



SPECIFICATION- PROVISION FOR CLEANING, HYGIENE AND HORTICULTURE SERVICES IN THE EAST CORRIDOR OF SOUTHERN GAUTENG REGION

1. Background

PRASA-CRES Facilities Management is looking to procure services of cleaning contractor to provide cleaning, hygiene and horticulture services at various Prasa stations/depots as listed in the table below.

NO.	STATION/DEPOTS NAME	TOTAL NUMBER OF CLEANERS TO BE PROVIDED
1	Olifantsfontein	5
2	Oakmoor	5
3	Kaalfontein	5
4	Birchleigh	5
5	Kempton Park	11
6	Rhodesfield	8
7	Isando	4
8	Elandsfontein	11
9	Brakpan	4
10	Springs	6
11	Elseburg	8
12	Natalspruit	6
13	Angus	4
14	Union	5
15	Skansdam	4
16	Kliprivier	5
17	Meyerton	5
18	Vereeniging	9

The contract will be for a period of **6 months** from the time of accepting appointment

2. Scope Of Work

2.1. The scope of work shall cover daily cleaning, hygiene and horticulture services of the entire station precinct and the facilities of the station. The services required shall focus but not limited to below scope of work:

- General cleaning and horticultural services
- Hygiene Services
- Deep cleaning services
- Covid-19 disinfecting and decontamination of surfaces

2.2. The service provider company shall comply strictly with health, safety and environmental requirements for cleaning of the railway tracks, platforms at the station and operational depots. PRASA will provide training on methodology of cleaning tracks to the successful bidder. The tracks and platforms shall only be cleaned during

the off-peak period during weekdays, though this will not apply to weekends and public holidays.

2.3. The service provider shall ensure full compliance with all applicable Statutory Regulations of the industry. The legislative requirements to be complied with but not limited to the below:

- i. The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)
- ii. The Labour Relations Act, 1995 (Act no 66 of 1995)
- iii. The Occupational Health and Safety Act, 1993 (Act no 85 of 1993)
- iv. The National Environmental Management Act (Act no 107 of 1998)
- v. National Railway Safety Regulator Act (16/2002)
- vi. Bargaining Council for cleaning industry

2.4. The service provider shall clean the facilities in line with detailed specification of the work and description of service, frequency and Daily Cleaning Procedure, they may employ the innovation and best cleaning methods which will ensure the highest level of cleanliness of Station facilities.

3. Specifications

Table 3.1 Station Facilities components

Station name	Platform	Track Rails	Public Toilets	Ticket Office	Waiting Areas	Staff Offices	Parking area	Access control	Concourse	Entrances and Walkways	Lifts
Olifantsfontein	2	4	8	1	4	2	1	5	0	2	0
Oakmoor	2	4	8	1	4	1	0	4	1	2	0
Kaalfontein	6	6	6	1	6	1	0	5	0	2	0
Birchleigh	4	4	6	1	6	5	0	5	0	2	0
Kempton Park	4	4	10	1	8	5	0	4	0	2	0
Isando	4	4	8	1	8	3	0	5	0	2	0
Rhodesfield	4	4	12	1	4	10	1	5	1	2	4
Elandsfontein	6	12	10	1	0	2	1	4	0	2	0
Brakpan	3	3	8	1	3	1	1	4	0	2	0
Springs	6	4	14	1	12	3	0	2	1	2	0
Elseburg	4	4	8	1	4	1	0	3	1	2	0



Union	2	2	1	1	0	1	0	1	0	0	0
Skansdam	1	1	1	1	0	1	0	1	0	0	0
Natalspruit	2	4	8	1	2	1	0	4	1	2	0
Angus	2	2	7	1	3	1	0	3	0	2	0
Kliprivier	2	2	6	1	1	1	0	3	1	2	0
Meyerton	2	2	6	1	4	1	0	4	1	2	0
Vereeniging	3	3	12	1	4	1	1	4	1	2	0

Table 3.2: Extent Coverage of Station Precinct

Station name	Platform m ²	Track Rails m ²	Public Toilets m ²	Ticket Office m ²	Waiting Areas m ²	Staff Offices m ²	Parking area m ²	Access control m ²	Concourse m ²	Entrances and Walkways m ²
Olifantsontein	2852	5704	24	80	12	80	240	30	0	60
Oakmoor	2852	5704	24	60	12	70	0	24	486	60
Kaalfontein	8556	8556	18	70	18	70	0	30	0	60
Birchleigh	5704	5704	18	60	18	50	0	30	0	60
Van Riebeeck Park	5704	5704	24	70	18	60	240	30	0	60
Kempton Park	5704	5704	30	80	24	50	0	24	0	60
Isando	5704	5704	24	81	24	50	0	30	0	60
Rhodesfield	5704	5704	36	120	12	120	480	30	567	60
Elandsfontein	8556	17114	30	60	0	60	180	12	0	60
Olifantsontein	2852	5704	24	80	12	80	240	30	0	60
Union	3050	3050	15	35	0	50	0	18	0	0
Skansdam	1300	1300	15	30	0	50	0	15	0	0
Elsburg	5704	5704	24	50	12	50	0	18	650	60
Natalspruit	2852	5704	24	80	6	50	0	24	440	60
Angus	2852	2852	21	60	9	50	0	18	350	60
Kliprivier	2852	2852	18	70	3	60	0	18	880	60
Meyerton	2852	2852	18	60	12	60	0	24	750	60
Vereeniging	4278	4278	36	120	12	70	180	24	1250	60

3.1. Staffing and Shift Plans

The total number of cleaning staff/personnel to be provided per station as per the table below. Cooperatives must ensure that there are relievers made available to fill-in any staff/personnel fails to report for duty. It must be noted that PRASA stations operate seven (7) days a week including public holidays, any extended operating hours will be negotiated with the service provider should such requirement be deemed necessary during high peak periods

Table 4: Deployment and Shift Plan

No.	Station Name	Total Number of Cleaners	Day Shift
			07h00 – 16h00
1	Olifantsfontein	5	5
2	Oakmoor	5	5
3	Kaalfontein	5	5
4	Birchleigh	5	5
5	Kempton Park	11	11

6	Rhodesfield	8	8
7	Isando	4	4
8	Elandsfontein	11	11
9	Brakpan	4	4
10	Springs	6	6
11	Elseburg	8	8
12	Natalspruit	6	6
13	Angus	4	4
14	Union	5	5
15	Skansdam	4	4
16	Olifantsfontein	5	5
17	Oakmoor	5	5
18	Kaalfontein	9	9

3.2. Specification of Works and Expectations

Table 5: The specification provides for the provision of the following services and service frequency as a minimum contract requirement.

General	<i>Dusting</i>	Dust all areas needed to be dusted (up to 2m)	Alternate days (Preferably Mon, Wed, Fri)
		High dusting (above 2m)	Weekly
	<i>Waste Collection and Disposal</i>	Empty and clean all waste baskets, receptacles	Continuously
		Remove all waste to a specified and designated area	Continuously
Public	<i>Whole of Ablution</i>	Empty and clean all waste receptacles	Continuously
Ablution Facilities	<i>block</i>	Clean and sanitize all toilet bowls, basins and urinals	Continuously
		Clean all mirrors	Daily
		Damp mop with disinfectant	Daily
		Spot clean walls, doors and partitions	Daily
		Basins – wet wipe with hard surface cleaner	Daily
		Basins – remove mineral deposits	Daily
Ticket Office and Depots Ladies Ablutions	Ladies ablutions where personnel operate	SHE Bins-removal and disposal	Weekly
Platforms & Railway tracks	<i>Platform areas</i>	Sweep platforms	daily
		Remove papers and other foreign objects	Continuously
		Sweep the railway tracks.	Every three months



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	<i>Railway tracks.</i> Note: Commuters work under protection on tracks and only during the off-peak)	Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms	daily
	<i>Grass and weeds</i>	Remove Grass and Weed	Weekly
Station Concourse Area <i>(Including Walls, Ceilings and Paintwork – all around the station)</i>	<i>Glass and Metal Work</i>	Spot clean glass doors	As necessary
		Clean and polish all bright metal fittings	Weekly
	<i>Windows</i>	Clean wash windows	Weekly
	<i>Surfaces</i>	Spot clean all low surfaces (finger marks, etc.)	Daily
	<i>Walls and doors</i>	Glass walls, doors and light switches	Daily
	<i>Waiting benches</i>	Clean benches	Daily
	<i>Air vents</i>	dust and wipe air vents once every two months	Every second Month
Station Entrances, Walkways and Corridors	<i>All areas around entrances, walkways and corridors (Including subways and bridges)</i>	Sweep clean building surrounds.	continuous
		Dust/wipe clean walls.	Weekly
		Wipe clean signs and Lettering.	Daily
		Walk-off matting vacuumed and/or clean	Daily
		Corridors to be swept and auto scrubbed/damp mobbed as required	Daily
		Access areas and concourses to be scrubbed.	Daily

		Air vents: dust and wipe air vents once every two months	Every second Month
		Remove Grass and Weed	Weekly
Lifts and Escalators (where applicable)	<i>All areas around the lifts</i>	Wipe Clean landings, removing all dirt butts, etc. from joints and crevices.	Daily
		Wipe clean handrails.	Daily
		Wax - polish handrails.	Monthly
		Spot clean deck panels.	Continuously
		Thoroughly clean side panels.	Daily
		Machine clean the treads.	Monthly
Waste Collection Facility	<i>Refuse Room and Collection Area</i>		Daily
			Daily and as required
		Wash refuse containers	As required
		Wash floors with chemicals.	Daily
		Disinfect all areas with recommended insecticide.	Weekly



		All cut grass shall be removed from the PRASA site by the service provider. Cut grass shall be removed from the PRASA sites within two (2) days. Cut grass must NOT BE BURNED in any PRASA sites. The cutting of grass will be measured and paid for based on the total size of the area cut.	
Storm-water Drainage and Channels	<i>Storm-water drainage channels</i>	Storm water channels must be cleaned and cleared of dirt.	Weekly
Parking Area and Common External Areas of the facility	<i>All common areas and parking</i>	Sweep surfaces	Daily
		Remove Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, overflowing dirt bins.	Daily
		Remove Grass and Weeds	As required
Horticulture	External Areas of the facility/yard	<u>To cut and remove grass and low growing vegetation</u> The whole entire PRASA site shall be cleared of all litter and undesirable objects. All material resulting from the clearing process shall be disposed of at approved municipal dumping sites. The service provider shall obtain written approval from the local authorities on who's the dumping sites are situated. The grass and growing vegetation shall be cut and removed from the PRASA sites to the satisfaction of the PRASA representative. The grass shall be cut to an average height from 60mm to 80mm. Grass must be cut by means of brush cutters (weed eater).	

Others

1. **Basins** – wet wipe with hard surface cleaner daily, remove mineral deposits monthly, fill liquid soap holders and paper hand towel dispensers when needed.
2. **Blinds** – vertical: remove dust monthly. Horizontal: damp wipe monthly.
3. **Carpets** – vacuum – high traffic, daily and low traffic, daily. Remove spots and stains as necessary. Interim clean as required. Restorative clean as required.
4. **Ceilings** – dust and wipe air vents once every two months.
5. **Chairs** – cloth: vacuum, daily, spot clean as necessary and shampoo as required. Vinyl and leather – dust, daily and damp wipe fortnightly.
6. **Desks** – natural, unsealed woods – dust daily. Sealed wood – polish weekly. Scaled wood/glass/formica – dust or damp wipe daily and polish weekly.
7. **Doors** – remove finger-marks on glass and push plates daily, dust or damp wipe monthly and damp wipe door handles weekly.



8. **Electrical Equipment** – dust daily, damp wipe weekly. Wet wipe and rinse inside surfaces of microwaves weekly or as necessary.
9. **Mirrors** – in washrooms – wet wipe and dry daily or as necessary. Ornamental – use glass cleaner weekly.
10. **Ovens/Stoves** – wet wipe hot plates with hard surface cleaner daily or as necessary. Use caustic aerosol spray on emancipated oven surfaces monthly.
11. **Radiators / Aircon** – dust and damp wipe weekly.
12. **Refrigerators** – damp wipe top daily, damp wipe doors and sides daily.
13. **Rubbish Bins** – empty and damp wipe daily and remove stains and disinfect weekly, or as necessary.
14. **Shelves** – dust those that are empty weekly and damp wipe when shelves are cleared as required.
15. **Sinks** – wet wipe as necessary daily
16. **Skirting** – Wet wipe with hard surface cleaner weekly and remove stains and/or marks when necessary.
17. **Tables** – in canteens wet wipe daily, other areas as for desks.
18. **Taps** – wet wipe with hard surface cleaner daily and remove mineral deposits monthly.
19. **Telephones** – dust and damp wipe with disinfectant weekly.
20. **Floors: Resilient** (vinyl, PVC, linoleum, sealed wood, etc.)
 - a. **High Traffic** – remove dust with mop – or disposable cloth sweeper three times weekly. Damp mop for soilage as necessary. Spray clean or burnish using a mechanized system three times weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.
 - b. **Low Traffic** – remove dust with mop or disposable cloth sweeper daily. Damp mop for soilage as necessary. Spray clean or burnish using mechanised system weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.
21. Toilet – ensures usability (report faults to ticket office) and replenishes consumables (toilet paper) daily. Remove spoilage from bowl and under flush rim with hard surface cleaner and a brush daily, and as necessary. Remove mineral deposits monthly. Wet wash seat and lid, cistern and pipes etc daily, and as necessary. Disinfect all components daily. Wet wipe doors and walls twice weekly or as necessary.
22. Urinals – remove litter as necessary. Wet wipe with hard surface cleaner or disinfectant daily. Wet wipe and dry wipe flushing mechanisms daily. Mop step and/or floor at urinal with disinfectant as necessary. Remove mineral deposits from gullies and drains monthly.



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23. Walls/Window sills – Spot clean as necessary. Wet wipe and dry washable surfaces twice annually.
24. Small business market – must be high water presser clean: with high water pressure petrol machine make use of the bakkie and water tank trailer (1000 Litres) two times a week.
25. Paving areas/tar areas/walk ways - - must be high water presser clean: with high water pressure petrol machine make use of the bakkie and water tank trailer (1000 Litres) As and when required

Table 6: Typical Daily Cleaning Procedures

Step 1	Step 2
Lobby and entrances	Offices and Boardrooms
<ul style="list-style-type: none"> • Remove all trash debris, cordoning off any areas that may need extensive attention • Mop flooring/tiled areas using water mixed with cleaning detergent • Spot clean wall, doors and frames using all-purpose cleaner and use degreaser for heavily soiled areas • Use spot remover to spot clean carpeted areas to remove stains and spillages that may occur • Clean all windows with a glass cleaner and microfiber cloth to remove all marks and fingerprints • Complete thorough cleaning of wiping notice boards and picture frames • Remove all walk off mats and thoroughly vacuum them as well as around and underneath • Remove any trash and place it in a garbage bag and tie it once full and it must be properly disposed in the specified areas • Ensure caution/wet signs left in the place are removed • Make sure all areas are completely dry and safe before removing the signs • All cleaning tools must be cleaned thoroughly and return them to the proper storage 	<ul style="list-style-type: none"> • Visually check the areas offices/boardrooms/meeting rooms for any type of debris, dirt or paper • Sweep debris/dirt into a dustpan • Pick up papers and dispose them into the trash bin • Empty trash cans and must be cleaned and disinfected before replacing garbage bags • mop any dirt or debris on all tiled or hard surfaces that can't be removed by hand • Vacuum all carpeted flooring, starting with mats, runners if any. • Using a vacuum is great way to efficiently clean up around offices/cubicles and boardrooms • Dust all surfaces including desk, filing cabinet, tables, chairs, walls and shelves. • Clean all windows with a glass cleaner and microfiber cloth to remove all marks and fingerprints • Wipe down all blinds using water mixed with detergent • Spots or stains on the carpets, floor, walls, furniture must be wiped off using water mixed with cleaning detergent. • Wipe desks, telephones, computer keyboards thoroughly using a disinfected spray that has been sprayed on the microfiber cloth or disinfected wipe. • Thoroughly wash and rinse cleaning tools until completely clean, hang up and dry them. Remove all wet floor caution signs and properly store them in storage.
Step 3	Step 4
Public Rest Rooms	Staff Rest Rooms
<ul style="list-style-type: none"> • Pick up any debris/dirt on the floor, around the sink or toilet urinal areas. • Remove the trash can and clean and disinfect the trash can before place a new bag. 	<ul style="list-style-type: none"> • Pick up any debris/dirt on the floor, around the sink or toilet urinal areas. • Remove the trash can and clean and disinfect the trash can before place a new bag.



<ul style="list-style-type: none"> • Clean and scrub all interior surfaces of each toilet cubicle urinals using water mixed with disinfectant. • Clean all toilet seats. • Wipe down and disinfect all surfaces including frequently touched areas such as door handles, light switches, countertops, partitions and dispensers. • Clean all mirrors with glass cleaner to remove any fingerprints or marks. • Wash the sink and taps with disinfectant and wipe with microfiber cloth. • NB: sweep and mop the floor using bathroom items only. • Replace all urinal block if necessary. • Remove all trash bags and dispose safely in the identified area. • Do not remove the caution /restroom close signs until all work is completed and all surfaces including floors are completely dry. 	<ul style="list-style-type: none"> • Clean and scrub all interior surfaces of each toilet cubicle urinals using water mixed with disinfectant. • Clean all toilet seats and bowls and disinfect them. • Wipe down and disinfect all surfaces including frequently touched areas such as door handles, light switches, countertops, partitions and dispensers. • Walls must be washed with enough disinfectant solution and allow surface to remain wet and untouched long enough for the disinfectant to inactivate bacteria. • Clean all mirrors with glass cleaner to remove any fingerprints or marks. • Wash the sink and taps with disinfectant and wipe with microfiber cloth. • NB: sweep and mop the floor using bathroom items only. • Replace all urinal block if necessary. • Remove all trash bags and dispose safely in the identified area. • Do not remove the caution /restroom close signs until all work is completed and all surfaces including floors are completely dry. • Empty SHE bins in ladies toilettes for weekly disposal
Step 5	Step 6
<p>Access Control Points</p> <ul style="list-style-type: none"> • Pick up all visible litter, dirt and foreign object • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant • Litter must be disposed in a designated area • A routine application of disinfectant to all frequently touched areas such as handrails, access gates etc. All glazing in the public areas to be cleaned daily using detergent and clean cloths. • Used ticket lying on the floor at these areas must always be picked up and disposed to an identified area by Metrorail. 	<p>Common Areas</p> <ul style="list-style-type: none"> • Pick up all visible litter, dirt and foreign object • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant • Litter must be disposed in a designated area • There should be a continual use of dust mop sweepers all day to remove dust from the floor • All walls surfaces shall be free of dirt and spillages at all times. • All glazing in the public areas to be cleaned daily detergent and clean cloths.
<ul style="list-style-type: none"> • All surfaces must be cleaned and wiped with water mixed with water and disinfectant to remove dirt and spillages at all times. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry. 	<ul style="list-style-type: none"> • No plastic/refuse bags to be kept on the concourses. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.
Step 7	Step 8
Waiting Areas/Rooms	Subway and Bridges



<ul style="list-style-type: none"> • Pick up all visible litter, dirt and foreign object • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant • Litter must be disposed in a designated area • There should be a continual use of dust mop sweepers all day to remove dust from the floor • All walls surfaces shall be free of dirt and spillages at all times. • Waiting chairs must be wiped and cleaned with water mixed detergent and disinfected • All glazing in the public areas to be cleaned daily using natural soap/detergent and clean cloths. • No plastic/refuse bags to be kept on the Access areas and concourses. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry. 	<ul style="list-style-type: none"> • Pick up all visible litter, paper and foreign objects • Sweep bridges and subways with hard industrial brooms • All visible weeds on the bridges must be removed • Litter must be disposed in a designated area • Subways and bridges are high traffic areas they must be scrubbed and cleaned with water mixed with cleaning detergent and disinfectant during off peak hours or at night when there is less or no movement at the station.
Step 8	Step 9
Platforms	Rail Tracks
<ul style="list-style-type: none"> • Pick up all visible litter, paper and foreign objects • Sweep platforms with hard industrial broom • All visible weeds on the platform must be removed • Litter must be placed in a designated area • Platforms must be scrubbed and cleaned with water during off peak hours or at night when there is less or no movement at the station 	<ul style="list-style-type: none"> • Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms • Note: Employees work under protection on tracks and only during the off-peak and shall exercise extreme safety measures) and employees who have trained for white flagmen who are allowed to clean rail tracks.
Step 10	Step 11



<p>Change Rooms</p> <ul style="list-style-type: none"> • Walls must be washed with enough disinfectant solution and allow surface to remain wet and untouched long enough for the disinfectant to inactivate bacteria • Windows must be cleaned with window cleaner and wiped with clean cloth • Window sills & frames excess dust must be removed with damp cloth until completely removed. • Mirrors cleaned with damp cloth and wiped with a dry cloth • Glass shower doors and handles a routine application of disinfectant to all frequently touched areas such as handrails • Lockers must be dusted and wiped with water mixed detergent and disinfectant • Shower mats must be removed and washed with scrubbing brush • Floors must be scrubbed with scrubbing brush afterwards floor must be moped with water mixed disinfected 	<p>Mess rooms</p> <ul style="list-style-type: none"> • Pick up all visible litter and paper and throw it in the trash bin • Sweep and mop floor with water mixed with a cleaning detergent and disinfectant • Wipe tables and chairs with clean water mixed with cleaning detergent and disinfectant • a routine application of disinfectant to all frequently touched areas such as door handles, light switches • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.
<p>Step 12</p>	<p>Step 13</p>
<p>Parking</p> <ul style="list-style-type: none"> • Remove and pick up visible litter and papers • Sweep under the parking bays and remove litter • Dispose Litter at a designated area • Empty dust bins when they are full • Remove weeds on all paved areas • The chemical to kill the weeds must be used, to permanently kill the weeds. 	<p>Grass Cutting</p> <ul style="list-style-type: none"> • The entire PRASA site shall be cleared of all litter and undesirable objects. • All material resulting from the clearing process shall be disposed of at approved municipal dumping sites. • The contractor shall obtain written approval from the local authorities on who's the dumping sites are situated. • The grass and low growing vegetation shall be cut and removed from the
<ul style="list-style-type: none"> <input type="checkbox"/> Footpaths into the station must be kept clean <input type="checkbox"/> Visible dirt on storm water channels must be cleaned and cleared of dirt 	<ul style="list-style-type: none"> • PRASA sites to the satisfaction of the PRASA representative. • The grass shall be cut to an average height from 60mm to 80mm. Grass must be cut by means of brush cutters (weed eater). • All cut grass shall be removed from the PRASA site by the contractor. Cut grass shall be removed from the PRASA sites within two (2) days. • Cut grass must NOT BE BURNED in any PRASA sites • The cutting of grass will be measured and paid for based on the total size of the area cut.



Table 7: Daily Expectations

General

Expectations: The Station precinct will be considered at acceptable level of cleanliness in all areas when the following conditions apply DAILY.

- No graffiti on all tiled surfaces and tiled walls *at all times*.
- All areas are free of litter and weed growth (especially the platform area) *at all times*.
- No bags of litter in any other area within the precinct, other than the allocated refuse area.
- All areas are free of stains and dust/dirt *at all times*
- All areas are free of papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, weed, overflowing dirt bins.
- All ablution facilities a free of bad odor and smell *at all times*

Offices/Boardrooms

Expectations: Offices are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Garbage containers are free of dirt/dust, debris and marks.
- Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine.
- Furniture is free of dirt/dust
- All carpets are free of dirt/dust, debris and stains.
- Sinks are free of all dirt/dust, debris and marks.
- All glass and mirrors are free of dirt/dust, and stains.
- Windows coverings are free of dirt/dust, and stains.
- Light fixtures and lenses are free of all dirt/dust and operating properly.
- Air vents free of dust/dirt, debris and stains.
- Desks and flat surfaces are free of dirt/dust, debris and stains.
- Walls, doors, electrical switch plates are free of dirt/dust, debris and marks.



Entrances

Expectations: Entrances are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Garbage containers are free of dirt/dust, debris and marks.
- Floors and steps are free of dirt/dust, debris or stains. Floor finishes shine. Floors free water or any spillage.
- Tables, chairs and/or benches are free of dirt/dust, debris and stains.
- All glass and mirrors are free of dirt/dust, and stains.
- Base boards are free of dirt/dust, build-ups and marks.
- Window coverings are free of dirt/dust, and stains.
- Light fixtures and lenses are free of all dirt/dust and operating properly.
- Air vents are free of dust/dirt, debris and stains.
- Walls, doors, shelving, lockers and electrical switch plates are free of dirt/dust, debris and marks.
- Carpets are free of dirt/dust and stains.
- All entrances are free of broken glasses.

Corridors/Passages

Expectations: Corridors are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Garbage containers are free of dirt/dust, debris and marks.
- Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine.
- Tables, chairs and/or benches are free of dirt/dust, debris and stains.
- All glass and mirrors are free of dirt/dust, and stains.
- Carpets are free of dirt/dust, and stains.
- Base boards are free of dirt/dust, build-ups and marks.
- Window coverings are free of dirt/dust, and stains.
- Light fixtures and lenses are free of all dirt/dust and operating properly.
- Air vents are free of dust/dirt, debris and stains.



Access and Concourse areas

Expectations: Concourses are at an acceptable level of cleanliness when the following conditions apply DAILY.

- All access areas and concourses to be scrubbed using an automatic/electronic scrubber and are free of dirt.
- Spot Cleaning should be done regularly using 750ml poly spray bottles with natural soap/detergent that is SABS approved and with neat mops.
- Regular mopping where big spillages occurred should be carried regularly using double bucket trolleys with wringer and a neat mop.
- There should be continual use of dust mop sweepers all day to remove dust from the floor surfaces.
- All wall surfaces shall always be free of dirt and spillages .
- All glazing in the public areas to be cleaned daily using natural soap/detergent and clean cloths.
- **No** plastic/refuse bags to be kept on the Access areas and concourses.

External Paved and Tarred areas

Expectations: External paved areas are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Regular sweeping of these areas using platform brooms and dirt picked up using metal hooded dust spans.
- Foot paths must be kept cleaning by sweeping and picking up of dirt using platform brooms and metal hooded dust spans.
- Storm water channels must be cleaned and free of dirt
- All dirt must be put in refuse bags and wheelie bins and transported to agreed refuse areas.
- Surfaces shall always be free of dirt and spillages.
- **No** plastic/refuse bags to be kept on the Access areas and concourses.
- All areas shall be free of grass and weed.

PUBLIC ABLUTIONS FACILITIES/TOILETS

Requirements: Public Ablution Facilities will be maintained as required to enable management, staff, and any other persons who have reason to enter, to use the facility safely and hygienically.

- Public ablation facilities must be kept in a clean and tidy condition and free of bad odor **throughout** the day.
- Public ablation facilities floors to be scrubbed every night using a detergent.
- There shall at any given time always be a cleaning person in the public ablation facilities.
- There shall be a person neatly dressed in uniform assigned to welcome each person visiting the toilet 24 hours a day 7 days a week.
- Public ablation facilities must be inspected regularly for cleanliness by the cleaning staff and quality inspected, on **30 minutes** basis during the peak period and **hourly**



- During off-peak period, by the cleaning supervisor of the contracting company and the traceable quality inspection checklist signed-off.
- Inspection checklist to include all defects including maintenance defects and these must be elevated to the facilities manager for maintenance response.
- Graffiti to be removed from all tiled surfaces on a daily basis.
- All public ablution facilities must be free of dirt and litter at all times.
- No plastic bags to be stored in the toilet facilities.
- **Timed air fresheners** must be cleaned and replenished with air freshener on regular basis; under no circumstance should the timed air fresher be found empty.
- **Soap dispensers** must be cleaned and replenished with hand soap on regular basis; under no circumstance should the soap dispenser be found empty.
- **Moist toilet seat wipes holder** must be cleaned
- **Lockable toilet roll holders** must be cleaned and replenished with quality toilet roll on regular basis; under no circumstance should the toilet roll holder be found empty.
- **Hand towel holder** must be cleaned
- Mirrors must be cleaned and spotless at all times
- Condom holders must be cleaned and spotless at all times

Access Control Cubicles

Requirements: Access Control Areas will be maintained as required.

- Floors to be scrubbed once a day using a strong surface cleaner or more often if prevailing circumstances dictate it.
- Walls to be scrubbed down once per week.
- Access Controllers cubicles to be free of litter and dirt/dust at all times.
- Remove stains and bubble from the floors.
- Guard rails to be wiped clean daily with a sanitizer and must be polished
- Access control areas must be free of dirt and litter at all times.
- No plastic bags to be stored in the Access Control Areas.



Cleaning at Heights - Above 2.4m

To provide cleaning services for both internal and external windows and any other surface above 2.4 meters.

The service provider shall ensure the following:

- Staff are fully equipped Staff trained and supervised as per legislative
- All applicable requirements met particularly in respect of regulations about working at heights Windows and glass surfaces are free of dust, fingerprints, stains, smudges and markings with a dry streak/smear free finish achieved on completion of each clean
- Provide appropriate cleaning equipment and safety gear for the specific function.

Showers and change rooms

Expectations: Wash-rooms, change rooms and showers are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Garbage containers are free of dirt/dust, debris and marks.
- Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine
- Hand soap, feminine hygiene and paper dispensers are free of dirt/dust, debris and marks and filled with appropriate hand soap and paper product.
- Tables, chairs and/or benches are free of dirt/dust, debris and stains.
- All glass and mirrors are free of dirt/dust, and stains.
- Base boards are free of dirt/dust, build-ups and marks. □
- Lockers are free dirt/dust, build ups and marks
- Window coverings are free of dirt/dust, and stains.
- Light fixtures and lenses are free of all dirt/dust and operating properly.
- Air vents are free of dust/dirt, debris and stains.
- Desks and flat surfaces are free of dirt/dust, debris and stains.
- Walls, doors, electrical switch plates are free of dirt/dust, debris and marks.
- Hand basis, partitions, piping, toilets, urinals, floor drains, are free of dirt/dust, debris, marks and stains and sanitized daily.
- Washrooms are spot-checked for cleanliness and vandalism as well as re-stocked as needed. Corrections made as needed after each and every hour.



Station platforms and rail track areas

Expectations: platform and rail tracks are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Platform surfaces to be swept and scrub and are free of dirt.
- Scrubbing of platforms to be carried off peak, unless otherwise instructed *in writing* by the Station Manager.
- Using of hose pipes are not allowed, service provider is to familiarize himself/herself with new water restrictions and consultant with the Facilities Department on this decision. The hosing can only be done with consultation and agreement with the Facilities Department for that particular instance.
- All platforms within the station precinct must be free of dirt, litter grass and weeds at all times.
- The cleaning of tracks must be done during the off-peak and *under strict safe operating condition*. This work can ***ONLY be done under PROTECTION*** by Flagmen or Flag-women.
- All tracks within the station precinct must be free of dirt, litter or any spillages.
- All tracks must be blown with a power blower regularly and the litter picked up immediately and put into refuse bags.
- No plastic bags to be stored on the platform or the rail track. These will only be stored in a place to be agreed upon between the service provider and the Facilities Department.
- All areas shall be free of grass and weed.

Subways, stairs and all access ways

Expectations: Subways, stairs and access ways are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Floors to be scrubbed using a strong surface cleaner.
- Walls to be scrubbed down and are free of dirt.
- Stairs and floors to be swept regularly and as per arrangement and approval are hosed as and when required.
- Storm water channels are not blocked and are free of foreign objects
- Foot path (access to the station) to be kept clean *at all times*.
- Subways must be free of dirt and litter *at all times*.
- No plastic bags to be stored in the subways.

Parking Areas

Expectations: Parking areas must at all times be kept free of:

- Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, overflowing dirt bins.
- All areas shall be free of grass and weed.

Small Business Market

Requirements: Areas will be maintained as required

- All dirt must be put in refuse bags and wheelie bins and transported to agreed refuse areas.
- Floors must be swept & mopped daily



- Floors must be thoroughly scrubbed at night.
- The entire area must be free of dirt, litter or any spillages
- Paved area must be thoroughly washed/scrubbed during off peak every second day
- All dirt must be put in refuse bags and wheelie bins and transported to agreed refuse areas

3.3. CLEANING MATERIAL, CONSUMABLES, TOOLS AND EQUIPMENT

NB: This section provides **ONLY** guideline for the type of cleaning material and consumables and type of equipment and tools which will guarantee that the requirements by PRASA can be satisfied. The cooperative can use any equivalent equipment, tools and material which will assure the highest level of cleanliness of the station and all facilities.

- Disinfect all cleaning equipment after use and before using in other areas (e.g. Disinfect buckets by soaking in bleach solution or rinse in hot water with soap).
- PRASA would like to ensure that cleaning standards are not lowered in the execution of the contract to be signed for the provision of the services mentioned herein. Therefore, a start-up list of approved chemicals has been developed for bidders to use in the preparing of their bid.
- PRASA reserves the right to change or replace any of the below listed chemicals with equivalent specification chemicals.
- The successful bidder is encouraged to offer PRASA continuous improvement efforts which are aimed at enhancing cleaning efficiency and cleaning standards at the best price at all times.
- All chemicals must be SABS and/or SANS approved and must not be harmful to the environment

Table 8: Chemicals

NO	DESCRIPTION
APPROVED LIST OF CHEMICALS TO BE USED	
1	Sanitary all-purpose cleaner with pleasant odour that prevents limescale build up leaving a shiny streak free gloss, notcorrosive, kind to skin (suitable for all washable stainless steel, plastic, porcelain, ceramic, enamel, glass)
2	Biological double action cleaner/deodorizer for the cleaning and odour control in sanitary areas, toilets, urinals and odourcontrol in carpets,
3	Viscous acidic toilet bowl cleaner for the removal of limescale and urinary stain, deodorizing and bactericide thatremoves dirt and limescale after a short period (must be free of hydrochloric acid)
4	Hard wear resistant polymer based self-shining dispersion that form a hard wearing, slip resistant protective film with ahigh gloss for high speed and ultra-speed polishing
5	Window cleaner
6	Powerful Alkaline cleaning agent for the machine cleaning of floor coverings, low foaming, not perfumed, removes soiling
7	Clear Liquid hand soap
8	stainless steel polish read to use cleaner and polish
9	Furniture polish (no oil furniture polish)
10	Spray emulsion containing wax, to remove water solvent soluble solution and scuff marks which forms a protective filmwhich can be polished (Mondo floor cleaner where applicable)
11	Powder for carpets
12	Disinfectant



13	Gum removing soluble agent in aerosol cans
14	Ready use abrasive liquid cleaner non scratching or corrosive
15	Concentrated tile cleaner for porcelain, tiled areas and all washable surface, based on non-ionic and anionic surfaces.
16	60% alcohol based hard surfaces disinfect (rate only)
17	60% alcohol-based floor cleaner (rate only)

Table 9: Consumables

CONSUMABLES/MATERIALS TO BE USED FOR CLEANING		
NO	ION	UNIT OF MEASUREMENT
1	Clear Hand soaps	Hand Bac Sabs1828
2	Toilet paper per Bale -	500 Sheet Per Roll As Per SABS Or SANS Regulations. Sheet Size: 100mm X 110mm 19gsm Paper. Single Ply Toilet Paper
3	Refuse Bags:	Flat Packed Made From 90% Of Recycled And Re-Processed Polythene Material. Micron: 22 Dimensions: 750 (L) X 950 (W) Mm
4	300m Maslin Cloth	5gsm SPUNLACE ROLL - 400m X 24cm X 50cm Perforation (ANY COLOUR)
5	Microfiber Cloths:	General Purpose Cloth Weight: 370 G/Sqm Composition: 81% Polyester 19% Polyamide Window Cleaning Cloth Weight: 400 G/Sqm Composition: Made Of 78% Polyester 22% Polyamide Textured Cleaning Cloth Weight: 350 G/Sm Composition: Made Of 76% Polyester 24% Polyamide Dusting Cloth



		Weight: 280 G/Sqm Composition: Made Of 79% Polyester 21% Polyamide
6	Microfiber Sleeves	With Velcro Backing
7	Gloves	Strong More Durable – GREEN NITRILE GLOVES SIZE FIT ONE FIT ALL Household - YELLOW HOUSEHOLD GLOVES – SIZE FIT ONE FIT ALL
8	Vacuum Bags	
9	Industrial/heavy duty (dependent on no. of areas requiring the use thereof)	3 In 1 Multi-Purpose Disinfectant (Qac) – Washroom Cleaner
10	Dust Mask	Dust Masks Ffp1
11	Urinal Mats	Rubbermaid Anti Spatting Urinals Mats Prevent Urine Spatter

Table 10: Machinery

NO	DESCRIPTION
	General Cleaning Machinery
1	Upright Industrial Vacuum Cleaners
2	Wet & Dry Vacuum Cleaners (90lt)
3	High Pressure Cleaner
4	Carpet extractor (used in accordance with carpet cleaning frequencies and requirements) – using powder / wet extraction method
5	Push Sweepers
6	Washing of Microfibre Sleeves
7	High pressured steam cleaner for cleaning grime build up on tile grout
8	Carpet cleaning Machine
9	Carpet extractor machines – dual use / powder or wet extraction method
10	Heavy duty Custom vacuum for tracks
11	Brush Cutters

Note: All the equipment being provided on the contract must still be within its serviceable life.

Table 11: Equipment

NO	DESCRIPTION
GENERAL CLEANING EQUIPMENT	
1	Colour-coded split buckets on wheels with wringer
2	Microfibre Mops
3	Maslin Tools
4	Aluminium long handle jumbo mops (long hair)
5	Janitorial Trolleys (twin bucket)
6	30m x 2mm Extension cords
7	Long Handle Dust Pans including whisk brooms
8	Big outdoor brooms hard and soft bristles
9	Window Squeegees with tele-poles
10	Big Rectangular Buckets for Window Squeegees
11	Metal Scrapers
12	Toilet Brushes
13	Scrubbing Brushes & Scourers
14	Wet Floor Signs
15	Long Feather Dusters
16	Short Feather Dusters
17	Spray Bottles 750ml

4. Contract Records and Documentation

4.1 Health and Safety File

- Prasa Cres operates stations within a strict railway operating environment with high commuter flow, particularly during operating peak periods. Safety of commuters is therefore a non-negotiable requirement safety should be strictly complied with. The service provider shall submit a SHE file according to the attached safety checklist.

5. General

5.1. Employee Identification

The cleaning staff cleaning PRASA stations shall be identifiable (ID) with appropriate Company's badge and access card displayed all the time whilst on premises with the following information on it:

5.2. Personal Protective Clothing

Cleaners must always wear safety shoes, reflector jackets and coveralls when executing their duties.

6. Pricing Schedule

#	Station Name	Number Of Cleaners	Monthly Labour Price Offer	Monthly Material and Equipment Price Offer	Monthly Hygiene Service	Total Monthly Price Offer
1	Olifantsfontein	5	R	R	R	R
2	Oakmoor	5	R	R	R	R
3	Kaalfontein	5	R	R	R	R
4	Birchleigh	5	R	R	R	R
5	Kempton Park	11	R	R	R	R
6	Rhodesfield	8	R	R	R	R
7	Isando	4	R	R	R	R
8	Elandsfontein	11	R	R	R	R
9	Brakpan	4	R	R	R	R
10	Springs	6	R	R	R	R
11	Elseburg	8	R	R	R	R
12	Natalspruit	6	R	R	R	R
13	Angus	4	R	R	R	R
14	Union	5	R	R	R	R
15	Skandsdam	4	R	R	R	R



16	Kliprivier	5	R	R	R	R
17	Meyerton	5	R	R	R	R
18	Vereeniging	9	R	R	R	R
19	Cost Of PPE: Coveralls(2x Issue per Cleaner), a pair Safety Boots and a Reflector	Sum	Sum	Sum	Sum	R
20	Provisional Amount For Safety File	Sum	R 60 000.00	R 60 000.00	R 60 000.00	R 60 000.00
Sub-Total (Excl. VAT):						R
VAT 15%:						R
Total (Incl. VAT):						R

ANNEXURE 1: Health Safety Requirements Template For Issuing of Site Access

CONTRACTOR SAFETY FILE CONTENTS LIST

The purpose of this checklist is to guide the contractors and their sub-contractors as to what documents are required for them to prepare a safety file that must be issued to PRASA Regional Departments or Head Office for evaluation before a site access is issued.

This checklist was revised to cater for **COVID 19** requirements as per RSA Government Disaster Management Act as amended and its Regulations.

Human Coronaviruses are common throughout the world. There are many different coronaviruses identified in animals but only a small number of these can cause disease in humans.

On 7 January 2020, 'Severe Acute Respiratory Syndrome Coronavirus 2' (SARS-CoV-2) was confirmed as the causative agent of 'Coronavirus Disease 2019' or COVID-19. The majority of the case-patients initially identified were dealers and vendors at a seafood, poultry and live wildlife market in China. Since then, the virus has spread to more than 100 countries, including South Africa.

The spread of the disease is thought to happen mainly via respiratory droplets produced when an infected person coughs or sneezes, similar to how influenza and other respiratory pathogens spread. Thus far, the majority of cases have occurred in people with close physical contact to cases and healthcare workers caring for patients with COVID-19.

Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with cough, sore throat, shortness of breath or fever.

The complete clinical picture with regard to COVID-19 is still not fully clear. Reported illnesses have ranged from infected people with little to no symptoms to people being severely ill and dying.

Name of the Contractor:

Project:

Safety File Assessor and Date:



#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
1	Scope of works and Project Duration		
2	Notification to DOL (If applicable and as defined in the 2014 Construction Regulations)		
3	Registration of the project with DOL for the construction permit if the total project value is more than R45 Million (If applicable and as defined in the 2014 Construction Regulations)		
4	Valid Letter of Good Standing		
5	Employee List and Certified Copies of their Identity Documents (RSA Citizens) or Passports or Work Permits for foreign Nationals (Employee register); Home address; Contact Numbers; Residential Address; Name of Next of kin with Contacts (Very critical issue for contact tracing)		
6	Approved Organizational Structure		
7	Approved S/HE Policy		
8	Approved COVID 19 Policy / Declaration		
9	Approved S/HE Plan		
10	Risk Assessments for the projects as per project scope approved by the Risk Assessor and they should cover COVID 19 related risk and mitigation measures.		
11	Proof of medical fitness of employees who will be working on the project and they should be from the Occupational Health Practitioner not a General Practitioner.		



#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
	<ul style="list-style-type: none"> • Protocols for dealing with COVID 19 positive cases. • Screening of contractors employees including sub-contractor • The type of thermometer that will be utilised and its calibration status. 		
12	Statutory Appointments including competency certificates and CVs e.g. COVID 19 Compliance Officer; First Aider and etc (Signed by the appointer and accepted by appointee's include CV's and competency certificates)		
13	Tool inspections Checklists and Register		
14	PPE Matrix and Records include COVID 19 PPE Requirements and list of the PPE to be provided.		
15	Safe Working Procedures or Method Statements Including COVID-19 control measures. A list of the documents required here is identified as a minimum <ul style="list-style-type: none"> - Waste management protocol on how COVID 19 related waste will be managed. - Incident reporting procedure. - Emergency procedure. - COVID 19 case handling. 		
	Tool box Talks Templates to include COVID 19 information for awareness		



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PASSENGER RAIL AGENCY
OF SOUTH AFRICA

#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
16	purposes. Include induction material covering COVID 19		
17	Equipment Maintenance (Calibrations, Safe Working load certificates and Decontamination or Sanitation Records etc) if applicable		
18	Chemicals substances list; MSDSs for chemicals to be used (14 point format) including Proof of training on MSDS if applicable.		
19	Excavation plan (when applicable)		
20	Scaffolding plan (when applicable)		
21	Declaration of Sub-contractors (when applicable)		
22	Proof of Third Party Liability Cover		
	Conclusion / Statement of Compliance		