



prasa
PASSENGER RAIL AGENCY
OF SOUTH AFRICA

REQUEST FOR QUOTATION (RFQ)

RFQ NUMBER: WCR02/2023

**REQUEST FOR QUOTATION (RFQ) FOR THE *APPOINTMENT OF SERVICE PROVIDER FOR THE*
PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION
FOR A PERIOD OF 8 MONTHS - (CLUSTER 2 AND CLUSTER 5 IN THE SOUTHERN LINE**

SECTION 1: SBD1

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF PASSENGER RAIL AGENCY (PRASA)

BID NUMBER:	WCR02/2023	CLOSING DATE:	14 April 2023	CLOSING TIME:	12:00 PM
DESCRIPTION	APPOINTMENT OF SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD OF 8 MONTHS - (CLUSTER 2 AND CLUSTER 5 IN THE SOUTHERN LINE)				

BID RESPONSE DOCUMENTS SHALL BE ADDRESSED AS FOLLOWS:

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS):

1st Floor Tower Block Building

Cape Town Station

8001

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO

CONTACT PERSON	SIYASANGA NYWEBEBA
TELEPHONE NUMBER	021 449 6430
E-MAIL ADDRESS	Siyasanga.Nyweba@prasa.com

SUPPLIER INFORMATION

NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA.....

2.1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	2.2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO

IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B: TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER**
- 1.3. **PRESCRIBED IN THE BID DOCUMENT.**
- 1.4. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID NVALID.



SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE:

NB:

- *Quotation(s) must be addressed to PRASA before the closing date and time shown above.*
- *PRASA General Conditions of Purchase shall apply.*

SECTION 2

NOTICE TO BIDDERS

1. RESPONSES TO RFQ

Responses to this RFQ [Quotations] must not include documents or reference relating to any other quotation or proposal. Any additional conditions must be embodied in an accompanying letter.

Proposals must reach the PRASA before the closing hour on the date shown on SBD1 above, and must be enclosed in a sealed envelope.

2 COMMUNICATION

Respondent/s are warned that a response will be liable for disqualification should any attempt be made either directly or indirectly to canvass any SCM Officer(s) or PRASA employee in respect of this RFQ between the closing date and the date of the award of the business.

3 BIDDERS COMPLAINTS PROCESS

3.1 Bidders are advised utilize this email address (SCM.Complaints@prasa.co.za) for lodging of complains to PRASA in relation to this bid process. The following minimum information about the bidder must be included in the complaint:

3.1.1 Bid/Tender Description

3.1.2 Bid/Tender Reference Number

3.1.3 Closing date of Bid/Tender

3.1.4 Supplier Name;

3.1.5 Supplier Contact details

3.1.6 The detailed compliant

4 LEGAL COMPLIANCE

The successful Respondent shall be in full and complete compliance with any and all applicable national and local laws and regulations.

5 CHANGES TO QUOTATIONS

Changes by the Respondent to its submission will not be considered after the closing date and time.

6 PRICING

All prices must be quoted in South African Rand on a fixed price basis, including all applicable taxes.

7 BINDING OFFER

Any Quotation furnished pursuant to this Request shall be deemed to be an offer. Any exceptions to this statement must be clearly and specifically indicated.

8 DISCLAIMERS

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

- Modify the RFQ's goods / service(s) and request Respondents to re-bid on any changes;
- Reject any Quotation which does not conform to instructions and specifications which are detailed herein;
- Reject Quotations submitted after the stated submission deadline or at the incorrect venue ;

Should a contract be awarded on the strength of information furnished by the Respondent, which after conclusion of the contract, is proved to have been incorrect, PRASA reserves the right to cancel the contract.

PRASA reserves the right to award business to the highest scoring bidder/s unless objective criteria justify the award to another Respondent.

Should the preferred fail to sign or commence with the contract within a reasonable period after being requested to do so, PRASA reserves the right to award the business to the next highest ranked Respondent provided that he/she is still prepared to provide the required goods at the quoted price.

9 LEGAL REVIEW

Proposed contractual terms and conditions submitted by a Respondent will be subjected to review and acceptance or rejection by PRASA's Legal Counsel, prior to consideration for an award of business.

10 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Respondents 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. PRASA is required to ensure that price quotations are invited and accepted from prospective bidders listed on the CSD. Business may not be awarded to a

respondent who has failed to register on the CSD. 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/>.

11 PROTECTION OF PERSONAL DATA

In responding to this bid, PRASA acknowledges that it may obtain and have access to personal data of the Respondents. PRASA agrees that it shall only process the information disclosed by Respondents 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 Respondents or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Respondents. Similarly, PRASA requires Respondents to process any personal information disclosed by PRASA in the bidding process in the same manner.

12 EVALUATION METHODOLOGY

PRASA will utilise the following criteria [not necessarily in this order] in choosing a Supplier/Service Provider, if so required:

EVALUATION CRITERIA	WEIGHTING
Stage 1 – Compliance	
Stage 1A	Mandatory Compliance Requirements
Stage 1B	Non-Mandatory Compliance Requirements
Stage 2	
Technical/Functional Requirements	Threshold of 65%
Stage 3	
Price	80
Specific Goals	20
TOTAL	100

13 ADMINISTRATIVE RESPONSIVENESS

The test for administrative responsiveness will include completeness of response and whether all returnable and/or required documents, certificates; verify completeness of warranties and other bid requirements and formalities have been complied with. Incomplete Bids will be disqualified.

14 VALIDITY PERIOD

14.1 PRASA requires a validity period of **60 Working Days** from the closing date.

14.2 Respondents are to note that they may be requested to extend the validity period of their response, on the same terms and conditions, if the internal processes are not finalized within the validity

period. However, once the delegated authority has approved the process the validity of the successful respondent(s)' bid will be deemed to remain valid until finalization of the award.),

15 PUBLICATION OF INFORMATION ON THE NATIONAL TREASURY E-TENDER PORTAL

Respondents are to note that, bid awards, amendments and cancellations will be published on the e-tender portal and or media used to advertise the bid. For the award of business, PRASA is required to publish the prices and preferences claimed of the successful and unsuccessful Respondents *inter alia* on the National Treasury e-Tender Publication Portal, (www.etenders.gov.za), on CIDB website for construction related RFQ's. (*Where applicable*).

16 RETURNABLE DOCUMENTS

Returnable Documents means all the documents, Sections and Annexures, as listed in the tables below. There are three types of returnable documents as indicated below and Respondents are urged to ensure that these documents are returned with the quotation based on the consequences of non-submission as indicated below:

16 .1. Mandatory Returnable Documents

Failure to provide Mandatory Returnable Documents at the Closing Date and time of this RFQ will result in a Respondent's disqualification. Respondents are therefore urged to ensure that all documents are returned with their Quotations.

17 BRIEFING SESSION (DELETE IF NOT APPLICABLE)

A Compulsory **RFQ** briefing session **will be held on the 05th April 2023, at 11:00 for a period of an hour at Dieprivier Station, Main Road Site** The briefing session will start punctually at 11h00, and information will not be repeated for the benefit of Respondents joining late

SECTION 3

1 EVALUATION CRITERIA:

Bidders are to comply with the following requirements and failure to comply may lead to disqualification.

Stage 1A – Mandatory Compliance Requirements

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

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

No.	Description of requirement	
	Price Schedule and Pricing form (Section 4) must be included in Volume2/Envelope 2	
a)	To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule and not utilize a different format. Deviation from this pricing schedule will result in a bid being declared non-responsive.	
b)	Completion of ALL RFQ documentation (includes ALL declarations, SBD documents/forms and Commissioner of Oath, with original signatures required)	
c)	Joint Venture / Consortium agreement / Trust Deed/ 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 (if applicable)) All parties to sign the JV document or intention Document.	
d)	Attendance certificate of compulsory briefing session/ Proof of attending the briefing.	
e)	Bidders to fill and sign the closing / submission register on submission of the tender documents, failure to comply will result into disqualification	

Stage 1B – Non-Mandatory Compliance Requirements

If you do not submit/meet the following mandatory documents/requirements, PRASA may request the bidder to submit the information within five (5) 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	
a)	Proof of Company Registration, Certificate of Incorporation or CK1.	
b)	Copies of Directors' ID documents;	
c)	Valid Tax Clearance Certificate (must be valid on closing date of submission of the proposal) and SARS Issued Pin – (these can be requested after)	
d)	CSD report / CSD reference number	
e)	Letter of Good Standing (i.e., COIDA) valid at closing of tender	
f)	Proof of UIF registration	

Non-Mandatory requirement for scoring purposes only.

Failure to provide this Non-Mandatory Returnable Documents used for purposes of scoring a bid, by the closing date and time of this bid will not result in a Respondent's disqualification. However, Bidders will receive an automatic score of zero for the applicable evaluation criterion:

a)	<p>Valid B-BBEE Certificate from SANAS accredited rating agency (Original or certified copy) /DTI B-BBEE certificate (original or certified copy) or sworn affidavit signed and stamped by the commissioner of oath. Joint ventures to submit the consolidated Valid B[1]BBEE Certificate from SANAS accredited rating agency (Original or certified copy)</p> <p>Consolidated BBEE certificate for Joint Venture is required. As per the implementation guide preferential procurement regulations 2017 pertaining to the preferential procurement policy framework act no 5 of 2000 march paragraph 9 BROAD BASED BLACK ECONOMIC EMPOWERMENT (B-BBEE) STATUS LEVEL CERTIFICATES sub paragraph 9.3 and 9.4 states that:</p> <p>A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE status Level Verification certificate for every separate tender.</p>	
b)	Certified copy of ID Documents of the Owners	
c)	Audited Annual Financial/B-BBEE Certificate/Affidavit	
d)	Current documents on job creation to be included in the tender pack and submitted back (see attached Annexure A)	

2.1 Stage 2

Technical / Functionality Requirements

Scoring of Functionality:

The minimum threshold for the Technical/functionality criteria is **(65%)** and bidders who score below this minimum will not be considered for further evaluation in terms of price and Specific Goals.

Sub-Criteria	Description	Weightings
Proposal including Project plan (35 %)	The Tenderer <i>must provide PRASA with the cleaning implementation plan</i> for cleaning services. Please outline how the cleaning operation at the stations will be managed daily to ensure all areas level of cleanliness is consistently maintain at highest level.	35%
	The cleaning implementation plan must demonstrate staff deployment including tools and equipment, shift schedule, daily cleaning plan, peak hour plan that includes deep cleaning schedule (quarterly, monthly, annually)	
	No plan submitted or a plan not related to the works or activities of the cleaning functions	0
	A plan submitted with any but none of the below requirements: <ol style="list-style-type: none"> Staff Deployment should include tools and equipment allocation. Shifts Schedules Daily Cleaning plan Peak hours plan that includes detailed deep cleaning Schedules (Monthly, Quarterly and Annually) 	1
	A plan submitted with any 1 of the below requirements: <ol style="list-style-type: none"> Staff Deployment should include tools and equipment allocation. Shifts Schedules Daily Cleaning plan Peak hours plan that includes detailed deep cleaning Schedules (Monthly, Quarterly and Annually) 	2
	A plan submitted with any 2 of the below requirements:	3

Sub-Criteria	Description			Weightings
	1. Staff Deployment should include tools and equipment allocation. 2. Shifts Schedules 3. Daily Cleaning plan 4. Peak hours plan that includes detailed deep cleaning Schedules (Monthly, Quarterly and Annually)			
	A plan submitted with any 3 of the below requirements: 1. Staff Deployment should include tools and equipment allocation. 2. Shifts Schedules 3. Daily Cleaning plan 4. Peak hours plan that includes detailed deep cleaning Schedules (Monthly, Quarterly and Annually)	4		
	A plan submitted all 4 of the below requirements: 1. Staff Deployment should include tools and equipment allocation. 2. Shifts Schedules 3. Daily Cleaning plan 4. Peak hours plan that includes detailed deep cleaning Schedules (Monthly, Quarterly and Annually)	5		
Bidders experience	Bidders should indicate the experience of previous work done within the last 5 years. Evidence required: The bidder to submit the following per contract: <ul style="list-style-type: none"> A letter of appointment indicating the contract value duration and name of contract. And a reference letter containing contract details of the client and indicating performance on the contract appointed for. Points will only be awarded if both documents are submitted 			20%
	No submission or irrelevant information	0		
	Appointment and reference letters with a value adding up to R500 000	1		

Sub-Criteria	Description		Weightings
	Appointment and reference letters with a value adding up between R500 001 to R1 000 000	2	
	Appointment and reference letters with a value adding up between R1 000 001 to R1 500 000	3	
	Appointment and reference letters with a value adding up between R1 500 000 to R2 000 000	4	
	Appointment and reference letters with a value adding up between R2 000 001 and above	5	
	<u>Previous Experience of Key personnel (Supervisors)</u> Reference: Comprehensive CV's that detail combined work experience of supervisors and contactable references. (<i>The following formula to be used in calculating the experience:</i> <i>Number of combined years of Supervisors / Number of Supervisors = Average Number of Combined Years</i>		15%
	No Information provided.	0	
	Average combined Experience or experience of one (1) year but less than two (2) years in Supervisory capacity with CV attached	1	
	Average combined Experience of between two (2) years but less than three (3) years in Supervisory capacity with CV attached	2	
	Average combined Experience of between three (3) years but less than four (4) years in Supervisory capacity with CV attached	3	
	Average Combined Experience of four (4) years but less than 5 years in Supervisory capacity with CV attached	4	
	Average Combined Experience of five (5) years and above in Supervisory capacity with CV attached	5	
Financial Capability (10%)	<u>Financial Capability: Cash-flow</u> Operating cash flow ratio measures a company's short-term liquidity. Formula: Operating Cash Flows Ratio =		10%

Sub-Criteria	Description			Weightings
	Cash Flows from Operations/Current Liabilities (Submit Latest/most recent (not more than 2 years old) financial statement signed off by registered professional Accountant)			
	No submission of financial statement	0		
	Not relevant information / incomplete financial documents	1		
	Operating cash flow ratio $x < 0$	2		
	Operating cash flow ratio $x < 0.5$	3		
	Operating cash flow ratio $0.5 \leq x \leq 1$	4		
	Operating cash flow ratio $x > 1$	5		
Level of Adequacy of the Risk Assessment and Safety Plan (20 %)	The bidder to submit a safety plan that is in accordance with the OHS ACT OF 1993 but not limited to, along with the following: 1. Safe working Procedures, 2.Frequency of the safety meetings, 3.PPE to be used by Cleaning Personnel 4. Risk management plan reflecting functional risk assessment matrix. 5.(first aid training): Qualified safety officer –with valid first aid certificate			20%
	No relevant information provided	0		
	Safety plan with 1 requirement as specified above	1		
	Safety plan with 2 requirements as specified above	2		
	Safety plan with 3 requirements as specified above	3		
	Safety plan with 4 requirements as specified above	4		
Safety plan with 5 requirements as specified above	5			
Total				100%

2.2 Stage 3- Price and Specific Goals

The following formula, shall be used to allocate scores to the interested bidders:

The maximum points for this tender are allocated as follows:

DETAILS	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

3. 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:

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

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)
B-BBEE of at least level 2	4	
Black Women Owned	4	
Black Youth Owned	4	
EME 51% Black Owned	4	
Creation of new jobs and labour intensification	4	

SECTION 4

PRICING AND DELIVERY SCHEDULE

Respondents are required to complete the attached Pricing Schedule **(see section Section 9 below)**.

- 1 Prices must be quoted in South African Rand, inclusive of all applicable taxes.
- 2 Price offer is firm and clearly indicate the basis thereof.
- 3 Pricing Bill of Quantity is completed in line with schedule if applicable.
- 4 Cost breakdown must be indicated.
- 5 Price escalation basis and formula must be indicated.
- 6 To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being declared non-responsive.
- 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.
- 8 Respondents are to note that if price offered by the highest scoring bidder is not market related, PRASA may not award the contract to the Respondent. PRASA may:
- 9 negotiate a market-related price with the Respondent scoring the highest points;;
- 10 if that Respondent does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the second highest points;
- 11 if the Respondent scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the third highest points;
- 12 If a market-related price is not agreed with the Respondent scoring the third highest points, PRASA must cancel the RFQ.

I / We _____ (Insert Name of
Bidding _____ Entity) _____ of

_____ code

(Full address) conducting business under the style or title of:
_____ represented by:
_____ in my capacity as:
_____ being duly

authorised, hereby offer to undertake and complete the above-mentioned work/services at the prices quoted in the bills of quantities / schedule of quantities or, where these do not form part of the contract, at a lumpsum, of _____ R

numbers);

(amount in words) Incl. VAT.

DELIVERY PERIOD: Suppliers are requested to offer their earliest delivery period possible.

Delivery will be effected within working days from date of order. (To be completed by Service provider)

SECTION 5

PRASA GENERAL CONDITIONS OF PURCHASE

General

PRASA and the Supplier enter into an order/contract on these conditions to supply the items (goods/services/works) as described in the order/contract.

Conditions

These conditions form the basis of the contract between PRASA and the Supplier. Notwithstanding anything to the contrary in any document issued or sent by the Supplier, these conditions apply except as expressly agreed in writing by PRASA.

No servant or agent of PRASA has authority to vary these conditions orally. These general conditions of purchase are subject to such further special conditions as may be prescribed in writing by PRASA in the order/contract.

Price and payment

The price or rates for the items stated in the order/contract may include an amount for price adjustment, which is calculated in accordance with the formula stated in the order/contract.

The Supplier may be paid in one currency other than South African Rand. Only one exchange rate is used to convert from this currency to South African Rand. Payment to the Supplier in this currency other than South African Rand, does not exceed the amounts stated in the order/contract. PRASA pays for the item within 30 days of receipt of the Suppliers correct tax invoice.

Delivery and documents

The Supplier's obligation is to deliver the items on or before the date stated in the order/contract. Late deliveries or late completion of the items may be subject to a penalty if this is imposed in the order/contract. No payment is made if the Supplier does not provide the item as stated in order/contract.

Where items are to be delivered the Supplier:

Clearly marks the outside of each consignment or package with the Supplier's name and full details of the destination in accordance with the order and includes a packing note stating the contents thereof; On dispatch of each consignment, sends to PRASA at the address for delivery of the items, an advice note specifying the means of transport, weight, number of volume as appropriate and the point and date of dispatch; Sends to PRASA a detailed priced invoice as soon as is reasonably practical after dispatch of the items, and states on all communications in respect of the order the order number and code number (if any).

Containers / packing material

Unless otherwise stated in the order/contract, no payment is made for containers or packing materials or return to the Supplier.

Title and risk

Without prejudice to rights of rejection under these conditions, title to and risk in the items passes to PRASA when accepted by PRASA.

Rejection

If the Supplier fails to comply with his obligations under the order/contract, PRASA may reject any part of the items by giving written notice to the Supplier specifying the reason for rejection and whether and within what period replacement of items or re-work are required.

In the case of items delivered, PRASA may return the rejected items to the Supplier at the Supplier's risk and expense. Any money paid to the Supplier in respect of the items not replaced within the time required, together with the costs of returning rejected items to the Supplier and obtaining replacement items from a third party, are paid by the Supplier to PRASA.

In the case of service, the Supplier corrects non-conformances as indicated by PRASA.

Warranty

Without prejudice to any other rights of PRASA under these conditions, the Supplier warrants that the items are in accordance with PRASA's requirements, and fit for the purpose for which they are intended, and will remain free from defects for a period of one year (unless another period is stated in the Order) from acceptance of the items by PRASA.

Indemnity

The Supplier indemnifies PRASA against all actions, suits, claims, demands, costs, charges and expenses arising in connection therewith arising from the negligence, infringement of intellectual or legal rights or breach of statutory duty of the Supplier, his subcontractors, agents or servants, or from the Supplier's defective design, materials or workmanship.

The Supplier indemnifies PRASA against claims, proceedings, compensation and costs payable arising out of infringement by the Supplier of the rights of others, except an infringement which arose out of the use by the Supplier of things provided by PRASA.

Assignment and sub-contracting

The successful Respondent awarded the contract may only enter into a subcontracting arrangement with PRASA's prior approval. The contract will be concluded between the successful Respondent and PRASA, therefore, the successful Respondent and not the sub-contractor will be held liable for performance in terms of its contractual obligations.

Governing law

The order/contract is governed by the law of the Republic of South Africa and the parties hereby submit to the non-exclusive jurisdiction of the South African courts.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

whether or not they are bidding for this contract?

YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 80/20 preference point system.
- b) Either the 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and Specific Goals	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation.
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.2. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 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

3.3. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.3.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. 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:

4.2. 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)
B-BBEE of at least level 2	4	
Black Women Owned	4	
Black Youth Owned	4	
EME 51% Black Owned	4	
Creation of new jobs and labour intensification	4	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in

paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
- (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....

SECTION 7**CERTIFICATE OF ATTENDANCE OF COMPULSORY RFQ BRIEFING**

Request number:	WCR 02/2023
Request for Proposal:	APPOINTMENT OF SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD OF 8 MONTHS - (CLUSTER 2 AND CLUSTER 5 IN THE SOUTHERN LINE)

Attendance

This is to certify that _____ has / have today attended the site inspection / RFQ briefing session to which this enquiry relates.

THUS DONE and SIGNED at _____ on this _____ day of _____

for / on behalf of PRASA

Designation

Acknowledgement

This is to certify that the Bidder attended the above mentioned briefing session/ site inspection and has / have acquainted himself / themselves with the Contract, Project Specification / Special Conditions, Specifications and / or Bills of Quantities / Schedule of Quantities / Schedule of Prices, together with the drawings enumerated therein, as laid down by the PRASA for the carrying out of the proposed WORKS to which the enquiry relates

THUS DONE and SIGNED at _____

on this _____ **day of** _____

DULY AUTHORISED SIGNATORY(IES)

WITNESSES

1. _____ 1. _____

2. _____ 2. _____

3. _____ 3. _____

SECTION 8

SPECIFICATION/SCOPE OF WORK

8.1. Scope of Desired Solution

The scope of work shall cover daily **cleaning and horticulture services** of the entire station precinct and the facilities of the station. PRASA thorough tender will invite professional cleaning companies to submit a tender providing cleaning and horticultural services for the following corridors in the Western Cape Region.

Cluster 2 and 5: Southern line corridor: line corridor:

- Cluster 2 has total number of 3 stations (1) one small,(1) one intermediate and (1) one core stations.
- Cluster 5 has total number of 8 stations, (5) five small and (2) two intermediate and (1) one core stations.

8.1.2. The services required shall focus but not limited to below scope of work:

- General cleaning and horticultural services
 - Deep cleaning services
 - Covid-19 disinfecting and decontamination of surfaces
- a) The Contractor shall comply strictly with health, safety and environmental requirements for cleaning of the railway tracks and platforms at the station. PRASA will provide training on methodology of cleaning tracks to the successful bidder. The tracks and platforms shall only be cleaned during the off-peak period during weekdays, though this will not apply to weekends and public holidays.

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

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

c) The service provider may employ the innovation and best cleaning methods which will ensure the highest level of cleanliness of Station facilities.

8.1.3. The service provider shall clean the facilities in line with detailed specification of the work and description of service, frequency and Daily Cleaning Procedure

8.1.4. The service provider shall ensure periodical deep cleaning service is done to enhance the level of cleanliness at the station

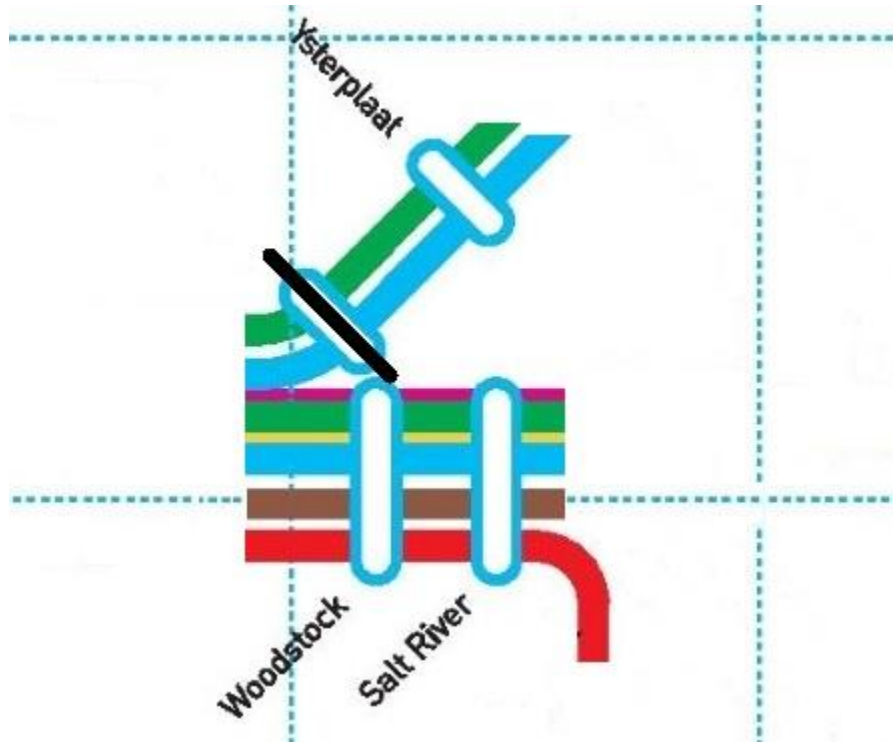
8.1.5 The Service provider shall ensure that the washing of carpets and furniture with upholstery is provided on an as and when required basis.

8.2. The Station Clustering

The stations are clustered according to the portion of the WCR network as illustrated in the diagram below.

Station Details Cluster 2

Cluster 2 has total number of 3 stations (1) one small, (1) one intermediate and (1) one core stations.



8.2.1 The contract will cover the cleaning and horticulture services of various facilities within the station precinct.

The table below illustrates the targeted areas within the station precinct.

Station name	Platform	Number of Footbridge/Subway	Railway Tracks	Public Toilets	Ticket Office	Waiting Areas	Staff Offices	Parking area	Access control	Concourse	Entrances and Walkways	Lifts	Waste Area/Facility
Woodstock	3	1	6	10	1	6	14	1	1	1	1	0	1
Esplanade	3	1	4	6	1	1	2	1	1	0	1	0	1
Salt River	4	1	7	10	1	2	8	1	1	1	1	0	1
TOTAL	5	2	8	26	3	7	24	3	3	2	3	0	3

Table below, the extend coverage of the proposed project

Station name	Platform (m ²)	Footbridge /Subway (m ²)	Track Rails (m ²)	Public Toilets (m ²)	Ticket Office (m ²)	Waiting Areas (m ²)	Staff Offices (m ²)	Parking area (m ²)	Access control (m ²)	Concourse (m ²)	Entrances and Walkways	Lifts	Waste Area/Facility
Woodstock	5400	80	3408	68.6	53.76	175	443.52	200	72	1878	300	0	50
Esplanade	2400	60	1704	47	13	125	51.69	60	120	0	20	0	0
Salt River	3000	80	1704	70	28.08	164	137	18	40	300	30	0	25
TOTAL	10800	220	6816	117	13	464	137	278	232	2178	350	0	75

8.2.3.1. Staff Deployment

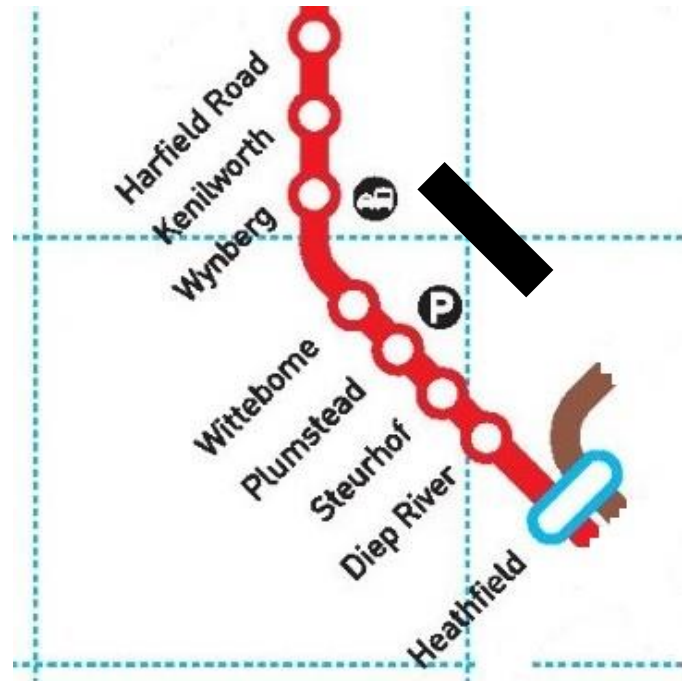
The total cleaning staff/personnel to be provided in this cluster specification is 23 including the cleaners and supervisors as per the table below. **Contractor to make provision for relivers with an additional 10% of total staff** relivers fill-in should any employees fail to report for duty for whatever reason. It must be noted that PRASA stations operate seven (7) days a week including public holidays, any extended operating hours will be negotiated with the service provider should such requirement be deemed necessary during high peak periods.

Table below indicates The number of staff required per shift

				OPERATING TIMES		
No.	Station Name	Station Classification	Total Number of Cleaners	Morning Shift	Day Shift	Saturdays, Sundays & Public Holidays
				06H00 to 15H00	09H00 to 18H00	07H00 to 16H00
1	Salt River	Core	10	5	5	5
2	Woodstock	Intermediate	6	3	3	3
3	Esplanade	Small	4	2	2	2
Roving horticultural team			2	N/A	2	N/A
SUPERVISOR(S)			1	1	0	N/A
TOTAL NUMBER OF CLEANING STAFF ON THE CLUSTER PER SHIFT			23	11	12	10

Station Details CLUSTER 5

8.3.1 Cluster 5 has total number of 8 stations, (5) five small and (2) two intermediate and (1) one core stations.



8.3.2 The contract will cover the cleaning and horticulture services of various facilities within the station precinct.

The table below illustrates the targeted areas within the station precinct.

Station name	Platform	Number of Footbridge/s ubway	Railway Tracks	Public Toilets	Ticket Office	Waiting Areas	Staff Offices	Parking area	Access control	Concourse	Entrances and Walkways	Lifts	Waste Area/ Facility
Harfield	1	1	2	6	1	3	3	0	1	0	1	0	0
Kenilworth	2	1	2	3	1	3	3	0	1	1	0	0	0
Wynberg	2	2	3	4	2	3	6	1	2	0	2	0	1
Wittebome	2	1	2	8	1	5	2	1	2	0	1	0	0
Plumstead	2	1	2	4	1	5	4	2	1	1	0	0	0
Steurhof	2	1	2	7	1	3	4	0	1	0	0	0	0
Diepriver	2	1	2	8	1	4	1	1	2	1	0	0	0
Heathfield	2	1	3	6	1	6	3	1	1	1	0	0	0
TOTAL	15	9	18	46	9	32	26	6	11	4	4	0	1

Table below. The extend coverage of the proposed project

Station name	Platform (m ²)	Footbridge /Subway (m ²)	Track Rails (m ²)	Public Toilets (m ²)	Ticket Office (m ²)	Waiting Areas (m ²)	Staff Offices (m ²)	Parking area (m ²)	Access control (m ²)	Concourse (m ²)	Entrances and Walkways	Lifts	Waste Area/ Facility
Harfield	1264	40	632	78	96	75	70	0	24	0	16	0	0
Kenilworth	1094	45	549	47	72	79	88	0	30	24	0	0	0
Wynberg	2203	80	1652	48	138	162	183	226	80	120	0	0	30
Wittebome	706	40	353	54	56	92	54	395	12	30	0	0	0
Plumstead	3200	40	1600	39	85	226	192	1340	45	42	0	0	0
Steurhof	1454	43	727	70	63	175	101	0	28	38	0	0	0
Diepriver	1369	45	685	154	90	176	42	435	55	81	0	0	0
Heathfield	3533	40	2650	86	89	181	50	1530	38	89	0	0	0
TOTAL	14823	373	8848	576	689	1166	780	3926	312	424	16	0	30

8.3.3. The Staffing Plan and Shift System

8.3.3.1. Staff Deployment

The total cleaning staff/personnel to be provided in this cluster specification is 28 including the cleaners and supervisors as per the table below. Contractor to make provision for relivers with an additional 10% of total staff, relivers fill-in should any employees fail to report for duty for whatever reason. It must be noted that PRASA stations operate seven (7) days a week including public holidays, any extended operating hours will be negotiated with the service provider should such requirement be deemed necessary during high peak periods.

Table below. The number of staff required per shift

No.	Station Name	Station Classification	Total Number of Cleaners	Morning Shift	Day Shift	Saturdays, Sundays & Public Holidays
				06H00 to 15H00	09H00 to 18H00	07H00 to 16H00
1	Harfield	Small	2	1	1	1
2	Kenilworth	Small	2	1	1	1
3	Wynberg	Core	6	3	3	3
4	Wittebome	Small	2	1	1	1
5	Plumstead	Intermediate	3	1	2	1
6	Steurhof	Small	3	1	2	1
7	Heathfield	Intermediate	4	2	2	2
8	Diepriver	Small	3	1	2	1
Roving horticultural team			2	N/A	2	N/A
SUPERVISOR(S)			1		1	
TOTAL NUMBER OF CLEANING STAFF ON THE CLUSTER PER SHIFT			28	11	17	11

Facility	Areas	Description of Service	Frequency
	<i>Dusting</i>	Dust all areas needed to be dusted (up to 2m)	Alternate days(Preferably Mon, Wed, Fri)
		High dusting (above 2m)	Weekly
	<i>Waste Collection and Disposal</i>	Empty and clean all waste baskets, receptacles	Continuously
		Remove all waste to a specified and designated area	Continuously
Public	<i>Whole of Ablution</i>	Empty and clean all waste receptacles	Continuously
Ablution Facilities	<i>block</i>	Clean and sanitize all toilet bowls, basins and urinals	Continuously
		Clean all mirrors	Daily
		Damp mop with disinfectant	Daily
		Spot clean walls, doors and partitions	Daily
		Basins – wet wipe with hard surface cleaner	Daily
		Basins – remove mineral deposits	Daily
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: Commuters 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 Weed	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
	<i>Waiting benches</i>	Clean benches	Daily
	<i>Air vents</i>	dust and wipe air vents once every two months	Every second Month
Station Entrances, Walkways and Corridors	<i>All areas around entrances, walkways and corridors (Including subways and bridges)</i>	Sweep clean building surrounds.	continuous
		Dust/wipe clean walls.	Weekly
		Wipe clean signs and Lettering.	Daily
		Walk-off matting vacuumed and/or clean	Daily
		Corridors to be swept and auto scrubbed/damp mobbed as required	Daily
		Access areas and concourses to be scrubbed.	Daily

Facility	Areas	Description of Service	Frequency
Staff Offices and Messrooms	Floors, Carpets and Walk-off mats	Sweep with dust mop sweepers	Daily
		Damp mop	Daily
		Scrub with machine and polish	Monthly
		Vacuum all carpeted floors	Daily
		Vacuum walk-off mats	Daily
		Shampoo	Every three months
		Spot cleaning	When requested and as required
		Clean seats, scrub/vacuum	Monthly
	Staff Toilets & Basins	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
		Basins – wet wipe with hard surface cleaner	Daily
		Basins – remove mineral deposits	Daily
	Kitchen, Boardrooms, Furniture and Lounges	Wash dishes, dry and pack away	Continuously
		Empty and clean all waste receptacles	Continuously
		Clean floors, counters	Continuously
		Polish all wooden furniture	Daily
	Walls, Ceilings, and Paintwork.	Spot clean all low surfaces (finger marks, etc.)	Daily
		Glass walls, doors and light switches	Daily
	Windows and Blinds	Clean wash windows	Weekly
		Blinds – remove dust and Damp wipe	Daily
		Air vents: dust and wipe air vents once every two months	Every second Month
		Remove Grass and Weed	Weekly
Lifts and Escalators (where applicable)	All areas around the lifts	Wipe Clean landings, removing all dirt butts, etc. from joints and crevices.	Daily
		Wipe clean handrails.	Daily
		Wax - polish handrails.	Monthly
		Spot clean deck panels.	Continuously
		Thoroughly clean side panels.	Daily
		Machine clean the treads.	Monthly
Waste Collection	Refuse Room and	Sort the waste and isolate recyclable waste from disposal waste	Daily

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

Others

1. **Basins** – wet wipe with hard surface cleaner daily, remove mineral deposits monthly, fill liquid soap holders and paper hand towel dispensers when needed.
2. **Blinds** – vertical: remove dust monthly. Horizontal: damp wipe monthly.
3. **Carpets** – vacuum – high traffic, daily and low traffic, daily. Remove spots and stains as necessary. Interim clean as required. Restorative clean as required.
4. **Ceilings** – dust and wipe air vents once every two months.

5. **Chairs** – cloth: vacuum, daily, spot clean as necessary and shampoo as required. Vinyl and leather – dust, daily and damp wipe fortnightly.
6. **Desks** – natural, unsealed woods – dust daily. Sealed wood – polish weekly. Scaled wood/glass/formica – dust or damp wipe daily and polish weekly.
7. **Doors** – remove finger-marks on glass and push plates daily, dust or damp wipe monthly and damp wipe door handles weekly.
8. **Electrical Equipment** – dust daily, damp wipe weekly. Wet wipe and rinse inside surfaces of microwaves weekly or as necessary.
9. **Mirrors** – in washrooms – wet wipe and dry daily or as necessary. Ornamental – use glass cleaner weekly.
10. **Ovens/Stoves** – wet wipe hot plates with hard surface cleaner daily or as necessary. Use caustic aerosol spray on emancipated oven surfaces monthly.
11. **Radiators / Aircon** – dust and damp wipe weekly.
12. **Refrigerators** – damp wipe top daily, damp wipe doors and sides daily.
13. **Rubbish Bins** – empty and damp wipe daily and remove stains and disinfect weekly, or as necessary.
14. **Shelves** – dust those that are empty weekly and damp wipe when shelves are cleared as required.
15. **Sinks** – wet wipe as necessary daily
16. **Skirting** – Wet wipe with hard surface cleaner weekly and remove stains and/or marks when necessary.
17. **Tables** – in canteens wet wipe daily, other areas as for desks.
18. **Taps** – wet wipe with hard surface cleaner daily and remove mineral deposits monthly.
19. **Telephones** – dust and damp wipe with disinfectant weekly.
20. **Floors: Resilient** (vinyl, PVC, linoleum, sealed wood, etc.)
 - a. **High Traffic** – remove dust with mop – or disposable cloth sweeper three times weekly. Damp mop for soilage as necessary. Spray clean or burnish using a mechanized system three times weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.
 - b. **Low Traffic** – remove dust with mop or disposable cloth sweeper daily. Damp mop for soilage as necessary. Spray clean or burnish using mechanised system weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.
21. **Toilet** – ensures usability (report faults to ticket office) and replenishes consumables (toilet paper) daily. Remove spoilage from bowl and under flush rim with hard surface cleaner and a brush daily, and as necessary. Remove mineral deposits monthly. Wet wash seat and lid, cistern and pipes etc daily, and as necessary. Disinfect all components daily. Wet wipe doors and walls twice weekly or as necessary.
22. **Urinals** – remove litter as necessary. Wet wipe with hard surface cleaner or disinfectant daily. Wet wipe and dry wipe flushing mechanisms daily. Mop step and/or floor at urinal with disinfectant as necessary. Remove mineral deposits from gullies and drains monthly.
23. **Walls/Window sills** – Spot clean as necessary. Wet wipe and dry washable surfaces twice annually.
24. **Small business market** – must be high water presser clean: with high water pressure petrol machine make use of the bakkie and water tank trailer (1000 Litres) two times a week.
25. **Paving areas/tar areas/walk ways** – must be high water presser clean: with high water pressure petrol machine make use of the bakkie and water tank trailer (1000 Litres) As and when required

9.1.1 Typical Daily Cleaning Procedures

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

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

Waiting Areas/Rooms <ul style="list-style-type: none"> • Pick up all visible litter, dirt and foreign object • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant • Litter must be disposed in a designated area • There should be a continual use of dust mop sweepers all day to remove dust from the floor • All walls surfaces shall be free of dirt and spillages at all times. • Waiting chairs must be wiped and cleaned with water mixed detergent and disinfected • All glazing in the public areas to be cleaned daily using natural soap/detergent and clean cloths. • No plastic/refuse bags to be kept on the Access areas and concourses. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry. 	Subway and Bridges <ul style="list-style-type: none"> • Pick up all visible litter, paper and foreign objects • Sweep bridges and subways with hard industrial brooms • All visible weeds on the bridges must be removed • Litter must be disposed in a designated area • Subways and bridges are high traffic areas they must be scrubbed and cleaned with water mixed with cleaning detergent and disinfectant during off peak hours or at night when there is less or no movement at the station.
Step 8	Step 9
Platforms	Rail Tracks
<ul style="list-style-type: none"> • Pick up all visible litter, paper and foreign objects • Sweep platforms with hard industrial broom • All visible weeds on the platform must be removed • Litter must be placed in a designated area • Platforms must be scrubbed and cleaned with water during off peak hours or at night when there is less or no movement at the station 	<ul style="list-style-type: none"> • Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms • <i>Note: Employees work under protection on tracks and only during the off-peak and shall exercise extreme safety measures) and employees who have trained for white flagmen who are allowed to clean rail tracks.</i>
Step 10	Step 11
Change Rooms	Mess rooms
<ul style="list-style-type: none"> • Walls must be washed with enough disinfectant solution and allow surface to remain wet and untouched long enough for the disinfectant to inactivate bacteria • Windows must be cleaned with window cleaner and wiped with clean cloth • Window sills & frames excess dust must be removed with damp cloth until completely removed. • Mirrors cleaned with damp cloth and wiped with a dry cloth • Glass shower doors and handles a routine application of disinfectant to all frequently touched areas such as handrails • Lockers must be dusted and wiped with water mixed detergent and disinfectant • Shower mats must be removed and washed with scrubbing brush • Floors must be scrubbed with scrubbing brush afterwards floor must be moped with water mixed disinfected 	<ul style="list-style-type: none"> • Pick up all visible litter and paper and throw it in the trash bin • Sweep and mop floor with water mixed with a cleaning detergent and disinfectant • Wipe tables and chairs with clean water mixed with cleaning detergent and disinfectant • a routine application of disinfectant to all frequently touched areas such as door handles, light switches • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.

Step 12	Step 13
Parking <ul style="list-style-type: none"> Remove and pick up visible litter and papers Sweep under the parking bays and remove litter Dispose Litter at a designated area Empty dust bins when they are full Remove weeds on all paved areas The chemical to kill the weeds must be used, to permanently kill the weeds. 	Grass Cutting <ul style="list-style-type: none"> The entire PRASA site shall be cleared of all litter and undesirable objects. All material resulting from the clearing process shall be disposed of at approved municipal dumping sites. The contractor shall obtain written approval from the local authorities on who's the dumping sites are situated. The grass and low growing vegetation shall be cut and removed from the
<ul style="list-style-type: none"> Footpaths into the station must be kept clean Visible dirt on storm water channels must be cleaned and cleared of dirt 	<ul style="list-style-type: none"> PRASA sites to the satisfaction of the PRASA representative. The grass shall be cut to an average height from 60mm to 80mm. Grass must be cut by means of brush cutters (weed eater). All cut grass shall be removed from the PRASA site by the contractor. Cut grass shall be removed from the PRASA sites within two (2) days. Cut grass must NOT BE BURNED in any PRASA sites The cutting of grass will be measured and paid for based on the total size of the area cut.

9.2 Daily Expectations

General

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

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

Offices/Boardrooms

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

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

Entrances

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

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

Corridors/Passages

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

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

Access and Concourse areas

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

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

External Paved and Tarred areas

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

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

PUBLIC ABLUTIONS FACILITIES/TOILETS

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

- Public ablation facilities must be kept in a clean and tidy condition and free of bad odor **throughout** the day.
- Public ablation facilities floors to be scrubbed every night using a detergent.
- There shall at any given time always be a cleaning person in the public ablation facilities.
- There shall be a person neatly dressed in uniform assigned to welcome each person visiting the toilet 24 hours a day 7 days a week.
- Public ablation facilities must be inspected regularly for cleanliness by the cleaning staff and quality inspected, on **30 minutes** basis during the peak period and **hourly**
- During off-peak period, by the cleaning supervisor of the contracting company and the traceable quality inspection checklist signed-off.
- Inspection checklist to include all defects including maintenance defects and these must be elevated to the facilities manager for maintenance response.
- Graffiti to be removed from all tiled surfaces on a daily basis.
- All public ablation facilities must be free of dirt and litter at all times.
- No plastic bags to be stored in the toilet facilities.
- **Timed air fresheners** must be cleaned and replenished with air freshener on regular basis; under no circumstance should the timed air fresher be found empty.

- **Soap dispensers** must be cleaned and replenished with hand soap on regular basis; under no circumstance should the soap dispenser be found empty.
- **Moist toilet seat wipes holder** must be cleaned
- **Lockable toilet roll holders** must be cleaned and replenished with quality toilet roll on regular basis; under no circumstance should the toilet roll holder be found empty.
- **Hand towel holder** must be cleaned
- Mirrors must be cleaned and spotless at all times
- Condom holders must be cleaned and spotless at all times

Access Control Cubicles

Requirements: Access Control Areas will be maintained as required.

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

Lounge/waiting

areas

Expectations: Lounge within Station Precinct are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Reception area/foyer- must be kept spotless clean at all times, free from dust.
- Scrub and thoroughly clean the kitchen with appropriate chemicals and equipment suitable to remove grease in all areas including all items within the kitchen.
- Ablution facilities must be kept in a clean and tidy condition and free of bad odour *at all times*.
 - **Soap dispensers** must be cleaned and replenished at all times
- **Moist toilet seat wipes holder** must be cleaned
- **Lockable toilet roll holders** must be cleaned and toilet roll replenished
- **Hand towel holder** must be cleaned
- Mirrors must be cleaned and spotless at all times
- Carpets must be clean and stain free
- Seats (upholstery/Velvet) must be clean and stain free
- Tables must be dirt free
- Glass doors/sliding door must be spotless clean

Cleaning at Heights - Above 2.4m

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

The service provider shall ensure the following:

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

Showers and change rooms

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

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

Station platforms and rail track areas

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

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

Subways, stairs and all access ways

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

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

Parking Areas

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

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

Small Business Market

Requirements: Areas will be maintained as required

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

9.3 CLEANING MATERIAL, CONSUMABLES, TOOLS AND EQUIPMENT

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

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

NO	DESCRIPTION
	Approved list of chemicals to be used
1	Sanitary all-purpose cleaner with pleasant odour that prevents limescale build up leaving a shiny streak free gloss, not corrosive, kind to skin (suitable for all washable stainless steel, plastic, porcelain, ceramic, enamel, glass) 20lt
2	Biological double action cleaner/deodorizer for the cleaning and odour control in sanitary areas, toilets, urinals and odour control in carpets, per 20 lt
3	Viscous acidic toilet bowl cleaner for the removal of limescale and urinary stain, deodorizing and bactericide that removes dirt and limescale after a short period (must be free of hydrochloric acid) per 20 lt
4	Hard wear resistant polymer based self-shining dispersion that form a hard wearing, slip resistant protective film with a high gloss for high speed and ultra-speed polishing per 20lt
5	Window cleaner per 20lt
6	Powerful Alkaline cleaning agent for the machine cleaning of floor coverings, low foaming, not perfumed, removes soiling per 20 lt
7	Clear Liquid hand soap per 20lt
8	stainless steel polish read to use cleaner and polish
9	Furniture polish (no oil furniture polish)
10	Spray emulsion containing wax, to remove water solvent soluble solution and scuff marks which forms a protective film which can be polished per 20 lt (Mondo floor cleaner where applicable)
11	Powder for carpets per 20 lt
12	Jeyes Fluid per 25lt
13	Gum removing soluble agent in aerosol cans
14	Ready use abrasive liquid cleaner non scratching or corrosive per 20lt
15	Concentrated tile cleaner for porcelain, tiled areas and all washable surface, based on non-ionic and anionic surfaces. per 20lt
16	60% alcohol based hard surfaces disinfect (rate only)
17	60% alcohol-based floor cleaner (rate only)

Table 5

Consumables/Materials to be used for Cleaning		
	DESCRIPTION	UNIT OF MEASUREMENT
1	Clear Hand soaps	HAND BAC SABS1828
2	Hand Bale -	500 Sheet per Roll as per SABS or SANS Regulations. Sheet Size: 100mm x 110mm 19gsm Paper. Single ply Toilet paper
3	Refuse Bags:	Flat packed made from 90% of recycled and re-processed polythene material. Micron: 22 Dimensions: 750 (L) x 950 (W) mm
4	300m Maslin Cloth	LACE ROLL - 400m x 24cm x 50cm perforation (ANY COLOUR)
5		General purpose cloth Weight: 370 g/sqm Composition: 81% Polyester 19% Polyamide Window cleaning cloth Weight: 400 g/sqm Composition: Made of 78% polyester 22% polyamide Textured cleaning cloth Weight: 350 g/sm Composition: Made of 76% polyester 24% polyamide Dusting cloth Weight: 280 g/sqm Composition: Made of 79% polyester 21% polyamide
6	Protective Sleeves	
7	Gloves	Strong more durable – GREEN NITRILE GLOVES SIZE FIT ONE FIT ALL Household – YELLOW HOUSEHOLD GLOVES – SIZE FIT ONE FIT ALL
	Vacuum Bags	
8	Industrial/heavy duty (dependent on no. of areas requiring the use thereof)	URPOS F (QAC) – WASHROOM CLEANER
9	Dust Mask	DUST MASKS FFP1
10	Urinal Mats	ANTI SPATTING URINALS MATS PREVENT URINE SPATTER

9.3.1 CLEANING MACHINERY AND EQUIPMENT

- All the machinery being provided on the contract must still be within its serviceable life.
- The successful bidder will be responsible for the service and maintenance costs of all machinery on the contract.
- The successful bidder must ensure that all staff operators of machinery have received the proper training for the usage of the machinery prior to the commencement of the contract.

- Service Level Agreement pertaining to the provision and use of the machinery on the contract can be found under Section
- The successful bidder is to submit a Machinery and Equipment deployment schedule which will clearly show the number of items and the areas in which they will be deployed on a daily basis. PRASA reserves the right to make changes to the equipment deployment in accordance with a change in requirements or operations.
- Please consider the following when obtaining machinery to be used in the provision of the services herein: a. Carpet machines must, as a minimum dryness of 80% – in the event of spillage / flooding
- High pressure machine up to 150 bar for outside / walkway areas – to be available on site at all times.
- Carpet extractor machines for cleaning of large areas
- All machinery being provided on the contract must still be within its serviceable life and used in accordance with the Service Levels for the duration of contract.
- In the event that any machinery breaks down, the said machinery shall be replaced on time with a temporary alternative machinery.
- Contractor should include service maintenance and consumables costs of the machinery for the duration of the contract as no additional charges will be accepted.

See below **Table, General Cleaning Machinery**

NO	DESCRIPTION
	General Cleaning Machinery
1	Ride on Auto Scrubbers
2	Upright Industrial Vacuum Cleaners
2	Wet & Dry Vacuum Cleaners (90lt)
6	High Pressure Cleaner
7	Carpet extractor (used in accordance with carpet cleaning frequencies and requirements) – using powder / wet extraction method
8	Push Sweepers
9	Washing Machine - Washing of Microfibre Sleeves
10	High pressured steam cleaner for cleaning grime build up on tile grout
11	Escalator cleaning machine
12	Travelator cleaning machine
13	Carpet cleaning Machine
14	Blowers
15	Carpet extractor machines – dual use / powder or wet extraction method
16	Heavy duty Custom vacuum for tracks

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

See below table **General Cleaning Equipment**

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

9.4 Contract Records and Documentation

9.4.1 Health and Safety File

- The contractor shall keep on site a SHE working file where all records generated during the project are kept. This file must be available at all times on site. The file will include, all SHE related records, records of communication with the client (PRASA) tool box talks, Inspection sheets, risk assessment etc. (Table of checklist below)
- PRASA Cres operates stations within a strict railway operating environment with high commuter flow, particularly during operating peak periods. Safety of commuters is therefore a non-negotiable requirement safety should be strictly complied with
- The Contractor shall submit a SHE file according to the attached safety checklist.
- **A representative from PRASA has a right to do the following:**
 - Request the file at any given time
 - Inspect the SHEQ documents at any given time
 - Stop the work if he/she finds necessary or convinced that SHE is compromised.

#	Description	Comments – Requirement	Requirement on file	
			Yes	No
1	Scope of work	<i>The detailed documents explaining the work to done.</i>		
2	Letter of Good Standing	<i>Valid letter of Good Standing to be on file, Letter to be on the contractor's company name.</i>		
3	Employee List	<ul style="list-style-type: none"> Only employees who will be working in Metrorail premises under the project. ID Copies to be provided. (persons without SA Citizenship to provide a valid work permit) Next of kins information to be provided (name, contact, address, etc.) 		
4	Organization Structure	<ul style="list-style-type: none"> Organization structure to be in line with the specific project. (Cleaning of facilities/Buildings) To start with the CEO/MD and followed by workers 		
5	SHE Policy	<i>To be signed by company most senior manager.</i>		
6	SHE Plan	<ul style="list-style-type: none"> SHE Plan to be in line with PRASA SHE specifications and relevant to the scope of work. To be acknowledged by PRASA project team leader. 		
7	Risk Assessments	<ul style="list-style-type: none"> Department to provide a baseline risk assessment for the project to the contractor as per CR 2014. Contractor to provide a detailed risk assessment based on scope of work. (activity based) <p>Note: prior to commencement of the work, PRASA Project team leader together with the contractor must conduct a start-up risk assessment taking into consideration the risk identified on the baseline and on the contractor risk assessment</p>		

#	Description	Comments – Requirement	Requirement on file	
			Yes	No
8	Tool Registers	<i>The list of all tool and equipment that the contractor will use for the project.</i>		
9	SHE Induction Records	<i>SHE induction records to be on file</i>		
10	Proof of medical fitness	<i>Valid proof of medical fitness to be on file</i> <i>Only Medical results issued and stamped by Occupational Health Doctor/Practitioner/Clinic will be accepted.</i>		
11	Appointments	<i>All Appointment letters to be in line with OHSAct and applicable regulations.</i> <i>Each appointment to be accompanied by proof of competency</i>		

12	Tool inspections	Inspection template of all tools to be on file. The inspections template must be linked to the tool list provided.		
13	PPE Matrix	A document indicating the contractor's positions and the applicable PPE to each position as per risk assessment outcome.		
14	PPE Records	Proof that employee was issued with the necessary PPE.		
15	Training Records	All other training records applicable to the scope.		
16	Method Statement	A detailed description of how work will be performed.		
17	Safe Working Procedures	Working instructions.		
18	Tool box Talks	Proof that the system exists. Contractor to maintain this system throughout his duration of contract.		
19	Equipment Maintenance (Calibrations, Safe Working load certificates etc)	To be on file		
20	Chemicals substances list	All chemicals that will be used by the contractor to be documented and filed included on file		
21	MSDS	As per chemical list		
23	Proof of training on MSDS	All employees using the chemical to be trained. Copies of the MSDS to be where employees are using the chemical.		
24	Declaration of Subcontractors	The principal contractors must declare if subcontractor will be appointed. Subcontractors are required to submit the safety file for their company. The declaration to be on file.		

To be confirmed by SHE Coordinator of the department

All requirements are on file			Yes		No	
Department	Name	Surname	Date signed	Signature		

If **no**, please make comments:

Date file submitted :

Please submit the file to risk department for approval

Comments by Risk department - Compliance/ SHE:

Approved:	Yes		No	
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Date file was approved:

File to be handed over to the Risk manager: Risk manager to sign the certificate of access.

9.5 . TENDER REQUIREMENTS

9.5.1 Employee Identification

9.5.1.1. The Service provider employees cleaning PRASA stations shall be identifiable (ID) with appropriate Company's badge and access card displayed all the time whilst on premises with the following information on it;

- a) The photo of the employee
- b) The Name of the Employee
- c) The position he or she occupies
- d) The Name of the Cleaning Company
- e) The Number of the Site Access operating under
- f) The Name of the Station of deployment.

9.5.2.2. A name list of all employees, who are to be employed to clean stations as well as their replacement must be furnish beforehand. PRASA reserves the rights to monitor time and attendance of the Service provider's commuters as well as to give working instruction directly to the Service provider's commuters

9.5.2.3. If in the opinion of PRASA this is necessary. This will be done through a dedicated Project Manager.

9.5.2.4 Subject to the final agreement made by the parties, the Service provider shall be remunerated by PRASA monthly in accordance with the price agreed.

9.6.1 Personal Protective Clothing (PPE)

9.6 2. A great attention should be given on how PPE and is handled

9.6.2.2. Cleaners must always wear mask, gloves when executing their duties

9.6.2.3. Where there is visible contamination with body fluids, additional PPE to protect the cleaners' eyes, mouth and nose must be used.

9.6.2.4. All disposable PPE should be removed after each use and discarded in sealable bags and bins with lids.

9.6.2.5. Hands should be washed with soap and water for 20 seconds after PPE has been removed following the cleaning and disinfection.

9.6.2.6. To prevent spreading of germs, discard cleaning material made of cloth (i.e. wiping cloth etc.) in appropriate bags after cleaning and disinfecting. A new pair of gloves must be worn.

9.6.2.7. UNIFORM Please use the replacement cycle specified (once off)

9.6.2.8 There are other areas that will require a shorter replacement cycle e.g. outside areas

9.6.2.9. **The uniform design and fabric will require PRASA approval**

9.6.2.10 Please allow for relievers in calculation of the number of uniforms

9.7. Maintenance records and reporting

9.7.1. The service provider shall ensure that proper records of equipment, consumables, consumption; inspection lists and staff attendance registers are maintained. These records must in the Stations Managers office and made available on request.

9.7.2. The service provider 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.

9.7.3. 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.

9.7.4. Control Documents: Control documents shall be placed at the Station Managers Office to confirm that all activities have been carried out as per specifications. These documents are to be signed by the Service providers' cleaning staff daily and must accompany the payment invoice each month.

9.7.5. The Service provider shall also provide the Station Managers 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 signed and placed at the cleaner's room at all times.

9.8. SPECIAL CONDITIONS FOR TENDERS

None

SECTION 9

PRICING SCHEDULE

CLUSTER 2 PRICING SCHEDULE

IMPORTANT NOTE

The tender amounts provided must include **ALL COSTS** for providing daily cleaning and horticultural services, the tendered amount shall further include tools and equipment, uniform, labour, chemicals and all necessary material needed to offer the services.

Contractor undertakes to adhere National Minimum Wage Act, 2019 AND Gazette Vol. 680 07 February 2022 No. 45882 or the latest relevant gazette failure to adhere to this law / gazette will result in termination and cancellation of contract.

NOTE: This is a fixed Budget term contract and therefore service providers are advised to factor in the escalations as per the statutory requirements for the following years

PRICING SCHEDULE FOR LABOUR COSTS

DESCRIPTION OF RESOURCES	UNIT	QUANTITY	RATE	MONTHLY AMOUNT
Supervisors	Monthly	1		
Cleaners	Monthly	22		
(CARRY TO PRICING SCHEDULE FOR YEAR 1 BELOW) SUB-TOTAL Exclusive of VAT				

PRICING SCHEDULE

DESCRIPTION OF SERVICE	UNIT	QUANTITY	MONTHLY RATE	ANNUAL AMOUNT
LABOUR COSTS	Monthly	8		
CLEANING SERVICES	Monthly	8		
HORTICULTURAL SERVICES	Monthly	8		
(CARRY TO SUMMARY BELOW) SUB-TOTAL Exclusive of VAT				

CLUSTER 5 PRICING SCHEDULE

IMPORTANT NOTE

The tender amounts provided must include **ALL COSTS** for providing daily cleaning and horticultural services, the tendered amount shall further include tools and equipment, uniform, labour, chemicals and all necessary material needed to offer the services.

Contractor undertakes to adhere National Minimum Wage Act, 2019 AND Gazette Vol. 680 07 February 2022 No. 45882 or the latest relevant gazette failure to adhere to this law / gazette will result in termination and cancellation of contract.

NOTE: This is a fixed Budget term contract and therefore service providers are advised to factor in the escalations as per the statutory requirements for the following years

PRICING SCHEDULE FOR LABOUR COSTS

DESCRIPTION OF RESOURCES	UNIT	QUANTITY	RATE	MONTHLY AMOUNT
Supervisors	Monthly	2		
Cleaners	Monthly	26		
(CARRY TO PRICING SCHEDULE BELOW) SUB-TOTAL Exclusive of VAT				

PRICING SCHEDULE

DESCRIPTION OF SERVICE	UNIT	QUANTITY	MONTHLY RATE	ANNUAL AMOUNT
LABOUR COSTS	Monthly	8		
CLEANING SERVICES	Monthly	8		
HORTICULURAL SERVICES	Monthly	8		
(CARRY TO SUMMARY BELOW) SUB-TOTAL Exclusive of VAT				