



BID NUMBER: (PRASA/NGR/001/06/2026)

**REQUEST FOR PROPOSAL (RFP) FOR THE
APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION OF
CLEANING, HYGIENE AND HORTICULTURAL SERVICES AT
CORRIDOR 1C STATIONS IN NGR FOR A PERIOD OF THREE (3)
YEARS – 36 MONTHS**

CLOSING DATE	20 JULY 2026.....
CLOSING TIME	12:00 MIDDAY
BRIEFING SESSION	NON-COMPULSORY BRIEFING
	DATE: 1 JULY 2026
	TIME: 10:00AM
	VENUE: PRASA CRES MAIN BOARDROOM
BID DOCUMENTS DELIVERY ADDRESS	PASSENGER RAIL AGENCY OF SOUTH AFRICA TENDER BOX LOCATED IN RECEPTION AREA OF PRASA CRES NGR SCM OFFICES, DARK GREY BUILDING CORNER 546 PAUL KRUGER & SCHEIDING STREETS PRETORIA STATION PRECINCT 0001
BIDDER NAME



Disclaimer

This document is provided solely for the purpose set out in this RFP and is not intended to form any part or basis of any investment decision by Bidders. The recipient should not consider the document as an investment recommendation by PRASA or any of its advisers.

Each person to whom this document (and other later documents) is made available must make his own independent assessment of the Project after making such investigation and taking such professional advice as he/she or it deems necessary. Neither the receipt of this document or any related document by any person, nor any information contained in the documents or distributed with them or previously or subsequently communicated to any Bidder or its advisers, is to be taken as constituting the giving of an investment advice by PRASA or its advisers.

Whilst reasonable care has been taken in preparing this RFP and other documents, they do not purport to be comprehensive or true and correct. Neither PRASA nor any of its advisers accept any liability or responsibility for the adequacy, accuracy, or completeness of any of the information or opinions stated in any document.

They acquaint themselves with this RFP and take note that no representation or warranty, express or implied, is or will be given by PRASA, or any of its officers, employees, agents or advisers with respect to the information or opinions contained in any document or on which any document is based. Any liability in respect of such representations or warranties, howsoever arising is hereby expressly disclaimed.

If any recipient, or its employees, advisers or agents make or offer to make any gift to any of the employees of PRASA or consultant to PRASA on the RFP either directly or through an intermediary then such recipient, Bidder will be disqualified forthwith from participating in the RFP.

Each recipient of this RFP agrees to keep confidential any information of a confidential nature which may be contained in the information provided by PRASA, or any of its officers, employees, agents or advisers (the "Confidential Information Provided"). The Confidential Information provided may be made available to Bidder's subcontractors, employees and professional advisers who are directly involved in the appraisal of such information (who must be made aware of the obligation of confidentiality) but shall not, either in the whole or in part, be copied, reproduced, distributed or otherwise made available to any other party in any circumstances without the prior written consent of PRASA, nor may it be used for any other purpose than that for which it is intended.

These requirements do not apply to any information, which is or becomes publicly available or is shown to have been made available (otherwise than through a breach of a confidentiality obligation). Bidders, Key Contractors and their constituent members, agents and advisers, may be required to sign confidentiality Contracts/undertakings (in such form as PRASA may require from time to time).

All Confidential Information Provided (including all copies thereof) remains the property of PRASA and must be delivered to PRASA on demand. Further, by receiving this RFP each Bidder and each of its members agree to maintain its submission in Bid to this RFP confidential from third parties other than PRASA and its officials, officers and advisers who are required to review the same for the purpose of procurement of the RFP.

Any recipient residing outside the Republic of South Africa is urged to familiarise themselves with and to observe any regulatory requirements relevant to the proposed transaction (whether these derive from a regulatory authority within or outside the Republic of South Africa).

Any requirement set out in this RFP regarding the content of a response to the RFP is stipulated for the sole benefit of PRASA, and serves as expressly stated to the contrary, may be waived at its discretion at any stage in the procurement process.

PRASA is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a Proposal in response to it. Please note that PRASA reserves the right to:

- Modify the RFP's goods / service(s) / works and request Bidders to re-bid on any changes;
- Withdraw, amend the RFP at any time without prior notice and liability to compensate or reimburse any bidder;
- Reject any Proposal which does not conform to instructions and specifications which are detailed herein;
- Disqualify Proposals submitted after the stated submission deadline;
- Call a bidder to provide additional documents which PRASA may require which have not been submitted to PRASA;
- Withdraw the RFP on good cause shown;
- Award a contract in connection with this Proposal at any time after the RFP's closing date;
- Make no award at all;
- Validate any information submitted by Bidders in response to this bid. This would include, but is not limited to, requesting the Bidders to provide supporting evidence. By submitting a bid, Bidders hereby irrevocably grant the necessary consent to PRASA to do so;
- Request annual financial statements prepared and signed off by a professional accountant or other documentation for the purposes of a due diligence exercise; and/or
- Not accept any changes or purported changes by the Bidder to the bid rates after the closing date and/or after the award of the business, unless the contract specifically provided for it.

To adopt any proposal made by any bidder at any time and to include such proposal in any procurement document which may or may not be made available to other bidders.



All costs and expenses incurred by Bidders in submitting responses to this RFP shall be borne by the Bidders and PRASA shall not be liable for any costs or expenses whatsoever or any claim for reimbursement of such costs or expenses.

Should a contract be awarded on the strength of information furnished by the Bidder, which after conclusion of the contract, is proved to have been incorrect, PRASA reserves the right to cancel the contract and/or place the Bidder on PRASA's list of Restricted Suppliers.

PRASA reserves the right to negotiate market-related price with the bidder scoring the highest points or cancel the bid; if the bidder does not agree to a market related price, negotiate a market related price with the bidder scoring the second highest points or cancel the bid; if the bidder scoring the second highest points does not agree to a market related price, negotiate a market related price with the bidder scoring the third highest points or cancel the bid. If the market related price is not agreed as envisaged in this paragraph, PRASA will cancel the bid.

PRASA reserves the right to negotiating the Best and Final Offer (BAFO) with selected Bidders where none of the Proposals meet RFP requirement, are affordable and demonstrate value for money and there is no clear preferred response to the RFP.

PRASA will not reimburse any Bidder for any preparatory costs or other work performed in connection with its Proposal, whether or not the Bidder is awarded a contract.



SCHEDULE OF BID DOCUMENTS

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LIST OF BID DOCUMENTS

INVITATION TO BID PART A	Form A
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TENDER FORM (PRICING SCHEDULE)	Form C
SITE INSPECTION CERTIFICATE / PRE-TENDER BRIEFING SESSION	Form D
STATEMENT OF WORK SUCCESSFULLY CARRIED OUT BY BIDDER	Form E
SECURITY SCREENING FORM	Form F
ACKNOWLEDGEMENT	Form G
SBD 4 BIDDER'S DISCLOSURE	
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1 LIST OF ANNEXURES TO THE RFP

Draft Contract	Annexure 1
RFP CLARIFICATION FORM	Annexure 2
Appendices Prasa Returnable Forms	Annexure 3
Pricing Schedule & Bid Form C	Annexure 4



2 ACRONYMS

BBBEE	Broad Based-Black Economic Empowerment
CIDB	Construction Industries Development Board
CPG	Contract Participation Goals
DTiC	The Department of Trade and Industry and Competition
EDSD	Enterprise Development and Supplier Development
PPPFA	Preferential Procurement Policy Framework Act 5 of 2000 (as amended from time to time)
PFMA	Public Finance Management Act No.1 of 1999 (as amended from time to time)
PRASA	Passenger Rail Agency of South Africa
RFP	Request for Proposal
SANAS	South African National Accreditation System



3 INTERPRETATION

In this RFP, unless inconsistent with or otherwise indicated by the context –

- 4.1 headings have been inserted for convenience only and should not be taken into account in interpreting the RFP;
- 4.2 any reference to one gender shall include the other gender;
- 4.3 words in the singular shall include the plural and vice versa;
- 4.4 any reference to natural persons shall include legal persons and vice versa;
- 4.5 words defined in a specific clause have the same meaning in all other clauses of the RFP, unless the contrary is specifically indicated;
- 4.6 any reference to the RFP, schedule or appendix, shall be construed as including a reference to any RFP, schedule or appendix amending or substituting that RFP, schedule or appendix;
- 4.7 the schedules, appendices and Briefing Notes issued pursuant to this RFP, form an indivisible part of the RFP and together with further clarifying and amending information provided by PRASA, constitute the body of RFP documentation which must be complied with by Bidders;
- 4.8 in the event of any inconsistency between this RFP or other earlier information published with regard to the Project, the information in this RFP shall prevail; and
- 4.9 this RFP shall be governed by and applied in accordance with South African law.



4 DEFINITIONS

In this RFP and in any other project documents (as defined below) which so provides, the following words and expressions shall have the meaning assigned to them below and cognate expressions shall have a corresponding meaning, unless inconsistent with the context:

- 5.1 “Accounting Authority” means the Board of PRASA or a controlling body and that Board or controlling body is the accounting authority of PRASA or a person designated as an accounting authority under the PFMA;
- 5.2 “Contract” means the Contract to be entered between PRASA and the successful Bidder for the provision of the *services* procured in this RFP;
- 5.3 “Bid” means the Bid(s) to the RFP submitted by Bidder(s);
- 5.4 “Bidders Briefing Session” means the compulsory briefing session to be held at the offices of PRASA, in order to brief the Bidders about this tender;
- 5.5 “Black Enterprise” means an enterprise that is at least 51% beneficially owned by Black People and in which Black People have substantial Management Control. Such beneficial ownership may be held directly or through other Black Enterprises;
- 5.6 “Black Equity” means the voting equity held by Black People from time to time;
- 5.7 “Black People” has the same meaning as ascribed to the Broad-Based Black Economic Empowerment Act, 2003, as amended;
- 5.8 “Black Woman” means African, Coloured and Indian South Africa Female citizen;
- 5.9 “Briefing Note” means any correspondence to Bidders issued by the PRASA;
- 5.10 “Business Day” means any day except a Saturday, Sunday or public holiday in South Africa;
- 5.11 “Bidders” means individuals, organisations or consortia that have been submitted responses to the RFP in respect of the tender;
- 5.12 “Consortium” means any group of persons or firms jointly submitting a Bid as Bid to this RFP and “Consortia” means more than one Consortium;
- 5.13 “Contractor” the successful Bidders who has signed a Contract with PRASA in terms of this RFP.
- 5.14 “Closing Date” means the closing date for submission of bids/ Proposals by Bidders which is **20 JULY 2026**;
- 5.15 “Project” means this project for the **PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES AT CORRIDOR 1C STATIONS IN NGR FOR A PERIOD OF THREE (3) YEARS – 36 MONTHS**
- 5.16 “RFP” means the Request for Proposal issued by PRASA for this tender; and
- 5.17 “Scope of Work” means the scope of work for this project as detailed out in the RFP technical specifications.



SECTION 1

NOTICE TO BIDDERS

1 INVITATION TO BID

You are hereby invited to submit a bid to meet the requirements of the Passenger Rail Agency of South Africa. Responses to this RFP [hereinafter referred to as a **Bid** or a **Proposal**] are requested from persons, companies, close corporations, or enterprises [hereinafter referred to as an **entity, Bidder**].

BID DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES AT CORRIDOR 1C STATIONS IN NGR FOR A PERIOD OF THREE (3) YEARS – 36 MONTHS
BID ADVERT	This RFP may be downloaded directly from National Treasury's e-Tender Publication Portal at www.etenders.gov.za free of charge. With effect from 19TH JUNE 2026
ISSUE DATE	19TH JUNE 2026
BRIEFING SESSION	NON-COMPULSORY 1ST JULY 2026 @10:00AM; PRASA CRES MAIN BOARDROOM; DARK GREY BUILDING CORNER 546 PAUL KRUGER & SCHEIDING STREETS PRETORIA STATION PRECINCT 0001
CLOSING DATE	20TH JULY 2026 @ 12:00 MIDDAY PASSENGER RAIL AGENCY OF SOUTH AFRICA TENDER BOX LOCATED IN RECEPTION AREA OF PRASA CRES NGR SCM OFFICES, DARK GREY BUILDING CORNER 546 PAUL KRUGER & SCHEIDING STREETS PRETORIA STATION PRECINCT 0001 Bidders must ensure that bids are delivered timeously to the correct address. As a general rule, if a bid is late or delivered to the incorrect address, it will not be accepted for consideration.
VALIDITY PERIOD	90 Working Days from Closing Date Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period.
CLOSING DATE FOR QUESTIONS	10TH JULY 2026 @ 14:00 PM
CLOSING DATE FOR RESPONSES	13TH JULY 2026 @16:00 PM
CONTACT PERSON	KHUTHAZWA PIKE



Any additional information or clarification will be emailed to all Bidders, if necessary.

2 FORMAL BRIEFING

A non-compulsory pre-proposal RFP briefing will be conducted at:

**PASSENGER RAIL AGENCY OF SOUTH AFRICA
PRASA CRES MAIN BOARDROOM, DARK GREY BUILDING CORNER 546 PAUL KRUGER & SCHEIDING
STREETS PRETORIA STATION PRECINCT 0001** on the **1ST OF JULY 2026**, at **10:00**.

[Bidders to provide own transportation and accommodation]. The non – compulsory briefing session will start punctually, and information will not be repeated for the benefit of Bidders arriving late.

2.1 Despite the briefing session being non-compulsory, PRASA nevertheless encourages all Bidders to attend. PRASA will not be held responsible if any Bidder who did not attend the non-compulsory session subsequently feels disadvantaged as a result thereof.

3 BRIEFING SESSION MINUTES AND NOTES

3.1 PRASA will issue briefing session minutes or notes together with the response to the clarification questions on the **13th of July 2026** (***Bidders are urged to monitor the e-tender portal website for any feed update***).

3.2 Clarifications will be issued to all Bidders to this RFP utilizing the contact details provided at receipt of the responses to the RFP documentation, after submission to the authorised representative.

3.3 Bidders / Bidders are requested to promptly confirm receipt of any clarifications sent to them.

3.4 Bidders / Bidders must ensure responses to the clarifications are received on or before the deadline date stated.

4 PROPOSAL SUBMISSION OF RFP RESPONSE

Proposal Responses should be submitted to PRASA in a sealed envelope addressed as follows:

The Secretariat / Tender Office	PASSENGER RAIL AGENCY OF SOUTH AFRICA DARK GREY BUILDING, 546 PAUL KRUGER cnr. SCHEIDING STREETS, PRETORIA STATION PRECINCT
RFP No:	PRASA/NGR/001/06/2026)
Description of Bid:	APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES AT CORRIDOR 1C STATIONS IN NGR FOR A PERIOD OF THREE (3) YEARS – 36 MONTHS
Closing date and time:	20th July 2026 at 12:00 Midday
Closing address	<i>[Refer to options in paragraph 6 below]</i>



5 DELIVERY INSTRUCTION FOR RFP

Delivery of Bid

The Bid envelopes should be deposited in the PRASA tender box which is located in the reception area of Prasa Cres SCM Offices and should be addressed as follows:

**PASSENGER RAIL AGENCY OF SOUTH AFRICA Corner 546 PAUL KRUGER & SCHEIDING STREETS,
PRETORIA STATION PRECINCT**

5.1 B-BBEE Joint Ventures or Consortiums

Bidders who would wish to respond to this RFP as a Joint Venture [JV] or consortium with B-BBEE entities, should state their intention to do so in their RFP submission. Such Bidders should also submit a signed JV or consortium agreement between the parties clearly stating the percentage [%] split of business and the associated responsibilities of each party. If such a JV or consortium agreement is unavailable, the partners should submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by PRASA through this RFP process. This written confirmation should clearly indicate the percentage [%] split of business and the responsibilities of each party. In such cases, award of business will only take place once a signed copy of a JV or consortium agreement is submitted to PRASA.

6 COMMUNICATION

- 6.1 For specific queries relating to this RFP during the RFP process, bidders are required to adhere strictly to the communication structure requirements. An RFP Clarification Form should be submitted to **[Kuthazwa.Pike@prasa.com]** before **14:00PM** on **10th of July 2026**, substantially in the form set out in Annexure 2 hereto.
- 6.2 In the interest of fairness and transparency PRASA's response to such a query will be made available to the other Bidders who have attended a compulsory and a non-compulsory briefing session. For this purpose, PRASA will communicate with Bidders using the contact details provided at the compulsory and a non-compulsory briefing session.
- 6.3 After the closing date of the RFP, a Bidder may only communicate in writing with the Bid Secretariat, at telephone number [012 748 7456, email **Kuthazwa.Pike@prasa.com** on any matter relating to its RFP Proposal.
- 6.4 Bidders are to note that changes to its submission will not be considered after the closing date.
- 6.5 Bidders are warned that a response will be liable for disqualification should any attempt be made by a Bidder either directly or indirectly to canvass any officer(s) or employee of PRASA in respect of this RFP between the closing date and the date of the award of the business. Furthermore, Bidders found to be in collusion with one another will automatically be disqualified and restricted from doing business with PRASA in future.



- 6.6 Bidders are advised to utilize this email address (Complaints@prasa.com) for lodging of complaints to PRASA in relation to this bid process. The following minimum information about the bidder must be included in the complaint:
- 7.6.1 Bid/Tender Description;
 - 7.6.2 Bid/Tender Reference Number;
 - 7.6.3 Closing date of Bid/Tender;
 - 7.6.4 Supplier Name;
 - 7.6.5 Supplier Contact details; and
 - 7.6.6 The detailed complaint.
- 6.7 PRASA also encourages bidders to visit the PRASA website for whistleblowing contract details for alleged activities of suspected Fraud and or Corruption.

7 CONFIDENTIALITY

- 7.1 PRASA shall ensure all information related to this RFP is to be treated with strict confidence. In this regard Bidders / Bidders are required to certify that they have acquainted themselves with the Non-Disclosure Agreement. All information related to a subsequent contract, both during and after completion thereof, will be treated with strict confidence. Should the need however arise to divulge any information gleaned from provision of the Services, which is either directly or indirectly related to PRASA's business, written approval to divulge such information should be obtained from PRASA.
- 7.2 Bidders must clearly indicate whether any information submitted or requested from PRASA is confidential or should be treated confidentially by PRASA. In the absence of any such clear indication in writing, PRASA shall deem the response to the RFP to have waived any right to confidentiality and treat such information as public in nature.
- 7.3 By participating in the bidding process and submitting documentation you consent that we may process the same for the purposes of the bid. We may disclose your information [including your personal information, that of your directors, agents, service providers, joint venture partners, and service providers, collectively referred as "related parties"] to our service providers, including data storage and processing providers. We may obtain your information including that of your related parties from our service providers and Government agencies, Industry Regulators such as the Construction Industry Development Board, the Central Supplier Database. In case of our service providers, we will ensure that such third-party service providers will process your information and that of related parties for the purposes specified by us and such parties employ the appropriate security to protect that information.
- 7.4 We may disclose your information:



- as a result of our reporting obligations under the law, including to Parliament of the Republic of South Africa, to our external auditors, the Public Protector;
- where we are obliged by law [to the Government departments and entities such as Department of Trade and Industry/BEE Commission/ the CIDB, South African Revenue Services, Unemployment Insurance Fund, the industry Regulators, Industry Ombudsmen, etc.] or industry codes authorized by the various Regulator to do so;
- where we believe it is necessary to protect our rights
- on our website in connection with the supply chain management process
- to the payment processing service providers such as banks to assist with payment instructions;
- to law enforcement and Government Agencies for the purposes of fraud prevention;
- for security screening and checks to verify your personal information and that of related parties;
- to obtain tax clearance certificates;
- to our brokers/insurers;
- to service providers providing information and communication services.

7.5 Please refer to our Privacy Notice on our website.

8 INSTRUCTIONS FOR COMPLETING THE RFP

8.1 All responses to the RFP should be submitted in two sealed envelopes/boxes; the first envelop/box shall have the technical and compliance response, the second envelop/box shall only have the financial response and BBBEE response.

8.2 Bidders are required to package their response/Bid as follows:

Volume 1 (Envelop 1/Package 1)

- **Part A:** Mandatory Requirements Response
- **Part B:** Technical or Functional Response (response to scope of work)

Volume 2 (Envelop 2/ Package 2)

- **Part C:** Financial Proposal (BOQs) and Specific Goals

Volume 2 should be submitted in a separate sealed envelope. Bidders should make their pricing offer in envelop 2/package 2.

8.3 Bidders must submit 1 original response and may submit copies and an electronic version which must be contained in a Memory Card/External hard drive etc clearly marked in the Bidders name. PRASA reserves the right to consider information provided in all formats irrespective the format i.e original/copy/electronic.

8.4 Bidders should ensure that their response to the RFP is in accordance with the structure of this document.



- 8.5 Where Bidders are required to sign forms, they are required to do so using preferably black ink pen.
- 8.6 Any documents forming part of the original responses to RFP but which are not original in nature, should be certified as a true copy by a Commissioner of Oaths.
- 8.7 Each response to RFP must be in English and submitted in A4 format, except other graphic illustrations, which may not exceed A3 format, unless the contrary is specifically allowed for in this RFP. Responses to RFP should be neatly and functionally bound, preferably according to their different sections.
- 8.8 The original responses to RFP must be signed by a person duly authorized by each consortium member and Subcontractor to sign on their behalf, which authorization must form part of the responses to RFP as proof of authorization. By signing the responses to RFP the signatory warrants that all information supplied by it in its responses to RFP is true and correct and that the responses to RFP and each party whom the responses to RFP signatory represents, considers themselves subject to and bound by the terms and conditions of this RFP.
- 8.9 The responses to RFP formulation should be clear and concise and follow a clear methodology which responses to RFP should explain upfront in a concise Executive Summary and follow throughout the responses to RFP.
- 8.10 Responses to RFP must provide sufficient information and detail in order to enable PRASA to evaluate the responses to RFP, but should not provide unnecessary detail which does not add value and detracts from the ability of PRASA to effectively evaluate and understand the responses to RFP. The use of numbered headings, bullet points, sections, appendices and schedules are encouraged.
- 8.11 Information submitted as part of a responses to RFP should as far as possible, be orderly according to the order of the required information requested by PRASA. All pages should be consecutively numbered.
- 8.12 Responses to RFP should ensure that each requirement contained in the RFP is succinctly addressed. Responses to RFP should as far as possible use the terms and definitions applied in this RFP and should clearly indicate its interpretation of any differing terminology applied.
- 8.13 Response to RFP documents are to be submitted to the address specified in [this RFP](#), and Bidders should ensure that the original and copies (where applicable) are identical in all respects as PRASA will not accept any liability for having disqualified a bidder for failing to provide a mandatory returnable document.
- 8.14 Unless otherwise expressly stated, all Proposals furnished pursuant to this RFP shall be deemed to be offers. Any exceptions to this statement must be clearly and specifically indicated.
- 8.15 Any additional conditions must be embodied in an accompanying letter. Subject only to clause 16 [Alterations made by the Bidder to Bid Prices] of the General Bid Conditions, alterations, additions or deletions must not be made by the Bidder to the actual RFP documents.



- 8.16 Bidders are required to review the Contract. Bidders may further amend and/ or delete any part of the Draft Contract where they deem fit to do so. Where Bidders have amended and or deleted any part of the Contract, it must be clearly visible by using track changes and must ensure that the disc copy of their bid submission for the Draft Contract is in word version and not password protected. **It must be noted that the marked-up Contract will form part of contract negotiations processes with the preferred bidder.**

9 RFP TIMETABLE

PRASA may at its sole discretion amend any of the milestone dates indicated in the table below. Bidders will be informed of any amendments to the timeline through the issue of the Addendum/ Briefing Notes.

RFP PROCESS	MILESTONE DATES
Bid issue date	19 th June 2026
Non-Compulsory Briefing Session for Bidders at the Prasa, Main Boardroom, Dark Grey Building, Corner 546 Paul Kruger & Scheiding Streets, Pretoria Station Precinct, Pretoria.	1 st July 2026 from 10:00 to 11:00AM
Closing date for Questions	10 th July 2026 @14:00PM
Closing date for Responses to questions	13 th July 2026 @16:00PM
Closing Date for Submission of final Bid	20 th July 2026 @ 12:00 MIDDAY
Evaluation of Proposals (Bidders note that PRASA may call for Presentation of bidders offers at any stage of the evaluation process)	6 weeks
Appointment of the successful Bidder	1 week
Contract Negotiations	2 weeks
Signing of Contract	1 week
Contract Commencement	1 week

10 LEGAL COMPLIANCE

- 10.1 Bidders should ensure that they comply with all the requirements of the RFP and if Bidders fail to submit any of the required documents, such Bids may, at the sole discretion of PRASA, be disqualified. PRASA reserves the right to call a Bidder to provide additional documents which may have not been submitted.
- 10.2 The successful Bidder [hereinafter referred to as the **Service Provider**] shall be in full and complete compliance with any and all applicable laws and regulations.



11 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Bidders are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. Only foreign suppliers with no local registered entity need not register on the CSD. The CSD can be accessed at <https://secure.csd.gov.za>. Bidders are required to provide the following to PRASA in order to enable it to verify information on the CSD:

Supplier Number: _____ **Unique registration reference number:** _____.

12 TAX COMPLIANCE

- 12.1 Bidders must be compliant when submitting a proposal to PRASA and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) as amended and Value Added Tax Act, 1991 (Act No. 89 of 1991) as amended.
- 12.2 It is a condition of this RFP that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 12.3 The Tax Compliance status requirements are also applicable to foreign Bidders/ individuals who wish to submit bids.
- 12.4 Bidders are required to be registered on the Central Supplier Database (CSD) as indicated in paragraph 12 and the National Treasury shall verify the Bidder's tax compliance status through the Central Supplier Database (CSD).
- 12.5 Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database (CSD) and their tax compliance status will be verified through the Central Supplier Database (CSD).

For this purpose, the attached SBD 1 marked Annexure..... must be completed and submitted as an essential returnable document by the closing date and time of the bid.

New Tax Compliance Status (TCS) System

- 12.6 SARS has implemented a new Tax Compliance Status (TCS) system in terms of which a taxpayer is now able to authorise any 3rd party to verify its compliance status in one of two ways: either through the use of an electronic access PIN, or through the use of a Tax Clearance Certificate obtained from the new TCS system.
- 12.7 Bidders are required to provide the following to PRASA in order to enable it to verify their tax compliance status:



prasa
PASSENGER RAIL AGENCY
OF SOUTH AFRICA

Tax Compliance Status (TCS) Pin: _____.

13 PROTECTION OF PERSONAL DATA

In responding to this bid, PRASA acknowledges that it may obtain and have access to personal data of the Bidders or any of its/his/her/their officers, employees, agents or advisers. PRASA agrees that it shall only process the information disclosed by Bidders in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law. Furthermore, PRASA will not otherwise modify, amend or alter any personal data submitted by Bidders or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Bidders. Similarly, PRASA requires Bidders to process any personal information disclosed by PRASA in the bidding process in the same manner.



SECTION 2

BACKGROUND OVERVIEW AND SCOPE REQUIREMENTS

1 INTRODUCTION AND BACKGROUND

Passenger Rail Agency of South Africa (“PRASA”) has identified the need to appoint a service provider for **[PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES AT CORRIDOR 1C STATIONS IN NGR FOR A PERIOD OF THREE (3) YEARS – 36 MONTHS.]**

1. INTRODUCTION

- 1.1. The objective of the work is to keep PRASA buildings and premises clean, healthy and neat at all times providing a good impression to employees and guests that enhances the PRASA reputation positively. PRASA employees and Commuters must not be at risk of hazardous chemicals, wastes and other environmental hazards.
- 1.2. PRASA requires a Cleaning, Hygiene and Horticulture service provider with the skills and experience to provide cleaning services on a daily basis for a period of three (3) years or thirty-six months for Corridor 1C.
- 1.3. These premises are clustered into one (1) corridor namely:
 - **Corridor 1 C:** De Wildt, Garankuwa, Taillardshoop and Medunsa Stations are categorised as Intermediate Stations. Lynross and Rosslyn are categorised as Halts stations with Lower commuter flow through the stations.
- 1.4. There is a significant number of informal traders at the stations and that environment requires additional cleaning attention. However, it is expected that the Station Management and Facilities Team will facilitate the co-operation of Traders to ensure their participation and commitment in maintaining clean stations.
- 1.5. There are additional staff facilities at these stations been utilized by PRASA employees as offices and staff mess rooms as well as public facilities being used by PRASA customers (or commuters). These facilities include offices, staff mess rooms, staff and public ablutions facilities, commuter waiting rooms, platform areas, bridges and subways, access roads and concourse areas. These facilities must be at highest level of cleanliness and hygiene



and must be cleaned regularly to provide better environment for the commuters.

1.6. The railway tracks between platforms in the station environment must be adequately and regularly cleaned to avoid unnecessary storm-water flooding from dirt/papers/foreign objects blocking the drainage system. In the event that this happens, the trains operation could be affected.

1.7. PRASA is committed through its “*Passenger Charter*” in providing a train service that is safe, reliable and with stations that are functional and clean. In line with the business objective of providing a train service of the future at modernized stations, PRASA requires cleaning of the highest standard.

2 OVERVIEW

- a) PRASA intends through the provision of this service to achieve highest quality standard of cleanliness of the stations.
- b) To ensure that stations are environmentally friendly and pleasing for commuters and customers, and that station facilities are clean and hygienic.
- c) PRASA has a legal and statutory obligation to maintain its operating environment in a safe, environmentally sound and responsible manner. Beyond PRASA’s legal obligation, it is the commitment of PRASA to be a public transport mode of choice hence PRASA is talking about “a business service of the future” in its modernisation state.

PRASA seeks to benefit from this partnership in the following ways:

- 2.2** PRASA must receive reduced cost of acquisition and improved service benefits resulting from the Service Provider’s economies of scale and streamlined service processes.
- 2.3** PRASA must achieve appropriate availability that meets user needs while reducing costs for both PRASA and the chosen Service Provider(s).
- 2.4** PRASA must receive proactive improvements from the Service Provider with respect to provision of Services and related processes.



- 2.5 PRASA's overall competitive advantage must be strengthened by the chosen Service Provider's leading-edge technology and service delivery systems.
- 2.6 PRASA end users must be able to rely on the chosen Service Provider's personnel for service enquiries, recommendations and substitutions.
- 2.7 PRASA must reduce costs by streamlining its acquisition of Services, including managed service processes on a Group basis.

3 KEY OBJECTIVES OF THE RFP

This RFP has been prepared for the following purposes:

- 3.1 To set out the rules of participation in the Bid process referred to in this RFP.
- 3.2 To disseminate information on the Project contemplated in this RFP.
- 3.3 To give guidance to Bidders on the preparation of their RFP Bids.
- 3.4 To gather information from Bidders that is verifiable and can be evaluated for the purposes of appointing a successful Bidder.
- 3.5 To enable PRASA to select a successful Bidder that is:
 - a) technically qualified and meet the empowerment criteria described in this RFP;
 - b) Carry all the obligations of the Contract.

3.6 SPECIAL CONDITIONS FOR TENDER

- 3.6.1 Bidders must be registered on the National Treasury's Central Supplier Database (CSD) and have their tax matters in order prior to award of business.
- 3.6.2 **Compliance with the latest circular of the gazetted labour rate for Contract cleaners, in accordance with section 6(2) of the National Minimum Wage Act, No. 9 of 2018.**

4 SCOPE OF WORK

4.1 Scope of works and areas of focus for Corridor 1C stations

4.1.1 Describe what needs to be done

- a. The appointed service provider shall be required to provide quality cleaning services for De Wildt, Garankuwa, Taillardshoop, Medunsa, Lynross and Rosslyn Stations in Northern Gauteng Region (NGR).
- b. The successful bidder is encouraged to source cleaning personnel from the communities around or adjacent to these stations as a means of contributing



to the fight against poverty, unemployment, and underdevelopment. This approach will also benefit surrounding communities through the creation of new job opportunities and may assist in preventing underlying community challenges that could negatively affect operations or service delivery.

- c. The successful bidder shall put in-charge a sound knowledgeable and experienced supervisor per shift, overseeing daily activities of the cleaning team. These personnel shall be strong in supervisory and communication skills, initiative, enthusiastic and reliable.
- d. The provision of this service shall comply with applicable and relevant Laws and Regulations that govern the cleaning sector as well as the Health and Safety Act (Act 85 of 1993) and the Railway Safety Act (Act 30 of 2024).

4.1.2 The Station Facilities and Size

The contract will entail the cleaning of various facilities within stations precincts. Bidders should take note that during the **COVID-19 National Lockdown**, many PRASA stations were severely vandalized and damaged to the extent that certain infrastructure and facilities are currently not usable for normal operations. As a result of this widespread vandalism and destruction of property, PRASA has initiated a structured recovery and rehabilitation program aimed at restoring the affected stations to their original operational condition so that they can effectively support normal rail and commuter services.

As part of this recovery program, PRASA is progressively implementing restoration, refurbishment, and infrastructure reinstatement projects at the affected stations. However, due to the extent of the damage and the time required to fully reinstate station buildings, platforms, and associated operational facilities, interim operational arrangements have been implemented to ensure that essential commuter services continue with minimal disruption.

In this regard, PRASA has introduced temporary operational measures through the deployment and utilization of **mobile units and other temporary structures** at certain stations. These mobile units are intended to provide basic operational functionality, including commuter access and limited station services, in place of the vandalized or damaged station buildings and facilities until permanent infrastructure has been fully restored and brought back into service.



The successful bidder will therefore be required, on an interim basis, to divert its cleaning and maintenance activities to these mobile units and temporary operational structures until such time that the permanent station facilities are restored and fully operational.

Furthermore, bidders should note that the below **tables reflecting station facilities and sizes provided in this document represent the stations in their normal and fully operational structural status**. Due to the current temporary operational arrangements at some locations, the actual areas requiring cleaning services may differ from those reflected in the tables until the restoration and rehabilitation program has been completed.

The Table below illustrate all the facilities available as per station in this cluster in their normal and fully operational structural status:

Station name	Classification of the Station	Patronage (Tickets) - Stations	Public Transport Interchange (Intermodal)
De Wildt	Intermediate	10 000.00	No
Garankuwa	Intermediate	4500.00	No
Taillardshoop	Intermediate	9000.00	No
Medunsa	Intermediate	3000.00	Yes
Lynross	Halt	1500.00	No
Rossllyn	Halt	4000.00	No

Table 1 Station Classification

Station name	Number of Footbridge/ Subway	Public Toilets	Ticket Office	Waiting Areas	Staff Offices/Ticket office	Cubicles	Parking area	Access control	Concourse	Entrances and Walkways	Lifts	Waste Area/Facility
De Wildt	1	4	1	2	4	1	2	0	1	0	1	
Garankuwa	1	4	1	2	4	1	1	0	1	0	1	
Taillardshoop	1	4	1	2	4	1	1	0	1	0	0	
Medunsa	1	3	1	2	4	1	1	0	1	0	1	
Lynross	1	0	0	2	0	0	1	0	1	0	0	
Rossllyn	1	5	1	2	1	1	1	0	1	0	1	
TOTAL	6	20	5	12	17	5	7	0	6	0	4	



Table 2 illustrate all the facilities at De Wildt, Garankuwa, Taillardshoop, Medunsa, Lynross, Rosslyn Stations

Station name	Platform	Footbridge/ Subway	Track Rails	Public Toilets	Ticket Office	Waiting Areas (size included in surface)	Staff Offices	Parking area	Access control	Entrances and Walkways	Waste Area/ Facility
De Wildt	5400 m ²	300m ²	3408	25 m ²	40 m ²	n/a	125 m ²	150m ²	50m ²	50m ²	50
Garankuwa	2300 m ²	240m ²	1704	40 m ²	20 m ²	n/a	15 m ²	60m ²	50m ²	50m ²	50
Taillardshoop	2200 m ²	240 m ²	1704	60 m ²	30 m ²	n/a	0	0	50m ²	50m ²	0
Medunsa	2150 m ²	240 m ²	1704	20 m ²	10 m ²	n/a	0	0	50m ²	50m ²	0
Lynross	2150 m ²	240 m ²	1704	0	0 m ²	n/a	0	0	0	0	0
Rosslyn	2200 m ²	240 m ²	1704	10 m ²	10 m ²	n/a	0	0	50	50	0
TOTAL	16400 m²	1500	11928	155m²	110 m²	n/a	140 m²	210 m²	250 m²	200 m²	100 m²

Table 3 illustrate the extent and size of the facilities at De Wildt, Garankuwa, Taillardshoop, Medunsa, Lynross, Rosslyn Stations

Station name	Basin	Toilet	Urinals	Showers	Carpeted surface	Paved Area
De Wildt	3	3	2	0	0	5400 m ²
Garankuwa	4	5	2	0	0	2300 m ²
Taillardshoop	4	6	2	0	0	2200 m ²
Medunsa	2	3	1	0	0	2150 m ²
Lynross	0	0	0	0	0	2150 m ²
Rosslyn	2	3	1	0	0	2200 m ²
TOTAL	15	20	8	0	0	16400 m²

Table 4 illustrate the extent and size of non-operational facilities at De Wildt, Garankuwa, Taillardshoop, Medunsa, Lynross, Rosslyn Stations

Site name	Veranda	Toilets	Offices	Boardroom	Kitchen	Parking area	Rooms
Rosslyn JOC	2	3	3	1	1	1	4
TOTAL	2	3	3	1	1	1	4

Table 5 illustrate all the facilities at Rosslyn Protection Services Satellite Office



Site name	Veranda 1	Veranda 2	Room 1	Room 2	Room 3	Room 4	Room 5	Room 6	Kitchen	Room 7	Boardroom	Toilet 1, 2, 3	Yard
Rosslyn JOC	8.35m ²	13.79 m ²	17.11m ²	12.12m ²	10.71m ²	5.88m ²	7.22m ²	9.09 m ²	10.28 m ²	6.90 m ²	24.18m ²	14.31m ²	1, 420.51 m ²
TOTAL	8.35m²	13.79m²	17.11m²	12.12m²	10.71m²	5.88m²	7.22m²	9.09 m²	10.28 m²	6.90 m²	24.18m²	14.31m²	1, 420.51 m²

Table 6 illustrate the extent and size of the facilities at Rosslyn Protection Services Satellite Office

Site name	Basin	Toilet Cubicles	Urinals	Showers	Carpeted surface	Paved Area
Rosslyn JOC	3	5	3	1	0	200 m ²
TOTAL	3	5	3	1	0	200 m²

Table 7 Illustrates the number of ablution facilities equipment and size of the facilities at Rosslyn Protection Services Satellite Office



Hygiene services	Supplier to supply and install the following for period of 3 years	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	None	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	None	Regularly	None
Seat sanitisers refilling	None	Regularly	None
Sanitary bins liners	Continuously	Regularly	Regularly
Sanitary bins emptying (A waste transfer/ disposal certificate must be provided, as per compliance with South African legislation)	Plastic sanitary she bins (4)	Once weekly (1)	Biweekly (4)
Sanitary bins sanitized	Continuously	Regularly	Regularly
<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	<i>None</i>	Regularly	None
Soap Dispensers refilling	Hand soap dispensers (8)	Regularly	Regularly
Toilet roll (single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant)	Continuously	Regularly	Regularly
Paper Towel Roll Holder Refilling	None	Regularly	None
Paper Towel Dispensers refilling	None	Regularly	None
Wall bins sanitizer	Wall bins (8)	Biweekly	Biweekly
Replacing & installing of broken Hygiene equipment (applicable only for commuter toilets)	N/A	N/A	As & when required

Table 8 Hygiene Equipment and Services – Corridor 1C Stations

NB:

- The supplier shall provide hygiene services for all facilities in the stations.
- ***The supplier shall provide hygiene equipment and services for De Wildt, Garankuwa, Taillardshoop and Medunsa Stations.***
- ***Contractor shall be responsible for the replacement of any hygiene equipment stolen/broken in public toilets.***

N.B: The successful Bidder will be required to submit Hygiene waste disposal certificate for every disposal throughout the duration of the contract period. This must be taken into consideration when pricing for Hygiene Services, which comprises both replenishing or refill of equipment and disposal of hygiene waste. The successful bidder will be required submit the Hygiene Waste Disposal Certificate/ Licence prior to Contracting and Award of Tender.



4.1.3 The Staffing Plan and Shift System – Corridor 1C

The total cleaning staff/personnel to be provided in this specification for Corridor 1 C is Twenty (20), comprising of Eighteen (18) Cleaners and Two (2) Supervisor the below table 9 further entails a reduced allocation of Eight (8) personnel comprising of Two (2) Supervisors and Six (6) Cleaning personnel for Public Holidays shifts:

Facility	Supervisor(s)	Cleaner	Weekday Shifts (Monday to Friday)	Public Holidays Shifts
De Wildt Station	1	4	07h00-15H00 (4)	07h00 – 13h00 (2)
Taillardshoop		4	07h00-15H00 (4)	07h00 – 13h00 (2)
Garankuwa	1	5	07h00-15H00 (3)	07h00 – 13h00 (2)
Medunsa			07h00-15H00 (2)	N/A
Lynross		5	07h00-15H00 (2)	N/A
Rosslyn			07h00-15H00 (3)	07h00 – 13h00 (2)

Table 9 The Staffing Plan and Shift System – Corridor 1C, Bidding Companies must ensure that they factor in costs for relievers as PRASA expects the successful bidder to maintain the total number of staff complement daily without failure.

N.B:

- **The supervisor/s must work maximum number of hours daily for weekdays (8 Hours)**



4.1.4 SPECIAL INSTRUCTION AND GUIDELINE FOR CALCULATING ANNUAL LABOUR RATE FOR CORRIDOR 1C STATIONS:

N.B: LABOUR RATE WILL BE BASED ON THE TOTAL LABOUR RATE PER HOUR FOR CALENDAR PERIOD OF 01 JANUARY 2027 – 31 DECEMBER 2027, THAT WILL INCLUDE WEEKDAYS AND PUBLIC HOLIDAYS AS PER OUR SCHEDULE FOR CORRIDOR 1C STATIONS (TABLE 9 ABOVE).

Labour Rate Calculation for Calendar Period for Corridor 1C Stations – 01 January 2027 – 31 December 2027	
Calendar Period for Year 1	Number of Days
Total Week/ Working Days for Calendar Period (01 January 2027 – 31 December 2027)	251
Total Saturdays for Calendar Period (01 January 2027 – 31 December 2027)	0
Total Sundays for Calendar Period(01 January 2027 – 31 December 2027)	0
Total PPH for Calendar Period (01 January 2027 – 31 December 2027)	10

Table 10 Calendar Days and Months

5 CONTRACTORS' STAFF UNIFORM TO BE USED ON SITE:

- a. Prior to commencement of work on site the Contractor must:
 - Submit a SHE File to the PRASA Risk Department for evaluation in order to acquire site access
 - Be inducted by the PRASA Risk Department before working in any PRASA site.
 - Be in possession of Personal Protective Equipment (PPE) necessary for the task to be performed on site.
 - Conform to the acceptable standards of behaviour and dress appropriately.
- b. Protective Clothing: The contractor shall provide all forms of safety and protective clothing for their personnel. It will be the responsibility of the contractor to ensure that it is worn. The clothing shall also clearly indicate the name of the cleaning contractor on it in large and clear letters so that the public/staff can clearly identify the cleaning personnel at all times. Full Personal Protective Equipment (PPE) shall be worn at all times when cleaning activities are performed and this shall include, but not be limited to, the following:
 - Safety shoes/boots



- Overalls/ Work suits
- Facemask
- Hand hygiene gloves
- Full length rubber gloves
- Protective eyewear (***face shields only when performing Horticultural activity***)
- Suitable Work suits with long pants (***when performing Horticultural activity***)
- Reflector bibs with company name and employee name tag
- Rain suits

6 SPECIFICATION FOR HAND TOOLS AND CLEANING APPLIANCES

The contractor shall submit the details of hand tools and cleaning appliances he intends to use for approval by Facilities technical department. The hand tools and cleaning appliances shall be branded and of high quality and the specification in general to be followed as below. Facilities technical department may reject the proposed tools or equipment by the contractor and direct the contractor to an item at its discretion, the contractor shall follow the technical officer's direction.

- | | |
|-------------------------------------|----------------------------------|
| a. Long Handle Brush | - recognized High Quality |
| b. Squeegee | - recognized High Quality |
| c. Microfiber cloth | - (Colour coded cleaning cloths) |
| d. Hand brush | -recognized High Quality |
| e. Dusters | -recognized High Quality |
| f. Gum remover | -recognized High Quality |
| g. 500g Industrial Mops | - recognized High Quality |
| h. Long handle feather Dusters | |
| i. Two-way cleaning buckets | |
| j. Brooms | |
| k. Step ladders | |
| l. Industrial vacuum cleaner | |
| m. Industrial Walk behind sweeper | |
| n. Industrial Walk behind scrubber | |
| o. Industrial high-pressure cleaner | |
| p. Garden hosepipe (150m) | |
| q. Leaf blower | |
| r. Lawn mower | |
| s. Wet Floor warning signage | |
| t. Dish cloth | |



- u. Extension cord
- v. Caution / Hazard / Wet Floor Sign
- w. Short handle feather dusters



- x. Janitors Cart with Heavy duty bag
- y. Brush cutters

7 LIST OF CONSUMABLES

- Ammoniated Cleaner
- Ammonia stripper / non-ammoniated stripper
- Heavy duty refuse bags
- All-purpose cleaner (for removal of lime and urine deposits on toilet bowls. Thick. Highly foaming. Extremely acidic)
- Toilet scrubber
- Anti-wax
- General degreaser
- Probiotic cleaner
- Floor emulsion polish and wax
- Disposable gloves
- Deep cleaning liquid
- Wood polish
- Window cleaner
- Dishwashing liquid
- Furniture polish
- Mutton cloth
- General disinfectant
- Paper towels
- Anti-dust sprays



- Toilet paper SABS approved(roll (single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant)
- Antimicrobial fog disinfectants solution
- Multi surface disinfectant cleaner
- 750 ml trigger bottles
- Bleach

8 SPECIFICATIONS OF THE WORK OR PRODUCTS OR SERVICES

REQUIRED DESCRIPTION OF SERVICE AND FREQUENCY

The specification provides for the provision of the following services and service frequency as a minimum contract requirement. However, the service provider may employ the best innovation and best cleaning methods which will assure the highest level of cleanliness of stations and facilities.

Table 11 Cleaning Specification with areas and frequency

Facility	Areas	Description of Service	Frequency
(Metrorail, Staff Offices and Messrooms.	<i>Floors, Carpets and Walk-off mats</i>	Sweep with dust mop sweepers	Daily
		Damp mop	Daily
		Scrub with machine and polish	Monthly
		<i>Disinfect the floor surface using registered household disinfectant compliant with South African Laws and Regulations</i>	<i>Every 3 hourly</i>
		Vacuum all carpeted floors	Daily
		Vacuum walk-off mats	Daily
		Shampoo	Every two months
		Spot cleaning	When requested and as required
		<i>Disinfect the carpet using registered household disinfectant compliant with South African Laws and Regulations</i>	<i>Weekly</i>
		Clean seats, scrub/vacuum	Monthly
	<i>Staff Toilets & Basins</i>	Empty and clean all waste receptacles	Continuously
		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
		Replace toilet paper and towel rolls	Continuously
		Replenish hand soap	Continuously
		Basins – wet wipe with hard surface cleaner	Daily
		<i>Disinfect the all toilet bowls, basins and urinals using registered household disinfectant compliant with South African Laws and Regulations</i>	<i>Every 30 minutes</i>
		Basins – remove mineral deposits	Daily



	<i>Kitchen, Boardrooms, Furniture and Lounges</i>	Wash dishes, dry and pack away	Continuously
		Empty and clean all waste receptacles	Continuously
		Clean floors, counters	Continuously
		Polish all wooden furniture	Daily
	<i>Walls, Ceilings, and Paintwork.</i>	Spot clean all low surfaces (finger marks, etc).	Daily
		Glass walls, doors and light switches	Daily
	<i>Windows and Blinds</i>	Clean wash windows	Weekly
		Blinds – remove dust and Damp wipe	Daily
	<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 Ablution Facilities	<i>Whole of Ablution block</i>	Empty and clean all waste receptacles	Continuously
		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
		Replace toilet paper and towel rolls	Continuously
		Replenish hand soap	Continuously
		Basins – wet wipe with hard surface cleaner	Daily
		<i>Disinfect the all toilet bowls, basins and urinals using registered household disinfectant compliant with South African Laws and Regulations</i>	Every 30 minutes
		Basins – remove mineral deposits	Daily
Platforms & Railway tracks	<i>Platform areas</i>	Sweep platforms	Daily
		Remove papers and other foreign objects	Continuously
		Sweep the railway tracks.	Every three months
	<i>Railway tracks. Note: Employees work under protection on tracks and only during the off-peak)</i>	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 Weeds	Weekly
Station Concourse Area (Including Walls, Ceilings and Paintwork – all around the station)	<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
		Disinfect the common surface using registered household disinfectant compliant with South African Laws and Regulations	Continuous
	<i>Station signage</i>	Spot clean Signage	Weekly
	<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</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



	<i>subways and bridges)</i>	Corridors to be swept and auto scrubbed/damp mopped as required	Daily
	<i>(High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks</i>	<i>Disinfect using registered household disinfectant compliant with South African Laws and Regulations</i>	<i>Continuous</i>
		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 Weeds	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
		<i>Disinfect the high touch surface using registered household disinfectant compliant with South African Laws and Regulations</i>	<i>Continuously</i>
		Machines clean the treads.	Monthly
Waste Collection Facility	<i>Refuse Room and Collection Area</i>	Sort the waste and isolate recyclable waste from disposal waste	Daily
		Coordinate the processes of collection of waste (disposal and recyclable) - Call the collection Company and Maintain Records	Daily and As required
		Wash refuse containers	As required
		Wash floors with chemicals.	Daily
		Disinfect all areas with recommended insecticide using registered household disinfectant compliant with South African Laws and Regulations	Weekly
Storm-water Drainage and Channels	<i>Storm-water drainage channels</i>	Storm water channels must be cleaned and cleared of dirt.	Weekly
Glass area	<i>Concourse glass roof</i>	Clean wash the glass roof	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	Weekly

Table 12 Horticulture services and frequencies

Facility	Areas	Description of Service	Frequency
Horticulture Activity	<i>The Station precinct areas</i>	Standard Tree Maintenance The feathering up / crown lifting of low hanging branches that may impede staff flow or be a public risk.	Weekly
		Clearing of dead, diseased branches that may cause a risk.	



		Prune branches away from the property line of station.	
		Clear any branch that may become a risk encroaching over any facilities within the scope range.	
		Shape any tree that may have grown into an unbalanced deformed shape.	
		Contractors will be required to do collecting (clearing, chipping) of all branches, logs and debris from any work site within the PRASA sites.	Daily
		This also to include the sweeping and raking up of all work sites and leave them in a clean and acceptable state.	
		This work of clearing branches, logs and debris will be in PRASA Rail Corridors, where tree pruning operations have been carried out.	
	<i>All Tarred and Paved surface/Platform surface around the Station precinct</i>	Weeds eradication on paved surfaces: The contractor shall ensure that all the paved and tarred area are weeded out.	Weekly
	<i>Garden</i>	Removal of weeds (or unwanted vegetation as shall be confirmed by Prasa Perway Department)	Weekly
		Trimming or pruning of plants and grass. Rehabilitation of gardens (e.g. mulching, soil loosening and related works), as and when required.	

Table 13 Hygiene services and frequencies

Facility	Areas	Description of Service	Frequency
Hygiene services	<i>Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, , Air fresheners refilling; Wall bins sanitisers.</i>	The Contractor shall ensure that the hygiene consumables are always stocked, but not limited to: <ul style="list-style-type: none"> • Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers etc. always. 	Continuously
		The Contractor shall ensure that all hygiene equipment is clean and free of obstructions.	Continuously
		The contractor shall supply and install hygiene equipment for all public ablutions	As and when required
		<i>Disinfect all surfaces by using disinfectant compliant with South African Laws and Regulations</i>	Every 30 minutes



		The Contractor shall report any broken or Malfunctioning hygiene equipment immediately and replace within 72 hours.	Weekly
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Table 14 EMU Light Cleaning at turnaround Station (Dewildt)

Facility	Areas	Description of Service	Frequency
Train light Cleaning only for Dewildt Station	EMU Interior coach	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. The trains at the station will spend between 10 – 15 minutes before a return trip commences. <i>NB: A set working schedule will be made available to the successful bidder that clearly indicates the arrival and departure time of all train sets.</i>	Daily
		Where there is blood splattered or body fluid contamination (e.g. spills of vomit or fiscal matter), or water spills those should be cleaned immediately and any contaminated surfaces cleaned and disinfected	As and when required

TABLE 15 Deep cleaning Emerging viruses' areas

Facility	Areas	Description of Service	Frequency
Emerging viruses Deep Cleaning	Facilities with Suspected/Confirmed Emerging viruses' cases.	Close off areas visited by the ill persons. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection. Cleaning staff should clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment used by the ill persons, focusing especially on frequently touched surfaces.	As and when required
		Cold/thermal fogging of the interior facilities and external surface including painted, paved, tar, tiles, maintenance areas	As and when required



9 SPECIFICATION REQUIREMENTS AND EXPECTATIONS

9.1 The Contractor shall ensure full compliance with all applicable Statutory Regulations of the industry. The following Specific Legislative Requirement will be strictly complied with when performing Cleaning, Hygiene and Horticultural services at Corridor Stations;

- The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)
- 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 (Act no 107 of 1998)
- National Railway Safety Regulator Act (30 of 2024).
- Disaster management Act (no 27/2002)
- Emerging viruses Safety Regulations

Access and Concourse areas

Requirements: Concourses within the precinct will be maintained as required below:

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

Expectations:

- a. All access areas shall be free of dirt and plastic/refuse bags
- b. No spillages on floors.
- c. No dust on floors.
- d. All wall surfaces shall be always free of dirt and spillages.



External Paved and Tarred areas

Requirements: Concourses within the precinct will be maintained as required below:

1. Regular sweeping of these areas using platform brooms and dirt picked up using metal hooded dust spans.
2. Foot paths must be kept cleaned by sweeping and picking up of dirt using platform brooms and metal hooded dust spans.
3. Storm water channels must be cleaned and free of dirt.
4. All dirt must be put in refuse bags and wheelie bins and transported to agreed refuse areas.
5. No plastic/refuse bags to be kept on the Access areas and concourses.

Expectations:

- a. Surfaces shall be always free of dirt and spillages.
- b. All areas shall be free of dust and refuse bags/plastic.

Public Ablution Facilities – Toilets (Station, Concourse and Luxury public toilets etc).

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.*

1. Public ablution facilities must be always kept in a clean and tidy condition and free of bad odour.
2. Public ablution Facilities floors to be scrubbed using an approved and environmentally sensitive detergent.
3. There shall be an inspection sheet and schedule at each ablution facility.
4. Public ablution facilities must be inspected regularly for cleanliness by the cleaning supervisor/staff and quality inspected, **on 30 minutes basis during the peak period and hourly during off-peak period**, by the cleaning supervisor of the contracted company.
5. Inspection checklist to include all defects including maintenance defects and these must be elevated to the Area/Station Manager for maintenance response. Inspection checklist shall be signed-off.
6. The ablution facilities shall be free of graffiti from all tiled and painted surfaces.
7. All public ablution facilities must be always free of dirt and litter.
8. No plastic bags to be stored in the toilet facilities.
9. **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.
10. **Soap dispensers** must be cleaned and replenished with hand soap on regular basis, under no circumstance should the soap dispenser be found empty.
11. **Moist toilet seat wipes holder** must be cleaned replenished with toilet seat wipes on regular basis, under no circumstance should the holder be found empty.
12. **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.
13. **Hand towel holder** must be cleaned and replenished with a hand towel on regular basis, under no circumstance should the hand towel holder be found empty.
14. Waste must be removed on the waste, and SHE bins at all times.
15. Mirrors must be always cleaned and spotless.
16. Condom holders must be always cleaned and spotless.

Expectations:



- a. No graffiti from all tiled and painted surfaces.
- b. Toilets shall be free of bad odour.
- c. Dispensers shall be clean and always be replenished.
- d. No waste in the bins and SHE bins.
- e. No marks or spots on mirrors.

Access Control Cubicles

Requirements: Access Control Areas will be maintained as required.

1. Floors to be scrubbed once a day using a strong surface cleaner or more often if prevailing circumstances dictate it.
2. Walls to be scrubbed down and free of dirt.
3. Remove stains and bubble gums from the floors.
4. Guard rails to be wiped clean daily with a sanitizer and must be polished.
5. No plastic bags to be stored in the Access Control Areas.

Expectations:

- a. Walls and floor surfaces shall be free of dirt.
- b. Access Controllers cubicles to be always free of litter and dirt/dust.
- c. Access control areas must be always free of dirt and litter.

Cleaning at Heights - Above 2.4m

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

NB: BIDDER TO MAKE PROVISION FOR REQUIRED EQUIPMENT, SAFETY LADDERS, HARNESES, CHERRY PICKERS, ETC IN ORDER TO CLEAN THESE WINDOWS – TAKE NOTE IN SITE INSPECTIONS OF WHAT YOU REQUIRE TO PERFORM THIS TASK

The service provider shall ensure the following:

1. Staff are fully equipped.
2. Staff trained and supervised as per legislative.
3. All applicable requirements met particularly in respect of regulations about working at heights.
4. 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.
5. Provide appropriate cleaning equipment and safety gear for the specific function.

Expectations:

- a. Windows and glass surfaces are free of dust, fingerprints, stains, smudges and markings.



Station platforms and rail track areas

Requirements: Station platforms and railway track areas within the precinct will be maintained as required below:

1. Platform surfaces to be swept and scrub and are free of dirt.
2. Scrubbing of platforms to be carried off peak, unless otherwise instructed *in writing* by the Station Manager.
3. Using of hose pipes are not allowed, contractor is to familiarize himself/herself with new water restrictions in consultation with the Facilities Department on this decision. The hosing can only be done with consultation and agreement with the Facilities Department for that instance.
4. All platforms within the station precinct must be free of dirt, litter grass and weeds always.
5. 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.
6. All tracks must be blown with a power blower regularly and the litter picked up immediately and put into refuse bags.
7. 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 contractor and the Facilities Department.

Expectations:

- a. Platform surface shall always be free of dirt, litter, grass and weeds.
- b. All tracks within the station precinct must be free of dirt, litter or any spillages.
- c. All rail tracks and platforms shall always be free of refuse bags and plastics.

Subways, stairs and all access ways

Requirements: Subways and stairs will be maintained as required below:

1. Floors to be scrubbed using a strong surface cleaner.
2. Walls to be scrubbed down and are free of dirt.
3. Stairs and floors to be swept regularly and as per arrangement and approval to use hosepipe granted as and when required.
4. Storm water channels are not blocked and are free of foreign objects.
5. Foot path (access to the station) to be always kept clean.
6. No plastic bags to be stored in the subways.

Expectations:

- a. Floors, stairways and walls shall always be free of dirt.
- b. Subways must be always free of dirt and litter.

Parking Areas

Requirements: Parking areas must always be kept free of:

1. Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, overflowing dirt bins.



Others

- a) **Basins** – wet wipe with hard surface cleaner, remove mineral deposits, fill liquid soap holders and paper hand towel dispensers when needed.
- b) **Blinds** – vertical: remove dust. Horizontal: damp wipe.
- c) **Carpets** – vacuum – high traffic and low traffic. Remove spots and stains as necessary. Interim clean as required. Restorative clean as required.
- d) **Ceilings** – dust and wipe air vents once every two months.
- e) **Chairs** – cloth: vacuum, spot clean as necessary and shampoo as required. Vinyl and leather – dust, daily and damp wipe fortnightly.
- f) **Desks** – natural, unsealed woods – dust. Sealed wood – polish. Scaled wood/glass/Formica – dust or damp wipe daily and polish weekly.
- g) **Doors** – remove finger-marks on glass and push plates daily, dust or damp wipe monthly and damp wipe door handles weekly.
- h) **Electrical Equipment** – dust daily, damp wipe weekly. Wet wipe and rinse inside surfaces of microwaves weekly or as necessary.
- i) **Mirrors** – in washrooms – wet wipe and dry daily or as necessary. Ornamental – use glass cleaner weekly.
- j) **Ovens/Stoves** – wet wipe hot plates with hard surface cleaner daily or as necessary. Use caustic aerosol spray on emulsified oven surfaces monthly.
- k) **Radiators / Aircon** – dust and damp wipe.
- l) **Refrigerators** – damp wipe top daily, damp wipe doors and sides daily.
- m) **Rubbish Bins** – empty and damp wipe daily and remove stains and disinfect weekly, or as necessary.
- n) **Shelves** – dust those that are empty weekly and damp wipe when shelves are cleared as required.
- o) **Sinks** – wet wipe as necessary daily.
- p) **Skirting** – Wet wipe with hard surface cleaner weekly and remove stains and/or marks when necessary.
- q) **Tables** – in canteens wet wipe desks daily.
- r) **Taps** – wet wipe with hard surface cleaner daily and remove mineral deposits monthly.
- s) **Telephones** – dust and damp wipe with disinfectant weekly.
- t) **Floors: Resilient**
 - i. **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.
 - ii. **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.
- u) **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.



- v) **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.
- w) **Walls/Windowsills** – Spot clean as necessary. Wet wipe and dry washable surfaces twice annually.

Expectations:

- a. All blinds must be free of dust.
- b. Carpets must always free of stain and spots.
- c. No finger marks and spots on glass doors and handles always.
- d. Rubbish bins must always be emptied and free of litter.
- e. Mirrors, Tables, Refrigerators, Skirtings must always be free of marks and stains.
- f. Walls and windowsills free of spots always.
- g. No bags of litter in any other area within the precinct, other than the allocated refuse area.
- h. All areas are always free of stains and dust/dirt.
- i. 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, weeds, overflowing dirt bins.

Horticulture services

1. The cleaning contractor shall be responsible for horticultural service around Stations in Corridor 1C.
2. Standard Street Tree Maintenance. The scope of work to be done is:
 - The feathering up / crown lifting of low hanging branches that may impede staff flow or be a public risk. Clearing of dead, diseased branches that may cause a risk.
 - Prune branches away from the property line of Station.
 - Clear any branch that may become a risk encroaching over any facilities within the scope range.
 - Shape any tree that may have grown into an unbalanced deformed shape.
 - Contractors will be required to do collecting (clearing, chipping) of all branches, logs and debris from any work site within the PRASA sites. This also to include the sweeping and raking up of all work sites and leave them in a clean and acceptable state. This work of clearing branches, logs and debris will be in a station, where tree pruning operations have been carried out.
 - Contractors will be responsible for provision of all transport for their workers / employees to all stipulated work sites.
 - Any work undertaken by the contractor that is not stipulated in the tender must in the first instance be discussed and agreed to in writing with the delegated PRASA Project Manager.
 - Weeds eradication on paved surfaces: The contractor shall ensure that all the paved and tarred area are weeded out.
3. Maintenance of gardens shall comprise of:
 - Removal of weeds (or unwanted vegetation as shall be confirmed by Prasa Perway Department),
 - Trimming or pruning of plants,
 - Rehabilitation of gardens (e.g. mulching, soil loosening and related works), as and when required.



Expectations:

- a. All dead and diseased branches and leaves are cleared and removed.
- b. All branches pruned away from property lines always.
- c. All work sites shall be free of branches, logs and leaves.
- d. Paved surfaces shall be free of weeds and protruding grass.
- e. Garden shall be well kept and maintained always.

**Hygiene services
Requirements:**

1. The Contractor shall provide a sanitary waste collection and disposal service, whereby sanitary bins are used to collect and store sanitary waste hygienically and safely.
2. All sanitary services are to be performed in line with National Environmental Waste Management Act, 59 of 2008 and the By-laws of the Tshwane Municipality in which the site is Located.
3. All bins, liners and cleaning materials/consumables must be provided by the Contractor as part of the service.
4. The bins are to be cleaned and disinfected to kill all bacteria and the bin liner needs to be replaced with each service.
5. Hygiene Dispensers must be well stocked or replenished always.

Expectations:

- a. All SHE bins emptied of sanitary waste always.
- b. All sanitary waste shall be collected discreetly and stored hygienically.
- c. All bin liners replaced per service and bins disinfected always.
- d. All Hygiene dispensers should be operational and stocked always.

GENERAL

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

1. No graffiti on all tiled surfaces and tiled walls *always*.
2. All areas are always free of litter and weeds growth (especially the platform area).
3. No bags of litter in any other area within the precinct, other than the allocated refuse area.
4. All areas are always free of stains and dust/dirt.
5. 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, weeds, overflowing dirt bins.
6. All ablution facilities are always free of bad odour.

ENTRANCES

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

1. Garbage containers are free of dirt/dust, debris and marks.
2. Floors and steps are free of dirt/dust, debris or stains. Floor finishes shine. Floors free of water or any spillage.
3. Tables, chairs and/or benches are free of dirt/dust, debris and stains.
4. All glass and mirrors are free of dirt/dust, and stains.



5. Base boards are free of dirt/dust, build-ups and marks.
6. Window coverings are free of dirt/dust, and stains.
7. Light fixtures and lenses are free of all dirt/dust.
8. Air vents are free of dust/dirt, debris and stains.
9. Walls, doors, shelving, lockers and electrical switch plates are free of dirt/dust, debris and marks.
10. Carpets are free of dirt/dust and stains.
11. All entrances are free of broken glasses.

CORRIDORS

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

1. Garbage containers are free of dirt/dust, debris and marks.
2. Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine.
3. Tables, chairs and/or benches are free of dirt/dust, debris and stains.
4. All glass and mirrors are free of dirt/dust, and stains.
5. Carpets are free of dirt/dust, and stains.
6. Base boards are free of dirt/dust, build-ups and marks.
7. Window coverings are free of dirt/dust, and stains.
8. Light fixtures and lenses are free of all dirt/dust.
9. Air vents are free of dust/dirt, debris and stains.

10 MEASUREMENT OF PERFORMANCE

The successful service provider's performance of cleaning service will be formally measured monthly according to the measurement criteria listed below:

Table 16: Measurement of Performance

AREAS	FOCUS CLEANLINESS ITEMS	MEASUREMENT
<u>PLATFORMS:</u>	Papers, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, stagnant water, dirt bags, leaking sewage, rodents, animals (dead)	<p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 1-2 hours. Visible signs of accumulated dirt).</p> <p>3 = GOOD (Few of elements present. Obvious sign that the place is cleaned).</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent).</p>



<p><u>WAITING ROOMS AND SHELTERS:</u></p>	<p>Litter and hygiene e.g. papers, peels, cans/bottles, cigarette butts, leaves, general dirt, cobwebs, dust, excrement, bad smells, water pools, plastic bags.</p>	<p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 1-2 hours. Visible signs of accumulated dirt).</p> <p>3 = GOOD (Minimum of elements present or visible sign that place is cleaned).</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent or polished).</p>
<p><u>TRACKS:</u></p>	<p>E.g. papers, peels, cans/bottles, cigarette butts, leaves, plastic bags,</p>	<p>1 = UNACCEPTABLE (Most elements present and a general sense of neglect).</p> <p>2 = POOR (Visible signs of dirt that has accumulated).</p> <p>3 = GOOD (Few of elements present/visible sign that tracks are cleaned).</p> <p>4 = EXCELLENT (No litter. Tracks are cleaned at least once per day).</p>
<p><u>TOILETS:</u></p>	<p>Papers, dust, cobwebs, peels, cans/bottles, cigarette butts, excrement on floor, bad smells, water pools, leaking sewage, rodents, animals (dead), overflowing sanitary bins.</p>	<p>1 = UNACCEPTABLE (Toilets out of order, no record that cleaners have reported the incident. Floors dirty, Toilet(s) cistern(s) dirty, Urinal(s) smelly and unclean, Wash basins smudgy and not cleaned on daily basis).</p> <p>2 = POOR (Toilets cleaned, but still visible signs of dirt, e.g. dust, cobwebs).</p> <p>3 = GOOD (Obvious sign that toilets are cleaned daily).</p> <p>4 = EXCELLENT (Extra effort is put in to ensure cleanliness, smelling fresh e.g. using detergents).</p>
<p><u>SUBWAYS AND BRIDGES:</u></p>	<p>E.g. papers, general dirt, dust, mud, water pools, peels, cans/bottles, cigarette butts, leaves,</p>	<p>1 = UNACCEPTABLE (Most elements present and a general sense of neglect and no cleaning maintenance).</p>



	<p>excrement, bad smells, plastic bags, leaking sewage, rodents, animals (dead).</p>	<p>2 = POOR (Has not been swept in the last 8-12 hours, visible signs of dirt).</p> <p>3 = GOOD (Few of elements present or visible).</p> <p>4 = EXCELLENT (No litter, extra effort was put in to make the place more attractive).</p> <p>NOTE: If papers and leaves etc. are present due to wind, this factor will be considered.</p>
<p><u>AUTHORISED VERIFICATION POINTS: ACCESS CONTROL AREAS</u></p>	<p>Litter and hygiene e.g. paper, peels, cans/bottles, cigarette butts, dust, bad smells, grime, graffiti, water pools, rodents, animals (dead), overflowing bins for defaced tickets.</p>	<p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 8-12 hours. Visible signs of dirt accumulated).</p> <p>3 = GOOD (Few of elements present or visible signs that the place is maintained).</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor washed with detergent and / or polished).</p>
<p><u>PARKING AND EXTERNAL AREA</u></p>	<p>Litter and hygiene - Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, hawkers catering food, overflowing dirt bins.</p>	<p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 8-12 hours, some elements like papers, cigarette butts, leaves, condoms, etc).</p> <p>3 = GOOD (Few of elements present, hardly any litter present).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. shaded parking, painted lines etc).</p> <p>NOTE: If any of the above elements like papers, leaves, etc. is present due to the wind / wind blowing, this factor will be considered.</p>
<p><u>FOYER – STATION FORECOURT</u></p>	<p>Litter and hygiene - Papers, peels, cans/bottles, cigarette butts, leaves, water</p>	<p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p>



<p><u>AND PARKING AREAS</u></p>	<p>pools or mud, dust, grime, graffiti, leaking sewage, rodents, animals (dead), ticket windows (clean outside), overflowing dirt bins.</p>	<p>2 = POOR (Has not been swept in the last 1-2 hours, visible signs of dirt that has accumulated).</p> <p>3 = GOOD (Minimum of elements present and obvious signs that the place is maintained).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. floor was washed with detergent or polished).</p> <p>NOTE: If any of the above elements like papers, leaves etc. is present due to the wind blowing, this factor will be considered.</p>
<p><u>HORTICULTURE ACTIVITIES</u></p>	<p>Overgrown grass, vegetation not removed, overgrown weeds, Garden maintenance overgrown trees</p>	<p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Overgrown grass, vegetation not removed, overgrown weeds, overgrown trees, Tree cut-off not removed, not swept off, and/or cleaned up debris or waste resulting from vegetation control activity).</p> <p>3 = GOOD (Few of elements present, hardly any overgrown grass /weeds/trees).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. (Tree pruned, No overgrown grass /weeds, No debris /tree cut off and disposed from site)</p> <p>NOTE: If any of the above elements like leaves, etc. is present due to the wind / wind blowing, this factor will be considered.</p>



<p><u>HYGIENE SERVICES</u></p>	<p>Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers</p>	<p>1 = UNACCEPTABLE (Most or ALL the dispensers empty and not stocked or replenished, and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Failure to provide Hygiene services in line with the specified frequency will be deemed as a non-compliance)</p> <p>3 = GOOD (Majority or 90% of Hygiene dispensers are stocked and replenished, and are in working condition)</p> <p>4 = EXCELLENT (ALL or 100% of Hygiene dispensers are stocked and replenished, and are in working condition)</p> <p>NOTE: If the sanitary disposal certificate is not submitted the sanitary service claims will not be processed.</p>
<p><u>TRAIN SET LIGHT CLEANING</u></p>	<p>Removal of all visible dirt from floors, seats and windowsills: All papers, tins, dust, bottles, sand, cigarettes butts, sweet papers, peanut shells, bubble gum on floors</p>	<p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last train trip, visible signs of dirt that has accumulated).</p> <p>3 = GOOD (Few of elements present and obvious signs that the Train sets is maintained).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the Train look more attractive)</p> <p>NOTE: If any of the above elements like mud, water etc. is present due to the rain, the factor will be considered.</p>



<p><u>DISINFECTANT SERVICE</u></p>	<p>Disinfect frequently touched surfaces, Disinfect contaminated surface, Disinfect common areas, Disinfect floor surface, Disinfect Ablutions, Disinfect carpeted area, Disinfect Electronics surface, Fogging activity, checklist.</p>	<p>1 = UNACCEPTABLE – Response time of between 12 - 24 Hours 2 = POOR – Response time of between 6 - 12 Hours 3 = GOOD – Response time of between 3 – 6 Hours 4 = EXCELLENT – Response time of between 1 – 3 Hours (Disinfectants service is being performed timeously in line with the EMERGING VIRUSES disinfection checklist and extra effort is applied into ensuring the frequency at which it is performed.)</p>
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11 SPECIAL CONDITIONS OF CONTRACT

- a. This shall be a **performance-based contract** and shall be for a term of 3 years (or 36 months) commencing from the date of signature of agreement.
- b. The performance of the contractor **shall be evaluated and assessed on month-to-month basis** and may be terminated on the ground of poor performance and/or non-responsiveness.
- c. Either party may terminate the Contract by giving the other party a 30-day calendar month written termination notice.
- d. The Contractor shall undertake to provide and use **Totally Degradable Plastic Refuse Bags (TDP)** for daily refuse collection.
- e. The Contractor shall undertake to provide and use environmentally friendly (SABS approved) products/detergents/material as required by PRASA.
- f. The monthly report must at least include the following: consumable stock-count report; staff attendance report; equipment breakdowns; and rectification report, schedules and duties performed, quality control report, staff turnover, customer complaints / compliments, staff disciplinary issues, as well as action plans to rectify any deficiencies.
 - The format of the report should be discussed and agreed upon with the Soft Service Manager. The service provider should provide relevant information in a clear and legible format.
- g. The Contractor shall be responsible for the efficient performance of the Contract and for the good conduct of his/her employees whenever they carry out cleaning



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works at the station.



- i) The Contractor shall always maintain contracted number of cleaners to properly fulfil his/her obligation under this Contract, unless agreed upon by PRASA and the contractor to adjust the number of cleaning staff.
- j) The Contractor's employees shall always be supervised by a supervisor(s) employed for this purpose by the Contractor.
- k) The Contractor shall provide clean and tidy uniform: for all his/her employees. The uniform must be worn by all employees who are engaged to carry out the works under this Contract.
- l) The Contractor employees cleaning PRASA Station under this Contract shall be identifiable with appropriate Company's badge and access card displayed all the time with the following information on it;
 - The photo of the employee
 - The Name of the Employee
 - The position he or she occupies
 - The Name of the Cleaning Company
 - The Number of the Site Access operating under
 - The Name of the Station of deployment.
- m) PRASA reserves the rights to monitor time and attendance of the Contractor's employees as well as to give working instruction directly to the Contractor's employees if in the opinion of PRASA this is necessary. This will be done through a dedicated Contract Owner/End-User.
- n) The Contract shall put in-charge a sound knowledgeable and experienced Supervisor, in charge of daily operations of cleaning team. These personnel shall be strong in supervisory and communication skill, initiative, enthusiastic and reliable. The Supervisor may be required to perform duties outside normal working hours and be reachable all the time.
- o) All Cleaners should be trained to be observant, keen, alert, efficient, willing and pleasant. On job work observation must be performed by Supervisor on an ongoing basis to ensure that cleaners perform the duties and responsibilities consistently above expectation.
- p) The Contractor ***shall perform cyclic or ad-hoc deep cleaning*** of the station and the facilities to enhance the level of cleanliness.



- q) The Contractor shall provide all necessary machinery, tools and materials for the proper execution of the work. Such machinery and materials shall be of a high standard and suitable for use in the station environment.
- All electrical and non-electrically operated equipment should be SABS approved.
 - The Contractor shall supply its own cleaning equipment and chemicals at their own cost.
 - The Contractor shall maintain and ensure availability of Material Safety Data Sheets (MSDS) of all chemicals.
 - All cleaning material approved by the client shall be always available for execution of work.
 - PRASA shall ensure availability of supply point for water supply and electricity, in the event where the water supply is disrupted or PRASA runs out of water the service provider needs to provide alternative means to get water to ensure all facilities are kept clean.
 - All safety precautions stipulated by the client shall be strictly adhered to.

11.1 DEFAULT

11.1.4 If the Contractor:

Repeatedly fails to execute the service in accordance with this contract, and PRASA has issued notices of default/breach calling upon the Contractor to rectify such breach within seven (7) days of the notice, subject to the following limits:

11.1.4.1.1 Year 1: A maximum of three (3) notices;

11.1.4.1.2 Year 2 and Year 3: One (1) notice per year;

11.1.4.1.3 Then PRASA shall be entitled to terminate the contract by giving the Contractor thirty (30) days' written notice of termination. The contract shall automatically terminate at the end of the notice period, and the Contractor shall be required to vacate all PRASA premises without delay.

12 INSPECTION AND REJECTION

All services performed under this Contract shall be subject, before payment, to inspection by PRASA delegated Contract Owner/End-User who may withhold payment when in his/her opinion any services have not been performed in accordance with the requirement of the Contract.



13 SAFETY AND HOUSEKEEPING

- PRASA 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, and the following should be strictly complied with.
- Within fourteen (14) days of accepting the appointment; the Contractor ***shall submit a Health Safety File for review, approval, and obtain site access prior to commencement of work.*** Failure to comply with this requirement within the stipulated timeframe may result in withdrawal of appointment and the second bidder considered. Only when approval is granted shall the Contractor be granted access to the site for the duration of the contract. *Please refer to the attached Contractor Safety File Checklist, the contractor shall maintain a copy of the approved safety file per site/ station.*
- Good safety and housekeeping practices shall be entrenched in working methods and practices.
- Compliance with Environmental, Health and Safety Regulations as well as any such regulation prescribed by PRASA. It is the Contractor's responsibility to know and understand them properly.
- Regular and routine or ad-hoc inspections of compliance with safety and housekeeping shall be undertaken and all necessary corrective actions immediately implemented.

14 MAINTENANCE OF RECORDS AND REPORTING

- The **CONTRACTOR** shall ensure that ***proper records of equipment, consumables, toilet paper consumption; inspection lists and staff attendance registers are maintained.*** These records must be in the station/ticket office and made available on request.
- The **CONTRACTOR** shall ***produce monthly reports*** indicating the daily resource deployment for the month, ad-hoc costs, and costs depicting the monthly contract fee, consumable allocation per facility with costing, walk-about findings, non-conformances and all actions taken.



- **Continual improvement**: This contract encourages the analysis of operations, to identify deficiencies, to introduce new technologies and provide proposals. This is the primary reason why proper record keeping and monthly reporting is prescribed in this contract.
- **Control Documents**: Control documents shall be placed at the Station Office to confirm that all activities have been carried out as per specifications. These documents are to be signed by the Contractors' cleaning staff daily and must accompany the payment invoice each month. This is to enable the Project Manager to determine the details of the cost drivers for this critical function at stations.
- The Contractor shall also provide the Station Office with documentation indicating the daily activities, i.e. starting, tea, lunch and finishing time, of the cleaning staff.
- Checking or inspection schedules to be always signed and placed in the cleaner's room.
- The Contractor shall comply strictly with requirements for the Cleaning of the Railway Tracks between platforms at each station. The tracks and railway operating tunnel shall only be cleaned during the off-peak operating period during weekdays. This requirement will not apply to weekends and public holidays. The track cleaning shall be done **UNDER PROTECTION** and with approved Health and Safety Plan.

15 RATES OF WAGES AND PAYMENT OF WAGES

- a. The minimum wages considered for the purpose of this tender shall be as per the latest updated notification/ circular issued by Department of Labour.
- b. The contractor shall pay the staff and labour as per this notification/ circular. However, if the new notification/ circular is issued by the concerned authorities for revision of minimum wages during the currency or before finalization of the contract, the contractor shall be bound to implement the same immediately.
- c. ***PRASA as a State-Owned Enterprise has an obligation to uphold the laws and regulations as stated by Government. PRASA's Facilities Department reserve the right to audit the wages of contractor cleaning staff to verify that the contractor is complying with the Labour rates as and when it deems necessary to do so.***



15.1 LABOUR LAW & OBLIGATION OF CONTRACTOR

In dealing with labour and employees, the Contractor shall comply fully with all laws and statutory regulations pertaining to engagement and payment. Some of the obligations of the contractor are as below for the guidance of contractor.

- a. Payment of wages must not be later than the 3rd or the 18th of every month, and wages must be paid through the bank only. Confirmation of payments may be submitted to PRASA by the contractor and verified by PRASA in compliance with the Minimum wages Act.
- b. Providing First Aid facilities to contract workers at work sites.
- c. Maintaining Register of workers employed and shall ensure that all the workers sign on/off daily in PRASA stations without failure.
- d. Issuing employment cards to contract workers.
- e. Providing all personal protection equipment at its own cost.
- f. Training of employees on MSDS of chemicals and all Safety procedures (refer to the Safety Checklist below).



16 SAFETY CHECK 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 issues to PRASA Departments or Head Office for evaluation before a site access is issued.

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 applicable and as defined in the 2014 Construction Regulations)		
4	Valid Letter of Good Standing		
	Employee List and Certified Copies of their Identity		



#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
5	Documents (RSA Citizens) or Passports and Work Permits for foreign Nationals. Employee register to include home address; Contact Numbers; Residential Address; Name of Next of kin with Contacts		
6	Approved Organizational Structure		
7	Approved S/HE Policy		
8	Approved S/HE Plan		
9	Risk Assessments for the projects as per project scope, approved by the Risk Assessor. These should cover any prevalent communicable diseases at the time.		
10	Proof of medical fitness of employees who will be working on the project, from an Occupational Health Practitioner not a General Practitioner (Provide completed Annexure 3 of the Construction Regulations).		
11	All applicable Statutory Appointments e.g. First Aider, SHE Officer, etc.		



#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
	(Signed by the appointer and accepted by appointee's, include CV's and competency certificates)		
12	Tool inspections Checklists and Register		
13	PPE Matrix and Issue Records		
14	Safe Working Procedures or Method Statements for the scope of work and the following: <ul style="list-style-type: none"> - Waste management protocols - Incident reporting procedures - Emergency procedures - Protocols for reporting any prevalent communicable diseases 		
15	Toolbox Talks Templates and contractor's induction material		
16	Equipment Maintenance (Calibrations, Safe Working load certificates, etc). if applicable		
17	Chemicals substances list and Safety Data Sheets (SDSs) for chemicals to be used (14-point format). Include Proof of training on SDSs if applicable.		



#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
18	Excavation plan (when applicable)		
19	Fall Protection plan, including scaffolding plan (when applicable)		
20	Declaration of Sub-contractors (when applicable)		
21	Proof of Third-Party Liability Cover (Not older than 1 year)		
22	Conclusion / Statement of Compliance		

Note:

- Hard copy of the file must be submitted to PRASA’s Risk Department.
- This document should be used as the standard guideline and all contractors should comply with this guideline.
- It is the responsibility of PRASA Risk to ensure that all required documents are on file prior to approval.
- It is the responsibility of the End-user Department that is overseeing the whole contract process to ensure that:
 - A Safety File is implemented at the site where the contractor works,
 - **No contractor’s duties are to commence without this file being approved.**
 - The scope of work is discussed with the risk department. This is to ensure that all special details and requirements are addressed when compiling this file.
- The approved file will be kept at the Site office over the duration of the Contract.
- For record keeping after the end of project, the file must be handed over to the Project Manager.



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- This file should always be readily available.



The contractor must implement a SHE-working file where all records generated during the project will be filed. This file must always be available on site. The file will include, SHE Related records, Records of communication with the Client (PRASA), toolbox talks, Inspections, Risk Assessments, etc.

- The Risk Department, PRASA Management and/or any Representatives has the right to:
 - Request for the file at any given time.
 - Inspect the contractor documents at any given time.
 - Stop the work if he or she finds it necessary or is convinced that Safety, Health, and Environment is compromised.

17 NON-COMPLIANCE TO SPECIFICATION (SPECIAL CONDITION)

Penalty for poor quality of work shall be imposed subject to non-compliances of the contractor. The decision regarding Penalty & Imposing Penalty shall be of **PRASA**. This is in addition to the proportional amount to be deducted for non-completion or not carrying out the work.

- a. If a Team Leader or Supervisor, cleaning staff are, found absent or short, a deduction at the rate equivalent to **daily wage per employee shall be implemented.**
- b. If during inspection, the workers are not found in uniform, a penalty of **R 200.00** per employee per day will be imposed.
- c. If during inspection, the workers are not found in proper PPE (Personnel Protective Equipment) a penalty up to **R 200.00** per employee per day shall be imposed.
- d. In the case of unavailability of proper chemicals for described usage, a penalty of up to **R1 000.00** per day shall be imposed.
- e. In case of unavailability of Hygiene services and disposal for described usage, a penalty of up to **R 1 000.00** per day shall be imposed.
- f. In the case of unavailability or use of improper hand tools and equipment e.g. mops, duster, sweeper scrubber, carpet deep cleaning machine, leave blower and vacuum cleaner etc. a penalty of **R 1 000.00** per incident per day shall be imposed.
- g. In the case where the contractor at the prescribed site does not do disposal of



- cleaning waste, a penalty of **R 1 000.00** per incident shall be imposed.
- h. In the case where the contractor has not performed cleaning at the prescribed site, a penalty of **R 3 000.00** per incident shall be imposed.
 - i. In the case where contractor's employees embark on a strike, a penalty of **R 3 000.00 per Station** shall be imposed.
 - j. In the case of unavailability of consumables, e.g. Toilet paper, Room Freshener, Liquid Hand Wash etc. a penalty of **R 500.00** per incident shall be imposed.
 - k. In the case where the toilet(s) are found smelling bad, not spot cleaned, no signed inspection checklist and toilets are dirty, a penalty of **R 1 000.00** per incident shall be imposed.
 - l. In the case the removal of vegetation and/or tree pruning not done by the contractor as per the prescribed schedule, a penalty of **R 2 000.00** per incident shall be imposed.
 - m. In the case where weeds **removal is** not done by the Contractor at the prescribed site, a penalty of **R 1 000.00** per incident shall be imposed.
 - n. In the case **deep cleaning services are** not done as per the specification, a penalty of **R 1 000.00** per incident shall be imposed.
 - o. If during inspection the toilet attendant is not at his/her post a penalty of **R 1 000.00** shall be imposed
 - p. In the case where **emerging virus disinfectant services** are not done as per specification, a penalty of **R 2 000.00** per incident shall be imposed.
 - q. If during inspection the toilet monitoring checklist is not filled or not available a penalty of **R 200.00** shall be imposed.

18.1. CONTRACTOR NON-COMPLIANCES

- a. All contractor non-compliances shall result in penalties.
- b. All non-compliances amount shall be deducted in the invoice of the non-compliances period.
- c. The contractor shall always ensure compliance to PRASA's cleaning specification, failure to comply will result in non-compliances penalties.
- d. The *Contractor* shall: - ensure that all cleaning equipment used in the provision of the *Service* are in good working condition with no parts missing; inspect the cleaning equipment to ensure compliance with this responsibility;



repair or replace all cleaning equipment to the extent required to comply with the responsibilities stipulated in this Agreement.

- No incident of failure to comply with this responsibility and/or Service Level may be determined during the period of this contract.
- e. The *Contractor* shall, at its own cost acquire, maintain, replace and/or replenish all cleaning equipment required to provide the Service.
- No incident of failure to comply with this responsibility may be determined during the period of this contract.
- f. Failure to deep clean office chairs, couches and carpets shall result in noncompliance.
- g. Failure to deep clean toilets and showers shall result in non-compliance.

18 EVALUATION METHODOLOGY

The evaluation of Bids will be based on the information contained in Bids received in RFP and, which may be further supplemented by presentations and clarification information provided, if required. All Bids shall be equally evaluated by various committees involved in the evaluation process in accordance with stated Evaluation Criteria. Procurement integrity and fairness, transparency, competitiveness and full accountability will at all times be paramount.

18.1 EVALUATION AND SCORING METHODOLOGY

The evaluation of the Bids by the evaluation committees will be conducted at various levels. The following levels will be applied in the evaluation:

LEVEL	DESCRIPTION
Verify completeness	The Bid is checked for completeness and whether all required documentation, certificates; verify completeness warranties and other Bid requirements and formalities have been complied with. Incomplete Bids may be disqualified.
Verify compliance	The Bids are checked to verify that the essential RFP requirements have been met. Non-compliant Bids may be disqualified.
Detailed Technical Evaluation	Detailed analysis of Bids to determine whether the Bidder is capable of delivering the Project in terms of business and technical requirements. The minimum threshold for technical evaluation is [70%], any bidder who fails to meet the minimum requirement will be disqualified and not proceed with the evaluation of Price and Specific Goals.
Specific Goals	Evaluate Specific Goals
Price Evaluation	Bidders will be evaluated on price offered.
Scoring	Scoring of Bids using the Evaluation Criteria.
Recommendation	Report formulation and recommendation of Preferred and Reserved Bidders



Approval	Approval and notification of the final Bidder.
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18.2 EVALUATION CRITERIA

Interested bidders for this project shall be evaluated in terms of their business credentials, financial standing, empowerment, technical capacity and experience. The evaluation committee shall use the following Evaluation Criteria depicted in Table 1 for the selection of the preferred bidder.

EVALUATION CRITERIA	WEIGHTING
Stage 1 – Compliance	
Stage 1A	Mandatory Requirements
Stage 1B	Other Mandatory Requirements
Stage 2	
Technical/Functional Requirements	Threshold of 70%
Stage 3	
Price	80
Specific Goals	20
TOTAL	100

Details of the stages outlined in table 1 above are presented in the following sections.



19 STAGE 1: COMPLIANCE REQUIREMENTS

Stage 1A – Mandatory Requirements - (To be submitted in envelope 1)

If you do not submit/meet the following mandatory documents/requirements, your bid will be automatically disqualified.

Only bidders who comply with stage 1A will be evaluated further.

NO.	DESCRIPTION OF REQUIREMENT	TICK
a)	Completed Price Schedule/Bill of Quantities and Bid/Tender Form C (Bidders must ensure that they only include this financial documents / information in Envelope 2)	
b)	Joint Venture, Consortium Agreement or Partnering Agreement / Subcontract Agreement signed by all parties (If applicable). The agreement should indicate the leading bidder where applicable.	
c)	Bidders to fill and sign the Closing/ Submission register on submission of tender documents.	

Stage 1B – Other Mandatory Requirements - (To be submitted in envelope 1)

If you do not submit the following mandatory documents/requirements, PRASA may request the bidder to submit the information within three (3) working days. Should this information not be provided, your bid proposal will be disqualified.

Only bidders who comply with stage 1B will be evaluated further.

NO.	DESCRIPTION OF REQUIREMENT	TICK
a)	Letter of Good Standing: COIDA	
b)	Supply of valid SARS Pin	
c)	CSD supplier registration number	
d)	Completion of ALL RFP documentation (includes ALL)	



STAGE 2: TECHNICAL / FUNCTIONALITY REQUIREMENTS - (To be submitted in envelope 1)

Interested bidders shall then be evaluated on functionality after meeting all compliance requirements outlined above. The minimum threshold for the technical/functionality requirements is **70%** as per the standard Evaluation Criteria presented in Table above. Bidders who score below this minimum requirement shall not be considered for further evaluation in stage 3.

Details of the technical / functional requirements are presented in Table below:

ITEM	CRITERIA	WEIGHT
1.	COMPANY'S TRACK RECORD	35
2.	COMPETENCY AND EXPERIENCE OF KEY PERSONNEL	35
3.	FINANCIAL CAPABILITY	30
	TOTAL	100

Technical Evaluation Criteria



FUNCTIONAL EVALUATION CRITERIA

Details of the scoring methodology presented above are outlined in Table 4 below

CRITERIA	SUB-CRITERIA	SCORES	WEIGHT
1. COMPANY'S TRACK RECORD	Bidders should indicate the experience of previously completed and ongoing Projects within the Cleaning or Cleaning and Hygiene or Cleaning and Horticultural/Gardening sector for the past 15 years (i.e. 2011 to date) . Only projects with a minimum contract value of R 150,000.00 and a minimum contract duration of Three (3) months will be accepted as previous experience.	Bidder(s) will score: 5 points = if Bidder submitted Five (5) sets of signed Appointment Letters/Contracts/Purchase Orders accompanied by Five (5) signed Reference Letters or Five (5) signed Testimonials or Five (5) signed Completion Certificates for either one of the required services	35



	<p>Evidence required:</p> <p>The bidders are to submit the following documents:</p> <ul style="list-style-type: none"> • Provide Appointment Letter/Contract/Purchase Order for each project. <p>AND</p> <ul style="list-style-type: none"> • Provide a Reference Letter or Testimonial or Completion certificate relating to the above appointment Letter/Contract/Purchase Order provided. The Reference Letter to indicate the following: company name, contact person and confirmation that work was completed OR ongoing. <p>NB – One of the provided documents must indicate value of the contract. Points will be awarded only if both documents are submitted.</p> <p>NOTE – PRASA reserves the right to verify the legitimacy of the documents submitted by the bidder(s) to claim points.</p>	<p>(i.e. Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening services).</p> <p>4 points = if Bidder submitted Four (4) sets of signed Appointment letters/Contracts/Purchase Orders accompanied by a Four (4) signed Reference Letters or Four (4) signed Testimonials or Four (4) signed Completion Certificates for either one of the required services (i.e. Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening services).</p> <p>3 points = if Bidder submitted Three (3) sets of signed Appointment letters/Contracts/Purchase Orders accompanied by a Three (3) signed Reference Letters or Three (3) signed Testimonials or Three (3) signed Completion Certificates for either one of the required services (i.e. Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening services).</p>	
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		<p>2 points = if Bidder submitted Two (2) sets of signed Appointment letters/Contracts/Purchase Orders accompanied by a Two (2) signed Reference Letters or Two (2) signed Testimonials or Two (2) signed Completion Certificates for either one of the required services (i.e. Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening services).</p> <p>1 point = if Bidder submitted One (1) set of signed Appointment letter/Contract/Purchase Order accompanied by a signed Reference Letter or signed Testimonial or signed Completion Certificate for either one of the required services (i.e. Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening services).</p> <p>0 point = Incomplete submission or No submission or not applicable to the project or the required services or invalid or irrelevant documents (Cleaning or Cleaning and Hygiene or</p>	
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		Cleaning and Horticulture/Gardening Services)	
<p>2. COMPETENCY AND EXPERIENCE OF KEY PERSONNEL (X2)</p> <p>Experience of Key personnel (Supervisors). The Cleaning or Horticulture or Hygiene experience of the supervisors must clearly be reflected on the CV. Bidders must provide comprehensive CV's that clearly outlines work experience, qualifications, and contactable references.</p>	<p>2.1. Minimum qualifications required are Matric Certificate/ NQF Level 4 or any other higher qualifications (Certified copies not older than six months)</p> <p>2.2. The number of CV's submitted should be based on Two (2) Supervisors required for Corridor 1C as per the scope. Experience of each supervisor in the Cleaning or Horticulture or Hygiene sector to be clearly specified in the CV, if not stated the bidder will lose points for that particular supervisor, as the experience of the Two (2) supervisors will be averaged according to the years of experience.</p> <p>N.B – Submitting less than two (2) supervisor CVs for Corridor 1C will be equivalent to incomplete submission, bidder(s) will be awarded zero (0) points.</p>	<p>Bidder(s) will score:</p> <p>5 points = if Supervisors average Years of Experience is Five (5) years and above with CV's and qualifications attached with contactable references.</p> <p>4 points = if Supervisors average Years of Experience is Four (4) years but less than Five (5) years with CV's and qualifications attached with contactable references.</p> <p>3 points = if Supervisors average Years of Experience is Three (3) years but less than Four (4) years with CV's and qualifications attached with contactable references.</p> <p>2 points = if Supervisors average Years of Experience is Two (2) years but less than Three (3) years with CV's and qualifications attached with contactable references.</p> <p>1 point = if Supervisors average Years of Experience is One (1) year but less than Two (2) years with CV's and qualifications attached with contactable references.</p>	<p>35</p>



		0 point = Incomplete submission or No submission or irrelevant submission not applicable to the project or the required services	
<p>3. FINANCIAL CAPABILITY</p> <p>The operating cash flow ratio measures a company's short-term liquidity. Use the formula below:</p> <p>Operating cash flow ratio = Net Cash flow from Operations/Current liabilities.</p> <p>Bidders should submit a complete set of recent financial statements for the company.</p> <p>JVs must submit financial statements for all members of the JV.</p>	<p>Recent year's set of financial statements: latest financial year period.</p> <p>Financials prepared and signed by an Independent Registered Accounting Professional and signed by the Company Director.</p> <p>Incomplete Financial Statements will not be considered.</p> <p>JVs must submit financial statements for all members of the JV.</p>	<p>5 points = Operating Cash Flow Ratio $X > 1.5$</p> <p>4 points = Operating Cash Flows Ratio $1.0 > X \leq 1.5$</p> <p>3 points = Operating Cash Flow Ratio $0.5 > X \leq 1.0$</p> <p>2 points = Operating Cash Flow Ratio $0 > X \leq 0.5$</p> <p>1 point = Operating Cash Flow Ratio $X \leq 0$</p> <p>0 point = No Submission/ Financial Statement are not signed by Registered Professional Accountant and Director/ Incomplete Financial Statements/ Non-compliant Financial Statement</p>	<p>30</p>



STAGE 3: PRICING AND SPECIFIC GOALS - (To be submitted in envelope 2)

Bidders should provide their price proposal in envelope 2, which should include Form C (Financial Offer) and also provide proof of Specific Goals.

The following formula, shall be used by the Bid Evaluation Committee to allocate scores to the interested bidders :

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	100

FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

POINTS AWARDED FOR PRICE

THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender



POINTS AWARDED FOR SPECIFIC GOALS

- 3.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 3.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system).

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Black Youth Owned	5	
Black Women Owned	5	
Black Companies operating in rural, underdeveloped, and local communities in Garankuwa/ Kgabalatsane / Rosslyn/ Soshanguve/ Itsoseng(Mabopane)/ Mmakawu	10	

Table 26 Tenderer/ Bidder Claimed Points



The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Ownership Level	Evidence required for claiming specific goals
Black Women Owned	5	100% black women owned	Certified Valid BBB-EE Certificate / Original or Certified Sworn-Affidavit for EME & QSE/ Certified copies of ID Documents of the Owners For JVs/Trust Deed/Consortiums: Certified Valid Consolidated BBB-EE Certificate for JVs/Consortiums.
	4	80% – 99% black women owned	
	3	70% – 79% black women owned	
	2	60% – 69% black women owned	
	1	51% – 59% black women owned	
	0	0 – 50% black women owned	
Black Youth Owned	5	100% black youth	Certified Valid BBB-EE Certificate / Original or Certified Sworn-Affidavit for EME & QSE/ Certified copies of ID Documents of the Owners For JVs/Trust Deed/Consortiums: Certified Valid Consolidated BBB-EE Certificate for JVs/Consortiums.
	4	80% – 99% black youth	
	3	70% – 79% black youth	
	2	60% – 69% black youth	
	1	51% – 59% black youth	
	0	0 – 50% black youth	
	10	Bidders who provided the necessary proof of	Proof of residence – Municipality rates

Black Companies operating in rural, underdeveloped, and local communities in Garankuwa/ Kgabalatsane / Rosslyn/ Soshanguve/ Itsoseng(Mabopane)/ Mmakawu		operational address/ proof of residence	certificate/Eskom bill/Letter from councilor or Letter from Tribal Office(Induna/Chief) confirming residential address not older than 3 months/Lease agreement signed by all parties.
	0	Bidders who DID NOT provide the necessary proof of operational address/ proof of residence	
TOTAL	20		

20 SPLITTING OF AWARDS

PRASA reserves the right to split the award of this bid to more than one service provider

21 APPOINTMENTS OTHER THAN THE SUCCESSFUL BIDDER

21.1 PRASA may appoint a bidder other than the successful bidder under the following instances:

- (i) When a successful bidder, after having been informed of the acceptance of its Bid, fails to sign a contract within a prescribe period of time e.g. 14 (fourteen) days after being called upon to do so;
- (ii) When a successful bidder has failed to provide the necessary security, bonds or guarantees within the time required to do so by PRASA;
- (iii) When a successful bidder fails to meet a condition precedent for the award of business (e.g. to obtain the necessary funding or safety file within 14 days of acceptance of award); and
- (iv) When final contract negotiations with a preferred bidder fails and a contract is not agreed upon.

21.2 PRASA will only award a bid to a bidder other than the highest scoring bidder provided that the bid is still within the bid validity period.

21.3 Only if the second ranked bidder is also unable/unwilling, PRASA may proceed to the third ranked bidder.

22 VALIDITY PERIOD

This RFP shall be valid for *[90 working days]* calculated from Bid closing date.

23 POST TENDER NEGOTIATION (IF APPLICABLE)

PRASA reserves the right to conduct post tender negotiations with a shortlist of Bidder(s). The shortlist could comprise of one or more Bidders. Should PRASA conduct post tender negotiations,

Bidders will be requested to provide their best and final offers to PRASA based on such negotiations. A final evaluation will be conducted in terms of 80/20.

24 FINAL CONTRACT AWARD

PRASA will negotiate the final terms and conditions of the contract with the successful Bidder(s). This may include aspects such as Enterprise Development and Supplier Development, the B-BBEE Improvement Plan, price and delivery. Thereafter the final contract will be awarded to the successful Bidder(s).

25 FAIRNESS AND TRANSPARENCY

PRASA views fairness and transparency during the RFP Process as an absolute on which PRASA will not compromise. PRASA will ensure that all members of evaluation committees declare any conflicting or undue interest in the process and provide confidentiality undertakings to PRASA. The evaluation process will be tightly monitored and controlled by PRASA to assure integrity and transparency throughout, with all processes and decisions taken being approved and auditable.

SECTION 3

PRICING AND DELIVERY SCHEDULE

Bidders are required to complete the Pricing Schedule/ BOQ **Annexure 4** and Bid Form C (Volume 2 /Envelope 2)

1 PRICING

- 1.1. Prices must be quoted in South African Rand, inclusive of all applicable taxes.
- 1.2. Price offer is firm and clearly indicate the basis thereof.
- 1.3. Pricing Bill of Quantity is completed in line with issued schedule / BOQ
- 1.4. Cost breakdown must be indicated.
- 1.5. Price escalation basis and formula must be indicated where applicable
- 1.6. To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule / BOQ and not utilise a different format. Deviation from this pricing schedule would result in a bid being declared non-responsive.
- 1.7. Please note that should you have offered a discounted price(s), PRASA will only consider such price discount(s) in the final evaluation stage on an unconditional basis.
- 1.8. Bidders are to note that if price offered by the highest scoring bidder is not market related, PRASA may not award the contract to the Bidder. PRASA may:
 - 1.8.1. negotiate a market-related price with the Bidder scoring the highest points or cancel the RFP;
 - 1.8.2. if that Bidder does not agree to a market-related price, negotiate a market-related price with the Bidder scoring the second highest points or cancel the RFP; and

- 1.8.3. if the Bidder scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the Bidder scoring the third highest points or cancel the RFP.
- 1.8.4. If a market-related price is not agreed with the Bidder scoring the third highest points, PRASA must cancel the RFP.

2 DISCLOSURE OF PRICES QUOTED

Bidders are to note that, on award of business, PRASA is required to publish the tendered prices and preferences claimed of the successful and unsuccessful Bidders inter alia on the National Treasury e-Tender Publication Portal, (www.etenders.gov.za), [the other medium used to advertise the bid i.e CIDB](#) as required per National Treasury Instruction Note 09 of 2022/2023.

3 OWNERSHIP OF DESIGN

- 4.1. The plans and design developed and to be provided by PRASA shall at all times remain the property of PRASA.

4 SERVICE LEVELS

- 5.1. An experienced national account representative(s) is required to work with PRASA's procurement department. [No sales representatives are needed for individual department or locations]. Additionally, there shall be a minimal number of people, fully informed and accountable for this agreement.
- 5.2. PRASA will have quarterly reviews with the Service provider's account representative on an on-going basis.
- 5.3. PRASA reserves the right to request that any member of the Service Provider's team involved on the PRASA account be replaced if deemed not to be adding value for PRASA.
- 5.4. The Service provider guarantees that it will achieve a 100% [hundred per cent] service level on the following measures:
- a) Random checks on compliance with quality/quantity/specifications
 - b) On time delivery.
- 5.5. The Service provider must provide a telephone number for customer service calls.
- 5.6. Failure of the Service provider to comply with stated service level requirements will give PRASA the right to cancel the contract in whole, without penalty to PRASA, giving 30 [thirty] calendar days' notice to the Service provider of its intention to do so.

Acceptance of Service Levels:

YES	
------------	--

5 TOTAL COST OF OWNERSHIP (TCO)

- 6.1. PRASA will strive to procure goods, services and works which contribute to its mission. In order to achieve this, PRASA must be committed to working with suppliers who share its goals of continuous improvement in service, quality and reduction of Total Cost of Ownership (TCO).
- 6.2. Bidders shall indicate whether they would be committed, for the duration of any contract which may be awarded through this RFP process, to participate with PRASA in its continuous improvement initiatives to reduce the total cost of ownership [TCO], which will reduce the overall cost of transportation services and related logistics provided by PRASA’s operating divisions within South Africa to the ultimate benefit of all end-users.

6 FINANCIAL STABILITY

Bidders are required to submit their latest financial statements prepared and signed off by a professional accountant for the following year-end (2024/2025 or 2025/2026) with their Proposal in order to enable PRASA to establish financial stability.

SIGNED at _____ on this _____ day of _____ 20.....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF BIDDER’S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

7 VALIDITY OF RETURNABLE DOCUMENTS

The successful Bidder will be required to ensure the validity of all returnable documents, including but not limited to its Tax Clearance Certificate and valid B-BBEE Verification Certificate, for the duration of any contract emanating from this RFP. Should the Bidder be awarded the contract [the Agreement] and fail to present PRASA with such renewals as and when they become due, PRASA shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, to terminate such Agreement forthwith without any liability and without prejudice to any claims which PRASA may have for damages against the Bidder.

SIGNED at _____ on this ____ day of _____ 20.....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF BIDDER'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

8 CERTIFICATE OF ACQUAINTANCE WITH RFP TERMS & CONDITIONS & APPLICABLE DOCUMENTS

By signing this certificate the Bidder is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with, and agrees with all the conditions governing this RFP, including those contained in any printed form stated to form part hereof, including but not limited to the documents stated below and PRASA will recognise no claim for relief based on an allegation that the Bidder overlooked any such condition or failed properly to take it into account for the purpose of calculating tendered prices or any other purpose:

1. PRASA's General Bid Conditions*

2. Standard RFP Terms and Conditions for the supply of Goods or Services or Works to PRASA

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by PRASA's Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from the Standard terms or conditions could result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid to which they intend to respond, before submitting the bid. The Bidder agrees that he/she will have no claim based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if this Certificate of Acquaintance with RFP documents included in the RFP as a returnable document, is found not to be true and complete in every respect.

SIGNED at _____ on this _____ day of _____ 20.....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

SIGNATURE OF BIDDER'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

9 GENERAL CONDITIONS

10.1 ALTERNATIVE BIDS

Bidders may submit alternative Bid only if a main Bid, strictly in accordance with all the requirements of the RFP is also submitted. The alternative Bid is submitted with the main Bid together with a schedule that compares the requirements of the RFP with the alternative requirements the Bidders proposes. Bidders must note that in submitting an alternative Bid they accept that PRASA may accept or reject the alternative Bid and shall be evaluated in accordance with the criteria stipulated in this RFP.

10.2 PRASA'S TENDER FORMS

Bidders must sign and complete the PRASA's Bid Forms and attach all the required documents. Failure by Bidders to adhere to this requirement may lead to their disqualification.

10.3 PRECEDENT

In case of any conflict with this RFP and Bidders response, this RFP and its briefing notes shall take precedence.

10.4 RESPONSE TO RFP-CONFIDENTIALITY

Response to RFPs must clearly indicate whether any information conveyed to or requested from PRASA is confidential or should be treated confidentially by PRASA. In the absence of any such clear indication in writing from a response to RFP, PRASA shall deem the response to RFP to have waived any right to confidentiality and treat such information as public in nature.

Where a Bidder at any stage during the RFP Process indicates to PRASA that information or any response to RFP requested from PRASA is or should be treated confidentially, PRASA shall treat such information or response to RFP confidentially, unless PRASA believes that to ensure the transparency and competitiveness of the RFP Process the content of the information or response to RFP should be conveyed to all Bidders, in which event it shall apply the following process:

- PRASA shall confirm with the Bidder whether the raising of confidentiality applies to the entire response to the RFP or only specific elements or sections of the response;
- Where confidentiality is maintained by the Bidder and PRASA is of the opinion that the information or response to RFP if made publicly available would affect the commercial interests of the Bidder or is commercially sensitive information, PRASA shall not release such information to other

Bidders if providing such information or response to the RFP would prejudice the competitiveness and transparency of the RFP Process;

- Where PRASA is of the opinion that information provided is not commercially sensitive or would have no impact on the commercial interests of the relevant Bidder if released and fairness and transparency requires that such information be released to all Bidders, PRASA may:
 - i. inform the relevant Bidder of the necessity to release such information and/or response to RFP and request the Bidder to consent to the release thereof by PRASA; or
 - ii. obtain legal advice regarding the confidentiality of the relevant information and/or response to RFP and the legal ability of PRASA to release such information; or
 - iii. refrain from releasing the information and/or response to RFP, in which event PRASA shall not take account of the contents of such information in the evaluation of the relevant response to RFP.

The above procedures regarding confidentiality shall not apply to any information which is already public knowledge or available in the public domain or in the hands of PRASA or is required to be disclosed by any legal or regulatory requirements or order of any competent court, tribunal or forum.

10.5 RESPONSE TO THE RFP – RFP DISQUALIFICATION

Responses to RFP which do not comply with the RFP requirements, formalities, terms and conditions may be disqualified by PRASA from further participation in the RFP Process.

In particular (but without prejudice to the generality of the foregoing) PRASA may disqualify, at its sole discretion and without prejudice to any other remedy it may have, a Bidder where the Bidder, or any of its consortium members, subcontractors or advisors have committed any act of misrepresentation, bad faith or dishonest conduct in any of its dealings with or information provided to PRASA.

10.6 CORRUPTION, GIFTS AND PAYMENTS

Neither the Bidders to RFPs, its equity members, the sub-contractors, consortium members nor any of their agents, lenders or advisors shall directly or indirectly offer or give to any person in the employment of PRASA or any other Government official or any of the Advisory Team any gift or consideration of any kind as an inducement or reward for appointing a particular Bidder, or for showing or omitting to show favour or disfavour to any of the Bidders, its equity members or the sub-contractors in relation to the Project.

In the event that any of the prohibited practices contemplated under the above paragraph is committed, PRASA shall be entitled to terminate any Response to RFP's status and to prohibit such Response to RFP, its equity members, its SPV members, its Sub Contractors and their agents, lenders and advisors from participating in any further part of the procurement of the Project.

10.7 INSURANCE

Unless specifically provided for in this RFP or draft contracts, Bidders will be required to submit with their Bid for services professional indemnity insurance and works insurance to an extent (if any) if insurance provided by PRASA may not be for the full cover required in terms of the relevant category listed in this RFP. The Bidder is advised to seek qualified advice regarding insurance.

10.8 NO CONTACT POLICY

Bidders may only contact the bid administrator of PRASA as per the terms of the Communication Structure established by this RFP, except in the case of pre-existing commercial relationships, in which case contact may be maintained only with respect thereto and, in making such contact, no party may make reference to the Project or this RFP.

10.9 CONFLICT OF INTEREST

No Bidder member, subcontractor or advisor of the response to RFP may be a member of or in any other way participate or be involved, either directly or indirectly in more than one response to RFP or response to RFP during any stage of the Project procurement process, but excluding specialist suppliers of systems and equipment, non-core service providers or financial or commercial institutions whose role is limited purely to lending money or advancing credit to the response to RFP. Bidders are to sign the declaration of interest form. In order to prevent the conflict or potential conflict of interest between Lenders and Bidders to RFP, no advisors or the Contractor/s or Consortium/s to any response to RFP, consortium member or subcontractor may fulfil the role of arranger, underwriter and/or lead bank to the response to RFP. PRASA may disqualify the response to RFP from further participation in the event of a failure to comply with this provision. PRASA views the potential conflict of interest so great as to warrant the reduction of competition for advisory services.

10.10 BIDDER'S DECLARATION REGARDING PEP/PIP

PRASA requires bidders to disclose if they have Politically Exposed Persons ("PEP")¹ or Prominent Influential Persons ("PIP")² and related individuals in their organisation and/or beneficial owners / shareholders who are PEP/PIP.

PRASA reserves the right not to enter into a business relationship with such person, official or entity, provided there are objective factors that justify the conclusion of such business relationship, and the decision is based on achieving the best interest of PRASA.³

10.10.1 Is the bidder a PEP/PIP? **YES/NO**

10.10.2 Does the bidder have an existing relationship with a PEP/PIP? **YES/NO**

¹Both foreign and domestic politically exposed person as specified in Schedule 3A and 3B of the Financial Intelligence Centre Act No. 38 of 2001 as amended. (refer to Annexure 2 of the PRASA Code of Conduct for dealing with Politically Exposed Persons, Prominent Influential Persons and Related Parties).

²As reflected in Schedule 3C of the Financial Intelligence Centre Act No.38 of 2001 (refer to Annexure 2.1.2 of the PRASA Code of Conduct for dealing with Politically Exposed Persons, Prominent Influential Persons and Related Parties).

³Clause 4.5 of the PRASA Code of Conduct for dealing with Politically Exposed Persons, Prominent Influential Persons and Related Parties.

10.10.3 Where a relationship with a PEP/PIP exists, the bidder is required to furnish particulars of the nature of the exposure, term of the office and description of activities relating to exposure, in table below.

Name of PEP/PIP & Nature of Exposure/Influence	Term of the office	Description of activities relating to Exposure/Influence

10.10.4 Declaration:

I/We the undersigned _____
(Name) hereby certify that the PEP/PIP information furnished in this bid document is true and correct. We further certify that we understand that where it is found that we have made a false declaration or statement in this bid, PRASA may disqualify our bid or terminate a contract we may have with PRASA where we are successful in this tender.

Signature

Date

Position

Name of bidder

10.11 COLLUSION AND CORRUPTION

Any Bidder shall, without prejudice to any other remedy available to PRASA, be disqualified, where the response to RFP –

- communicates to a person other than persons nominated by PRASA a material part of its response to RFP; or
- Enters into any Contract or arrangement with any other person or entity that it shall refrain from submitting a response to RFP to this RFP or as to any material part of its Response to RFP to this RFP (refer the prohibition contained in Section 4(1)(b)(iii) of the Competition Act 89 of 1998).
The Bidders represents that the Bidder has not, directly or indirectly, entered into any agreement, arrangement or understanding or any such like for the purpose of, with the intention to, enter into collusive Bidding or with reasonable appreciation that, collusive any agreement,

arrangement or understanding or any such like may result in or have the effect of collusive Bidding. The Bidder undertakes that in the process of the Bid but prior to PRASA awarding the Bid to a preferred bidder become involved in or be aware of or do or caused to be done any agreement, arrangement or understanding or any such like for the purpose of or which may result in or have the effect of a collusive Bid, the Bidder will notify PRASA of such any agreement, arrangement or understanding or any such like.; or

- offers or agrees to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done, or causing, or having caused to be done any act or omission in relation to the RFP Process or any proposed response to RFP (provided nothing contained in this paragraph shall prevent a response to RFP from paying any market-related commission or bonus to its employees or contractors within the agreed terms of their employment or contract).

10.2 CONSORTIUM CHANGES

If exceptional circumstances should arise in which a after the submission to the bid and after closing date of submission of bids, there is change in the composition of the Bidder, either through substitution or omission of any member of the Bidder:

- The Response to RFP must notify PRASA in writing of the proposed changes supported by complete details of the material reasons for the changes, the parties impacted by the changes and the impact on the response to RFP.
- PRASA shall evaluate the reasons advanced by the Bidder for the requested changes to the Bidder structure and where PRASA is not satisfied that the reasons advanced are reasonable or material, refuse to accept the change and disqualify the response to RFP, or notify the Bidder in writing of its non-acceptance of the changes and require the Bidder to propose a suitable alternative to PRASA within 10 (TEN) days of its receipt of the decision of PRASA, upon receipt of which PRASA shall -
 - i. Evaluate the alternative proposed for suitability to PRASA, and where the alternative is accepted by PRASA, inform the Bidder in writing of such acceptance and PRASA shall reassess the response to RFP against the RFP requirements and criteria; or
 - ii. Where the alternative is not accepted by PRASA, inform the Bidder in writing of such non-acceptance as well as its disqualification from the RFP Process.
 - iii. Where PRASA is satisfied that the changes requested under (i) above are reasonable and material, the response to RFP, shall be allowed to effect the required changes and PRASA shall reassess the response to RFP against the RFP requirements and criteria.

10.3 COSTS OF RESPONSE TO THE RFP SUBMISSION

All costs and expenses associated with or incurred by the Bidder in relation to any stage of the Project, shall be borne by the Bidder. PRASA shall not be liable for any such costs or expenses or any claim for reimbursement of such costs or expenses.

To avoid doubt, PRASA shall not be liable for any samples submitted by the Bidder in support of their Responses to RFP and reserves the right not to return to them such samples and to dispose of them at its discretion.

10.4 RESPONSE TO THE RFP WARRANTY

Bidders must provide a warranty as part of their Responses to RFP that their Responses to RFP are true and correct in all respects, that it does not contain a misrepresentation of any kind and that the taxes of all members of the Bidder company, consortium members and or subcontractors are in order and none of the members are undergoing corruption or any criminal-related investigations or have any past convictions for fraud or corruption.

10 CONDITIONS OF TENDER

General

- | | | |
|--|---|--|
| Actions | 1 | PRASA's <i>Representative</i> and each <i>tenderer</i> submitting a tender shall act as stated in these Conditions of Tender and in a manner which is fair, equitable, transparent, competitive and cost-effective. |
| Interpretation | 2 | Terms shown in <i>italics</i> vary for each tender. The details of each term for this tender are identified in the Request for Tender / Scope of work/ specification. Terms shown in capital initials are defined terms in the appropriate conditions of contract. |
| | 3 | Any additional or amended requirements in the Scope of work/ specification, and additional requirements given in the Schedules in the <i>tender returnables</i> are deemed to be part of these Conditions of Tender. |
| | 4 | The Conditions of Tender and the Scope of work/ specification shall form part of any contract arising from this invitation to tender. |
| Communication | 5 | Each communication between PRASA and a <i>tenderer</i> shall be to or from PRASA's <i>Representative</i> only, and in a form that can be read, copied and recorded. Communication shall be in the English language. PRASA takes no responsibility for non-receipt of communications from or by a <i>tenderer</i> . |
| PRASA's rights to accept or reject any tender | 6 | PRASA may accept or reject any variation, deviation, tender, or alternative tender, and may cancel the tender process and reject all tenders at any time prior to the formation of a contract. PRASA or PRASA's <i>Representative</i> will not accept or incur any liability to a <i>tenderer</i> for such cancellation and rejection, but will give reasons for the action. PRASA reserves the right to accept the whole or any part of any tender. |
| | 7 | After the cancellation of the tender process or the rejection of all tenders PRASA may abandon the proposed work and services, have it performed in any other manner, or re-issue a similar invitation to tender at any time. |

Tenderer's obligations

The *tenderer* shall comply with the following obligations when submitting a tender and shall:

- | | | |
|---|----|---|
| Eligibility | 1 | Submit a tender only if the <i>tenderer</i> complies with the criteria stated in the Scope of work/ specification. |
| Cost of tendering | 2 | Accept that PRASA will not compensate the <i>tenderer</i> for any costs incurred in the preparation and submission of a tender. |
| Check documents | 3 | Check the <i>tender documents</i> on receipt, including pages within them, and notify PRASA's <i>Representative</i> of any discrepancy or omissions in writing. |
| Copyright of documents | 4 | Use and copy the documents provided by PRASA only for the purpose of preparing and submitting a tender in response to this invitation. |
| Standardised specifications and other publications | 5 | Obtain, as necessary for submitting a tender, copies of the latest revision of standardised specifications and other publications, which are not attached but which are incorporated into the <i>tender documents</i> by reference. |
| Acknowledge receipt | 6 | Preferably complete the Receipt of invitation to submit a tender form attached to the Letter of Invitation and return it within five days of receipt of the invitation. |
| | 7 | Acknowledge receipt of Addenda / Tender Briefing Notes to the <i>tender documents</i> , which PRASA's <i>Representative</i> may issue, and if necessary apply for an extension to the <i>deadline for tender submission</i> , in order to take the Addenda into account. |
| Site visit and / or clarification meeting | 8 | Attend a site visit and/or clarification meeting at which <i>tenderers</i> may familiarise themselves with the proposed work, services or supply, location, etc. and raise questions, if provided for in the Scope of work/ specification. Details of the meeting are stated in the RFP document, <i>i-tender</i> website and CIDB website. |
| Seek clarification | 9 | Request clarification of the <i>tender documents</i> , if necessary, by notifying PRASA's <i>Representative</i> earlier than the <i>closing time for clarification of queries</i> . |
| Insurance | 10 | Be informed of the risk that needs to be covered by insurance policy. The <i>tenderer</i> is advised to seek qualified advice regarding insurance. |

- Pricing the tender**
- 11 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except VAT), and other levies payable by the successful *tenderer*. Such duties, taxes and levies are those applicable 14 days prior to the *deadline for tender submission*.
- 12 Show Value Added Tax (VAT) payable by PRASA separately as an addition to the tendered total of the prices.
- 13 Provide rates and prices that are fixed for the duration of the contract and not subject to adjustment except as provided for in the *conditions of contract*.
- 14 State the rates and Prices in South African Rand unless instructed otherwise as an additional condition in the Scope of work/ specification. The selected *conditions of contract* may provide for part payment in other currencies.
- Alterations to documents**
- 15 Not make any alterations or an addition to the tender documents, except to comply with instructions issued by PRASA's *Representative* or if necessary to correct errors made by the *tenderer*. All such alterations shall be initialled by all signatories to the tender. Corrections may not be made using correction fluid, correction tape or the like.
- Alternative tenders**
- 16 Submit alternative tenders only if a main tender, strictly in accordance with all the requirements of the *tender documents* is also submitted. The alternative tender is submitted with the main tender together with a schedule that compares the requirements of the *tender documents* with the alternative requirements the *tenderer* proposes.
- 17 Accept that an alternative tender may be based only on the criteria stated in the Scope of work/ specification and as acceptable to PRASA.
- Submitting a tender**
- 18 Submit a tender for providing the whole of the works, services or supply identified in the Contract Data unless stated otherwise as an additional condition in the Scope of work/ specification.
- NOTE:**
- 19 **Return the completed and signed PRASA Tender Forms and SBD forms provided with the tender. Failure to submit all the required documentation will lead to disqualification**
- 20 **Submit the tender as an original plus an electronic version which should be contained in USB clearly marked in the Bidders name as stated in the RFP and provide an English translation for**

documentation submitted in a language other than English. Tenders may not be written in pencil but must be completed in ink.

- 21 Sign and initial the original and all copies of the tender where indicated. PRASA will hold the signatory duly authorised and liable on behalf of the *tenderer*.
- 22 Seal the original and each copy of the tender as separate packages marking the packages as "ORIGINAL" and "COPY". Each package shall state on the outside PRASA's address and invitation to tender number stated in the Scope of work/ specification, **as well as the tenderer's name and contact address**. Where the tender is based on a two envelop system tenderers should further indicate in the package whether the document is **envelope / box 1 or 2**.
- 23 Seal original and copies together in an outer package that states on the outside only PRASA's address and invitation to tender number as stated in the Scope of work/ specification. The outer package should be marked "CONFIDENTIAL"
- 24 Accept that PRASA will not assume any responsibility for the misplacement or premature opening of the tender if the outer package is not sealed and marked as stated.

Note:

PRASA prefers not to receive tenders by post, and takes no responsibility for delays in the postal system or in transit within or between PRASA offices.

PRASA prefers not to receive tenders by fax, PRASA takes no responsibility for difficulties in transmission caused by line or equipment faults.

Where tenders are sent via courier, PRASA takes no responsibility for tenders delivered to any other site than the tender office.

PRASA employees are not permitted to deposit a tender into the PRASA tender box on behalf of a tenderer, except those lodged by post or courier.

- Closing time**
- 25 Ensure that PRASA has received the tender at the stated address with the Scope of work / specification no later than the *deadline for tender submission*. Proof of posting will not be taken by PRASA as proof of delivery. PRASA will not accept a tender submitted telephonically, by

Fax, E-mail or by telegraph unless stated otherwise in the Scope of work/ specification.

- 26 Accept that, if PRASA extends the *deadline for tender submission* for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.
- Tender validity**
- 27 Hold the tender(s) valid for acceptance by PRASA at any time within the *validity period* after the *deadline for tender submission*.
- 28 Extend the *validity period* for a specified additional period if PRASA requests the *tenderer* to extend it. A *tenderer* agreeing to the request will not be required or permitted to modify a tender, except to the extent PRASA may allow for the effects of inflation over the additional period.
- Clarification of tender after submission**
- 29 Provide clarification of a tender in response to a request to do so from PRASA's *Representative* during the evaluation of tenders. This may include providing a breakdown of rates or Prices. No change in the total of the Prices or substance of the tender is sought, offered, or permitted except as required by PRASA's *Representative* to confirm the correction of arithmetical errors discovered in the evaluation of tenders. The total of the Prices stated by the *tenderer* as corrected by PRASA's *Representative* with the concurrence of the *tenderer*, shall be binding upon the *tenderer*
- Submit bonds, policies etc.**
- 30 If instructed by PRASA's *Representative* (before the formation of a contract), submit for PRASA's acceptance, the bonds, guarantees, policies and certificates of insurance required to be provided by the successful *tenderer* in terms of the *conditions of contract*.
- 31 Undertake to check the final draft of the contract provided by PRASA's *Representative*, and sign the Form of Agreement all within the time required.
- 32 Where an agent on behalf of a principal submits a tender, an authenticated copy of the authority to act as an agent should be submitted with the tender.
- Fulfil BEE requirements**
- 33 Comply with PRASA's requirements regarding BBBEE Suppliers.

PRASA'S UNDERTAKINGS

PRASA, and PRASA's *Representative*, shall:

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| Respond to clarification | 1 | Respond to a request for clarification received earlier than the <i>closing time for clarification of queries</i> . The response is notified to all <i>tenderers</i> . |
| Issue Addenda | 2 | If necessary, issue to each <i>tenderer</i> from time to time during the period from the date of the Letter of Invitation until the <i>closing time for clarification of queries</i> , Addenda that may amend, amplify, or add to the <i>tender documents</i> . If a <i>tenderer</i> applies for an extension to the <i>deadline for tender submission</i> , in order to take Addenda into account in preparing a tender, PRASA may grant such an extension and PRASA's <i>Representative</i> shall notify the extension to all <i>tenderers</i> . |
| Return late tenders | 3 | Return tenders received after the <i>deadline for tender submission</i> unopened to the <i>tenderer</i> submitting a late tender. Tenders will be deemed late if they are not in the designated tender box at the date and time stipulated as the deadline for tender submission. |
| Non-disclosure | 4 | Not disclose to <i>tenderers</i> , or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tenders and recommendations for the award of a contract. |
| Grounds for rejection | 5 | Consider rejecting a tender if there is any effort by a <i>tenderer</i> to influence the processing of tenders or contract award. |
| Disqualification | 6 | Instantly disqualify a <i>tenderer</i> (and his tender) if it is established that the <i>tenderer</i> offered an inducement to any person with a view to influencing the placing of a contract arising from this invitation to tender. |
| Test for responsiveness | 7 | Determine before detailed evaluation, whether each tender properly received <ul style="list-style-type: none"> • meets the requirements of these Conditions of Tender, • has been properly signed, and • is responsive to the requirements of the <i>tender documents</i>. |
| | 8 | Judge a responsive tender as one which conforms to all the terms, conditions, and specifications of the <i>tender documents</i> without material deviation or qualification. A material deviation or qualification is one which, in PRASA 's opinion would <ul style="list-style-type: none"> • detrimentally affect the scope, quality, or performance of the works, services or supply identified in the Contract Data, |

- change PRASA's or the *tenderer's* risks and responsibilities under the contract, or
 - affect the competitive position of other *tenderers* presenting responsive tenders, if it were to be rectified.
- Non-responsive tenders** 10 Reject a non-responsive tender, and not allow it to be subsequently made responsive by correction or withdrawal of the non-conforming deviation or reservation.
- Arithmetical errors** 11 Check responsive tenders for arithmetical errors, correcting them as follows:
- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
 - If a bill of quantities applies and there is a discrepancy between the rate and the line item total, resulting from multiplying the rate by the quantity, the rate as quoted shall govern. Where there is an obviously gross misplacement of the decimal point in the rate, the line item total as quoted shall govern, and the rate will be corrected.
 - Where there is an error in the total of the Prices, either as a result of other corrections required by this checking process or in the *tenderer's* addition of prices, the total of the Price offer will remain.
- Evaluating the tender** 12 Evaluate responsive tenders in accordance with the procedure stated in the RFP / Scope of work/ specification. The evaluated tender price will be disclosed only to the relevant PRASA tender committee and will not be disclosed to *tenderers* or any other person.
- Clarification of a tender** 13 Obtain from a *tenderer* clarification of any matter in the tender which may not be clear or could give rise to ambiguity in a contract arising from this tender if the matter were not to be clarified.
- Acceptance of tender** 14 Notify PRASA's acceptance to the successful *tenderer* before the expiry of the *validity period*, or agreed additional period. Providing the notice of acceptance does not contain any qualifying statements, it will constitute the formation of a contract between PRASA and the successful *tenderer*.
- Notice to unsuccessful tenderers** 15 After the successful *tenderer* has acknowledged PRASA's notice of acceptance, notify other *tenderers* that their tenders have not been accepted, following PRASA's current procedures.

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| Prepare contract documents | 16 | <p>Revise the contract documents issued by PRASA as part of the <i>tender documents</i> to take account of:</p> <ul style="list-style-type: none"> • Addenda issued during the tender period; • inclusion of some of the <i>tender returnables</i>; and • other revisions agreed between PRASA and the successful <i>tenderer</i>, before the issue of PRASA's notice of acceptance (of the tender). |
| Issue final contract | 17 | <p>Issue the final contract documents to the successful <i>tenderer</i> for acceptance within one week of the date of PRASA's notice of acceptance.</p> |
| Sign Form of Agreement | 18 | <p>Arrange for authorised signatories of both parties to complete and sign the original and one copy of the Form of Agreement within two weeks of the date of PRASA's notice of acceptance of the tender. If either party requires the signatories to initial every page of the contract documents, the signatories for the other party shall comply with the request.</p> |
| Provide copies of the contracts | 19 | <p>Provide to the successful <i>tenderer</i> the number of copies stated in the Scope of work/ specification of the signed copy of the contracts within three weeks of the date of PRASA's acceptance of the tender.</p> |