.3.1. Enhanced Asset Value and Image:** Provision of consistently clean, well-maintained rolling stock and highly hygienic staging yards, enhancing PRASA's public image and protecting asset longevity.
- **2.3.2. Regulatory and Statutory Compliance:** Full compliance with National Occupational Health and Safety (OHS) standards, environmental regulations, and public health frameworks.
- **2.3.3. Operational Risk Mitigation:** Reduction of health hazards minimized commuter complaints, and protection of PRASA personnel from unsanitary working conditions.

2.4. Current Mechanisms in Place to Address the Problem

2.4.1. Interim Service Arrangements: Because the **Blue Shed deep-cleaning facility** is partially non-operational, this RFQ establishes a framework to clear the **Semi-intensive train cleaning backlog** and handle emergency reallocations.

- **Trigger A: Backlog Clearance (Routine Interim)**
 - Contractor utilizes the existing contract baseline to perform Semi-intensive train cleaning.
 - Work is scheduled to maintain regulatory and operational compliance.
- **Trigger B: Emergency Resource Reallocation (Ad-hoc/Emergency)**

- Business operations require immediate deep-cleaning or sanitation services elsewhere.
 - Contractor must rapidly shift personnel, equipment, and consumables to the designated emergency zone.
- **2.4.2. Operational Supervision & Quality Control:** To ensure service continuity and performance standards, this interim cleaning process is strictly and continuously monitored. Oversight is jointly managed by PRASA Facilities Management and the service provider's supervisory team to enforce strict compliance with current contractual obligations.

1.2. PRASA TRAINS



The Blue Shed Facility (Deep cleaning Facility)



4. SCOPE OF WORK

4. SCOPE OF DESIRED SOLUTION

4.1. General Scope of Work

- **4.1.1. Core Operational Requirements:** The scope of work encompasses the provision of comprehensive daily train cleaning services at the Blue Shed Facility. PRASA invites professional cleaning companies (hereinafter referred to as "the Tenderers") to submit

proposals for the execution of high-quality cleaning services for all train sets staged at the Blue Shed staging yard during daytime intervals.

- **4.1.2. 24-Hour Operational Flexibility:** While the primary deployment is scheduled for daytime shifts, the successful service provider shall maintain the operational capacity to execute deep-cleaning services during night shifts, subject to operational requirements and direct instruction from PRASA management.
- **4.1.3. Contractual Framework:** Subject to the acceptance of the Tender and any subsequent counteroffer by PRASA, the successful Tenderer (hereinafter referred to as "the Contractor" or "the Service Provider") shall execute all services in strict accordance with the final contract, which comprises the Technical Specifications, General Terms and Conditions, and the Form of Tender.
- **4.1.4. Cleaning Standards Compliance:** The Contractor shall execute all train-cleaning operations in strict compliance with the PRASA Cleaning Standard Operating Procedures (SOPs), as detailed in **Table 4** of this specification document.
- **4.1.5. Deep-Cleaning Objectives:** The Service Provider shall deploy targeted deep-cleaning protocols during both day and night shifts if required. These intensive cleaning cycles are mandatory to systematically enhance, restore, and maintain the highest levels of hygiene across the PRASA fleet.

4.2. Fleet Capacity and Location Specifications

- **4.2.1. Operational Location:** The scope of this contract covers the cleaning of designated train sets operating out of, or staged at, the **Blue Shed Facility**. However, contractor can be instructed to reallocate resources to operational staging yards.
- **4.2.2. Service Volume Guidelines:** **Table 1** below delineates the baseline number of train sets scheduled for cleaning per day.
- **Note on Operational Scheduling:** The operational locations, hours of work, cleaning schedules, and shift structures remain subject to change based on PRASA's shifting rail demands. A formalized, definitive working schedule—clearly specifying the arrival and departure times of all rolling stock—will be issued to the successful bidder upon contract

award. The data provided in **Table 1** serves as a baseline guideline for the expected volume of deep-cleaning interventions.

Staging Yard	Shifts	Service Required	No of cleaners	No of trains per day
Blue Shed	Day shift	Deep cleaning	13	2 Train sets per day
Blue Shed	Day	Deep cleaning	1 Supervisor	

Table 2

The extent coverage of the proposed project

Train Timetable (Deep cleaning)			
Staging yard	Train sets	Receiving times	Hand over times
Blue Shed	Train set 1	07H30	12h00
Blue Shed	Train set 2	12h00	16h00

4.3. Staffing Plan and Shift System

- **4.3.1. Operational Calendar:** Tenderers must note that PRASA operates seven (7) days a week, including all public holidays. Any requirement for extended operational hours during High Peak Periods (HPP) will be formally negotiated with the Service Provider as deemed necessary by PRASA Management.
- **4.3.2. Mandatory Headcount Requirements:** The baseline personnel complement required for the execution of this contract is fixed at a total of **fourteen (14) staff**

Train Deep cleaning specification

members. This headcount comprises twelve (13) Cleaners and one (1) Dedicated Supervisors, distributed across operational shifts as detailed in **Table 2**.

- **4.3.3. Personnel Deployment Guidelines:** The Service Provider shall ensure that the mandated staffing level is maintained daily. No shift shall under-operate below the approved headcount baseline without prior written authorization from the PRASA Facilities Manager.

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Table 2: Mandatory Daily Staffing and Operational Matrix (Mondays to Saturdays)

Staging Yard Location	Target Volume Baseline	Operational Shift Window	Required Cleaners	Required Supervisors	Total Shift Complement
Braamfontein Blue Shed	2 Train Sets per day (Approx. 44-48 sets per month)	Day Shift: 07:30 – 16:10	13	1	14

- **Important Operational Note:** The figures, shifts, and schedules detailed in Table 2 serve as the mandatory baseline operational requirements. However, hours of work, deployment locations, and shift configurations remain subject to change at PRASA's sole operational discretion to meet fluctuating rail demands.

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5. SPECIFICATION OF THE WORK, PRODUCTS, OR SERVICES REQUIRED

5.1. Description of Services and Operational Frequency

The Service Provider shall execute the scope of work in accordance with the minimum service definitions and frequencies outlined below:

- **5.1.1. Routine Daily Cleaning:** This process comprises the mandatory daily removal of loose waste, sweeping, and mopping of all coach interiors. The Service Provider shall ensure the daily extraction of dust, dirt, and contaminants from coach floors, passenger

seats, wall panels, door frames, and handrails. The removal of adhered chewing gum from all interior surfaces must be performed on a daily, ongoing basis.

- **5.1.2. Exterior Cleaning:** The exterior body of the train sets shall be washed using approved industrial-grade cleaning chemicals to ensure that the rolling stock is free from dust, grime, handprint, and mud. Exterior washes must be executed in accordance with the operational schedules defined by PRASA Management.
- **5.1.3. Deep Cleaning & Restoration:** This process entails an intensive, specialized cleaning cycle designed to fully restore the train interior and exterior to an optimal hygienic and appealing state. Deep cleaning involves the application of heavy-duty, material-safe detergents, high-pressure washing where applicable, stain extraction from seating upholstery, and detailed chemical scrub-downs of all structural panels.
- **5.1.4. Sanitization and Infection Control:** Prior to the scheduled departure of any train set, the Service Provider must thoroughly disinfect the interior cabins using an approved, broad-spectrum disinfectant chemical. Disinfection must be deployed utilizing industrial backpack chemical sprayers/foggers. Following chemical application, all high-touch surfaces, passenger seats, and floors must be wiped down to ensure a clean, dry, and safe environment for commuters.
- **5.1.5. Minimum Contract Requirements and Innovation:** The specifications detailed herein represent the absolute minimum acceptable service levels and frequencies required by PRASA. While compliance with these minimums is compulsory, the Service Provider is encouraged to employ advanced cleaning innovations, specialized machinery, and optimized methodologies to consistently exceed these baselines and guarantee the highest standard of fleet hygiene.

Table 4

6.1 Deep cleaning		
		Frequency
1.	Wet Microfiber cloth having water and specified cleaning agent. No area should be left	Daily
2.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
3.	Clean all corners and no area shall be left. Special tools may be required for cleaning non-accessible areas. Wipe all the interior panel with wet microfiber cloth	Daily
4.	Ensure that there is no water mark, dust, fingerprint; bubble gum should be left behind.	Daily
NB	- <i>Do not spray the water due to danger of high voltage equipment e.g. Heaters</i> - <i>25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i>	
6.2 Deep cleaning (EXTERIOR)		
1.	Wet Microfiber cloth/long handle brush broom having water and specified cleaning agent. No area should be left	Daily
2.	Scrub the area with microfiber cloth /long handle brush broom such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
3.	Wipe the motor coach /plain trailer external body thoroughly with wet cloth.	Daily
4.	The Cab-External should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface.	Daily

5.	Clean all corners and no area shall be left. Special tools may be required for cleaning non-accessible areas. Wipe the entire Exterior body panel with wet microfiber cloth / long handle brush broom.	Daily
6.	Wipe off the coach body and leave to dry but do not use hose pipes	Daily
NB	- <i>The chemical to be used shall not be detrimental to the paint. The Contractor to acquaint himself/herself with the specifications of the Client preferred chemical list. Any other chemical shall be approved by the Client prior to being used.</i> - <i>Use only insulated material handle of mop and squeegee.</i> - <i>Do not spray the water due to danger of high voltage.</i> - <i>25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i>	
6.2 Drivers/Guard Cab Interior Panels, Door Panels, Coach Interior Panels and Window Glasses/Screens		
1.	Ensure all windows and doors are closed before and after cleaning.	Daily
2.	Wet all the interior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily
3.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily
4.	Clean all corners and no area shall be left.	Daily
5.	Wipe all interior panels with wet microfiber cloth.	Daily
6.	Ensure that no grease, no dust, no water, no gum, no graphite, no black spot, and no dirty marks should be left behind.	Daily
7.	All the interior panel and window glasses should shine after heavy cleaning, and no dirt should come on the white duster cloth while rubbed on the surface.	Daily
NB	- <i>No sharp knife for gum removal</i>	

	- <i>25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i>	
6.3 Interior Drivers Cab and Windscreen		
1.	Wet the surface with microfiber mop soaked into water and specified cleaning agent.	Daily
2.	Squeegee the water with window squeegee.	Daily
3.	Use only insulated material handle of mop and squeegee.	Daily
6.4 Interior Floor Cleaning (Driver's cab and Interior Coach body)		
1.	Clean the dust with broom / long feather duster to remove dirt from seats, behind heaters, in between seats, luggage racks and windowsills. Sweeps clean the floor to be free of papers, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum.	Daily
2.	Wet area with water and diluted specified cleaning agent.	Daily
3.	Scrub the floor thoroughly; wipe off the cleaning solution and dirt.	Daily
4.	Mop the floor with mop soaked with clean water.	Daily
5.	Ensure that no tissue, litter, footprint, bubble gum, dirt mark, water traces should be left behind.	Daily
6.	Apply the high shine Floor Polish with a clean mop and let it dry.	Daily
NB	- <i>The chemical to be used shall not be detrimental to the paint. The Contractor to acquaint himself/herself with the specifications of the Client preferred chemical list. Any other chemical shall be approved by the Client prior to being used.</i> - <i>No sharp knife for gum removal.</i> - <i>No stripes on the floor after cleaning.</i> - <i>Please avoid any water or detergent penetrating heaters and other electrical equipment</i>	

	- 25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed	
6.5 Exterior Window glasses / Cab Windscreens		
1	Ensure all windows and doors windows are closed before and after cleaning.	Daily
2	Wet all the exterior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily
3	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily
6.6 Seats, Grab Holes, Luggage racks and Handles (Driver's cab and Interior Coach body)		
1.	Clean the dust with broom / long feather duster to remove dirt from seats, behind heaters, in between seats, luggage racks and windowsills. Sweep clean the floor to be free of papers, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum.	Daily
2.	Wet the areas with water and specified cleaning agent.	Daily
3.	Scrub the seats/grab holes/handles with hand soft scrubbing pad and wipe off the seats with microfiber cloth	Daily
4.	Ensure that grease, dust, fingerprint, water trace, bubble gum, black spot, dirt marks should be left behind.	Daily

Deep Cleaning (Day)

6.7 Deep cleaning		
1.	Ensure all windows and doors are closed before and after cleaning.	Daily
2.	Wet all the interior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily

3.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily
4.	Clean all corners and no area shall be left.	Daily
5.	Wipe all interior panels with wet microfiber cloth.	Daily
6.	Ensure that no grease, no dust, no water, no gum, no graphite, no black spot, and no dirty marks should be left behind.	Daily
7.	All the interior panel and window glasses should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface.	Daily
NB	<i>No sharp object for gum removal rather uses scrappers</i>	

6.6 Deep Cleaning		
		Frequency
1.	Clean the dust with broom / long feather duster to remove dirt from seats, behind heaters, in between seats, luggage racks and windowsills. Sweeps clean the floor to be free of papers, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum.	Daily
2.	Wet area with water and diluted specified cleaning agent.	Daily
3.	Scrub the floor thoroughly; wipe off the cleaning solution and dirt.	Daily
4.	Mop the floor with mop soaked with clean water.	Daily
5.	Ensure that no tissue, litter, footprint, bubble gum, dirt mark, water traces should be left behind.	Daily

6.	The specified polishing shall be done after Internal Heavy Cleaning is done	Daily
7.	Apply the polish and polish the surface. The surface should be shining after the application of polish.	Daily
NB	<i>The chemical to be used shall not be detrimental to the paint. The Contractor to acquaint himself/herself with the specifications of the Client preferred chemical list. Any other chemical shall be approved by the Client prior to being used.</i> <i>No sharpening knife for gum removal.</i> <i>Please avoid any water or detergent penetrating heaters and other electrical equipment</i>	
6.7 Deep cleaning (Drivers Coach/Motor Coaches)		
1.	Wet the areas with water and specified cleaning agent.	Daily
2.	Scrub the seats/grab holes/handles with hand soft scrubbing pad and wipe off the seats with microfiber cloth	Daily
3	Ensure that grease, dust, fingerprint, water trace, bubble gum, black spot, dirt marks should be left behind.	Daily
4.	Where there is known blood or bodily fluid contamination (e.g. spills of vomit or faecal matter) spills should be cleaned immediately and any contaminated surfaces cleaned and disinfected.	Daily
5.	All gauges and meter instrument in the drivers' cabs should be dusted and follow with a damp cloth dipped in clean water mixed with detergent to remove stains.	Daily
NB	<i>No sharp object for gum removal</i>	

6.8 Deep cleaning		
1.	Wet Microfiber cloth having water and specified cleaning agent. No area should be left	Daily
2.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
3.	Clean all corners and no area shall be left. Special tools may be required for cleaning non-accessible areas. Wipe all the interior panel with wet microfiber cloth	Daily
4.	Ensure that there is no water mark, dust, fingerprint; bubble gum should be left behind.	Daily
NB	• <i>Do not spray the water due to danger of high voltage equipment e.g. Heaters</i> • <i>Coaches to be sanitized before and deep cleaning of coaches</i>	

7. CLEANING MATERIALS, CONSUMABLES, TOOLS, AND EQUIPMENT

7.1. General Procurement and Quality Guidelines

- **7.1.1. SABS Approval Mandate:** This section serves as a mandatory baseline for the type of cleaning materials, consumables, tools, and specialized equipment required to meet PRASA's rolling stock hygiene standards. All chemicals supplied and utilized by the Service Provider must be **SABS-approved** and compliant with South African National Standards (SANS).
- **7.1.2. Material Safety Data Sheets (MSDS):** The successful Service Provider must maintain a complete file of Material Safety Data Sheets (MSDS) on-site at the Blue Shed facility for all chemical compounds deployed.
- **7.1.3. Rolling Stock Paint & Electrical Protection:** All selected chemical detergents and degreasers must be non-corrosive and certified non-detrimental to rolling stock exterior paintwork, polycarbonate windows, and internal finishes. Under no circumstances shall water be sprayed via pressurized hose pipes directly onto high-voltage components, internal cabs, or electrical heater assemblies.

- **7.1.4. Operational Minimums:** While the table below defines the compulsory minimum baseline for pricing evaluation, the Service Provider is required to augment these tools with advanced industrial innovations to guarantee standard compliance.

Table 5: Mandatory Technical Material and Equipment Matrix

Category	Item Description & Technical Specification	Intended Rolling Stock Application
Cleaning Chemicals & Consumables <i>(All must be SABS-Approved)</i>	• Industrial Heavy-Duty Exterior Train Wash / Auto Wash • Industrial Pine Gel Sanitising Compound • All-Purpose Concentrated Liquid Cleaner (Eco-friendly) • Heavy-Duty Wax Stripper & Floor Polish (Non-slip) • Heavy-Duty Industrial Degreaser & Grease Remover • Bio-Degradable Glass & Window Cleaning Liquid • Metal & Stainless Steel Polish Compound • Broad-Spectrum Virucidal Disinfectant (Sanitiser) • Industrial Deodorant Blocks & Air Freshener • Heavy-Duty Refuse Bags (Minimum 40 Micron thickness)	- Exterior body scrub down - Ablutions and general floors - Internal panels and seat frames - Floor restoration and protection - Bogie areas and deep grime - Coach windows and windscreens - Handrails and metallic trim - Daily interior backpack sanitisation - Ablution and coach odor control - Daily cabin waste collection

Tools & Manual Equipment	• Industrial Ergonomic Scrapers (Heavy-duty floor/glass) • Heavy-Duty Color-Coded Buckets • Reinforced Industrial Mop Sticks & Replaceable Mop Heads • Heavy-Duty Soft Brooms & Hard-Bristle Wash Down Brushes • Professional Squeegee Cleaners & Window Brushes • Industrial Toilet Brushes with Holder Packs • Premium Microfiber Cloths and Mutton Cloth Rolls • Non-Scratch Steel Wool Pads & Utility Sponges • Anti-Static Feather Dusters (Extendable) • Heavy-Duty Industrial Wheelbarrows • Industrial Non-Conductive Step Ladders (Fiberglass/Insulated)	Adhered chewing gum / sticker removal Mopping and chemical dilution processes Daily floor wash down and drying Debris sweeping and exterior scrubbing Window washing and water removal Coach ablution deep cleaning Streak-free interior panel wiping Tough grime or stain removal High-level ledge dust removal Debris transport to staging yard skips High-level exterior and interior cleaning
Machinery & Infrastructure	• Industrial Backpack Chemical Sprayers / Fogging Machines • Heavy-Duty Industrial Water Hose Pipes (Reinforced) • "Caution sign: Wet Floor" A-Frame Warning Signs (Pack of 10)	Pre-departure cabin disinfection Controlled exterior washing yards Mandatory OHS station barricading

Mandatory OHS Personal Protective Equipment (PPE) <i>(To be supplied continuously)</i>	• Heavy-Duty Chemical-Resistant Protective Gloves • Particle Dust Masks (Minimum FFP2 / N95 standard) • High-Visibility Reflective Safety Vests (Class 2, PRASA approved) • Steel Toe-Cap Safety Boots (SANS approved) • Splash-Proof Safety Goggles / Eye Protection	Chemical handling and general cleaning Airborne dust and pathogen mitigation Staging yard tracking safety visibility Crush and slip hazard protection in yards Chemical dilution and overhead washing
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8. DAILY OPERATIONAL EXPECTATIONS AND QUALITY STANDARDS

8.1. Quality Acceptance Framework

Rolling stock train sets shall only be verified and accepted by PRASA Facilities Management if they meet the strict cleanliness parameters defined below. These operational expectations apply uniformly to all day and night cleaning interventions.

Table 6: Interior and Exterior Cleanliness Standards Matrix

Section Reference	Train Component / Zone	Minimum Acceptable Quality Standards (Pass Criteria)
8.1. Interior Inspection	8.1.1. Coach Floors	Must be thoroughly swept and mopped; completely free from loose waste, accumulated dirt, dust layers, spills, mud, and adhered chewing gum.

	8.1.2. Commuter Seats	Must be free from dust, surface grime, stains, and graffiti. Cloth upholstery (where applicable) must be free from dust buildup, and fiberglass/plastic frames must be wiped clean.
	8.1.3. Handrails & Stanchions	Must be physically sanitized; free from stickiness, grease, smudges, and fingerprints.
	8.1.4. Ceilings & Luggage Racks	Must be free from cobwebs, dust accumulation, grease, soot marks, and unauthorized stickers or advertising material.
	8.1.5. Walls, Panels & Heaters	Interior panels and floor-level heater protective grills must be wiped down, showing no signs of scuff marks, mud, grime, stains, or dirt buildup.
	8.1.6. Windows (Interior Face)	Glass surfaces must be clean, clear, and completely free from smudges, streaks, fingerprints, dust, and scratch-marks caused by improper cleaning tools.
	8.1.7. Sliding Doors & Tracks	Interior door surfaces, handles, and glass must be clean and free from sticky residue. Inter-car door tracks must be cleared of debris that could obstruct movement.
8.2. Exterior Inspection	8.2.1. Windows (Exterior Face)	Windows and driver's cabin windscreens must be free from road film, water streaks, bird droppings, and mud to ensure optimal visibility.
	8.2.2. Coach Exterior Body	The entire exterior surface, including painted steel or stainless-steel cladding, must be free from streaks, dust, heavy mud deposits, railway grime, and graffiti marks.
	8.2.3. Doors & Handles	External door surfaces, rubber weather seals, and recess handles must be thoroughly washed and free from grease or accumulated soot.

	8.2.4. External Access Steps	External entry steps, footplates, and boarding thresholds must be swept, washed, and completely free from grease, oil, mud, or slippery substances to prevent commuter slip hazards.
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9. TENDER REQUIREMENTS

- **9.1. Equipment and Consumable Standards:** The Contractor shall provide and utilize exclusively environmentally friendly, non-corrosive, and **SABS-approved** cleaning products, detergents, and materials.
- **9.2. Electrical Equipment Compliance:** All electrical and non-electrical machinery, tools, and industrial equipment deployed on-site must be SABS-approved and certified safe for operation within a railway environment.
- **9.3. Contractor Resource Accountability:** The Contractor shall supply all necessary machinery, specialized tools, and chemical consumables at their own sole cost. All equipment must be heavy-duty, industrial-grade, and highly reliable.
- **9.4. Compliance Maintenance:** The Contractor shall always maintain an updated file of Material Safety Data Sheets (MSDS) on-site. All cleaning consumables approved by PRASA must be kept at optimal buffer stock levels to ensure zero operational downtime.
- **9.5. Quality Verification:** PRASA reserves the right to conduct unannounced condition assessments and inspections of the Contractor's chemicals, tools, and machinery to verify compliance with technical standards.

10. PERSONNEL IDENTIFICATION AND MANAGEMENT

- **10.1. Identification Mandate:** All Contractor personnel executing train cleaning services under this contract must visibly always display an official company identification badge and access card while on the premises. The ID card must contain:
 - a) A recent high-resolution photograph of the employee.
 - b) The full legal name of the employee.
 - c) The operational designation/position occupied.
 - d) The registered corporate name of the Cleaning Company.

- e) The approved Site Access Authorization number.
- f) The designated operational site deployment (Blue Shed).
- **10.2. Attendance and Operational Command:** A definitive name list of all permanently deployed staff and verified relief personnel must be submitted to PRASA prior to contract commencement. PRASA reserves the right to monitor personnel time and attendance.
- **10.3. Chain of Command:** To ensure compliance with South African labor laws, PRASA shall issue operational instructions exclusively to the Contractor's designated Supervisor or Contract Manager, who will subsequently manage the cleaning staff.
- **10.4. Remuneration Framework:** Subject to the final service Level Agreement (SLA) execution, the Contractor shall be remunerated monthly in arrears, in strict accordance with the approved, fixed contract pricing schedule.

11. LEGISLATIVE AND REGULATORY COMPLIANCE

- **11.1. Statutory Adherence:** The Contractor shall ensure absolute compliance with all applicable statutory regulations, bargaining council agreements, and industry-specific legislation. The following frameworks must be strictly adhered to:
 - The Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997).
 - The Labour Relations Act, 1995 (Act No. 66 of 1995).
 - The Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).
 - The National Environmental Management Act, 1998 (Act No. 107 of 1998).
 - The National Railway Safety Regulator Act, 2002 (Act No. 16 of 2002).

12. PERFORMANCE PENALTIES AND REMEDIES

- **12.1. General Failure to Deliver:** If the Contractor fails to perform the services within the specified timelines or quality boundaries outlined in this contract, PRASA shall, without prejudice to its other remedies, deduct a penalty from the monthly invoice value. This penalty will be calculated proportionately against the delivered price of the unperformed or defective services for each day the breach persists. Continuous non-performance will trigger contract termination protocols under the General Conditions of Contract (GCC).
- **12.2. Employee Fair Wage Protection:** The Contractor must ensure that all personnel are remunerated in strict accordance with the gazetted Sectoral Determination or National

Minimum Wage rates on or before the last day of each month via electronic bank transfer. Certified proof of monthly salary payments must accompany each invoice submitted to PRASA. Failure to pay employees on time will result in an immediate written warning; persistent non-compliance will result in immediate contract cancellation.

- **12.3. Cap on Quality Breaches:** Financial penalties imposed for poor service delivery or defective craftsmanship shall be capped at a maximum of 10% of the monthly contract value, as determined by PRASA Management. This penalty is distinct from, and in addition to, proportional fee deductions applied for uncompleted work.
- **12.4. Specific Penalty Schedule:** The following fixed penalties shall be enforced per occurrence and deducted from monthly disbursements:

Breach Reference	Type of Non-Conformance / Violation	Financial Penalty Imposed
12.4.1	Absence of mandated Team Leader, Supervisor, or Cleaning Personnel.	Deduction equivalent to the daily wage rate per missing staff member.
12.4.2	Personnel found working without the approved corporate uniform.	R500.00 per cleaner, per day.
12.4.3	Personnel found working without proper Personal Protective Equipment (PPE).	R1,000.00 per cleaner, per day.
12.4.4	Unavailability or non-use of prescribed SABS-approved cleaning chemicals.	R1,000.00 per day.
12.4.5	Total unexcused unavailability of designated cleaning services.	R500.00 per day.
12.4.6	Unavailability, breakdown, or use of defective/improper hand tools and equipment.	R500.00 per incident, per day.

12.4.7	Illicit or non-compliant disposal of cleaning waste outside of prescribed areas.	R500.00 per incident.
12.4.8	Service disruption due to unmanaged, non-protected internal labor strikes.	R500.00 per striking cleaner, per day.
12.4.9	Failure to clean coach interior zones or clear interior waste bins as specified.	R500.00 per incident.

13. INSPECTION, QUALITY ASSURANCE, AND REJECTION

- **13.1. Pre-Payment Verification:** All cleaning services executed under this contract are subject to mandatory visual and chemical safety inspections by the PRASA Delegated Contract Manager prior to monthly invoice sign-off. PRASA reserves the right to withhold payments if any portion of the service fails to meet the quality metrics defined in Section 8.
- **13.2. Health, Safety, and Site Access:** The Contractor must compile and submit a comprehensive Health and Safety File—including detailed Risk Assessments and Safe Work Procedures—to PRASA Management for formal review. Written site access approval will only be granted once the safety file is officially approved.
- **13.3. Environmental Housekeeping:** Exceptional safety and housekeeping practices must be deeply integrated into the Contractor's daily operational workflows. Regular and ad-hoc compliance audits will be conducted, and any identified safety non-conformances must be corrected immediately by the Contractor at their own cost.

14. OPERATIONAL RECORDS AND REPORTING

- **14.1. Depot Record Maintenance:** The Contractor shall maintain accurate, real-time records detailing equipment maintenance, consumable depletion metrics, signed daily quality inspection checklists, and verified staff attendance registers. These records must be securely housed within the Depot Manager's office and made available for immediate audit.
- **14.2. Monthly Management Reports:** The Contractor shall submit a comprehensive monthly operational report alongside their invoice. This report must explicitly detail: daily

resource deployment, ad-hoc costs, fixed contract fee breakdowns, consumable allocations with associated costing, walk-about inspection findings, identified non-conformances, and implemented corrective actions.

- **14.3. Control Documentation:** Formal control sheets and shift validation sheets must be positioned at the Yard Management Office to confirm that daily cleaning schedules align with technical specifications. These sheets must be signed off daily by the Contractor's supervisor and counter-signed by the PRASA inspector.

15. RESOURCE PROVISIONING AND SHIFT PARAMETERS

- **15.1. Continuous Service Delivery:** Bidders must explicitly account for the fact that PRASA staging yards operate continuously across a seven-day weekly cycle, including weekends and public holidays.
- **15.2. Peak Period Scaling:** Any requirement for extended operational cleaning shifts or resource scaling during High Peak Periods (HPP) will be formally negotiated, costed, and authorized via a formal amendment process managed by PRASA Management.

10. Employees Identification16. STANDARD OPERATING PROCEDURES (SOP) AND DAILY EXPECTATIONS

16.1. Daily Standard Operating Procedures per Operational Zone

The Service Provider must execute train-cleaning and facility-maintenance duties daily in strict accordance with the step-by-step methodologies detailed in **Table 3**.

Table 3: Technical Standard Operating Procedures Matrix

Zone Reference	Operational Target	Mandatory Sequential Cleaning Steps and Methodologies
16.1.1	Commuter Coaches (Interior & Exterior)	1. Debris Clearance: Remove all loose trash, litter, and debris from the coach interior. Segregate any areas requiring specialized deep attention. 2. Waste Management: Place all collected trash into heavy-duty (minimum 40-micron) refuse bags. Tie bags securely

		when full and transfer them immediately to designated yard waste skips. 3. Surface Sanitisation: Wipe down and spot-clean interior walls, passenger doors, and frames using an approved all-purpose cleaner. Apply SABS-approved industrial degreaser to heavily soiled areas. 4. High-Touch Disinfection: Thoroughly wipe down and sanitize notice boards, emergency frames, handrails, and stanchions. 5. Glass Care: Clean all interior and exterior windows using professional glass cleaner and microfiber cloths to ensure a streak-free finish free from fingerprints. 6. Floor Maintenance: Mop all vinyl/composite flooring areas using clean water mixed with a prescribed sanitizing floor detergent. 7. OHS Safety Walk: Deploy "Caution: Wet Floor" signs during mopping. Ensure all floor surfaces are completely dry and safe before removing signs and clearing the coach for service. 8. Tools Maintenance: Thoroughly wash, sanitize, and dry all cleaning tools before returning them to the designated Blue Shed storage locker.
16.1.2	Locomotives / Driver Cabs	1. Debris Sweeping: Sweep all loose dirt and debris into a industrial dustpan and dispose of it directly into trash bins. 2. Receptacle Sanitation: Empty cab trash cans daily. Wash, scrub, and disinfect the internal bins before inserting fresh garbage liners. 3. Floor Mopping: Mop all cab floors and hard surfaces with an approved industrial floor cleaner to eliminate stubborn grease or mud tracking.

		4. Window Clarity: Clean all cab windows and driver windscreens with glass cleaner and microfiber cloths to guarantee clear, streak-free visibility for operators. 5. Dashboard & Controls Care: Carefully wipe down dashboards, console housings, blinds, and driver seats using a damp cloth mixed with a mild, non-conductive technical detergent.
16.1.3	Staging Tracks & Rail Yards	1. Track Litter Picking: Conduct daily litter-picking sweeps along the specific tracks where trains are staged. 2. Clearance Mandate: Place all collected track debris into industrial refuse bags and discard them in the primary yard bins at the end of every shift. 3. Zero-Litter Enforcement: Ensure absolutely no litter, loose papers, or cleaning chemical residues are left on the active railway tracks or ballast.
16.1.4	Staff Change Rooms & Ablutions	1. Ablution Disinfection: Wash and scrub change room and bathroom walls with an approved, broad-spectrum disinfectant solution to eliminate bacteria and fungi. 2. Dust & Window Removal: Clean windows with glass cleaner. Wipe window sills, frames, and lockers with a damp cloth mixed with an all-purpose detergent to eliminate dust layers. 3. Mirror & Fitting Polish: Wipe mirrors with a damp microfiber cloth and buff dry. Routinely apply virucidal disinfectant to high-touch handles and switches. 4. Shower Sanitation: Remove shower mats daily, scrub them with a hard-bristle brush, and disinfect them. Wash and scrub glass shower doors to remove soap scum.

		5. Floor Deep Scrub: Scrub change room floors with industrial scrubbing brushes and hot water mixed with disinfectant; mop dry to eliminate slip hazards.
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16.2. Daily Quality Acceptance Standards (Pass/Fail Criteria)

The rolling stock fleet and associated facilities will only be deemed compliant and accepted by PRASA Quality Inspectors if they satisfy the following baseline standards daily:

- 16.2.1. Zero-Tolerance Graffiti Baseline:** All interior panels, commuter seats, driver cabs, and exterior coach bodies must be 100% free of graffiti, drawings, marker ink, and unauthorized stickers at all times.
- 16.2.2. Strict Litter Controls:** All operational areas must remain completely free of litter. No filled refuse bags are permitted to remain inside coaches, cabs, change rooms, or track ballasts; all waste must reside inside the allocated central yard refuse area.
- 16.2.3. Stain and Odor Elimination:** All coach interiors and change rooms must be completely free of surface stains, heavy dust, grease films, bad odors, and stagnant wash water.
- 16.2.4. General Environmental Hygiene:** All managed zones must be kept completely free of loose papers, fruit peels, beverage cans/bottles, cigarette butts, leaves, weeds, or overflowing dirt bins.

16.3. Mandatory Biohazard and Hazardous Waste Protocol

- 16.3.1. Specialized Handling:** In the event that cleaning personnel encounter severe biological hazards—including human excrement, blood stains - the Contractor shall deploy specialized, heavy-duty biohazard protocols.
- 16.3.2. Mandatory Biohazard PPE:** Personnel tasked with clearing biological hazards must be equipped with specialized thick-gauge nitrile chemical gloves, safety goggles, fluid-resistant aprons, and N95/FFP2 respirators. All collected biohazard waste must be isolated, treated with medical-grade disinfectant, and disposed of in strict accordance with the National Environmental Management Act (NEMA) regulations.
-

17. SPECIALISED TASKS AND FACILITY STANDARDS

17.1. Cleaning at Heights (Above 2.4 Meters)

- **17.1.1. Scope:** This task encompasses the specialized exterior/interior window cleaning and high-level structural cleaning of all train coaches and depot fixtures exceeding a height of 2.4 meters.
- **17.1.2. Fall Protection Compliance:** The Service Provider shall ensure all personnel deployed to tasks above 2.4 meters are medically certified fit to work at heights, formally trained, and continuously supervised in strict compliance with South African Working at Heights Regulations. Bidders must submit a comprehensive **Fall Protection Plan** managed by a competent person.
- **17.1.3. Quality Finish Baseline:** All high-level glass surfaces, ledges, and window panes must be free of dust, fingerprints, water stains, smudges, and chemical markings. A streak-free, dry finish must be achieved upon completion of every cleaning interval.
- **17.1.4. Height Safety Equipment:** The Contractor shall supply all specialized safety equipment at their own cost, including but not limited to: insulated/non-conductive step ladders, industrial safety harnesses, fall-arrest systems, and extendable window washing tools.

17.2. Depot Showers and Change Rooms Quality Baseline

The Blue Shed Staging Yard change rooms, showers, and lockers assigned to the cleaning crews must be maintained to an exceptional hygienic standard daily. The following conditions constitute an acceptable quality pass:

- **17.2.1. Waste Receptacles:** Garbage bins must be emptied daily, sanitized, and remain free of external dirt, dust, structural marks, or accumulated residue.
- **17.2.2. Floors & Baseboards:** Tiled or concrete floors must be scrubbed, disinfected, and mopped dry daily. Floors must be completely free of grime, water stains, mold, or soap scum buildup.
- **17.2.3. Dispensers & Stock:** Hand soap dispensers and paper towel holders must be sanitized hourly, kept free of dust, and continuously replenished with appropriate consumable products.

- **17.2.4. Fixtures & Lockers:** Staff benches, window coverings, and storage lockers must be dusted, wiped down with a disinfectant solution, and remain free of grime or debris.
- **17.2.5. Glass & Mirrors:** Change room mirrors and glass shower doors must be cleaned with glass cleaner and kept entirely free of water streaks or smudges.
- **17.2.6. Infrastructure Care:** Air vents, light fixtures, and covers must be dusted weekly to ensure optimal airflow and illumination.
- **17.2.7. Ablution Sanitation:** Washbasins, taps, partitions, shower drains, and toilets must be chemically scrubbed, descaled, and sanitized daily. Handover checks and spot-cleaning inspections must be recorded on an hourly tracking sheet to monitor for sanitation levels and prevent vandalism.

18. OCCUPATIONAL HEALTH, SAFETY, AND ENVIRONMENT (SHE) FILE REQUIREMENTS

18.1. Mandatory On-Site Health and Safety File

The Contractor shall maintain a comprehensive, updated Health and Safety (SHE) File on-site at the Blue Shed facility for the entire duration of the contract. This file must contain all safety records, risk assessments, toolbox talk registers, chemical listings, and operational communication logs with PRASA.

18.2. PRASA SHEQ Rights and Enforcement

A designated representative or Safety Coordinator from PRASA reserves the absolute right to:

- **18.2.1.** Request and audit the Contractor's on-site Safety File at any given time without prior notice.
- **18.2.2.** Inspect all technical SHEQ documentation, certifications, and licenses.
- **18.2.3.** Issue an immediate **Stop-Work Order** if a health, safety, or environmental breach is identified or if PRASA deems that operational safety is compromised.

Table 7: Mandatory Project Safety File Evaluation Matrix

Item	Safety Document	Specific Audit Criteria & Requirements	File Present (Yes / No)
	Description		

1	Detailed Scope of Work	Complete tender technical specification documents mapping out the detailed work execution plan.	
2	COIDA Letter of Good Standing	A valid, current Letter of Good Standing issued by the Compensation Commissioner, registered under the Contractor's legal corporate entity name.	
3	Verified Employee List	Complete personnel register of staff deployed to Metrorail premises. Must include certified South African ID copies (or valid work permits for foreign nationals) and Next-of-Kin emergency contact information.	
4	Organisational Structure	Clear corporate organogram mapped specifically to this facility project, outlining lines of command starting from the CEO/MD down to the site supervisors and cleaning staff.	
5	Corporate SHE Policy	Official Safety, Health, and Environmental policy statement signed and dated by the company's highest-ranking executive officer.	
6	Project SHE Plan	A comprehensive site-specific Safety Plan aligned directly with PRASA's safety specifications and acknowledged by the PRASA Project Team Leader.	
7	Task Risk Assessments	Detailed Baseline and Activity-Based Risk Assessments mapping out all operational task hazards (e.g., working near live tracks, chemical dilution). A joint start-up risk assessment with PRASA is mandatory prior to commencement.	

8	Master Tool & Equipment Register	An exhaustive inventory list tracking all mechanical machinery, electrical devices, and manual tools deployed by the contractor on-site.	
9	SHE Induction Records	Documented proof of completion for all site-specific and operational safety induction modules for every staff member.	
10	Proof of Medical Fitness	Valid medical surveillance certificates (Fit-for-Duty) issued, stamped, and signed exclusively by a registered Occupational Health Practitioner / Clinic.	
11	Statutory OHS Appointments	Formal written appointment letters issued in strict accordance with the OHS Act (e.g., Section 16.2, OHS Reps, First Aiders), accompanied by verifiable certificates of competency.	
12	Tool Inspection Logs	Routine inspection templates linked directly to the items listed in the Master Tool Register to ensure maintenance verification.	
13	PPE Requirement Matrix	Technical document mapping out specific staff roles against required PPE gear based on the outcomes of the risk assessments.	
14	PPE Issuing Records	Signed acknowledgement registers proving that each employee was issued the mandatory, non-defective personal protective equipment free of charge.	
15	Staff Training Records	Verified certificates for specialized training applicable to the scope (e.g., hazardous chemical handling, working at heights, first aid).	

16	Technical Method Statement	A detailed step-by-step description mapping out how the Contractor intends to safely execute the work without impacting active rail operations.	
17	Safe Working Procedures (SWP)	Formalized, actionable standard work instructions for daily reference by cleaning crews.	
18	Toolbox Talk Registers	Documented proof of ongoing safety briefings. This communication framework must be actively maintained throughout the contract term.	
19	Machinery Calibration & Certificates	Valid calibration records, electrical safety compliance tags, and Safe Working Load (SWL) certificates for ladders or machinery.	
20	Chemical Substances Inventory	A complete registry index tracking every chemical compound, detergent, and degreaser brought into the PRASA facility.	
21	Material Safety Data Sheets (MSDS)	Official, updated MSDS printouts for every chemical listed on the master inventory, housed accessibly for staff reference.	
22	MSDS Chemical Training Proof	Documented proof of training demonstrating that all handlers understand chemical dilution ratios, hazard labels, and emergency flushing protocols.	
23	Declaration of Sub-Contractors	Written declaration confirming whether sub-contractors are appointed. If sub-contracting occurs, the secondary company must submit a separate, fully compliant Safety File.	

18.3. Sign-Off and Compliance Verification
To be verified by the Department SHE Coordinator:

- All statutory requirements are present on file: [YES] / [NO]

Department Coordinator Name Surname Date Signed Authorized Signature
PRASA SHEQ

- **Remedial Comments / Non-Conformance Notes:** *(If 'NO' was selected, detail missing items below)*

- **Date of Safety File Submission:** ____ / ____ / 20__

18.4. Final Review and Access Certification by the Risk Department:

- **Compliance Status Confirmation:** [COMPLIANT] / [NON-COMPLIANT]
- **Risk Department Authorization Sign-Off:**

Risk Manager Name Surname Date Reviewed Authorized Signature

- **Access Certification Directive:** The Risk Manager shall execute and issue a formal *Certificate of Access* only when completely satisfied that all operational, safety, and legislative requirements have been verified. The Contractor is strictly prohibited from entering the yard or touching rolling stock assets prior to receiving this certificate.

19. FINAL SUMMARY OF PRICING SCHEDULE AND CONDITIONS

- **19.1. Inclusive All-Cost Pricing Mandate:** The total tender amounts submitted by the Tenderer must be fully comprehensive and inclusive of **ALL COSTS** required to execute the coach cleaning services at the Blue Shed Staging Yard. The tendered rates must fully account for: industrial machinery, specialized tools, staff uniforms, direct labor, SABS-approved chemical consumables, overheads, regulatory compliance costs, and required

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profit margins. No hidden costs or out-of-scope variations will be entertained by PRASA post-award.

- **19.2. Statutory Labor Compliance and Minimum Wage Enforcement:** The Contractor explicitly undertakes to remunerate all deployed cleaning personnel and supervisors in strict compliance with the **National Minimum Wage Act, 2018 (Act No. 9 of 2018)**, as amended by the latest gazetted statutory adjustments (including **Government Gazette No. 54075**). Bidders are strictly prohibited from underquoting or profiling labor costs below the binding statutory floor. Proved failure to adhere to the gazetted minimum wage frameworks, bargaining council sectors, or basic conditions of employment will result in the immediate cancellation of the contract without prejudice to PRASA's legal remedies.
- **19.3. Multi-Year Fixed Pricing and Escalation Structure:** This contract is governed by a multi-year fixed-rate framework. Bidders are advised that while the pricing structure remains locked per fiscal cycle, they are required to strategically factor in all statutory labor escalations, consumer price index (CPI) variances, and chemical resource adjustments for the **second (2nd) year** of execution directly into their primary submission matrix.

22. EVALUATION CRITERIA:

Stage 1 Compliance Checklist Requirements for all Services/Goods and works

If you do not submit the following mandatory documents your Proposal/Quote will be disqualified automatically:

No.	Description of requirement	
a,	Bidders must complete/sign the correct submission closing register, failure will result in disqualification.	
b)	Submission of PCO certificate	
c)	Confirmation of Minimum Wage Compliance (Through BOQ)	

The following documents are other-mandatory and where not submitted, PRASA may request the documents to be made available at the time of request:

No.	Description of requirement	
a)	Valid Tax Clearance Certificate (must be valid on closing date of submission of the proposal) and SARS Issued Pin	
b)	Valid B-BBEE certificate from SANAS accredited rating agency (Original or Certified copy)/DTI / Companies and Intellectual Property Commission B-BBEE Certificate (Original or Certified copy) or Sworn Affidavit signed and stamped by the commissioner of Oath. Note: A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Certificate.	
c)	Letter of Good Standing: COIDA. (Delete if not applicable)	
d)	Completion of ALL RFP documentation (includes ALL declarations)	
e)	Joint Venture, Consortium Agreement or Partnering Agreement/ Subcontract Agreement signed by all parties. The agreement should indicate the leading bidder where applicable. (Delete if not applicable)	
f)	CSD report / CSD reference number	
g,	Bank Letter	

Stage 2 Technical Evaluation

The table below indicates what will be measured in the technical evaluation stage

- ❖ The technical Threshold further evaluation is set at 70%.
- ❖ Only those bidders who score 70% or more on Technical and functionality will be considered for the stage 3

Sub-Criteria	Description	Weightings		
Technical Methodology	The Tenderer <i>must provide PRASA with the cleaning implementation plan</i> for coach cleaning services. Please explain how the coach cleaning operation at the staging yard will be managed daily to ensure that coach level of cleanliness is consistently maintain at highest level.	30%		
	Showing estimated start and end dates, major milestones, critical path and estimated duration to reach works completion			
	No plan submitted	1		
	A Generic Plan not related to the works or activities of the cleaning functions	2		
	Submitted Plan with the following requirements - Staff Deployment Plan - Shifts Schedules	3		
	Submitted Plan with the following requirements - Staff Deployment Plan - Shifts Schedules That includes; - Daily Deep Cleaning Schedules - Reallocation of Resource Plan	4		
	Submitted Plan with all of the following requirements Staff Deployment Plan	5		

Sub-Criteria	Description	Weightings	
	○ Shifts Schedules ○ Daily Cleaning Schedules ○ Peak hours plan That include: ○ Deep cleaning Schedules (Daily)		
Company Experience	<i>Tenders of companies that they have provided similar services type of contracts in the last five years with a value not less than R500 000.00</i> At least a minimum of 5 works of similar nature with contactable references. (projects not more than 5 years old-2021-2026) • Attach letters of appointment and references letters indicating positive performance for similar contracts. • All letters submitted should be on the client's company letterheads where service was rendered)	20%	
	No Proof of letters provided or only one (1) set of letters submitted	1	
	Only two (2) set of letters submitted	2	
	Only three (3) set of letters submitted	3	
	Only four (4) set of letters submitted	4	

Sub-Criteria	Description		Weightings		
Supervisor experience		Five (5) and above set of letters submitted	5		
	<u>Previous Experience of Key personnel (Supervisor)</u> Reference: Comprehensive CV’s that detail work experience and contactable references. • The CVs should be based on general Supervisory cleaning experience for the last five years		10 %		
		No Experience	1		
		Experience of one (1) year but less than two (2) years in Supervisory capacity with CV attached	2		
		Experience of between two (2) years and three (3) years in Supervisory capacity with CV attached	3		
		Experience of between three (3) years and four (4) years in Supervisory capacity with CV attached	4		
		Experience of four (4) years and above in Supervisory capacity with CV attached	5		
Financial Capability	<u>Financial Capability: Cash-flow</u> Operating cash flow ratio measures a company’s short-term liquidity. Formula: Operating Cash Flows Ratio = Cash Flows from Operations/Current Liabilities (Submit 2 Latest/most				20%

Sub-Criteria	Description			Weightings
	recent (not more than 3 years old financial statement signed off by professional Accountant)			
		No Submission of Financial Statement	1	
		Operating cash flow ratio $x < 0$	2	
		Operating cash flow ration $x < 0.5$	3	
		Operating cash flow ratio $0.5 \leq x \leq 1$	4	
		Operating cash flow ratio $x > 1$	5	
Health and Safety	The bidder to submit a safety plan that is in accordance with the OHS ACT OF 1993 but not limited to: 1. Safe working Procedures, 2. Frequency of the safety meetings, 3. PPE to be used by Cleaning Personnel 4. Risk management plan reflecting functional risk assessment matrix. 5. (first aid training): Qualified safety officer – SHE rep certificate and first aid certificate			20%
		Bidder submitted only 1 requirement	1	

Sub-Criteria	Description		Weightings		
		Bidder submitted an incomplete health and safety plan, with only two items as specified submitted	2		
		Three (3) of the items as specified are submitted	3		
		Four (4) of the specified items are submitted	4		
		Five (5) of the specified items and more are submitted	5		
Total			100%		

Stage 3 Price and B-BBEE

Evaluation criteria	Weighting
BBBEE	20
Price	80
TOTAL	100

$$PS = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where:

Ps = Score for the Bid under consideration

Pt = Price of Bid under consideration

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P_{min} = Price of lowest acceptable Bid

22.1 POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level.

21.3 Recommendation

In support of PRASA's strategic objectives and commitment to service excellence, Facilities Management has an obligation to ensure that acceptable daily coach cleanliness standards are consistently maintained across the passenger rail network. To achieve this objective, it is recommended that the proposed RFQ be approved to facilitate the procurement of the required cleaning services, thereby ensuring compliance with operational standards, enhancing customer satisfaction, and maintaining a safe, clean, and comfortable environment for commuters.

Payment and Operational Variance Disclaimer

PRASA Facilities issues payment exclusively for services rendered. Weekly operational schedules will be furnished to the selected bidder by PRASA Facilities and Train Operations. In the event that Train Operations reduces scheduling (including shunting a single train or cancelling operations entirely), a corresponding credit note will be calculated and required from the service provider. Alternatively, PRASA reserves the right to reallocate the provider's resources to other operational areas as required.

Bill of Quantities (BOQ)

Year 1 (12 months)

Staging Yards / Stations	No. of Personnel	Monthly Labour Cost	Monthly Material & Equipment Cost	Total Monthly Cost	Total Annual Base Cost	Once-Off Costs	Total Year 1 Cost
				<i>(Labour + Material)</i>	<i>(Total Monthly x 12)</i>	<i>(Year 1 Only)</i>	
Blue Shed	14	R	R	R	R	—	R
Safety File	—	—	—	—	—	R	R
Staff Uniforms	—	—	—	—	—	R	R
TOTALS (Excl. VAT):							R
VAT (15%):							R
TOTAL YEAR 1 COST (Incl. VAT):							R

Year 2 (12 months) with 6.5% Escalation

Staging Yards / Stations	No. of Personnel	Monthly Labour Cost	Monthly Material & Equipment Cost	Total Monthly Cost	Total Annual Base Cost	Once-Off Costs	Total Year 1 Cost
				<i>(Labour + Material)</i>	<i>(Total Monthly x 12)</i>	<i>(Year 1 Only)</i>	
Blue Shed	14	R	R	R	R	—	R
Safety File	—	—	—	—	—	R	R
Staff Uniforms	—	—	—	—	—	R	R
TOTALS (Excl. VAT):							R
VAT (15%):							R
TOTAL YEAR 1 COST (Incl. VAT):							R

Multi-Year Cost Breakdown & Visual Summary

This chart highlights the financial transition between **Year 1** (which includes higher upfront mobilization capital for safety compliance and uniforms) and **Year 2** (which reflects pure operational costs adjusted for the **6.5% inflationary escalation**).

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Bidder Cost Summary Table

Bidders will use this final consolidated matrix to submit their ultimate financial pricing

Contract Period	Total Cost (Excluding VAT)	VAT (15%)	Total Cost (Including VAT)
Year 1 Total	R	R	R
Year 2 Total	R	R	R
TOTAL BID PRICE FOR 2 YEARS:	R	R	R

N.B. The contract value quotation must reflect on Section 4 of the returnable documents.

Project Description:	Provision of Train deep cleaning in South Gauteng Region
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Train Deep cleaning specification

Compiled by: Assistant Soft Services Manager: Name & Surname: Ipotseng Makotwane Signature: _____ Date: 11 August 2026	
Approved/Not Approved by Facilities Manager: SGR Name & Surname: <u>Noluvuyo Tyelo</u> Signature: Date:	