



prasa
PASSENGER RAIL AGENCY
OF SOUTH AFRICA

REQUEST FOR QUOTATION (RFQ)

RFQ NUMBER: [CLEAN-KOMAT/07/23]

REQUEST FOR QUOTATION (RFQ) FOR THE PROVISION OF CLEANING, HYGIENE & HORTICULTURE SERVICES AND COACH SEMI-INTENSIVE CLEANING AND DISINFECTION AT KOMATIPOORT STATION IN MPUMALANGA PROVINCE FOR A PERIOD OF 24 MONTHS.

SECTION 1: SBD1**PART A INVITATION TO BID****YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF PASSENGER RAIL AGENCY (PRASA)**

BID NUMBER:	CLEAN-KOMAT/07/23	CLOSING DATE:	13 July 2023	CLOSING TIME:	12:00PM
DESCRIPTION	Provision of Cleaning, Hygiene & Horticulture Services and Coach semi-intensive cleaning and disinfection at Komatipoort station in Mpumalanga Province for a period of 24 months.				

BID RESPONSE DOCUMENTS SHALL BE ADDRESSED AS FOLLOWS:

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

CresNGR.Quotation@prasa.com

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO

CONTACT PERSON	Thobeka Shabangu
TELEPHONE NUMBER	012 748 7571
E-MAIL ADDRESS	CresNGR.Quotation@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)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> 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 complaint

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 Requirements
Stage 1B	Other Mandatory Requirements
Stage 2 - Price and Specific Goals	
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 of 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:

15.1. 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.

SECTION 3

1 EVALUATION CRITERIA:

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

Stage 1A – Mandatory Requirements

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

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

No.	Description of requirement	
a)	Completion of ALL RFP documentation (includes ALL declarations)	
b)	Price Schedule and Pricing form (Section 4) To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule/BOQ and not utilize a different format. Deviation from this pricing schedule will result in a bid being declared non-responsive.	
c)	Joint Venture , Consortium Agreement or Partnering Agreement signed by all parties. The agreement should indicate the leading bidder where applicable.	
d)	The Contractor must be located within the Mpumalanga Province and Shall Submit Copy of Rates and Taxes (less than 3 months)/ Lease Agreement (valid) for the Stations they are Bidding for.	

(Preference will be given first to bidders that are residing in the Mpumalanga Province)

Municipality Footprint for Segment 3- Komatipoort Station

Bidders must be residing at Enhlanzeni District Municipality and Nkomazi Local Municipality

Stage 1B –Other Mandatory 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)	Valid Letter of Good Standing: COID	
b)	Supply of valid SARS Pin	
c)	CSD supplier registration number	

Stage 2- 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

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)	ACCEPTABLE EVIDENCE- Required to claim points	Number of points claimed (80/20 system) (To be completed by the tenderer)
51 % Black Owned	10	B-BBEE Certificate/Affidavit	
Black Women Owned	10	B-BBEE Certificate/Affidavit	

SECTION 4

PRICING AND DELIVERY SCHEDULE

Respondents are required to complete the attached Pricing Schedule

Prices must be quoted in South African Rand, inclusive of all applicable taxes.

- 1 Price offer is firm and clearly indicate the basis thereof.
- 2 Pricing Bill of Quantity is completed in line with schedule if applicable.
- 3 Cost breakdown must be indicated.
- 4 Price escalation basis and formula must be indicated.
- 5 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.
- 6 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.
- 7 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:
 - 8 negotiate a market-related price with the Respondent scoring the highest points;;
 - 9 if that Respondent does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the second highest points;
 - 10 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;

11 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 _____ (amount in 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.

SECTION 6

SBD4

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 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,

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.

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

.....
Signature	Date
.....
Position	Name of bidder

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.

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);

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) **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.

4.1 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

4.2 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.

4.3 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.

5 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).

6 FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.2. POINTS AWARDED FOR PRICE

3.1.1 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

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

3.3.1. POINTS AWARDED FOR PRICE

A maximum of 80 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 above.

(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.)

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 11

1 SCOPE OF WORKS AND AREAS OF FOCUS

1.1 Describe what needs to be done

PRASA requires full station cleaning service for a mix of facilities which are found at Komatipoort long-distance Commuter Railway station in the Mpumalanga Province and as and when semi-intensive coach cleaning for MLPS. These facilities are staff offices, mess rooms, public ablutions facilities, commuter waiting rooms, platform areas, bridges, subways, access roads and concourse areas. These facilities must be at highest level of cleanliness and must be cleaned regularly to provide better environment for the commuters.

The appointed one (1) Service provider which shall be required to provide quality day to day Cleaning, Hygiene, Horticultural services and as and when semi-intensive coach cleaning for a period of 24 months or 2 Years at the following station, which is found in Segment 3:

1. Segment 3 – Komatipoort Station

There is also a necessity to incorporate the Provision of Semi-intensive cleaning of Train Carriages at turn-around (i.e. Komatipoort Station) and disinfection in accordance with emerging viruses protocols.

2 MUNICIPALITY FOOTPRINTS

Bidder(s) must submit proof of residence or lease agreement not older than three (3) months, as preference will be given to bidders that are residing in specific municipalities around the stations.

2.1 Municipality Footprint for Segment 3

Bidders must be residing at Enhlanzeni District Municipality and Nkomazi Local Municipality – Komatipoort Station.

3 THE STATION FACILITIES AND SIZE

The contract will provide to the cleaning of the mix of various facilities within the station's precinct. Table below Illustrate all the facilities available per each station in this cluster.

This station has

EXTERNAL AREAS include:

- Area and Toilets
- Platforms Parking Driveways
- Parking
- All the external and paved areas within the station precinct Offices
- Commuter Toilets
- Waiting area (Tiled)

- MLPS Platforms
- MLPS Staff toilets
- Water closets
- Urinals
- Wash hand basins
- MLPS ticket office
- Train driver rest room
- No Carpeted Offices
- Tiled Bathrooms
- Tiled offices
- railway tracks (cleaning of track extend 20m beyond the edges of the platforms)

Additional Info

Completion of works, upon the completion of work the service Provider must submit the following:

- Signed job card by the Project Manager or leader /Prasa MLPS Staff
- Before and after pictures of the proof of work done (The pictures to be send via WhatsApp or email to the Prasa Cres Project manager)
- Attendance Register

Station name	Platform	Track Rails	Public Toilets	Ticket Office	Waiting Areas/Shelter	Staff Offices	Parking area
Komatipoort	1	1	12	1	1	1	1
TOTAL	1	1	12	1	1	1	1

Table 3.1 illustrate the extend and size of the facilities

Station name	Platform	Track Rails	Public Toilets	Ticket Office	Waiting Areas	Staff Offices	Parking/road area
Komatipoort	2080m ²	282m ²	180m ²	300m ²	Included PL	80m ²	780m ²
TOTAL	2080m²	282m²	180m²	300m²	0m²	80m²	780m²

3.2 Hygiene equipment and services applicable to Komatipoort

Hygiene services	Frequency of service for Commuter Facilities, Train set ablution and staff
Urinal sanitisers refilling	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	Regularly
Seat sanitisers refilling	Regularly
Sanitary bins sanitized	Regularly
<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	Regularly

Soap Dispensers refilling	Regularly
Toilet roll (single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant)	Regularly
Paper Towel Dispensers refilling	Regularly
Wall bins sanitizer	Biweekly

NB:

- *The supplier shall provide hygiene services for both staff and public toilets*

4 THE STAFFING PLAN AND SHIFT SYSTEM

The total cleaning Staff/Personnel to be provided in this specification is three (3) workers, which will be responsible for:

- Day to day station and
- As & when coach cleaning as per the below table

The preferred total cleaning staff/personnel to be provided in this specification is 2 x Female and 1 x Male:

ITEM	SITE NAME	TOTAL NUMBER OF CLEANERS	DAY SHIFT	MONDAYS, WEDNESDAYS TO FRIDAYS
1	Komatipoort Station	3	07:00 – 15:00 (3)	
OR			DAY SHIFT	TUESDAYS, THURSDAYS TO SATURDAYS
2	Komatipoort Station	3	07:00 – 15:00 (3)	
AND			AS & WHEN COACH CLEANING	
3	Komatipoort Station	3	07:00 – 15:00 (3)	
Total		3		

NB: *Prasa Cres reserves the right to change specified times and days in line with MLPS day to day operations.*

- *The contractor must accommodate the peak holidays hours in their prices.*
- *The contractor shall appoint Komatipoort residents only (after appointment of contractor may be required to provide proof of staff residential address)*

CONTRACTORS' STAFF UNIFORM TO BE USED ON SITE:

- a. Prior to commencement of work on site the Contractors' Staff must:
- Be inducted by the Prasa SHE Department before working on site and in any Prasa site.
 - Have and use all safety and personal protective equipment (PPE) necessary for the task to be performed on site and in the site.
 - Conform to the acceptable standards of behaviour and dress appropriately.
- b. Protective Clothing: The contractor shall provide all forms of safety and protective clothing for their personnel. It will be the responsibility of the contractor to ensure that it is always worn. The clothing shall also clearly indicate the name of the firm on it in large and clear letters so that the public/staff can clearly identify the firm if needed. Full Personal Protective Equipment (PPE) shall be always worn whenever cleaning activities is performed and this shall include, but not be limited to, the following:
- Safety shoes/boots;
 - Overalls
 - **Facemask**
 - Hand hygiene gloves
 - Full length rubber gloves
 - Protective eyewear (*face shields only when performing Horticultural activity*)
 - Protective leg wear (*leggings only when performing Horticultural activity*)
 - Reflector bibs with company name.
 - Rain suits

5 SPECIFICATION FOR HAND TOOLS AND CLEANING APPLIANCES

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

- | | |
|-------------------------|----------------------------------|
| a. Long Handle Brush | - Recognised High Quality |
| b. Squeegee | - Recognised High Quality |
| c. Microfiber cloth | - (Colour coded cleaning cloths) |
| d. Hand brush | - Recognised High Quality |
| e. Dusters | - Recognised High Quality |
| f. Gum remover | - Recognised High Quality |
| g. 500g Industrial Mops | - Recognised High Quality |

- h. ~~Long handle feather Dusters~~
- i. Two-way cleaning buckets
- j. Brooms
- k. Step ladders
- l. Garden hosepipe (150m)
- m. Leaf blower
- n. Dish cloth
- o. Extension cord
- p. Caution / Hazard / Wet Floor Sign
- q. Feather dusters
- r. Brush cutter

6 LIST OF CONSUMABLES

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

- Anti-dust sprays
- Toilet paper SABS approved

7 SPECIFICATIONS OF THE WORK OR PRODUCTS OR SERVICES REQUIRED

7.1. Description of Service and Frequency

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

Facility	Areas	Description of Service	Frequency
(MLPS Staff Offices and Messrooms.	<i>Floors, Carpets and Walk-off mats</i>	Sweep with dust mop sweepers	Daily
		Damp mop	Daily
		Scrub with machine and polish	Monthly
		Disinfect the floor surface with an EPA (Environmental Protection Agency) registered household disinfectant	Every 3 hourly
		Vacuum all carpeted floors	Daily
		Vacuum walk-off mats	Daily
		Shampoo	Every two months
		Spot cleaning	When requested and as required
		Disinfect the carpet with an EPA (Environmental Protection Agency) registered household disinfectant.	Weekly
		Clean seats, scrub/vacuum	Monthly
	<i>Staff Toilets & Basins</i>	Empty and clean all waste receptacles	Continuously
		Clean and sanitize all toilet bowls, basins and urinals	Continuously
		Clean all mirrors	Daily
		Damp mop with disinfectant	Daily
		Spot clean walls, doors and partitions	Daily
		Replace toilet paper and towel rolls	Continuously
		Replenish hand soap	Continuously
		Basins – wet wipe with hard surface cleaner	Daily
		Disinfect the all-toilet bowls, basins and urinals with an EPA (Environmental Protection Agency) registered household	Every 30 minutes
		Basins – remove mineral deposits	Daily
	<i>Kitchen, Boardrooms, Furniture and Lounges</i>	Wash dishes, dry and pack away	Continuously
		Empty and clean all waste receptacles	Continuously
		Clean floors, counters	Continuously
		Polish all wooden furniture	Daily
	<i>Walls, Ceilings, and Paintwork.</i>	Spot clean all low surfaces (finger marks, etc.)	Daily
		Glass walls, doors and light switches	Daily
	<i>Windows and Blinds</i>	Clean wash windows	Weekly
		Blinds – remove dust and Damp wipe	Daily

	<i>Dusting</i>	Dust all areas needed to be dusted (up to 2m)	Alternate days (Preferably Mon, Wed, Fri)
	<i>Dusting</i>	High dusting (above 2m)	Weekly
	<i>Waste Collection and Disposal</i>	Empty and clean all waste baskets, receptacles	Continuously
	<i>Waste Collection and Disposal</i>	Remove all waste to a specified and designated area	Continuously
	<i>Whole of Ablution block</i>	Empty and clean all waste receptacles	Continuously
Public Ablution Facilities	<i>Whole of Ablution block</i> <i>Platform areas</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
		Replace toilet paper and towel rolls	Continuously
		Replenish hand soap	Continuously
		Basins – wet wipe with hard surface cleaner	Daily
		Disinfect the all toilet bowls, basins and urinals with an EPA (Environmental Protection Agency) registered household	Every 30 minutes
		Basins – remove mineral deposits	Daily
		Sweep platforms	Daily
Platforms & Railway tracks	<i>Platform areas</i>	Remove papers and other foreign objects	Continuously
		Sweep the railway tracks.	Every three months
	<i>Railway tracks.</i> Note: Employees work under protection on tracks and only during the off-peak)	Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms	Daily
	<i>Grass and weeds</i>	Remove Grass and Weed	Weekly
	<i>Glass and Metal Work</i>	Spot clean glass doors	As necessary
Station Concourse Area (Including Walls, Ceilings and Paintwork – all around the station)	<i>Glass and Metal Work</i>	Clean and polish all bright metal fittings	Weekly
		Clean wash windows	Weekly
	<i>Windows</i>		
	<i>Surfaces</i>	Spot clean all low surfaces (finger marks, etc.)	Daily
	<i>Walls and doors</i>	Glass walls, doors and light switches	Daily
		Disinfect the common surface an EPA (Environmental Protection Agency) registered household disinfectant	Continuous
	<i>Station signage</i>	Spot clean Signage	Weekly
	<i>Waiting benches</i>	Clean benches	Daily
	<i>Air vents</i>	dust and wipe air vents once every two months	Every second Month
Station Entrances,	<i>All areas around entrances, walkways</i>	Dust/wipe clean walls.	Weekly
		Wipe clean signs and Lettering.	Daily

Walkways and Corridors	<i>and corridors (Including subways and bridges)</i> (High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sink.	Walk-off matting vacuumed and/or clean	Daily
		Corridors to be swept and auto scrubbed/damp mobbed as required	Daily
		Disinfect the high touch surface an EPA (Environmental Protection Agency) registered household disinfectant	Continuous
	<i>All areas around the lifts</i>	Access areas and concourses to be scrubbed.	Daily
		Air vents: dust and wipe air vents once every two months	Every second Month
		Remove Grass and Weed	Weekly
		Wipe Clean landings, removing all dirt butts, etc. from joints and crevices.	Daily
Waste Collection Facility	<i>Refuse Room and Collection Area</i> <i>Storm-water drainage channels</i>	Coordinate the processes of collection of waste (disposal and recyclable) - Call the collection Company and Maintain Records	Daily and as required
		Wash refuse containers	As required
		Wash floors with chemicals.	Daily
		Disinfect all areas with recommended insecticide and with an EPA (Environmental Protection Agency) registered household disinfectant	Weekly
		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>	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 Weed	Weekly

Facility	Areas	Description of Service	Frequency
Horticulture Activity	<i>The Station precinct areas</i>	Standard Tree Maintenance	Weekly
		The feathering up / crown lifting of low hanging branches that may impede staff flow or be a public risk.	
		Clearing of dead, diseased branches that may cause a risk.	
		Prune branches away from the property line of depot.	
		Clear any branch that may become a risk encroaching over any facilities within the scope range.	

		Shape any tree that may have grown into an unbalanced deformed shape.	
		Contractors will be required to do collecting (clearing, chipping) of all branches, logs and debris from any work site within the Station sites.	Daily
		This also to include the sweeping and raking up of all work sites and leave them in a clean and acceptable state.	
	All Tarred and Paved surface/Platform surface around the Station precinct	Weed eradication on paved surfaces: The contractor shall ensure that all the paved and tarred area are weeded out.	Weekly
		Trimming or pruning of plants and grass. Rehabilitation of gardens (e.g. mulching, soil loosening and related works), as and when required.	Weekly
Hygiene services	Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, , Air fresheners refilling; Wall bins sanitisers.	The Contractor shall ensure that the hygiene consumables are always stocked, but not limited to: <ul style="list-style-type: none"> Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers etc. always. 	Continuously
		The Contractor shall ensure that all hygiene equipment is clean and free of obstructions.	Continuously
		The contractor shall supply and install hygiene equipment for all public ablutions	As and when required
		Disinfect the common surface an EPA (Environmental Protection Agency) registered household disinfectant	Every 30 minutes
		The Contractor shall report any broken or Malfunctioning hygiene equipment immediately and replace within 72 hours.	Weekly

8 DESCRIPTION OF SEMI-INTENSIVE CLEANING OF TRAIN AT KOMATIPOORT, WHICH IS SCHEDULED ONCE A MONTH.

8.1 Semi Intensive Cleaning at turn-around

8.1.1 Semi intensive interior cleaning (Drivers/Guard cab interior panels, door panels, Coach interior panels and Window glasses/screens)		Frequency
a.	Ensure all windows and doors are closed before and after cleaning.	As and when
b.	Wet all the interior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	As and when
c.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	As and when
d.	Clean all corners and no area shall be left.	As and when
e.	Wipe all interior panels with wet microfiber cloth.	As and when
f.	Ensure that no grease, no dust, no water, no gum, no graphite, no black spot, and no dirty marks should be left behind.	As and when
g.	All the interior panel and window glasses should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface.	As and when
NB	<ul style="list-style-type: none"> <i>No sharpening knife for gum removal</i> <i>Disinfect all surface an EPA (Environmental Protection Agency) registered household disinfectant</i> 	As and when
8.1.2 Semi intensive interior floor cleaning (Drivers cab and Interior Coach body)		Frequency
a.	Clean the dust with broom / long feather duster to remove dirt from seats, behind heaters, in between seats, luggage racks and windowsills. Sweeps clean the floor to be free of papers, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum.	As and when
b.	Wet area with water and diluted specified cleaning agent.	As and when
c.	Scrub the floor thoroughly; wipe off the cleaning solution and dirt.	As and when
d.	Mop the floor with mop soaked with clean water.	As and when
e.	Ensure that no tissue, litter, footprint, bubble gum, dirt mark, water traces should be left behind.	As and when
f.	The specified polishing shall be done after Internal Heavy Cleaning is done	As and when
NB	<ul style="list-style-type: none"> <i>The chemical to be used shall not be detrimental to the paint. The Contractor to acquaint himself/herself with the specifications of the Client preferred chemical list. Any other chemical shall be approved by the Client prior to being used.</i> <i>No sharpening knife for gum removal.</i> <i>Please avoid any water or detergent penetrating heaters and other electrical equipment</i> 	

- **Disinfect the floor surface an EPA (Environmental Protection Agency) registered household disinfectant**

8.1.3 Semi intensive seats/Beds, grab holes, luggage racks ,coach ablutions, and handles cleaning (Drivers cab and Interior Coach body)		Frequency
a.	Wet the areas with water and specified cleaning agent.	As and when
b.	Scrub the seats/grab holes/handles with hand soft scrubbing pad and wipe off the seats with microfiber cloth	As and when
c.	Ensure that grease, dust, fingerprint, water trace, bubble gum, black spot, dirt marks should be left behind.	As and when
d.	Where there is known blood or bodily fluid contamination (e.g. spills of vomit or faecal matter) spills should be cleaned immediately and any contaminated surfaces cleaned and disinfected.	As and when
e.	All gauges and meter instrument in the driver's cabs should be dusted and follow with a damp cloth dipped in clean water mixed with detergent to remove stains.	As and when
f.	All entrance carpet and sleeper removable carpet must be cleaned	As and when
Cleaning of the coach toilets		
a.	Empty and clean all waste receptacles	Daily
b.	Clean and sanitize all toilet bowls, basins and urinals	Daily
c.	Clean all mirrors	Daily
d.	Damp mop with disinfectant	Daily
e.	Spot clean walls, doors and coach body panels	Daily
f.	Replace toilet paper and towel rolls	Daily
g.	Replenish hand soap	Daily
h.	Basins – wet wipe with hard surface cleaner	Daily
i.	Disinfect the all-toilet bowls, basins and urinals with an EPA (Environmental Protection Agency) registered household	Daily
NB	<ul style="list-style-type: none"> • No sharpening knife for gum removal • Train set minimum coaches 10 and maximum 17 	

8.1.4 Heavy (Train operator /Drivers cab /coach ceiling)

a.	Wet Microfiber cloth having water and specified cleaning agent. No area should be left	As and when
b.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and the surface is cleaned.	As and when
c.	Clean all corners and no area shall be left. Special tools may be required for cleaning non-accessible areas. Wipe all the interior panel with wet microfiber cloth	As and when
d.	Ensure that there is no water mark, dust, fingerprint; bubble gum should be left behind.	As and when
NB	<ul style="list-style-type: none"> • <i>Do not spray the water due to danger of high voltage equipment e.g. Heaters</i> • <i>The contractor is also responsible for filling train set water tanks before departure.</i> 	

9 MEASUREMENT OF PERFORMANCE

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

<u>AREAS</u>	FOCUS CLEANLINESS ITEMS	MEASUREMENT
<u>PLATFORMS:</u>	Papers, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, stagnant water, dirt bags, leaking sewage, rodents, animals (dead or alive)	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (No information at all. Information older than two days)</p> <p>2 = POOR (Notices are handwritten. Information older than expiry date. Notices are not clearly understandable and not informative.)</p> <p>3 = GOOD (Minimum of elements present. Obvious sign that the place is cleaned)</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent)</p>
<u>WAITING ROOMS AND SHELTERS:</u>	Litter and hygiene e.g. papers, peels, cans/bottles, cigarette butts, leaves, general dirt, cobwebs, dust, excrement, bad smells, water pools, plastic bags.	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect.)</p> <p>2 = POOR (Has not been swept in the last 1-2 hours. Visible signs of accumulated dirt.)</p>

		<p>3 = GOOD (Minimum of elements present or visible sign that place is cleaned.)</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent or polished.)</p>
<u>TRACKS:</u>	E.g. papers, peels, cans/bottles, cigarette butts, leaves, plastic bags,	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and a general sense of neglect.)</p> <p>2 = POOR (Visible signs of dirt that has accumulated.)</p> <p>3 = GOOD (Minimum of elements present/visible sign that tracks are cleaned.)</p> <p>4 = EXCELLENT (No litter. Tracks are cleaned at least once per day.)</p>
<u>TOILETS:</u>	Papers, dust, cobwebs, peels, cans/bottles, cigarette butts, excrement on floor, bad smells, water pools, leaking sewage, rodents, animals (dead or alive), overflowing sanitary bins.	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Toilets out of order. Toilets not cleaned on daily basis.)</p> <p>2 = POOR (Toilets cleaned, but still visible signs of dirt, e.g. dust, cobwebs.)</p> <p>3 = GOOD (Obvious sign that toilets are cleaned daily.)</p> <p>4 = EXCELLENT (Extra effort is put in to ensure cleanliness, e.g. using detergents.)</p>
<u>SUBWAYS AND BRIDGES:</u>	E.g. papers, general dirt, dust, mud, water pools, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, plastic bags, leaking sewage, rodents, animals (dead or alive).	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and a general sense of neglect and no maintenance.)</p> <p>2 = POOR (Has not been swept in the last 8-12 hours, visible signs of dirt.)</p> <p>3 = GOOD (Minimum of elements present or visible.)</p> <p>4 = EXCELLENT (No litter, extra effort was put in to make the place more attractive.)</p> <p>NOTE: If papers and leaves etc. are present due to wind, it will be taken into consideration.</p>
	Litter and hygiene e.g. paper, peels, cans/bottles, cigarette butts, dust, bad smells,	0 = NOT APPLICABLE

<u>AUTHORISED VERIFICATION POINTS: ACCESS CONTROL AREAS</u>	grime, graffiti, water pools, rodents, animals (dead or alive), overflowing bins for defaced tickets.	<p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect.)</p> <p>2 = POOR (Has not been swept in the last 8-12 hours. Visible signs of dirt accumulated.)</p> <p>3 = GOOD (Minimum of elements present or visible signs that the place is maintained.)</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor washed with detergent and / or polished.)</p>
<u>PARKING AND EXTERNAL AREA</u>	Litter and hygiene - Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, hawkers catering food, overflowing dirt bins.	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect.)</p> <p>2 = POOR (Has not been swept in the last 8-12 hours, some elements like papers, cigarette butts, leaves, condoms, etc.)</p> <p>3 = GOOD (Minimum of elements present, hardly any litter present.)</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. shaded parking, painted lines etc.)</p> <p>NOTE: If any of the above elements like papers, leaves, etc. is present due to the wind / wind blowing, it will be taken into consideration.</p>
<u>FOYER – STATION FORE COURT AND PARKING AREAS</u>	Litter and hygiene - Papers, peels, cans/bottles, cigarette butts, leaves, water pools or mud, dust, grime, graffiti, leaking sewage, rodents, animals (dead or alive), ticket windows (clean outside), overflowing dirt bins.	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect.)</p> <p>2 = POOR (Has not been swept in the last 1-2 hours, visible signs of dirt that has accumulated.)</p> <p>3 = GOOD (Minimum of elements present and obvious signs that the place is maintained.)</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. floor was washed with detergent or polished.)</p> <p>NOTE: If any of the above elements like papers, leaves etc. is present due to the wind blowing, it will be taken into consideration.</p>

<u>HORTICULTURE ACTIVITIES</u>	Overgrown grass, vegetation not removed, overgrown weeds, Garden maintenance overgrown trees	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect.)</p> <p>2 = POOR (Overgrown grass, vegetation not removed, overgrown weeds, overgrown trees, Tree cut-off remove, sweep off, and/or clean up debris or waste resulting from vegetation control activity and shall dump such waste</p> <p>3 = GOOD (Minimum of elements present, hardly any overgrown grass /weeds/trees.)</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. (Tree pruned, No overgrown grass /weeds, No debris /tree cut off on site)</p> <p>NOTE: If any of the above elements like leaves, etc. is present due to the wind / wind blowing, it will be taken into consideration.</p>
<u>HYGIENE SERVICES</u>	Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect.)</p> <p>2 = POOR (Failure to provide Hygiene services in line with the specified frequency will be deemed as a non-compliance)</p> <p>3 = GOOD (Minimum of elements present, hardly any non-compliances, no failure of availability of supplies at the point of use.</p> <p>4 = EXCELLENT (No failure of availability of supplies at the point of use and requests for consumable stock to be made timeously)</p> <p>NOTE: If the sanitary disposal certificate is not submitted the sanitary service claims will not be processed.</p>
<u>TRAIN SET LIGHT CLEANING</u>	Removal of all visible dirt from floors, seats and windowsills: All papers, tins, dust, bottles, sand, cigarettes butts, sweet papers, peanut shells, bubble gum on floors must be removed from the coaches by picking it up. Quick sweeping removal of dirt from floors and seats, Papers, tins, dust, bottles, sand, windowsills, cigarettes butts, sweet papers, peanut shells, bubble gum on floors, soft drink stains, Sweeping is	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect.)</p> <p>2 = POOR (Has not been swept in the last train trip, visible signs of dirt that has accumulated.)</p> <p>3 = GOOD (Minimum of elements present and obvious signs that the place is maintained.)</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive)</p>

	carried out with a soft haired office broom	NOTE: If any of the above elements like mud, water etc. is present due to the rain, it will be taken into consideration.
<u>DISINFECTANT SERVICE</u>	Disinfect frequently touched surfaces, disinfect contaminated surface, disinfect common areas, disinfect floor surface, Disinfect Ablutions, disinfect carpeted area, Disinfect Electronics surface, Disinfection the Train set coach Fogging activity	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect.)</p> <p>2 = POOR (Failure to provide disinfectants services in line with the specified frequency will be deemed as a non-compliance)</p> <p>3 = GOOD (Minimum of elements present, hardly any non-compliances, no failure of availability of supplies at the point of use.</p> <p>4 = EXCELLENT (No failure of executing required service the at the point of use and requests for consumable stock to be made timeously)</p> <p>NOTE: If the Fogging fumigation certificate is not submitted</p>

10 EXPECTATIONS AND REQUIREMENTS

GENERAL

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

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

OFFICES

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

1. Garbage containers are free of dirt/dust, debris and marks.
2. Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine.

3. ~~Hand soap and paper dispensers are free of dirt/dust, debris and marks and filled with appropriate hand soap and paper product.~~
4. All carpets are free of dirt/dust, debris and stains.
5. Sinks are free of all dirt/dust, debris and marks.
6. All glass and mirrors are free of dirt/dust, and stains.
7. Windows coverings are free of dirt/dust, and stains.
8. Light fixtures and lenses are free of all dirt/dust and operating properly.
9. Air vents free of dust/dirt, debris and stains.
10. Desks and flat surfaces are free of dirt/dust, debris and stains.
11. 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.

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

CORRIDORS

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

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

Access and Concourse areas

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

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

External Paved and Tarred areas

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

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

Public Ablution 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.*

1. Public ablution facilities must always be kept in a clean and tidy condition and free of bad odour.
2. Public ablution Facilities floors to be scrubbed using an approved and environmentally sensitive detergent.
3. There shall an inspection sheet and schedule at every ablution facility.
4. Public ablution facilities must be inspected regularly for cleanliness by the cleaning supervisor/staff and quality inspected, **on 30 minutes basis during the peak period** and **hourly during off-peak period**, by the cleaning supervisor of the contracting company.
5. Inspection checklist to include all defects including maintenance defects and these must be elevated to the Area/Depot Manager for maintenance response. Inspection checklist shall be signed-off.
6. The ablution facilities shall be free of graffiti from all tiled and painted surfaces.
7. All public ablution facilities must always be free of dirt and litter.
8. No plastic bags to be stored in the toilet facilities.
9. **Timed air fresheners** must be cleaned and replenished with air freshener on regular basis; under no circumstance should the timed air fresher be found empty.
10. **Soap dispensers** must be cleaned and replenished with hand soap on regular basis, under no circumstance should the soap dispenser be found empty.

11. **Moist toilet seat wipes holder** must be cleaned replenished with toilet seat wipes on regular basis, under no circumstance should the holder be found empty.
12. **Lockable toilet roll holders** must be cleaned and replenished with quality toilet roll on regular basis; under no circumstance should the toilet roll holder be found empty.
13. **Hand towel holder** must be cleaned and replenished with a hand towel on regular basis, under no circumstance should the hand towel holder be found empty.
14. Waste must be removed on the waste and SHE always bins.
15. Mirrors must always be cleaned and spotless.
16. Condom holders must always be cleaned and spotless.

Access Control Cubicles

Requirements: Access Control Areas will be maintained as required.

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

Station Precinct offices

The office will be maintained as follows:

1. Reception area/foyer- must always be kept spotless clean, free from dust.
2. Scrub and thoroughly clean the kitchen with appropriate chemicals and equipment suitable to remove grease in all areas including all items within the kitchen.
3. Ablution facilities must always be kept in a clean and tidy condition and free of bad odour. **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.

4. ~~Soap dispensers~~ must be cleaned and replenished with hand soap on regular basis; under no circumstance should the soap dispenser be found empty.
5. **Moist toilet seat wipes holder** must be cleaned replenished with toilet seat wipes on regular basis, under no circumstance should the holder be found empty.
6. **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.
7. **Hand towel holder** must be cleaned and replenished with a hand towel on regular basis; under no circumstance should the hand towel holder be found empty.
8. Waste must be removed on the waste and SHE always bins.
9. Mirrors must always be cleaned and spotless.
10. Carpets must be clean and stain free.
11. Seats (upholstery/Velvet) must be clean and stain free.
12. Tables must be dirt free
13. 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.

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

The service provider shall ensure the following:

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

Showers and change rooms

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

1. Garbage containers are free of dirt/dust, debris and marks.
2. Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine
3. Hand soap, feminine hygiene and paper dispensers are free of dirt/dust, debris and marks and filled with appropriate hand soap and paper product.

4. ~~Tables, chairs and/or benches are free of dirt/dust, debris and stains.~~

5. All glass and mirrors are free of dirt/dust, and stains.

6. Base boards are free of dirt/dust, build-ups and marks.

7. Lockers are free dirt/dust, build ups and marks

8. Window coverings are free of dirt/dust, and stains.

9. Light fixtures and lenses are free of all dirt/dust and operating properly.

10. Air vents are free of dust/dirt, debris and stains.

11. Desks and flat surfaces are free of dirt/dust, debris and stains.

12. Walls, doors, electrical switch plates are free of dirt/dust, debris and marks.

13. Hand basis, partitions, piping, toilets, urinals, floor drains, are free of dirt/dust, debris, marks and stains and sanitized daily.

14. Washrooms are spot-checked for cleanliness and vandalism as well as re-stocked as needed. Corrections made as needed after every hour.

Station platforms and rail track areas

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

1. Platform surfaces to be swept and scrub and are free of dirt.

2. Scrubbing of platforms to be carried off peak, unless otherwise instructed *in writing* by the Station Manager.

3. Using of hose pipes are not allowed, contractor is to familiarize himself/herself with new water restrictions 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 instance.

4. All platforms within the station precinct must be free of dirt, litter grass and weeds always.

5. The cleaning of tracks must be done during the off-peak and *under strict safe operating condition*. This work can **ONLY be done under PROTECTION** by Flagmen or Flag-women.

6. All tracks within the station precinct must be free of dirt, litter or any spillages.
7. All tracks must blow clean with a power blower regularly and the litter picked up immediately and put into refuse bags.
8. No plastic bags to be stored on the platform or the rail track. These will only be stored in a place to be agreed upon between the contractor and the Facilities Department.
9. All areas shall be free of grass and weed.

Subways, stairs and all access ways

Requirements: Subways and stairs will be maintained as required.

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

Parking Areas

Requirements: Parking areas must always be kept free of:

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

Others

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

s) ~~**Telephones**~~ – dust and damp wipe with disinfectant weekly.

t) **Floors: Resilient**

- 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.

u) **Toilet** – ensures usability (report faults to ticket office) and replenishes consumables (toilet paper) daily. Remove spoilage from bowl and under flush rim with hard surface cleaner and a brush daily, and as necessary. Remove mineral deposits monthly. Wet wash seat and lid, cistern and pipes etc. daily, and as necessary. Disinfect all components daily. Wet wipe doors and walls twice weekly or as necessary.

v) **Urinals** – remove litter as necessary. Wet wipe with hard surface cleaner or disinfectant daily. Wet wipe and dry wipe flushing mechanisms daily. Mop step and/or floor at urinal with disinfectant as necessary. Remove mineral deposits from gullies and drains monthly.

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

Horticulture services

1. The cleaning contractor shall be responsible for horticultural service within 10m around Station precinct i.e. areas in the station precinct.
2. Standard Street Tree Maintenance Scope if the work to be done is:
 - a. The feathering up / crown lifting of low hanging branches that may impede staff flow or be a public risk.
 - b. Clearing of dead, diseased branches that may cause a risk.
 - c. Prune branches away from the property line of Station.
 - d. Clear any branch that may become a risk encroaching over any facilities within the scope range.
 - e. Shape any tree that may have grown into an unbalanced deformed shape.
 - f. Contractors will be required to do collecting (clearing, chipping) of all branches, logs and debris from any work site within the Prasa Cres sites. This also to include the sweeping and raking up of all work sites and leave them in a clean and acceptable state. This work of clearing branches, logs and debris will be in station, where tree pruning operations have been carried out.
 - g. Contractors will be responsible for provision of all transport for their workers / employees to all stipulated work sites.
 - h. Any work undertaken by the contractor that is not stipulated in the tender must in the first instance be discussed and agreed to in writing with the delegated Prasa Cres Project Manager.
 - i. Weed eradication on paved surfaces: The contractor shall ensure that all the paved and tarred area are weeded out.
3. Maintenance of gardens shall comprise of:
 - Removal of weed (or unwanted vegetation as shall be confirmed by Environmental Department),
 - Trimming or pruning of plants,
 - Rehabilitation of gardens (e.g. mulching, soil loosening and related works), as and when required.

10. SPECIAL CONDITIONS OF CONTRACT

- a. The performance of the contractor ***shall be evaluated and assessed on month-to-month basis*** and may be terminated on the ground of poor performance and/or non-responsiveness.
- b. Either party may terminate the Contract by given another party a 30-calendar day written termination notice.
- c. The Contractor shall undertake to provide and use ***Totally Degradable Plastic Refuse Bags (TDP)*** for daily refuse collection.
- d. The Contractor shall undertake to provide and use environmentally friendly (SABS approved) products/detergents/material as required by PRASA.
- e. The Contractor shall report all personnel shortages to Prasa Cres Representative and provide replacement staff:

- Personnel shortages must be reported prior to the commencement of any duty shift, or if such shortages only come to light during a shift, such shortage must be reported within 15 (fifteen) minutes of the *Contractor* becoming aware of such shortage. Replacement staff must be delivered to site within 2 hours of the shortage being reported to Prasa Cres.
- f. The Contractor shall be responsible for the efficient performance of the Contract and for the good conduct of his/her employees whenever they carry out cleaning works at the stations.
 - o) The Contractor shall always maintain contracted number of cleaners to properly fulfil his/her obligation under this Contract.
 - p) The Contractor's employees shall always be properly supervised by a supervisor(s) employed for this purpose by the Contractor.
 - q) The Contractor shall provide clean and tidy uniforms by the Contractor for all his/her employees. The uniform must be worn by all employees who are engaged to carry out the works under this Contract.
 - r) The Contractor employees cleaning PRASA depots under this Contract shall be identifiable (ID) with appropriate Company's badge and access card displayed all the time with the following information on it;
 - The photo of the employee
 - The Name of the Employee
 - The position he or she occupies
 - The Name of the Cleaning Company
 - The Number of the Site Access operating under
 - The Name of the Station of deployment.
 - s) PRASA reserves the rights to monitor time and attendance of the Contractor's employees as well as to give working instruction directly to the Contractor's employees if in the opinion of PRASA this is necessary. This will be done through a dedicated Contracts Manager.
 - t) The Contract shall put in-charge a sound knowledgeable and experience Supervisor, in charge of daily operations of cleaning team. These personnel shall be strong in supervisory and communication skill, initiative, enthusiastic and reliable. The Supervisor may be required to perform duties outside normal working hours and be reachable all the time.
 - u) All Cleaners should be trained to be observant, keen, alert, efficient, willing and pleasant. On job work observation must be performed by Supervisor on an ongoing basis to ensure that cleaners perform the duties and responsibilities consistently above expectation.
 - v) The Contractor ***shall perform cyclic or ad-hoc deep cleaning*** of the station and the facilities to enhance the level of cleanliness.
 - w) The Contractor shall provide all necessary machinery, tools and materials for the proper execution of the work. Such machinery and materials shall be of a high standard and suitable for use in the station environment.
 - All electrical and non-electrical operated equipment should be SABS approved
 - The Contractor shall supply its own cleaning equipment and chemicals at their own cost.

- ~~The Contractor shall maintain and ensure availability of Material Safety Data Sheets (MSDS) to be available.~~
- All cleaning material approved by the client shall always be available for execution of work.
- PRASA shall ensure availability of supply point for water supply and electricity, in the event where the water supply is disrupted or PRASA runs out of water the service provider \needs to provide alternative means to get water to ensure all facilities are kept cleaned.
- All safety precautions stipulated by the client shall be strictly adhered to.

12. DEFAULT

If the Contractor:

- a. Abandons the work, site and this contract for whatever reason;
- b. Repeatedly fails to execute the service in accordance with this contract and PRASA has issued three (3) notices of default/breach calling upon the Contractor to rectify such breach with seven (7) days of the notice;

Then PRASA shall be entitled to terminate the contract by giving the Contractor Seven-day notice of termination of contract. The contract would therefore automatically terminate at the end of the notice period and Contractor will be required to vacate all PRASA premises without delay.

12.1 INSPECTION AND REJECTION

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

13. SAFETY AND HOUSEKEEPING

- PRASA operate stations within a strict railway-operating environment with high commuter flow, particularly during operating peak periods. Safety of commuters is therefore a non-negotiable requirement and the following should be strictly complied with.
- The Contractor ***shall submit a Health & Safety Plan 1 weeks before commencement***, which will include Risk Assessment with proposed work method and request for approval for site access (for PRASA CRES's approval). Only when approval is granted shall the Contractor be granted access to the site for the duration of the contract. *Please the attached Contractor Safety Checklist.*
- Good safety and housekeeping practices shall be entrenched in working methods and practices.
- Compliance with Environmental, Health and Safety Regulations as well as any such regulation prescribed by PRASA. It is the Contractors responsibility to know and understand them properly.
- Regular and routine or ad-hoc inspections of compliance with safety and housekeeping shall be undertaken and all necessary correction actions immediately implemented.

14. MAINTENANCE RECORDS AND REPORTING

- The **CONTRACTOR** shall ensure that ***proper records of equipment, consumables, toilet paper consumption; inspection lists and staff attendance registers are maintained.*** These records must in the station/ticket office and made available on request.
- The **CONTRACTOR** shall ***produce monthly reports*** indicating the daily resource deployment for the month, ad-hoc costs, and costs depicting the monthly contract fee, consumable allocation per facility with costing, walk-about findings, non-conformances and all actions taken.
- Continual improvement: This contract encourages the analysis of operations, to identify deficiencies, to introduce new technologies and provide proposals. This is the primary reason why proper record keeping and monthly reporting is prescribed in this contract.
- Control Documents: Control documents shall be placed at the Station Office to confirm that all activities have been carried out as per specifications. These documents are to be signed by the Contractors' cleaning staff daily and must accompany the payment invoice each month. This is to enable IPMS to determine the details of the cost drivers for this critical function at stations.
- The Contractor shall also provide the Station Office with documentation indicating the daily activities, i.e. starting, tea, lunch and finishing time, of the cleaning staff.
- Checking or inspection schedules to be always signed and placed at the cleaners' room .
- The Contractor shall comply strictly with requirements for the Cleaning of the Railway Tracks between platforms at each station. The tracks and railway operating tunnel shall only be cleaned during the operating off-peak period during weekdays. This requirement will not apply to weekends and public holidays. The track cleaning shall be done **UNDER PROTECTION** and with approved Health and Safety Plan.
- The Contractor shall ensure full compliance with all applicable Statutory Regulations of the industry. The following Specific Legislative Requirement will be strictly complied with;
 - The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)
 - The Labour Relations Act, 1995 (Act no 66 of 1995)
 - The Occupational and Safety Act, 1993 (Act no 85 of 1993)
 - The National Environmental Management Act (Act no 107 of 1998)
 - National Railway Safety Regulator Act (16/2002).
 - Disaster management Act (no 27/2002)
 - Emerging Viruses Safety Regulations

15. RATES OF WAGES AND PAYMENT OF WAGES

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

15.1 Labour Law & Obligation of Contractor

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

- a. Payment of wages must be made by no later than the 7th or 22nd of every month through bank only and same shall be submitted by the nominated representative of contractor and verified by Prasa Cres Facilities in the compliance of Minimum wages Act.
- b. Providing First Aid facilities to contract workers at work sites.
- c. Maintain Register of workers employed and shall ensure that all the workers sign on /off daily in the Prasa Cres Supervisors office without failure.
- d. Issue employment card to contract workers.
- e. To provide all personal protection equipment at its own cost.

16. SAFETY CHECK LIST

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

Name of the Contractor :

Project :

Safety File Assessor and Date :

#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
1	Scope of works and Project Duration		
2	Notification to DOL (If applicable and as defined in the 2014 Construction Regulations)		
3	Registration of the project with DOL for the construction permit (If applicable and as defined in the 2014 Construction Regulations)		
4	Valid Letter of Good Standing		
5	Employee List and Certified Copies of their Identity Documents (RSA Citizens) or Passports and Work Permits for foreign Nationals. Employee register to include home address; Contact Numbers; Residential Address; Name of Next of kin with Contacts		
6	Approved Organizational Structure		
7	Approved S/HE Policy		
8	Approved S/HE Plan		
9	Risk Assessments for the projects as per project scope, approved by the Risk Assessor. These should cover any prevalent communicable diseases at the time.		
10	Proof of medical fitness of employees who will be working on the project, from an Occupational Health Practitioner not a General Practitioner (Provide completed Annexure 3 of the Construction Regulations).		
11	All applicable Statutory Appointments e.g. First Aider, SHE Officer, etc.		

#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
	(Signed by the appointer and accepted by appointee's, include CV's and competency certificates)		
12	Tool inspections Checklists and Register		
13	PPE Matrix and Issue Records		
14	Safe Working Procedures or Method Statements for the scope of work and the following: <ul style="list-style-type: none"> - Waste management protocols - Incident reporting procedures - Emergency procedures - Protocols for reporting any prevalent communicable diseases 		
15	Changes to be done on page 40-46 Tool box Talks Templates and contractor's induction material		
16	Equipment Maintenance (Calibrations, Safe Working load certificates, etc.) if applicable		
17	Chemicals substances list and Safety Data Sheets (SDSs) for chemicals to be used (14-point format). Include Proof of training on SDSs if applicable.		
18	Excavation plan (when applicable)		
19	Fall Protection plan, including scaffolding plan (when applicable)		

#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
20	Declaration of Sub-contractors (when applicable)		
21	Proof of Third Party Liability Cover (Not older than 1 year)		
22	Conclusion / Statement of Compliance		

Note:

- Contents of the file to be overseen by the SHE Coordinator of the Department
- This document should be used as the standard guideline and all contractors should comply with this guideline
- It is the responsibility of the SHE Coordinator to ensure that all required documents are on file prior to approval.
- It is the responsibility of the Department that is overseeing the whole contract process to ensure that
 - A safety file is implemented at the site where the contractor works,
 - **No contractor's duties are to commence without this file being approved.**
 - The scope of work is discussed with the risk department. This is to ensure that all special details and requirements are addressed when compiling this file.
- The approved file will be kept at the appointed Prasa Cres supervisor over the contractor for the duration of the project.
- For record keeping after the end of project. The file must be filed with the IRM of the department.
- This file should always be readily available.

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

- The risk department, Prasa management and or representatives has the right to request and:
 - Inspect the contractor documents at any given time and
 - Stop the work if he or she finds it necessary or is convinced that Safety, Health, and Environment is compromised.

17. NON-COMPLIANCE TO SPECIFICATION

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

- a. If a Team Leader or Supervisor, cleaning staff are, found absent or short, a deduction at the rate of equivalent to **daily wage per employee shall be implemented**.
- b. If during inspection, the workers are not found in uniform, a penalty of **R 200.00** per employee per day will be imposed.
- c. If during inspection, the workers are not found in proper PPE (Personnel Protective Equipment) a penalty up to **R 200.00** per employee per day shall be imposed.
- d. In the case of unavailability of proper chemicals for described usage, a penalty of up to **R 500.00** per day shall be imposed.
- e. In the case of unavailability of Hygiene services and disposal for described usage, a penalty of up to **R 500.00** per day shall be imposed.
- f. In the case of unavailability or use of improper hand tools and equipment e.g. mops, duster, sweeper scrubber, carpet deep cleaning machine, leave blower and vacuum cleaner etc. a penalty of **R 500.00** per incident per day shall be imposed.
- g. In the case where contractor's employees embark on a strike, a penalty of **R 1 000.00 per Station** shall be imposed.
- h. In the case of unavailability of consumables, e.g. Toilet paper, Room Freshener, Liquid Hand Wash etc. a penalty of **R 200.00** per incident shall be imposed.
- i. In the case where the toilet(s) are found smelling bad, not spot cleaned, no signed inspection checklist and toilets are dirty, a penalty of **R 500.00** per incident shall be imposed.
- j. In the case the removal of vegetation and/or tree pruning not done by the contractor at the prescribed schedule, a penalty of **R 500.00** per incident shall be imposed.
- k. In the case where the removal of **weeds removal is** not done by the Contractor at the prescribed site, a penalty of **R 500.00** per incident shall be imposed.
- l. In the case **deep cleaning services** not done as per the specification, a penalty of **R 1 000.00** per incident shall be imposed.
- m. In the case where **disinfectant services** are not done as per specification, a penalty of **R 1 000.00** per incident shall be imposed.

18. CONTRACTOR NON-COMPLIANCES

- a. All contractor non-compliances shall result in penalties.
- b. All non-compliances amount shall be deducted in the invoice of the non-compliances period.

- c. ~~The contractor shall always ensure compliance to Prasa Cres cleaning specification failure to comply will result in non-compliances penalties.~~
- d. The *Contractor* shall: - ensure that all cleaning equipment used in the provision of the *Service* are in good working condition with no parts missing; inspect the cleaning equipment to ensure compliance with this responsibility; repair or replace all cleaning equipment to the extent required to comply with the responsibilities stipulated in this Agreement.
- No incident of failure to comply with this responsibility and/or Service Level may be determined during the period of this contract.
- e. The *Contractor* shall, at its own cost acquire, maintain, replace and/or replenish all cleaning equipment required to provide the *Service*.
- No incident of failure to comply with this responsibility may be determined during the period of this contract.
- f. Failure to deep clean office chairs, couches and carpets shall result in non-compliance.
- g. Failure to deep clean toilets and showers shall result in non-compliance.

19. SCHEDULE OF QUANTITIES AND RATES/PRICES**Segment 3 – Komatipoort Station**

ITEM	STATION NAME	TOTAL NUMBER OF CLEANERS	COST PER CLEANER	MONTHLY	YEAR 1 (MONTHLY X 12)	YEAR 2 (MONTHLY X 12)
	KOMATIPOORT STATION					
1	Labour as per Heading 4	3				
2	Cleaning Material and consumables as per Heading 5 & 6	Sum				
3	Hygiene service as per Table 3.2	Sum				
4	Safety file (Once off)/12 months/Year	Sum			R 1 500.00	R 1 500.00
Sub Total Excluding VAT						
Vat 15%						
Total VAT Included						

N.B:

- *Bidders residing in Ehlanzeni District Municipality and Nkomazi Local Municipality are invited to bid, Bidder(s) must submit proof of residence or lease agreement not older than three (3) months.*
- *Contractor shall provide all his employees with full PPE i.e. Safety boots, overall, gloves, reflectors, etc.*
- *Contractor shall supply all material as listed in the specification.*
- *Please note specified working hours when pricing for labour.*
- *It is the responsibility of the Bidders to verify the current labour rate with the relevant government department for the specific region(refer to Heading 15 – Rates and wages)*