



SCM SUBMISSION: SPECIFICATION / SCOPE OF WORK	
PURPOSE OF SUBMISSION	To seek approval to appoint a cleaning service provider (one) to clean and sanitize train coaches at Braamfontein Metro, Braamfontein MLPS, Park Station sanitization and coach cleaning in the South Gauteng Region
DESCRIPTION OF GOODS / SERVICES / WORK	Provision of light cleaning, semi-intensive, intensive and sanitising of coaches at various staging yards. MLPS, Braamfontein Metro including Park station for sanitization
REQUEST FOR QUOTATION NUMBER	RFQ06-01/05/2025
DIVISION	PRASA CRES (SGR)
USER DEPARTMENT	Facilities Department
DATE SUBMITTED	27 MAY 2025



1. INTRODUCTION

- 1.1. PRASA's mission is to provide a dignified travel experience that makes a lasting impression and build brand loyalty – both internally (employees) and externally (customers) – that adds benefit to the passenger. PRASA CRES's objective is always to provide commuters with clean coaches. The bidders have an opportunity to tender for cleaning of coaches as set out in the specification below for period of 24 Months.
- 1.2. PRASA aims to provide a safe, comfortable, and efficient transport system to its passengers. Cleanliness of the metro coaches and at international standards is of paramount importance.
- 1.3. PRASA CRES cleans and sanitizes the train set at staging yards.
 - 1.3.1 PRASA currently operates their service from 4am to 20H00 the latest. However, this arrangement might change as more corridors are set to be reopened.
- 1.4. PRASA CRES requires **light cleaning, semi-intensive and intensive cleaning, including sanitising** services for all Metrorail in Braamfontein yard and MLPS train sets. These coaches must be at highest level of cleanliness and must be cleaned regularly to provide better travelling environment for the commuters.
- 1.5. PRASA committed through its "*Passenger Charter*" to providing train service that is safe, reliable and with stations that are functional and clean.
- 1.6. An estimated 2400 passengers and estimated 10 on- onboard staff members make use of a single train trip. Given the numbers handled by these trains it becomes primary to maintain the cleanliness and hygiene of trains to ensure statutory compliance and provide a better customer experience.
- 1.7. With the trains being for public usage, exposure to various virus, dirt, and environment, it is necessary to have suitably qualified contractor to ensure these trains / workmanship restores the highest level of cleanliness and that there is minimal interruption to the public at large.

2. BACKGROUND INFORMATION

- 2.1. Status quo
 - 2.1.1. There has been a practice of appointing service providers through quotations within SGR. The Soft Services function has been outsourced and requires service provider to clean trains in various stations within South Gauteng Region (SGR). The contract for coach cleaning will expire in August 2025



2.2. Problem Statement

- 2.2.1. Currently, PRASA CRES does not have a long-term contract for the provision of light coach cleaning services, semi-intensive and sanitising of trains at turnaround stations in South Gauteng Region. The level of service rendered has declined because of changing service provider within short space of time and this has resulted in targets not achieved. This is not only a health and safety hazard, and inconvenience to commuters but are a risk to business of PRASA and have reputational damage to PRASA. Most importantly, passengers will be exposed to the virus as we learned that COVID19 and its variants is commonly found in filthy environments and one of the methods to contribute the fight against this global pandemic as an organisation is to ensure trains are thoroughly cleaned every day and they are environmentally friendly.

3. OBJECTIVES OF THE PROPOSED PROJECT

3.1. (Desired outcome for carrying out the proposed project for a period of 24 months)

- 3.1.1. PRASA intends through the provision of this service to achieve highest quality standard of cleanliness of the trains.
- 3.1.2. To ensure that trains are environmentally friendly for passengers and that trains are clean and hygienic.
- 3.1.3. To ensure that the cleaning processes and methods complies with environmental and safety standards with green economy in mind.
- 3.1.4. As we are faced with the global pandemic COVID -19, it is imperative to ensure that trains are light cleaned and sanitised to mitigate the risk of the spread of virus that might affect anyone who is a train user including PRASA employees.
- 3.1.5. Improve service turnaround times to ultimately provide a better passenger experience and will uphold PRASA to be a public transport mode of choice.

3.2. Project benefits to PRASA

- 3.2.1. Clean PRASA trains at turnaround and at staging yards
- 3.2.2. Being in complaint with Occupational Health and Safety Standards
- 3.2.3. Continuation of semi-intensive coach cleaning services deep cleaning and light cleaning by experienced cleaning service provider and sustaining the PRASA brand image.
- 3.2.4. Receiving a service from companies whose services are their area of expertise and are experienced in performing the tasks safely and thus can accomplish them efficiently and with application of less chemicals in reponing to green economy.

3.3. Current mechanisms in place to address the problem.

- 3.3.1. There is cleaning contractor appointed through RFQ to light clean and sanitize metro coaches at turnaround since the resumption of the service. SGR has however, deployed some cleaners from Braamfontein to assist with cleaning of coaches as a stop gap measure. The sanitization contract was appointed in the interim to sanitize and



decontaminate trains in all PRASA CRES Trains in the region. The cleaning process is closely supervised by both PRASA CRES and Service providers Supervisors to ensure the contractual obligations are met as per contractual agreement. The current contract will expire end of August 2025.

4.1. Scope of desired solution

4.1.1 The scope of work shall cover light and semi-intensive cleaning and sanitising services of the entire fleet at turnaround stations. PRASA through tender process will invite professional cleaning companies hereinafter called “the Tenderers” to submit a tender for providing cleaning services for all train sets staged at turn around staging yard and turnaround stations during the day. The bullets below indicate the type of services required:

- Light Cleaning
- Semi intensive
- Sanitization
- Deep cleaning

4.1.2 The service provider shall provide light, semi-intensive train cleaning and sanitising services during the day and night, on weekdays and weekends. The train cleaning is done to enhance the level of cleanliness.

4.2. Extent and coverage of the Proposed Project

4.2.1. The required service shall be undertaken at:

Table: 4.2.1: List of staging yards

ITEM	Staging yard	CORRIDOR	CORRIDOR OPERATIONAL (Yes/No)
1	MLPS Braamfontein yard	Braamfontein to East London, Port Elizabeth, Musina, and ad hoc services like Comrade Marathon train	Yes
2	Metro Braamfontein yard	Staging yard for maintenance purposes	Yes

NB: Disclaimer

- Bidders should note that not all stations and trains are currently operational, the appointed bidder will therefore clean trains at staging yard that are operational and will invoice and be paid only for work done. As and when stations and trains operate on ongoing basis, the appointed service provider will be expected to clean the operating trains at the station as and when they open and operate. **PRASA CRES pays only for the work done.**



4.2.2. The table below illustrates a projection of the number of train sets cleaned per day with a total number of staff required per corridor.

NOTE: A set working schedule will be made available to the successful bidder that clearly indicates the arrival and departure time of all train sets (day).

Table 4.2.2: Number of Staff required for services.

NB: The location and hours of work, schedule and shift is subject to change.

A set working schedule will be made available to the successful bidder that clearly indicates the arrival and departure time of all train sets.

Table 1: Staging yards

Staging Yard	Service Required	No of cleaners	No of trains per day
MLPS	Semi intensive cleaning and Light cleaning	15	4 trains
Braamfontein yard Metro yard	Semi intensive and Light cleaning	10	6 train sets (4 at night and 3 during the day)

The total number of cleaners required for this project is 25 including 2 Supervisors. The resources can be reallocated to different sites depending on business and operational requirements.

Table 2

The extent coverage of the proposed project estimated receiving times and handover times.

Staging yard	Receiving times	Hand over times
MLPS train yard	07h30	10h30
Metro train yard	07h30	11h30

4.2 The staffing Plan and Shift system

4.3.1. It must be noted that PRASA operates 7 days a week and including public holidays, any extended operating hours will be negotiated with the service provider should such requirements be deemed necessary during High Peak Periods (HPP). The total cleaning staff/personnel to be provided in this specification is 25 including (2) supervisors as per the table below.



Table 2. Number of staff required per shift per day.

	Description	Total Number of Cleaners	Staging yards name	First Shift (Day)	Second Shift (Night)
1	Cleaners	14	MLPS	07:00 – 16:10	As and when required
2	Supervisors	1		07:00 -16:10	As and when required

	Description	Total Number of Cleaners	Staging yards name	First Shift (Day)	Second Shift (Night)
1	Cleaners	9	Braamfontein Metro yard	07:00 – 16:10	19h00-04h00
2	Supervisors	1		07:00 -16:10	-19h00-04h00

Hours of work might change based on operational requirements.

NB: 1 Supervisor per site is required. (1 Supervisor for Braamfontein Metro and 1 Supervisor for MLPS and also roving between the two yards including park station).

SPECIFICATION OF THE WORK and SERVICES REQUIRED

5.1 Description of type of cleaning

5.1.1. Semi Intensive Cleaning – Is the sweep cleaning and properly mopping with water and cleaning detergent of the train in the interior without leaving the mopping marks.

5.1.2. Sanitization – using an appropriate chemical to spray hard surfaces to reduce the occurrence and growth of bacteria. Preventative measures to avoid the spread of COVID 19 variants.

5.1.3. Intensive- It is the sweeping of the train and making sure that the train is fully cleaned in and outside. The moping of train is compulsory and the removing of dust and dirt from the coach floors, seats, panels, door frames, door handles and removing of the stuck gum's should be on daily basis. The train will be cleaned the exterior body using correct chemical to ensure that there is dust or marks the coach.

5.1.4 Light Cleaning-It is the light cleaning of coaches which includes litter picking and sanitization at various quick turn staging yards like Union staging yards.



N: B: In case of EM's or new blue train used, PRASA CRES will furnish the potential bidder with the cleaning procedure for blue trains. This process might happen in the middle of the contract.

Table 4

6.1	DAILY DEEP CLEANING	
		Frequency
a.	Wet Microfiber cloth having water and specified cleaning agent. No area should be left wet	
b.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
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	Daily
d.	Ensure that there is no water mark, dust, fingerprint; bubble gum should be left behind.	Daily
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>25 litres of water are only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i> 	
6.2 Deep cleaning (EXTERNAL)		
a.	Wet Microfiber cloth/long handle brush broom having water and specified cleaning agent. No area should be left wet or water marks	Daily
b.	Scrub the area with microfiber cloth /long handle brush broom such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
c.	Wipe the motor coach /plain trailer external body thoroughly with wet cloth.	Daily



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



	- <i>25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i>	
6.3 Interior Drivers Cab and Windscreen		
a.	Wet the surface with microfiber mop soaked into water and specified cleaning agent.	Daily
b.	Squeegee the water with window squeegee.	Daily
c.	Use only insulated material handle of mop and squeegee.	Daily
6.4 Interior Floor Cleaning (Driver's cab and Interior Coach body)		
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.	Daily
b.	Wet area with water and diluted specified cleaning agent.	Daily
c.	Scrub the floor thoroughly; wipe off the cleaning solution and dirt.	Daily
d.	Mop the floor with mop soaked with clean water.	Daily
e.	Ensure that no tissue, litter, footprint, bubble gum, dirt mark, water traces should be left behind.	Daily
f.	Apply the high shine Floor Polish with a clean mop and let it dry.	Daily
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 sharp knife for gum removal.</i> - <i>No stripes on the floor after cleaning.</i> - <i>Please avoid any water or detergent penetrating heaters and other electrical equipment</i> 	



	- 25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed	
6.5 Exterior Window glasses / Cab Windscreens		
a	Ensure all windows and doors windows are closed before and after cleaning.	Daily
b	Wet all the exterior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily
c	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily
6.6 Seats, Grab Holes, Luggage racks and Handles (Driver's cab and Interior Coach body)		
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.	Daily
b.	Wet the areas with water and specified cleaning agent.	Daily
c.	Scrub the seats/grab holes/handles with hand soft scrubbing pad and wipe off the seats with microfiber cloth	Daily
d.	Ensure that grease, dust, fingerprint, water trace, bubble gum, black spot, dirt marks should be left behind.	Daily

Deep Cleaning (Day)

6.7 Deep cleaning		
a.	Ensure all windows and doors are closed before and after cleaning of train	Daily
b.	Wet all the interior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left wet or dirty	Daily
c.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily



d.	Clean all corners and no area shall be left wet dirty.	Daily
e.	Wipe all interior panels with wet microfiber cloth.	Daily
f.	Ensure that no grease, no dust, no water, no gum, no graphite, no black spot, and no dirty marks should be left behind.	Daily
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.	Daily
NB	<ul style="list-style-type: none"> <i>No sharp object for gum removal rather uses scrappers</i> 	

6.6 Deep Cleaning		
		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 paper, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum.	Daily
b.	Wet area with water and diluted specified cleaning agent. All windows must be cleaned with washed curtains in case of premier Classe. The washing and ironing of the curtain must be done before the departure of train at the cost of service provide. This is as and when process.	Daily
c.	Scrub the floor thoroughly; wipe off the cleaning solution and dirt.	Daily
d.	Mop the floor with mop soaked with clean water.	Daily
e.	Ensure that no tissue, litter, footprint, bubble gum, dirt mark, water traces should be left behind.	Daily



f.	The specified polishing shall be done after Internal deep Cleaning is done	Daily
g.	Apply the polish and polish the surface. The surface should be shining after the application of polish.	Daily
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> 	
6.7	Deep cleaning (Drivers Coach/Motor Coaches)	
a.	Wet the areas with water and specified cleaning agent.	Daily
b.	Scrub the seats/grab holes/handles with hand soft scrubbing pad and wipe off the seats with microfiber cloth	Daily
c.	Ensure that grease, dust, fingerprint, water trace, bubble gum, black spot, dirt marks should be left behind.	Daily
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.	Daily
e.	All gauges and meter instrument in the drivers' cabs should be dusted and follow with a damp cloth dipped in clean water mixed with detergent to remove stains.	Daily
NB	<ul style="list-style-type: none"> <i>No sharp object for gum removal</i> 	

6.8	Deep cleaning	
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a.	Wet Microfiber cloth has water and specified cleaning agent. No area should be left	Daily
b.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
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	Daily
d.	Ensure that there is no water mark, dust, fingerprint; bubble gum should be left behind.	Daily
NB	<ul style="list-style-type: none"> <i>Do not spray the water due to danger of high voltage equipment e.g., Heaters</i> 	

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

6.1	LIGHT CLEANING	
		Frequency
a.	Wet Microfiber cloth having water and specified cleaning agent. No area should be left	Daily
b.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
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	Daily
d.	Ensure that there is no water mark, dust, fingerprint; bubble gum should be left behind.	Daily
NB	<ul style="list-style-type: none"> <i>Do not spray the water due to danger of high voltage equipment e.g., Heaters.</i> 	



	- 25 litres of water are only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed	
5.2.3 Drivers/Guard Cab Interior Panels, Door Panels, Coach Interior Panels and Window Glasses/Screens		
a.	Ensure all windows and doors are closed before and after cleaning.	Daily
b.	Wet all the interior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily
c.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily
d.	Clean all corners and no area shall be left.	Daily
e.	Wipe all interior panels with wet microfiber cloth.	Daily
f.	Ensure that no grease, no dust, no water, no gum, no graphite, no black spot, and no dirty marks should be left behind.	Daily
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.	Daily
NB	- No sharp knife for gum removal - 25 litres of water are only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed	
6.3 Interior Drivers Cab and Windscreen		
a.	Wet the surface with microfiber mop soaked into water and specified cleaning agent.	Daily
b.	Squeegee the water with window squeegee.	Daily
c.	Use only insulated material handle of mop and squeegee.	Daily
6.4 Interior Floor Cleaning (Driver's cab and Interior Coach body)		
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.	Daily



b.	Wet area with water and diluted specified cleaning agent.	Daily
c.	Scrub the floor thoroughly; wipe off the cleaning solution and dirt.	Daily
d.	Mop the floor with mop soaked with clean water.	Daily
e.	Ensure that no tissue, litter, footprint, bubble gum, dirt mark, water traces should be left behind.	Daily
f.	Apply the high shine Floor Polish with a clean mop and let it dry.	Daily
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 sharp knife for gum removal.</i> - <i>No stripes on the floor after cleaning.</i> - <i>Please avoid any water or detergent penetrating heaters and other electrical equipment</i> - <i>25 litres of water are only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i> 	
6.5 Exterior Window glasses / Cab Windscreens		
a	Ensure all windows and doors windows are closed before and after cleaning.	Daily
b	Wet all the exterior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily
c	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily
6.6 Seats, Grab Holes, Luggage racks and Handles (Driver's cab and Interior Coach body)		
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.	Daily
b.	Wet the areas with water and specified cleaning agent.	Daily



c.	Scrub the seats/grab holes/handles with hand soft scrubbing pad and wipe off the seats with microfiber cloth	Daily
d.	Ensure that grease, dust, fingerprint, water trace, bubble gum, black spot, dirt marks should be left behind.	Daily

Semi Intensive Cleaning (Day and Night shift)

6.7 Semi Intensive		
a.	Ensure all windows and doors are closed before and after cleaning.	Daily
b.	Wet all the interior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily
c.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily
d.	Clean all corners and no area shall be left.	Daily
e.	Wipe all interior panels with wet microfiber cloth.	Daily
f.	Ensure that no grease, no dust, no water, no gum, no graphite, no black spot, and no dirty marks should be left behind.	Daily
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.	Daily
NB	<ul style="list-style-type: none"> <i>No sharp object for gum removal rather uses scrappers</i> 	
6.6 Semi Intensive Cleaning		
		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 paper, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum.	Daily
b.	Wet area with water and diluted specified cleaning agent.	Daily
c.	Scrub the floor thoroughly; wipe off the cleaning solution and dirt.	Daily
d.	Mop the floor with mop soaked with clean water.	Daily
e.	Ensure that no tissue, litter, footprint, bubble gum, dirt mark, water traces should be left behind.	Daily
f.	The specified polishing shall be done after Internal Heavy Cleaning is done	Daily
g.	Apply the polish and polish the surface. The surface should be shining after the application of polish.	Daily
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 sharp knife for gum removal.</i> <i>Please avoid any water or detergent penetrating heaters and other electrical equipment</i> 	
6.7	Semi Intensive (Drivers Coach/Motor Coaches)	
a.	Wet the areas with water and specified cleaning agent.	Daily
b.	Scrub the seats/grab holes/handles with hand soft scrubbing pad and wipe off the seats with microfiber cloth	Daily
c.	Ensure that grease, dust, fingerprint, water trace, bubble gum, black spot, dirt marks should be left behind.	Daily



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.	Daily
e.	All gauges and meter instrument in the drivers' cabs should be dusted and follow with a damp cloth dipped in clean water mixed with detergent to remove stains.	Daily
NB	<ul style="list-style-type: none"> <i>No sharp object for gum removal</i> 	
6.8	Semi Intensive	
a.	Wet Microfiber cloth has water and specified cleaning agent. No area should be left	Daily
b.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
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	Daily
d.	Ensure that there is no water mark, dust, fingerprint; bubble gum should be left behind.	Daily
NB	<ul style="list-style-type: none"> <i>Do not spray the water due to danger of high voltage equipment e.g., Heaters</i> 	

5.1.4 Daily standard cleaning procedures (light cleaning, Semi-intensive cleaning, and deep cleaning)

Step 1	Step 2
Removal of litter <ul style="list-style-type: none"> Litter must be removed from the coaches and placed into the litter bags. Litter bags must be placed in the waste bin in a specified area. 	Floors <ul style="list-style-type: none"> Must be swept and mopped to ensure visible dirt is removed if there's visible spillage of the spot must be wiped with wet cloth. Deep cleaning



	The external washdown must be conducted and all windows must be cleaned externally before the train is handed over.
Step 3	Step 4
Seats <ul style="list-style-type: none"> must be dusted with cloth or feather dusted to ensure dust is removed. 	Windows <ul style="list-style-type: none"> must be opened until the cleaning process is complete.
Step 5	Step 6
Handrails <ul style="list-style-type: none"> Rails must be dusted with feather dust or cloth to remove dust Curtain to be cleaned, washed and dry cleaned before hanged on the rails 	Luggage racks – <ul style="list-style-type: none"> must be dusted with feather dust or cloth to ensure dust is removed.
Step 7	Step 8
Sanitization The coaches must be sanitized with chemical not harmful to humans.	Handover Process Train must be handed over to customer service

The cleaning procedure is just a guideline, and all the process will be fully explained on site.

It must be noted that PRASA operates during weekdays and including public holidays, any extended operating hours will be negotiated with the service provider should such requirements be deemed necessary during High Peak Periods. The total cleaning staff/personnel to be provided in this specification is 25 including 2 supervisors.

Table 4.3.1: Number of staff required per shift per day.

	Description	Total Number of Cleaners	Turn Around Station Name	First Shift (Day)	Second Shift (Night)
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1	Cleaners	23	As per the stations listed on Table 4.2.2	07h00 – 16h00	16h00 -20h00
2	Supervisors	2			

NB. We require two supervisors for this project. Braamfontein MLPS will have 1 supervisor, and the rest of the stations will have 1 roving supervisor between the two yards and managing night shift.

5.1.4 Daily standard cleaning procedures and in case of BLUE TRAINS (EMU), the process will be issued to the preferred bidder.

Step 1	Step 2
Removal of litter <ul style="list-style-type: none"> Litter must be removed from the coaches and placed into the litter bags. Litter bags must be placed in the waste bin in a specified area. 	Floors <ul style="list-style-type: none"> Must be swept to ensure visible dirt is removed if there's visible spillage of the spot must be wiped with wet cloth.
Step 3	Step 4
Seats <ul style="list-style-type: none"> must be dusted with cloth or feather dusted to ensure dust is removed. 	Windows <ul style="list-style-type: none"> must be opened until the cleaning process is complete.
Step 5	Step 6



Handrails <ul style="list-style-type: none"> - must be dusted with feather dust or cloth to remove dust 	Luggage racks – <ul style="list-style-type: none"> must be dusted with feather dust or cloth to ensure dust is removed.
Step 7	Step 8
Sanitization The coaches must be sanitized with chemical not harmful to humans.	Handover Process Train must be handed over to customer service

6. Cleaning Material, Consumables, Tools, and Equipment

6.1.1 PRASA recommend that the contractor should be in possession or use the following equipment and cleaning chemicals for cleaning purposes and in an event the contractor does not have the said equipment s/he should supply equivalent equipment to achieve the same results.

Cleaning Chemicals	Tools and Equipment
Cleaning detergents	Scrappers
Sanitising chemical – require specifying the contents of the chemical- not harmful to human or environment.	Spry bottles / or 10 litter back packs
All-purpose liquid cleaner 25ltr (per week)	Buckets 20 litre



Refuse bags (40 micron)	Dust Musk's
Stripper	Mutton cloth
Air freshener	Soft brooms
Steel Wool	Mop sticks
Sunlight liquid	Mop heads (industrial)
Doi blocks	Carpet Brooms and squeegee cleaners
Back packs and sprays	Protective gloves
Disinfectant	Feather dusters
Scrappers	Industrial carpet cleaning machine (As and When)

7. Contract Requirements

7.1 Equipment, Consumable and Tools

- a) The Contractor shall undertake to provide and use environmentally friend (and SABS approved) products/detergents/material as required by PRASA.
- b) All electrical and non-electrically operated equipment should be SABS approved.
- c) The Contractor shall supply its own cleaning equipment and chemicals at their own cost.
- d) The Contractor shall maintain and ensure availability of Material Safety Data Sheets (MSDS) to be available.
- e) All cleaning material approved by the client shall be always available for execution of work.
- f) All safety precautions stipulated by the client shall be strictly adhered to.
- g) PRASA will inspect the condition of the cleaning material and equipment.
- h) 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 reliable for use in the environment.
- i) **Only service providers with approved fumigation or sanitization certificate will be considered.**

7.2 Employees Identification



The Contractor employees cleaning PRASA stations under this Contract shall be identifiable (ID) with appropriate Company's badge and access card displayed all the time whilst on premises with the following information on it.

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

7.3. A name list of all employees, who are to be employed on this contract as well as their replacement must be furnish beforehand.

7.4. 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.

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

7.6 Compliance with act and regulations

- The Contractor's employees must observe all reasonable instruction of the PRASA Delegated Contract's Manager. The Contractor shall ensure full compliance with all applicable Statutory Regulations of the industry. The following Specific Legislative Requirement will be strictly complied with.
 - a) The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)
 - b) The Labour Relations Act, 1995 (Act no 66 of 1995)
 - c) The Occupational and Safety Act, 1993 (Act no 85 of 1993)
 - d) The National Environmental Management Act (Act no 107 of 1998)
 - e) National Railway Safety Regulator Act (16/2002)

7.7 Rubbish collected from trains and its removal.

- a. Rubbish collected from trains must be put in rubbish bags (black bags) using 40 microns.
- b. Under no circumstances may rubbish be swept onto the tracks, or between platforms.
- c. All collected rubbish must be removed from the staging yard after each shift work by the contractor to a designated area.

**7.8. Equipment and material**

- a. All materials must be kept in a good condition and needs to be replaced when necessary. When a PRASA CRES Coach cleaning supervisor / representative found equipment in a poor state the contractor will have to replace the equipment within 24 hours. All equipment utilised must be SABS approved.
- b. The supervisor of the contractor must be always reachable. The cell number must be made available to PRASA CRES should the contact details for any reason change PRASA CRES should be updated with the new number.

7.9. Locking of doors

- a. Once all coaches are cleaned the coach doors are to be locked.
- b. Drivers and Guards cabs / vans doors must also be locked once cleaned.

7.10. Tidiness of yard / station

- a. The contractor should keep the yard where he/she is always performing the cleaning function clean and neat.
- b. Under no circumstance should be dirt, papers, rubble be swept out of coaches onto or between the tracks and/platforms. PRASA CES staff will do random inspections on the condition of the yards.
- c. Contractor to clean the staging yard every day, removing all visible dirt on the area where he/she is cleaning trains.

7.11. Identifiable Uniform and staff behaviour

- a. The employees of the contractor must always wear neat and tidy uniform. The companies name printed on the back of the uniform.

MINIMUM PPE REQUIREMENTS

- Overalls
- Safety Boots/Shoes
- Reflector Vests
- Rain suits
- Cloth Masks



- Rubber gloves
- Safety goggles

7.12. Material and personnel

- a. The contractor shall at his/her own cost, provide the necessary material, equipment/tools and personnel, transport to carry out the required work to the satisfaction of PRASA CRES.

7.13. Safety

- a. The contractor to issue employees with SABS approved identifying safety uniform, reflective bibs, safety boots and dust masks that are always worn by contractor's cleaners (including identity cards)
- b. Supervisor to be on premises on daily basis with working contact cell phone and the cell number should be provided to the relevant PRASA CRES official.
- c. Contractor and his personnel to undergo safety orientation training for the people working in operational areas within PRASA premises prior to commencement of contract.
- d. The contractor will be working under and adjacent to 3KV DC overhead lines and crossing of railway lines.
- e. Prior to the commencement of work, all personal will be inducted, as per the following:
 - The use of stepladders on the ballast in the yard (a non –conductive material the stepladder not longer than 1.5 meter)
 - The use of water while the Train set is powered or LIVE. (No hose water pipe to be used).
 - Lighting of Train set and shutting down of Train set.
 - The necessary training to be done prior to the commencement of the contract and all new employees during the duration of the contract should be trained as well.
- f. Safety boots shall be always worn, PRASA CRES will not be held responsible for any injuries.
- g. No cleaning of the roof of the trains and underframes.
- h. Material Data sheet of all chemical to be used, at all-time should be made readily available.
- i. Where stepladders are used, service provider shall ensure that the ladders used are applicable and accepted by supervisors. And must be used in a safe manner.
- j. Tools / equipment shall always be kept in a good condition.



- k. Torches are to be made readily available in the unlikely event of train lights turned off, this the service provider shall ensure such equipment is supplied to all staff cleaning at night to assist in cleaning of the set at his/her own cost.
- k. The Contractor shall submit a Health & Safety file using the provided checklist in Table below which will include Risk Assessment with proposed work method and request for approval for site access (for PRASACRES's approval). Only when approval is granted, and induction is completed shall the Contractor be granted access to the site for the duration of the contract.
- l. good safety and housekeeping practices shall be entrenched in working methods and practices.
- m. 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.
- n. Regular and routine or ad-hoc inspections of compliance with safety and housekeeping shall be undertaken and all necessary correction actions immediately implemented.

7.14. SHEQ Compliance

- a) The contractor shall keep on site a SHE is working file where all records generated during the project are kept. This file must always be available on site. The file will include all SHE related records, records of communication with the client (PRASA) toolbox talks, Inspection sheets, risk assessment etc.

The Contractor shall submit a SHE files according to the attached safety checklist.

A representative from PRASA has a right to do the following:

- Request the file at any given time.
- Inspect the SHEQ documents at any given time.
- Stop the work if he/she finds it necessary or convinced that SHE is compromised.



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

#	Description	Comments – Requirement	Requirement on file	
			Yes	No
8	Tool Registers	<i>The list of all tool and equipment's that the contractor will use for the project.</i>		
9	SHE Induction Records	<i>SHE induction records to be on file</i>		
10	Proof of medical fitness	<ul style="list-style-type: none"> Valid proof of medical fitness to be on file Only Medical results issued and stamped by Occupational Health Doctor/Practitioner/Clinic will be accepted. 		
11	Appointments	<ul style="list-style-type: none"> All Appointment letters to be in line with OHS Act and applicable regulations. Each appointment to be accompanied by proof of competency 		
12	Tool inspections	<i>Inspection template of all tools to be on file. The inspections template must be linked to the tool list provided.</i>		
13	PPE Matrix	<i>A document indicating the contractor's positions and the applicable PPE to each position as per risk assessment outcome.</i>		
14	PPE Records	<i>Proof that employee was issued with the necessary PPE.</i>		
15	Training Records	<i>All other training records applicable to the scope.</i>		
16	Method Statement	<i>A detailed description of how work will be performed.</i>		
17	Safe Working Procedures	<i>Working instructions.</i>		
18	Toolbox Talks	<i>Proof that the system exists. Contractor to maintain this system throughout his duration of contract.</i>		
19	Equipment Maintenance (Calibrations, Safe Working load certificates etc)	To be on file		
20	Chemicals substances list	<i>All chemicals that will be used by the contractor to be documented and filed included on file</i>		
21	MSDS	<i>As per chemical list</i>		
23	Proof of training on MSDS	<i>All employees using the chemical to be trained. Copies of the MSDS to be where employees are using the chemical.</i>		
24	Declaration of Sub-contractors	<i>The principal contractors must declare if subcontractor will be appointed. Subcontractors are required to submit the safety file for their company.</i> <i>The declaration to be on file.</i>		



7.15. Maintenance records and reporting

- a) The CONTRACTOR shall ensure that proper records of equipment, consumables, consumption; inspection lists and staff attendance registers are maintained. These records must be in the Supervisor office and made available on request.
- b) 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.
- c) 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.
- d) Control Documents: Control documents shall be placed at the Station Managers Office to confirm that all activities have been carried out as per specifications. These documents are to be signed by the Contractors' cleaning staff daily and must accompany the payment invoice each month.
- e) The Contractor shall also provide the PRASA CRES Manager 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 cleaner's room.
- f) The Checklist's and/or COC must be submitted to the Coach cleaning manager before the invoice is submitted. These will include, signing on, before and after pictures to serve as POE for the work done.

Final Summary of Pricing Schedule/Bill of quantities

The tender amounts provided below must include ALL COSTS for providing coach cleaning in various staging yards. The quoted amount shall further include tools and equipment, uniform, labour, chemicals and all necessary material needed to offer the services Contractor undertakes to adhere in terms of section 6 (5) of the National Minimum Wage Act of No. 9 of 2018 amend the national minimum wages contained in schedule 1 and schedule 2 of the National Minimum Wage Act, published under Government Notice No 43026 of 17 February 2020, in accordance with the schedules here to and fix the 1 March 2021 as the date on which amendment shall be come binding, failure to adhere to this law / gazette will result in termination and cancellation of contract.

N: B PRASA CRES pays for the service rendered ONLY, weekly schedule will be furnished to potential bidder by PRASA train operations. Currently, MLPS is not running on a full scale.



Therefore, employees will only be made available when required and PRASA pays only for the work done.

N: B PRASA CRES pays for the service rendered ONLY, weekly schedule will be furnished to potential bidder by PRASA CRES and Train operations. In case Train operation cancel trains, the credit note will be required from service provider using calculations on BOQ.

**BILL OF QUANTITIES (BOQ)**

The contract price must include number of cleaners as per specification, materials and equipment's costs.

Year 1 (12 months)

Staging yards/stations	No of Personnel to be Deployed	Monthly Labor Cost	Monthly Material and Equipment's Cost	Total Monthly Cost (Labor + Equipment)	Annual Total Cost
MLPS train yard	15	R	R	R	R
Metro Train yard including park station sanitization	10	R	R	R	R
Totals (Excl. VAT):					R
VAT:					R
Totals (Incl. VAT):					R

- Disclaimer: Compliance with minimum wage in the form of hourly rates on (R31.21) and yearly escalations as per BOQ is mandatory.** Contractor undertakes to adhere in terms of section 6 (5) of the National Minimum Wage Act of No. 9 of 2023 and the amended National Minimum Wage contained in schedule 1 and schedule 2 of the National Minimum Wage Act, published under Government Notice No 48094 of 01 March 2024, in accordance with the schedules here to and fix the 1 March 2024 as the date on which amendment shall be come binding, failure to adhere to this law / gazette will result in termination and cancellation of contract. Failure to quote based on the National Minimum Wage expressed above will result in automatic disqualification.


Year 2 (12 months) with 6.5% Escalation

Staging yards/stations	No of Personnel to be Deployed	Monthly Labor Cost	Monthly Material and Equipment's Cost	Total Monthly Cost (Labor + Equipment)	Annual Total Cost
MLPS train yard	15	R	R	R	R
Metro Train yard including park station sanitization	10	R	R	R	R
Totals (Excl. VAT):					R
VAT:					R
Totals (Incl. VAT):					R

1. Disclaimer: Compliance with minimum wage in the form of hourly rates on (R31.21) and yearly escalations as per BOQ is mandatory. Contractor undertakes to adhere in terms of section 6 (5) of the National Minimum Wage Act of No. 9 of 2023 and the amended National Minimum Wage contained in schedule 1 and schedule 2 of the National Minimum Wage Act, published under Government Notice No 48094 of 01 March 2024, in accordance with the schedules here to and fix the 1 March 2024 as the date on which amendment shall be come binding, failure to adhere to this law / gazette will result in termination and cancellation of contract. Failure to quote based on the National Minimum Wage expressed above will result in automatic disqualification.



FINAL SUMMARY

Staging yards/stations	Year 1	Year 2	Total contract Value (Y1 +Y2)
MLPS yard and Metro yard	R	R	R
Totals (Excl. VAT):			R
VAT:			R
Totals (Incl. VAT):			R

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