

REQUEST FOR QUOTATION (RFQ)

RFQ NUMBER: WCR 07/2025

REQUEST FOR QUOTATION (RFQ) FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INTENSIVE CLEANING OF COACHES AT PAARDEN EILAND DEPOT FOR A PERIOD OF 5 MONTHS IN THE WESTERN CAPE REGION.

**SECTION 1: SBD1
PART A INVITATION TO BID**

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

BID NUMBER:	WCR 07/2025	CLOSING DATE:	15 August 2025	CLOSING TIME:	12:00
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DESCRIPTION
REQUEST FOR QUOTATION (RFQ) FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INTENSIVE CLEANING OF COACHES AT PAARDEN EILAND DEPOT FOR A PERIOD OF 5 MONTHS IN THE WESTERN CAPE REGION.

BID RESPONSE DOCUMENTS SHALL BE ADDRESSED AS FOLLOWS:

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

PRASA TENDER OFFICE DROP OFF POINT

3 Old Marine Drive

Cape Town

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO

CONTACT PERSON	Ntombikhona Lurani
TELEPHONE NUMBER	021 818 7272
E-MAIL ADDRESS	Ntombikhona.lurani@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		OR	CENTRAL SUPPLIER	MAAA.....

	SYSTEM PIN:		DATABASE No:	
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 SUPPLIER FOR THE GOODS /WORKS	BASED FOR THE /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

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

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

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

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

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

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

PART B: TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

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

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE PRASA 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 INVALID.**

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

2 COMMUNICATION

Bidder/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 (Complaints@prasa.com) for lodging of complaints to PRASA in relation to this bid process. The following minimum information about the bidder must be included in the complaint:

- 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; and
- 3.1.6 The detailed complaint.

4 LEGAL COMPLIANCE

The successful Bidder 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 Bidder 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 RFQ 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)/works and request Bidders to re-bid on any changes;
- Reject any Quotation which does not conform to instructions and specifications which are detailed herein; and
- 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 bidder, 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 bidder.

Should the preferred bidder 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 bidder provided that he/she/it is still prepared to provide the required goods at the quoted price.

9 LEGAL REVIEW

Proposed contractual terms and conditions submitted by a bidder 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

Bidders are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. 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 bidder 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 Bidders. PRASA agrees that it shall only process the information disclosed by Bidders in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law.

Furthermore, PRASA will not otherwise modify, amend or alter any personal data submitted by Bidders or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Bidders. Similarly, PRASA requires Bidders to process any personal information disclosed by PRASA in the bidding process in the same manner.

12 EVALUATION METHODOLOGY

PRASA will utilise the following criteria in choosing a Supplier/Service Provider:

EVALUATION CRITERIA	WEIGHTING
Stage 1	
Stage 1A	Mandatory Requirements
Stage 1B	Other Mandatory Requirements
Stage 1C	Documents required for Scoring
Stage 2	
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 Bidders 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 bidder(s)' bid will be deemed to remain valid until finalization of the award.).

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

Bidders 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 Bidders *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 two types of returnable documents as indicated below and Bidders are urged to ensure that these documents are returned with the quotation based on the consequences of non-submission as indicated below:

16.1. Mandatory Returnable Documents

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

SECTION 3

1. EVALUATION CRITERIA:

Stage 1A – Mandatory Requirements

If you do not submit 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)	<p>Price Schedule and Price in words (Pricing schedule Section 8)</p> <p>To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule and not utilize a different format. Deviation from this pricing schedule will result in a bid being declared non-responsive</p>	
b)	<p>Valid certified copy of the NCCA (National Contract Association) or NCA (National Cleaning Association) or BEECA Cleaning Associations certificates or CASA (Cleaning Association of South Africa) and or any relevant applicable cleaning association which must be valid on closing date of tender submission.</p>	

Stage 1B – Other Mandatory Requirements

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

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

No.	Description of requirement	
a)	Proof of Company Registration documents (Certificate of incorporation)	
b)	Supply of valid SARS Pin	
c)	CSD supplier registration number or CSD Report	
d)	Completion of ALL RFQ documentation (includes ALL declarations)	
e)	Bidders to fill and sign the closing /submission register at PRASA Tender drop office, 3 Old Marine Drive on submission of the RFQ document	
f)	Copies of Directors ID document	
g)	Letter of Good Standing (COIDA)	
h)	Proof of Bank (i.e. letter issued by the bank)	

STAGE 1C - DOCUMENTS REQUIRED FOR SCORING

Documents required for Scoring - The following Other-Mandatory Documents used for purposes of scoring a bid. If not submitted by the closing date and time of this bid will not result in a Respondent's disqualification. However, Bidders will receive a score of zero for the applicable evaluation criterion: -

BBEE Certificate/Sworn Affidavit (in case of a JV, a consolidated will be accepted)
Audited Annual Financial/ B-BBEE certificate/ affidavit

STAGE 2: PRICING AND SPECIFIC GOALS

The following formula shall be used to allocate scores to the interested bidders. The maximum points for this tender are as follows:

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

FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

POINTS AWARDED FOR PRICE

THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

POINTS AWARDED FOR SPECIFIC GOALS

- 3.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated below as may be supported by proof/ documentation stated in the conditions of this tender:

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Entities with a B-BBEE contributor status of at least level 2	10	
EME 51% Black Owned	10	
TOTAL	20	

- 4.1 Section 2(1)(f) of the PPPFA empowers an organ of state to award a tender to the highest scoring bidder unless there is an objective criteria that justify the award to another tenderer.
- 4.2 PRASA reserves the right to apply the objective criteria for this bid.
- 4.3 PRASA may award a bid to a bidder that did not score the highest points under the following circumstances:
- a) A negative track record of the bidder in other related projects;
 - b) spreading the award to bidders that have not been previously appointed;
 - c) the need to avoid concentrating awards to the previously appointed bidders. Prasa shall take into account the following:
 - i. the number of bid(s) awarded to the highest scoring bidder(s) in the preceding financial years;
 - ii. the capacity of the highest scoring bidder(s) despite the previous appointments;
 - iii. the value and scope of the bid(s) already awarded to the highest scoring bidder(s);
 - iv. the materiality of the price difference between the highest scoring bidder and other bidders; and
 - v. whether the goods, services or works are of a specialised nature.

APPOINTMENTS OTHER THAN THE SUCCESSFUL BIDDER

- 4.4** PRASA reserves the right to split the award of this bid to more than one service provider, provided that the nature of the services or goods or works to be provided are capable of being split to more than one service provider.
- 4.5** PRASA may appoint a bidder other than the successful bidder under the following instances:
- (i) When a successful bidder, after having been informed of the acceptance of its Bid, fails to sign a contract within a prescribe period of time e.g. 14 (fourteen) days after being called upon to do so;
 - (ii) When a successful bidder has failed to provide the necessary security, bonds or guarantees within the time required to do so by PRASA;
 - (iii) When a successful bidder fails to meet a condition precedent for the award of business (e.g. to obtain the necessary funding); and
 - (iv) When final contract negotiations with a preferred bidder fails and a contract is not agreed upon.
- 4.6** PRASA will only award a bid to a bidder other than the highest scoring bidder provided that such bid is still within the bid validity period.
- 4.7** Only if the second ranked bidder is also unable/unwilling, PRASA may proceed to the third ranked bidder.

SECTION 4

PRICING AND DELIVERY SCHEDULE

Bidders are required to complete the attached Pricing Schedule **Section 8**

- 1 Prices must be quoted in South African Rand, inclusive of all applicable taxes.
- 2 Price offer is firm and clearly indicate the basis thereof.
- 3 Pricing Bill of Quantity is completed in line with schedule if applicable (delete if not applicable).
- 4 Cost breakdown must be indicated.
- 5 Price escalation basis and formula must be indicated.
- 6 To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being declared non-responsive.
- 7 Please note that should you have offered a discounted price(s), PRASA will only consider such price discount(s) in the final evaluation stage on an unconditional basis.
- 8 Bidders are to note that if price offered by the highest scoring bidder is not market related, PRASA may not award the contract to the Bidder. PRASA may:
 - 9 Negotiate a market-related price with the Bidder scoring the highest points;
 - 10 If that Bidder does not agree to a market-related price, negotiate a market-related price with the Bidder scoring the second highest points;
 - 11 If the Bidder scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the Bidder scoring the third highest points;
 - 12 If a market-related price is not agreed with the Bidder 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 Bidder awarded the contract may only enter into a subcontracting arrangement with PRASA's prior approval. The contract will be concluded between the successful Bidder and PRASA, therefore, the successful Bidder and not the sub-contractor will be held liable for performance in terms of its contractual obligations.

Governing law

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

BIDDER'S DISCLOSURE
1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of institution	State

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?

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.

YES/NO

2.3.1 If so, furnish particulars:

.....

3 Bidder’s declaration regarding PEPs/PIPs

PRASA requires bidders to disclose if they have Politically Exposed Persons (“PEP”)² or Prominent Influential Persons (“PIP”)³ and related individuals in their organisation and/or beneficial owners / shareholders who are PEP/PIP.

PRASA reserves the right not to enter into a business relationship with such person, official or entity, provided there are objective factors that justify the conclusion of such business relationship, and the decision is based on achieving the best interest of PRASA.⁴

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

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

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

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

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

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

⁴ Clause 4.5 of the PRASA Code of Conduct for dealing with Politically Exposed Persons, Prominent Influential Persons and Related Parties.

3.4 Declaration:

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

 Signature

Date

 Position

Name of bidder

4 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:

- 4.1 I have read and I understand the contents of this disclosure;
- 4.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 4.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium⁵ will not be construed as collusive bidding.
- 4.4 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.
- 4.5 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.
- 4.6 There have been no consultations, communications, agreements or arrangements made

⁵ 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.

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. 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, 3 and 4 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

SECTION 7

SBD 6.1

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

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

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

1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
 - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 1.2 **To be completed by the organ of state**
(delete whichever is not applicable for this tender).
- a) The applicable preference point system for this tender is the 80/20 preference point system.
 - b) The 80/20 preference point system will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.
- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
- (a) Price; and
 - (b) Specific Goals.

To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

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

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

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

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.2. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{min} = 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

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

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is

applicable, corresponding points must also be indicated as such.

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Entities with a B-BBEE contributor status of at least level 2	10	
EME 51% Black Owned	10	
TOTAL	20	

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.

<p>.....</p> <p>SIGNATURE(S) OF TENDERER(S)</p> <p>SURNAME AND NAME:</p> <p>DATE:</p> <p>ADDRESS:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

SECTION 8

SCOPE OF WORK

1. INTRODUCTION

The WC Region hubs a fleet long distance and local operational trains sets. These train sets are used by both Metrorail for the suburban rail service. There are additional train sets that are reserved as spare coaches in different staging yards. An estimated 620 000 commuters and 4 500 staff members make use of these trains. 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.

With the trains being for public usage, exposure to various soilage and environment, it is necessary to have a suitably qualified contractor to ensure this 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

The Region appointed a Cleaning & Horticulture service provider through an RFQ process to provide cleaning services in the specified corridor for a period of 5 months.

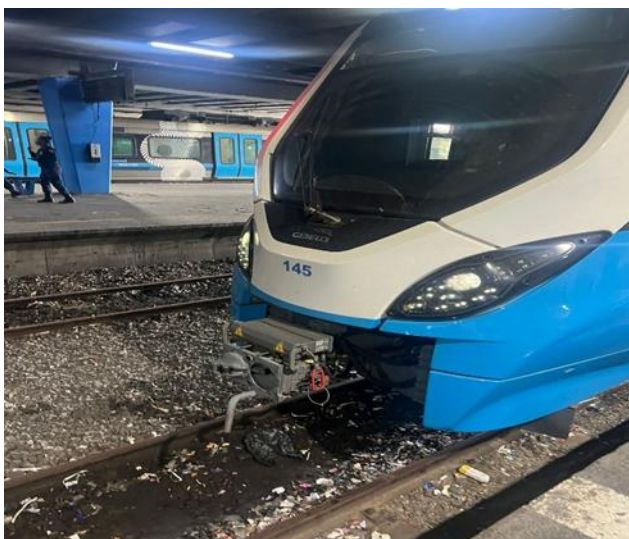
2.2. Problem statement

At present we don't have a permanent service provider to provide coach cleaning that covers operational services / support for Metrorail and Shosholoz Meyl.

PICTORIALS







3. OBJECTIVE OF THE PROPOSED PROJECT

The objective of this contract is to perform, Intensive Coach Cleaning, for our applicable clients, Metrorail and improve service turnaround times to ultimately provide a better commuter experience and will uphold PRASA to be a public transport mode of choice.

3.1 CURRENT MECHANISMS IN PLACE TO ADDRESS THE PROBLEM

3.1.1 The Region appointed a Coach Cleaning service provider through an RFQ process to provide cleaning services in the specified corridor for a period of 5 months. Currently the contract is coming to an end

3.2 DESIRED OUTCOMES FOR CARRYING OUT THE PROPOSED PROJECT

A new service provider that will provide better intensive coach cleaning services Paarden Eiland depot on a performance-based contract for a period of 5 months. Appointed service provider will be subjected to daily, weekly, and monthly evaluation by PRASA contract manager / supervisors.

3.3 PROJECT BENEFITS TO PRASA

- Continuation of intensive coach cleaning services by experienced cleaning service provider.
- Compliance on health and safety of commuters and employees utilizing Prasa's train services.
- Receiving a service from companies that the services are their area of expertise and are experienced in performing the tasks safely and thus can accomplish them efficiently.

4. SCOPE OF WORK AND AREAS OF FOCUS

a. SCOPE OF THE DESIRED SOLUTION

The appointed service provider shall be required to provide highest cleanliness service to Metrorail trains.

The provision of this service shall comply with applicable and relevant regulations and laws that governs the cleaning sector as well as Health and Safety Act (Act 85 of 1993) and Railway safety Act (Act 16 of 2002)

Service provider that will be providing intensive cleaning services will focus but not limited to below scope of work and areas focus:

- ✓ Intensive coach cleaning services
- ✓ Deep cleaning services
- ✓ Fumigation services

NOTE: For **Fumigation Services** the contractor shall either be registered as a Pest Control Operator or make use of a registered Pest Control Operator sub-contractor as required in terms of the Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act, 1947 (Act No. 36 of 1947) along with its relevant amendments and latest gazette.

b. EXTENT AND COVERAGE OF THE PROPOSED PROJECT

The required service shall be undertaken at Paarden Eiland depot but not limited to and Prasa normal train schedule has the fleet of 88 which consists of EMU train.

Service providers are required and encouraged to familiarize themselves with the requirements of the intensive coach cleaning services and its facilities to be able to give accurate price.

5. CLEANING STANDARD

General specifications for semi-intensive and intensive cleaning procedure.

1) Interior Intensive Cleaning

a) Window Cleaning

Squeegee clean with a scrubber dipped in soapy solution to remove dust and marks including Train Driver and Guard compartments windows.

Squeegee-clean all windows to remove dust and marks.

Wash and iron all curtains to remove stains and marks and hung and tied back neatly.

Carpets must be cleaned by the service provider

Stainless Steel Bins must be wiped and polished with Brasso or similar

b) Floor Cleaning

- Remove dirt from seats, behind heaters, in between seats, luggage racks and window sills. Sweep clean the floor to be free of papers, tins, bottles, cigarettes butts, papers, peanut shells, scrap bubble gum. Damp mop with a multi-purpose cleaner and disinfectant to remove dirt and eliminate bad odour.
- Body fluids contamination (e.g. spills of vomit) spills should be cleaned immediately, and any contaminated surfaces cleaned and disinfected.
- Use a deodorant to counteract possible bad smells.
- Graffiti must be removed using appropriate chemical
- All visible waste must be removed
- Floors must be swept and mopped at all times
- The panels must be cleaned with a terry cloth dipped in soapy solution.
- All windows (inside and outside) must be cleaned (this includes the middle cabs).

c) **General Cleaning**

- The instruments in the Train Driver and Guard compartments must be dusted.
- Only a damp cloth dipped in a soapy solution is to be used in the driver's cabs.
- Dusting: Seats, window panels, walls, arm-rests, driver and guard's cabs and heaters to be dust free. Follow with a damp cloth dipped in clean water mixed with detergent to remove stains.
- Ceilings and Walls: dust light fixtures of the ceiling and spot clean regularly with water mixed with a detergent in areas where grime tends to build up. Damp wipe luggage racks with a cloth dipped in cleaning solution. Wipe dry with clean cloth.
- Driver and Guard compartments (cabs)

d) **Exterior Intensive Cleaning (Wash-down)**

- Wash-down to remove dust and black marks on the outside surface of the train coach. ***The chemical to be used shall not be detrimental to the paint.***
- Ensure all windows and doors are closed before and after cleaning.
- All dark marks and spots must be removed.

e) **Waste Management**

- Waste collected from trains must be put in Refuse bags (green/black bags).
- Under no circumstances may waste be swept onto the tracks, or between platforms.
- All collected waste must be removed from the station / staging yard after each shift work by the contractor to a designated area.

f) **Intensive Cleaning of Business Express Coaches**

Walls – Dust walls, in addition scrub clean to remove stains especially around areas like light switches, window seals, where grime tends to build up with water mixed in a multi-purpose cleaner. Using a cloth dampened in warm water to gently and lightly rinse off the cleaning solution. Dab dry.

Floor - Strip using a degreaser and scrub floors to remove dirt builds up around seats, heaters, corners and traffic patterns.

Windows - Squeegee clean with a scrubber dipped in soapy solution to remove dust and marks include Train Driver and Guard compartments. *Coach Keys will be made available to the successful bidder at a fee to access the compartments (refundable on return of the coach key/expiry of tender).*

Carpets – Loose carpets on our Business Express coaches should be scrubbed in water mixed with appropriate chemical and allowed enough time to dry.

Upholstery – Cleaning of the material can be at the recommendation of the service provider but care should be given in retaining fabric's original appearance as much as possible. Using appropriate vacuuming machine, thoroughly remove stains on seat, arm and head rests.

Dry cleaning all curtains (1000 drops) to remove stains and marks. It is the responsibility of the service provider to ensure that they are hung and tied back neatly.

Stainless Steel Bins must be wiped and polished with Brass.

g) Interior Cleaning

- i) Windows: Squeegee clean with a scrubber dipped in soapy solution to remove dust and marks including Train Driver and Guard compartments windows.
- ii) Floors: Remove dirt from seats, behind heaters, in between seats, luggage racks and window sills. Sweep clean the floor to be free of papers, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum. Damp mop with a multi-purpose cleaner and disinfectant to remove dirt and eliminate bad odour.
- iii) Where there is known blood or bodily fluid contamination (e.g. spills of vomit) spills should be cleaned immediately and any contaminated surfaces cleaned and disinfected. A deodorant must be used to counteract possible smells.
- iv) All visible dirt must be removed.
- v) Floors must be swept and mopped.
- vi) The panels must be cleaned with a terry cloth dipped in soapy solution.
- vii) All windows (inside and outside) must be cleaned (this includes the middle cabs).
- viii) The instruments in the Train Driver and Guard compartments must be dusted.
- ix) Only a damp cloth dipped in a soapy solution is to be used in the driver's cabs and on controls.

- x) Dusting: Seats, window panels, walls, arm-rests, driver and guard's cabs and heaters to be dust free. Follow with a damp cloth dipped in clean water mixed with detergent to remove stains.
- xi) Ceilings and Walls: dust light fixtures of the ceiling and spot clean regularly with water mixed with a detergent in areas where grime tends to build up. Damp wipe luggage racks with a cloth dipped in cleaning solution. Wipe dry with clean cloth.
- xii) Driver and Guard compartments (cabs)
- xiii) Rubble must be removed behind the heaters and the floor must be scrubbed.
- xiv) Heaters must be wiped with a wet cloth.

DAILY STANDAND CLEANING PROCEDURE

Step 1	Step 2
<p>Carpets must be removed from the compartments be taken to the carpet cleaning area Carpets must be washed with carpet shampoo scrubbed with scrubbing brush afterward it must be rinsed properly with clean water then hang to allow it to dry</p>	<p>Water bottles must be removed from the holders and must be taken to a specified area Water bottles must be washed and filled with water</p>
Step 3	Step 4
<p>Removal of litter Litter must be removed from the compartment and placed into the litter bags. Litter bags must be placed in the waste bin in a specified area.</p>	<p>Ash trays must be emptied and thoroughly washed with clean cloth and must be polished with metal polish</p>
Step 5	Step 6
<p>Seats must be lifted up to ensure all corners of the compartment have been cleaned</p>	<p>Windows must be opened until the cleaning process is complete</p>
Step 7	Step 8
<p>Bedding lockers Litter must be removed inside and the locker must be cleaned</p>	<p>Floors Compartment and corridors must be thoroughly swept</p>
Step 9	Step 10

<p>Cleaning the interior of the compartment</p> <p>Luggage racks - must be wiped off with a clean damp cloth</p> <p>Walls & Ceilings- dust light fixtures and remove cobwebs from corners and edges of the ceiling and afterwards must be washed with water mixed with a detergent afterwards wiped with clean cloth</p>	<p>Corridors</p> <p>Walls- must be washed thoroughly with water mixed with liquid soap</p> <p>Doors-must be wiped with damp clean cloth</p> <p>Windows- must be cleaned with a window cleaner and wiped with clean cloth</p>
<p>Window shutters- excess dust must be removed with damp clean cloth</p> <p>Windows- must be cleaned with window cleaner and wiped with clean cloth</p> <p>Wash basin- must be thoroughly washed, wiped with a clean cloth and polished with metal polish</p> <p>Mirrors-must washed with clean water and wiped with dry cloth</p> <p>Heaters-must be thoroughly washed with water mixed with a detergent, a scrubbing brush must be used to the net surface afterwards it must be wiped with a clean cloth</p> <p>Seats-must be wiped with a clean damp cloth</p> <p>Floors-Chewing gums must be removed before the floor is scrubbed with water mixed with detergent and</p>	<p>Window seal & shutters- excess dust must be removed with a damp clean cloth</p> <p>Handrails- must be wiped with a damp cloth and apply metal polish with a dry cloth</p> <p>Floors-Chewing gums must be removed before the floor is scrubbed, with water mixed with detergent and afterwards water must be dried with a clean mop</p> <p>Fire extinguisher stand- the fire extinguisher must be removed and the stand must be scrubbed and washed properly and allow the stand to dry before placing back the fire extinguisher</p>
<p>Step 11</p>	<p>Step 12</p>

<p>Toilets inside</p> <p>Seats- must cleaned inside and out with a toilet brush and afterwards the toilet must be disinfected</p> <p>Walls- must be washed thoroughly with water mixed with liquid soap and wiped with damp clean cloth</p> <p>Windows- must be cleaned with window cleaner and wiped with clean cloth</p> <p>Window seals & frames-</p> <p>Basin & taps- must be washed with a clean cloth and apply metal polish with a dry cloth</p> <p>Toilet roll holder- must be wiped with a damp cloth and apply metal polish with a dry cloth</p> <p>Mirror-cleaned with damp cloth and wiped with dry clean cloth</p>	<p>Showers inside</p> <p>Walls- must be washed thoroughly with water mixed with liquid soap</p> <p>Windows- must be cleaned with window cleaner and wiped with clean cloth</p> <p>Window seals & frames- excess dust must be removed with damp cloth until completely removed.</p> <p>Mirror- cleaned with damp cloth and wiped with a dry cloth</p> <p>Glass shower door- must be wiped with a damp cloth</p> <p>Shower mats-must be removed and washed with scrubbing brush</p>
<p>Floors-must be thoroughly washed and dried with a clean mop.</p>	<p>Floor-must be scrubbed with scrubbing brush and detergent afterwards it must be disinfected</p>
<p>Step13</p>	<p>Step 14</p>
<p>All water bottles filled with water can be placed in the holders</p>	<p>All carpets can be placed in the compartment</p>
<p>Step15</p>	
<p>Exterior of Trains</p> <p>Washing down- includes the train outside with water mixed with degreaser or auto wash using a long handled brush. Water mixed with solution is applied on the body of the train and afterward the treated surface must be rinsed with clean water.</p>	

STAFF REQUIREMENT / OPERATING TIMES

	SHIFT PLAN AND SHIFT OPERATION TIMES		NUMBER OF CLEANERS PER SHIFT		TOTAL STAFF
	Straight shift: 09:00 to 15:00 Monday-Friday (Excluding PPH)				
Mon - Fri	SHIFT 1 09:00 to 15:00	SHIFT 2 19:00 to 06:00	SHIFT 1	SHIFT 2	
Paarden Eiland Depot	YES	NO	15	0	15
					15

CHEMICALS AND EQUIPMENT REQUIRED

All equipment shall be fit for purpose. The service Provider shall supply all cleaning consumable and equipment required to render the daily cleaning services. The service Provider shall be responsible for the maintenance of the equipment. The service Provider shall ensure that defective equipment will either be replaced or repaired with 24 hour from the time that such defective equipment is reported by PRASA and/or the Service Providers staff.

Equipment

Industrial Mops	For drivers cab and coaches when raining
20L Buckets	
Flagged Synth Broom	
Wash down brushes with 2m handles (SRX/PDD)	Cleaning of coach exterior
2m step ladders (SRX/PDD)	2 each
Dust pan	
Terry cloth	
Squeegee	For drivers cab windows
Scraper (e.g paint)	For removal of gum etc
Head lamps with rechargeable batteries	For use by the night shift team
30m hose pipes	To fill water tanks of the Worcester train

Chemicals/Consumables

Window cleaner	For drivers cab
General purpose cleaner	For soaking cloths and use in drivers cab
Sanitol	Disinfectant

Metsolve (SRX/PDD) or Similar	Cleaning of the coach exterior
Actisolve plus (SRX/PDD) or Similar	Cleaning of the coach interior
Dirt bags	For collection of rubbish
Dust masks	Hand gloves

INDICATIVE CLEANING PROCEDURE FOR EMU SETS

Foreword

The purpose of this specification is to provide information to enable the train cleaning staff to ensure that the trains are clean and fit for service.

The specification contains a leaning task period icy chart; this programme shall be followed to provide trains that are clean and fit for service.

PRECAUTIONS AND SAFE PRACTICES

General

Personnel must, at all times, observe all safety regulations while performing cleaning operations. Sewage is a common mode of transmission for parasitic micro-organisms such as bacteria, fungi, protozoa, viruses and worms. Some of these may be pathogenic, meaning they have the capability of causing serious communicable diseases, and even death. Most diseases associated with sewage result from hand-to-mouth transfer of the pathogenic organisms.

Infections such as HIV, hepatitis etc. can be transmitted by blood or certain body fluids of a sufferer or carrier contaminating a skin wound. Hygiene precautions are necessary when dealing with spilled blood from any source. Extra care and protection is required when cleaning up blood, vomit or excrement. When this type of hazard is encountered the cleaner must report it immediately to the Supervisor.

Personal Hygiene

Many of the micro-organisms can enter the body through the mouth, nose, open cuts etc. Personal hygiene is a crucial factor in avoidance of biological hazards.

Cleaning staff must not eat or smoke in the cars where incidental messes are found. Personnel with open cuts, sores etc. should not clean up incidental messes, but if asked to do so they must ensure that open wounds are covered by a waterproof dressing. Rubber or Neoprene gloves, rubber boots and a disposable overall with elasticised hood, cuffs and legs will be provided for staff.

Staff who has dealt with spilled blood, vomit or excrement must thoroughly wash their hands and face with soap and water as soon as possible. This precaution is an absolute must before eating, drinking or smoking.

Any skin abrasion, puncture or other wound received during cleaning requires immediate and proper medical attention.

Avoidance of Injuries from Contaminated Sharps

Cleaning staff must take care to avoid injuries from discarded syringes and cuts from broken glass, razor blades etc. If such an injury occurs, free bleeding should be encouraged and the wound washed with soap and running water, then dressed. The casualty must be referred to a hospital, accident unit (or local doctor) as soon as possible and the details drawn to the attention of the examining doctor.

Any prevention treatment for Hepatitis B must be given within 24 hours of the injury.

Disinfectant

The cleaning up of incidental messes i.e. blood, vomit and excrement, requires the use of disinfectant fluid suitable for dealing with biological hazards. Response disinfectant cleaner, from Response UK Ltd, is suitable for this purpose.

Disclaimer

This manual is to be used by competent personnel. The instructions and information provided are as explicit as is reasonably practical, however, competency and

Clean	Means meeting the standards set out in this Specification. "Cleaned" and "cleaning" shall be construed accordingly.
Soiling	Means grime, dirt, grease, chewing gum, liquids, dust.
Marks	Means scuffs, graffiti, unauthorised stickers.
Litter	Means anything disposed of, abandoned, unwanted or surplus irrespective of whether it is capable of being recovered or recycled or has any value.
Function	Means performance consistent with design.
Damage	Means breakage, tear, crack or disfigurement or dis-colourisation.
Smear	Means grease, fingerprints on polished or glass surface.
Uniform Colour	Means the panel or area is the same colour and shade with no variation.
Ambience	Means atmosphere, fragrance or smell.

expertise are necessary in order to ensure reliable and trouble free operation.

Term Definitions

Cleaning Task Periodicity

DESCRIPTION OF TASK	PERIODICITY					
	TASK No.	D CLEAN	P CLEAN	AS REQUIRED		
Machine wash train exterior (where applicable)	2	X	X			
Hand wash train exterior & body side windows (if required)	3	X	X			
Hand wash cab front exterior – windscreen and light covers (if required).	4	X	X			
Empty CET tanks (where applicable)	5	X	X			
Hand clean vehicle ends, remove dirt & stains from around the door	6		X			
Remove external graffiti (when required and to be charged as an additional service)	7	X	X	X		
Vacuum all carpets	8	X	X			
Soil extract carpets / upholstery panels	9		X			
Empty and reline saloon litter bins	10	X	X			
Clean interior trim ceiling, and non-upholstered walls	11		X			
Check and if necessary spot clean interior trim ceiling, side and wall panels	12		X			
Clean tables and seat back tables	13	X	X			
Clean saloon partitions and mirrors	14	X	X			
Clean luggage racks	15	X	X			
Clean internal and external doors	16	X	X			
Clean seat frames including arm rests and grab handles	17		X			
Clean windows	18	X	X			
Clean lights fittings / diffusers	19	X	X			
Check and clean seat covers	20		X			
Vacuum wall coverings	21		X			
Clean vestibule surfaces	22		X			
Damp mop non carpeted floors including drivers cabs	23	X	X			
Remove chewing gum and sticky labels	24	X	X			
Clean heating / air con grills	25		X			
Vacuum heating / air con grills	26	X	X			
Remove internal graffiti	27	X	X	X		
Post incident cleaning	28			X		
Replace damaged or dirty seat covers / cushion assemblies	29	X	X			
Sanitise toilet floor	30	X	X			
Clean toilet floor	31		X			

DESCRIPTION OF TASK	PERIODICITY					
	TASK No.	D CLEAN	P CLEAN	AS REQUIRED		
Sanitise grab rails, including panels / window mirror / hand basin and fittings	32	X	X			
Clean walls / ceiling / doors / shelves and light diffusers	33		X			
Empty / reline litter bin	34	X	X			
Clean and disinfect litter bin	35	X	X			
Clean and disinfect sanitary bin	36	X	X			
Restock toilet consumables	37		X			
Clean toilet lid / seat and bowl	38	X	X			
De-scale toilet bowl	39		X			
Wipe cab desk / clean panels / internal surfaces, wipe, seat frame / clean and disinfect litter bin	40	X	X			

CLEANING MACHINERY USED ON PRASA ROLLING STOCK

Automated Trainwash

Carpet / Upholstery Cleaner

Heavy Duty Floor Scrubber

Steam Gun

Vacuum Cleaner

Cleaning Materials used on PRASA Project

MATERIAL	TASK No.
Sol-Vent Traincare 4, Uniteg Overseas Solvents Ltd. Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, SG1 2DX	3, 4, 6, 11,12, 13, 15, 17, 19, 22, 23, 25 & 36.
Germfree Fab, Arrow Chemicals, Rawdon Road, Moira, Swadlincote, Derbyshire DE12 6DA	30,31, 32, 33,35 & 38.
Up-N-Away Ecosafe Upholstery & Carpet / Cleaner Forward Chemicals Ltd. PO Box 12 Tanhouse Lane, Widnes, Cheshire WA8 0RD	9 & 20.
Resolv Graffiti remover Graffiti Solutions, Unit 4, Red House Farm, Brighton Road, Hassocks, Sussex, BN6 9BS	7 & 27.

MATERIAL	TASK No.
Sanitare Emergency Clean Up Powder	28.
Desolv Chewing Gum Remover Graffiti Solutions, Unit 4, Red House Farm, Brighton Road, Hassocks, Sussex, BN6 9BS	24.
Microfibre Cloth - Red	33, 38 & 39.
Microfibre Cloth - Yellow	32, 35, 36 & 40.
Microfibre Cloth - Blue	10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 22, 25 & 40.
Simonize Transclean 2 Holt Lloyd Ltd, Alderley Road, Wilmslow, Cheshire, SK9 1QT	2.
Greenline Toilet Cleaner, Prime Source, Gravelly Park, Birmingham B24 8TB	39.

1 TASK No 3

Hand Wash Train Exterior (Including Windows)

TOOLS/ MATERIALS	
Item	Description
1	LONG HANDLED BRUSH
2	BUCKET
3	SOLV-ENT TRAINCARE – DILUTE 5-10:1
4	CLEAN WATER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Apply *soapy mix* to the train exterior using a long handled (carriage washing) brush. Pay special attention to anybody side recesses, which are not accessible to the carriage washing machine. Agitate the solution with the brush and leave for several minutes.
Rinse the area with clean water and leave to dry.

STANDARD

Body sides shall be free of contamination and smearing. Includes cab fronts, windows, vehicle inner end panelling, door / window recesses and the roof and skirt panelling.

2 TASK No 4

Hand Wash Cab Front Exterior – Windscreen and Light Covers

TOOLS/ MATERIALS	
Item	Description
1	LONG HANDLED BRUSH

2	BUCKET
3	SOLV-ENT TRAINCARE – DILUTE 5-10:1
4	CLEAN WATER

SAFETY

**LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.
TRACTION CURRENT IN AREA TO BE ISOLATED AS PER LOCAL PROCEDURES.**

Procedure

- 1 Apply Solvent Traincare to the cab front using a long handled (carriage washing) brush. Pay special attention to the windscreen, light covers and yellow warning panel.
- 2 Agitate the solution with the brush and leave for several minutes.
- 3 Rinse the area with clean water and leave to dry.

STANDARD

Cab front exterior to be free of contamination, stains, foreign matter etc.

3 TASK No 5

Empty Cet Tanks

TOOLS/ MATERIALS	
Item	Description
1	CET TANK DISCHARGE EQUIPMENT
2	RUBBER GLOVES
3	OVERALLS
4	EYE PROTECTION (GOGGLES OR FULL FACE MASK)

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Procedure

1. Wearing the rubber gloves, overalls and eye protection, find the effluent discharge connection at the no. 2 end of the vehicle on the under-frame below the passenger door.
2. Open the effluent tank vent-pipe valve by pulling the handle until it aligns with the pipe.
3. Remove the cap from the vehicle effluent pipe by releasing the locking handles.
4. Connect the CET tank discharge equipment to the vehicle effluent pipe.
5. Open the valve on the vehicle effluent pipe by pulling the handle until it aligns with the pipe.
6. Operate the CET tank discharge equipment and empty the vehicle effluent tank.
7. Switch off the CET discharge equipment
8. Close the valve on the vehicle effluent pipe.
9. Disconnect the CET tank discharge equipment from the vehicle effluent pipe.
10. Immerse the end of the CET tank discharge pipe in disinfectant
11. Clean any contamination from the end of the vehicle effluent pipe.

12. Fit the cap to the vehicle effluent pipe and lock it securely with the locking handles.
13. Close the effluent tank vent-pipe valve by pulling the handle until it is at 90° to the pipe and the end of the handle is over the effluent pipe cap.

STANDARD

The tank shall be emptied to the designated level of the discharge equipment.

4 TASK No 6

Hand Clean Vehicle Ends / Remove Dirt & Stains around Door Entrance

TOOLS/ MATERIALS	
Item	Description
1	LONG HANDLED BRUSH
2	BUCKET
3	SOLV-ENT TRINCARE – DILUTE 5-10:1
4	CLEAN WATER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Apply SOLV-ENT TRINCARE to the vehicle ends using a long handled (carriage washing) brush. Pay special attention to the ends and windows.
- 2 Agitate the solution with the brush and leave for several minutes.
- 3 Rinse the area with clean water and leave to dry

STANDARD

Window glass shall have clear visibility and be clean and free from oil, stains and smears. Vehicle ends shall have no contamination, stains, foreign matter etc.

5 TASK No 7

REMOVE External Graffiti

TOOLS/ MATERIALS	
Item	Description
1	RESOLV GRAFFITI REMOVER
2	CLOTH (Non Abrasive)
3	CLEAN WATER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Procedure

- 1 Apply the selected agent to the affected area in accordance with the manufacturer's instructions.
- 2 Remove the residue.

- 3 Wash the affected area with water.
- 4 Repeat the treatment if necessary

NOTE No abrasive pads to be used at any stage during the task.

STANDARD

All traces of graffiti shall be removed; the affected areas should be cleaned to the original condition.

6 TASK No 8

Vacuum All Carpets

TOOLS/ MATERIALS	
Item	Description
1	VACUUM
2	RUBBISH BAG

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD

SHARPS HAZARD

Procedure

1. Pick up all large litter and put in rubbish bag
2. Vacuum carpet floor covering

STANDARD

Areas shall have no dust, debris or litter.

Note: If Chewing gum is present refer to Task No 24

7 TASK No 9

Soil Extract Carpets / Upholstery Panels

TOOLS/ MATERIALS	
Item	Description
1	SOIL EXTRACTION MACHINE
2	UP-N AWAY UPHOLSTERY CLEANER / CARPET CLEANER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Ensure Task No 8 has been completed.
- 2 Operate the water extraction / shampoo system equipment in accordance with the manufacturer's instructions, using the selected upholstery and carpet shampoo.

STANDARD

All traces of litter, dust, spillages and ingrained dirt.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

8 TASK No 10

Empty and Reline Saloon and Drivers Cabs Litterbins

TOOLS/ MATERIALS	
Item	Description
1	CARRIAGE KEY
2	MICROFIBRE CLOTH – BLUE
3	BIN LINER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Open the bin liner receptacle.
- 2 Remove the bin liner from the cradle.
- 3 Remove litter from the receptacle
- 4 Fit new bin liner in the cradle.
- 5 Close and secure the bin liner receptacle.

STANDARD

All litterbins shall be emptied and relined using the correct type of bag and fitted correctly. Litterbins shall be checked for damage or breaks, to ensure they do not leak onto the adjoining area. All litter / debris to be removed.

Note: If Graffiti is present refer to Task No 27

Note: If Chewing gum is present refer to Task No 24

9 TASK No 11

Clean Interior Trim Ceiling and Non-Upholstered Walls

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRAINCARE – DILUTE 10-50:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Spray SOLV-ENT Traincare onto the surface or the cloth as appropriate
- 2 Wipe the surface.

STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

10 TASK No 12

Check and if Necessary Spot Clean Interior trim Ceiling, Side and Wall Panels

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRAINCARE DILUTE 20:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

1. Spray SOLV-ENT Traincare onto the surface or microfibre cloth as appropriate.
2. Wipe the surface.

STANDARD

Shall be free from dust and stains.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

11 TASK No 13

Clean Tables and Seat Back Tables

TOOLS/ MATERIALS	
ITEM	DESCRIPTION
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRAINCARE – DILUTE 20:1
3	SPRAY BOTTLE
4	RUBBISH BAG

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Remove litter and put in rubbish bag
- 2 Spray areas with SOLV-ENT Traincare
- 3 Wipe the table with the microfibre cloth

STANDARD

Shall be free from dust, stains and ingrained dirt. All litter / debris to be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

12 TASK No 14

Clean Glass Saloon Partitions and Mirrors

TOOLS/ MATERIALS	
ITEM	DESCRIPTION
1	MICROFIBRE CLOTH - BLUE
2	CLEAN WATER
3	SPRAY BOTTLE

SAFETY

**LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.
BIO HAZARD.**

Procedure

- 1 Spray water on to the cloth.
- 2 Wipe clean the surfaces with the microfibre cloth

STANDARD

Shall be clean, with no evidence of any marks, runs, dust or smears. Old labels, stickers and their residue shall be removed.

Note: if there is any Chewing gum present refer to Task No 24

Note: If there is any Graffiti present refer to Task No 27

13 TASK NO 15

Clean Luggage Racks

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRAINCARE – 20:1
3	SPRAY BOTTLE

SAFETY

**LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.
BIO HAZARD.**

Procedure

- 1 Remove litter / debris from areas
- 2 Spray the SOLV-ENT Traincare onto the cloth
- 3 Wipe the surface.

STANDARD

Shall be free from dust and dirt which would soil passengers clothing / belongings. All litter / debris to be removed.

Note: if there is any Chewing gum present refer to Task No 24

Note: If there is any Graffiti present refer to Task No 27

1 TASK No 16

Clean Internal and External Doors

TOOLS/ MATERIALS	
ITEM	DESCRIPTION
1	MICROFIBRE CLOTH - BLUE
2	CLEAN WATER
3	SPRAY BOTTLE

SAFETY

**LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.
BIO HAZARD.**

Procedure

- 1 Spray water onto the microfibre cloth.
- 2 Wipe the surfaces with the microfibre cloth.

STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present, refer to Task No 24

Note: If Graffiti is present refer to Task No 27

2 TASK No 17

Clean Seat Frames Including Arms Rests and Crab Handles

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRAINCARE DILUTE 5:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Procedure

- 1 Spray SOLV-ENT onto the microfibre cloth.
- 2 Wipe clean the surfaces.

STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present, refer to Task No 24

Note: If Graffiti is present refer to Task No 27

3 TASK No 18

Clean Windows

TOOLS/ MATERIALS

Item	Description
1	MICROFIBRE CLOTH - BLUE
2	WATER
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

Procedure

- 1 Spray water onto the microfibre cloth.
- 2 Wipe the windows with the microfibre cloth

STANDARD

Shall be clean, with no evidence of any marks, runs, dust or smears. Old labels, stickers and their residue shall be removed.

Note: If Chewing gum is present, refer to Task No 24

Note: If Graffiti is present refer to Task No 27

4 TASK No 19

Clean Light Fittings and Diffusers

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRINCARE – DILUTE 20:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

Procedure

- 1 Spray SOLV-ENT TRINCARE onto the cloth.
- 2 Wipe the surfaces with the microfibre cloth.

STANDARD

Shall be free from visible attached dirt / dust particles.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

5 TASK No 20

Check and Clean Seat Covers including Drivers Cab

TOOLS/ MATERIALS	
Item	Description
1	UP-N-AWAY UPHOLSTERY CLEANER
2	CLOTH

SAFETY

Local safety instructions shall be **COMPLIED WITH**.

Bio hazard.

Procedure

1. Ensure task to vacuum seat upholstery has already been carried out.
2. Use a dry cloth to remove any excess liquid.
3. Apply UP-N-AWAY from the trigger spray bottle allow time to dwell for two minutes.
4. Wipe residue from area and repeat process 3 if required.
5. Should the stain still be visible the cover should be replaced.

STANDARD

Shall be free of dust, soiling or ingrained dirt. Damaged covers, i.e. torn more than 2cms In length or marked due to cigarette burns, shall be replaced. Soiled seat covers, i.e. to such an extent that they would soil passengers' pale coloured clothing shall also be replaced. All seat covers must be fitted correctly and be tidy in appearance, i.e. not crumpled etc.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to task no 27

6 TASK No 21

Vacuum Wall Coverings

TOOLS/ MATERIALS	
Item	Description
1	VACUUM CLEANER WITH UPHOLSTERY TOOLS

1

SAFETY

Local safety instructions shall be **COMPLIED WITH**.

Procedure

- 1 Vacuum coverings using the appropriate upholstery tool. Pay particular attention to any crevices or difficult to access areas.

STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

7 TASK No 22

Clean Vestibule Surfaces

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRINCARE – DILUTE TO 5:1
3	SPRAY BOTTLE

SAFETY

Local safety instructions shall be **COMPLIED WITH**.

Bio hazard.

Procedure

1. Spray SOLV-ENT TRINCARE onto the microfibre cloth
2. Wipe the surfaces with the microfibre cloth.

STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

8 TASK No 23

Damp Mop Non-Carpeted Area Including Drivers Cabs

TOOLS/ MATERIALS	
Item	Description
1	MOP
2	BUCKET
3	SOLV-ENT TRINCARE DILUTE 5:1

SAFETY

Local safety instructions shall be **COMPLIED WITH**.

BIO HAZARD

Procedure

- ☞ Mop the floor areas.
- ☞ Mop up any excess spillages / liquid.

STANDARD

Shall be clean and free from soiling and all litter removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti present refer to Task No 27

9 TASK No 24

Remove Chewing Gum / Sticky Labels

TOOLS/ MATERIALS

Item	Description
1	RESOLV CHEWING GUM REMOVER
2	CHEWING GUM SCRAPER

SAFETY

Local safety instructions shall be **COMPLIED WITH**.

Bio hazard.

Sharps **HAZARD**.

Procedure

- 1 Apply gum remover to the wad of chewing gum.
- 2 On hard surfaces and carpets, use a scraper to cut the wad of gum, allow the chemical to penetrate the gum then scrape away with the sharp edge of the scraper.
 - ☞ On upholstery, use of a scraper may damage the fabric.
 - ☞ Dispose of plastic rubbish sack at an authorised disposal point.

STANDARD

All traces of chewing gum and sticky label residue to be removed. Care must be taken not to damage any of the vehicle or interior fittings.

10 TASK No 25

Clean Heating / Air Con Grills

TOOLS/ MATERIALS

Item	Description
1	RUBBISH BAG

2	MICROFIBRE CLOTH - BLUE
3	SOLVENT TRINCARE – DILUTE 10:1
4	SPRAY BOTTLE

SAFETY

Local safety instructions shall be **COMPLIED WITH**.

Procedure

- 1 Ensure that task vacuum heater grills has been carried out.
- 2 Spray SOLV-ENT onto the microfibre cloth.
- 3 Wipe the surfaces.

STANDARD

Shall be free from visible attached dirt / dust particles. Pay particular attention to any potential risk where litter cannot be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti present refer to Task No 27

11 TASK No 26

Vacuum Heating Air Con Grills

TOOLS/ MATERIALS	
Item	Description
1	VACUUM CLEANER WITH UPHOLSTERY TOOLS

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE **COMPLIED WITH**.

Procedure

- 1 Remove any obvious litter / debris
- 2 Vacuum using the appropriate upholstery tool paying particular attention to any crevices

STANDARD

Shall be free from visible attached dirt / dust particles.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

12 TASK No 27

Remove Interior Graffiti and Biro Marks

TOOLS/ MATERIALS	
Item	Description
1	RESOLV GRAFFITI REMOVER
2	CLOTH
3	WATER

2

2.SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- 1 Apply Graffiti Remover to the contaminated surface using a white cloth
- 2 Use Graffiti Remover to remove any graffiti 'ghosting'.
- 3 Thoroughly rinse the area with water and wipe dry.

STANDARD

Interior hard surfaces to be free of graffiti and biro with no damage to the surfaces i.e. shadowing.

13

TASK No 28

Post Incident Cleaning

Conducted when the train has struck a person or animal and body tissue and/or body fluid has to be cleaned from the train.

TOOLS/ MATERIALS	
Item	Description
1	RESPONSE BODY FLUID DISPOSAL KIT: comprising of Rubber Apron, Rubber Gloves, Arm Bands, Disinfectant Spray, Body fluid Gelling Powder, Paper or Plastic Scraper, Bio-Hazard Bag, Disposable Cloth, Disposable Disinfectant Wipe (RESPONSE UK LTD)
2	OVERALLS
3	PROTECTIVE FOOTWEAR
4	EYE PROTECTION (GOGGLES OR FULL FACE MASK)

3

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

AVOID SKIN CONTACT WITH BODY TISSUE OR FLUID.

DO NOT EAT, DRINK OR SMOKE DURING POST INCIDENT CLEANING.

IF YOUR SKIN IS PUNCTURED DURING POST INCIDENT CLEANING, YOU MUST IMMEDIATELY SEEK EMERGENCY MEDICAL TREATMENT AND ENTER DETAILS OF THE INJURY IN THE ACCIDENT BOOK.

Procedure

- 1 Put on overalls, protective footwear, eye protection and from the body fluid disposal kit, rubber apron, rubber gloves and arm bands.
- 2 Clean and disinfect the affected area using the materials in the body fluid disposal kit then wash the area.
- 3 Place any large pieces of tissue in the yellow biohazard bag.
- 4 When the task is complete remove disposable protective equipment and place in yellow Biohazard bag; seal the bag.
- 6 Clean hands with disinfectant wipe.
- 7 Dispose of yellow biohazard bag at an authorised disposal point.
- 8 If overalls have become contaminated, change overalls.

14 TASK No 29

Replace Damaged or Dirty Seat Covers / Cushion Assemblies

TOOLS/ MATERIALS	
Item	Description
1	REPLACEMENT SEAT COVER

4

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Procedure

- 1 Ensure that the task to clean the cover has been carried out for a cleaning issue and was not able to correct the stain.
- 2 Replace the old cover with a new / clean cover obtained from local stores as per the manufacturer's instructions. Make sure the cover is correctly fitted.

STANDARD

Shall be free of dust, soiling or ingrained dirt. Damaged covers, i.e. torn more than 2cms in length or marked due to cigarette burns, shall be replaced. Soiled seat covers, i.e. to such an extent that they would soil

passengers' pale coloured clothing shall also be replaced. All seat covers must be fitted correctly and be tidy in appearance, i.e. not crumpled etc.

Note: If Chewing gum is present refer to Task No 24

15 TASK No 30

Sanitise Toilet Floor

TOOLS/ MATERIALS	
Item	Description
1	MOP
2	BUCKET
3	GERMFREE FAB – DILUTE TO 5:1

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Procedure

- 1 Mop the floor area with Germfree Fab
- 2 Allow time to dwell
- 3 Clean off with clean water / mop.

STANDARD

Shall be clean and free from soiling. All litter / debris to be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti present refer to Task No 27

16 TASK No 31

Clean Toilet Floor

TOOLS/ MATERIALS	
Item	Description
1.	GERMFREE FAB DILUTE 5:1
2.	STEAM GUN (IF REQUIRED)

3.	MOP
4.	BUCKET

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- ☞ Ensure task to mop the floor has been carried out.
 - ☞ Pay particular attention to any build up in crevices / corners of the floor area.
3. Use steam gun if there is any visible signs of any build up.

STANDARD

Shall be clean and free from soiling. All litter / debris to be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

17 TASK No 32

Sanitise Grab Rails, Handles Including Panels / Window / Mirror / Hand Basin And Fittings

Tools/ Materials	
Item	Description
1	MICROFIBRE CLOTH – YELLOW
2	GERMFREE FAB – DILUTE 10:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- 1 Spray Germfree Fab onto the microfibre cloth
- 2 Wipe clean the grab rails, handles / panels / window / mirror / hand basin and fittings.

STANDARD

Shall be cleaned, leaving no traces of marks, staining or smears.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

1 TASK No 33

Clean Walls / Ceiling / Doors / Shelves and Light Diffusers

Tools/ Materials	
Item	Description
1	MICROFIBRE CLOTH - RED
2	GERMFREE FAB – DILUTE 10:1

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

1. Spray Germfree Fab onto the microfibre cloth.
2. Wipe clean all internal panels / doors / shelves and light diffusers.

STANDARD

Shall be free from dust, stains and ingrained dirt. All litter / debris to be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti present refer to Task No 27

2 TASK No 34

Empty / Reline Litter Bin

Tools/ Materials	
Item	Description
1	RUBBISH BAG
2	BIN LINER
3	CARRIAGE KEY

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- 1 Open the bin liner receptacle.
- 2 Remove the bin liner from the cradle
- 3 Remove any litter / debris from receptacle
- 4 Fit new bin liner in the cradle (correctly).
5. Close and secure the bin liner receptacle

STANDARD

All litterbins shall be emptied and relined using the correct type of bag and fitted correctly. Litterbins shall be checked for damage or breaks, to ensure that they do not leak onto the adjoining area. All litter / debris to be removed.

Note: If Chewing gum present refer to Task No 24

Note: if Graffiti present refer to Task No 27

3 TASK No 35

CLEAN AND DISINFECT LITTER BIN

Tools/ Materials	
Item	Description
1	CARRIAGE KEY
2	MICROFIBRE CLOTH - YELLOW
3	GERMFREE FAB – DILUTE 10:1
4	SPRAY BOTTLE
5	BIN LINER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- 1 Open the bin liner receptacle.
- 2 Remove the bin liner from the cradle.
- 3 Remove litter from the receptacle.
- 4 Spray Germfree Fab onto the microfibre cloth
- 5 Wipe clean the inside of the receptacle with the microfibre cloth.
- 6 Fit new bin liner in the cradle (correctly).
7. Close and secure the bin liner receptacle.

STANDARD

All litterbins shall be emptied and relined using the correct type of bag fitted correctly. Litterbins shall be checked for damage or breaks, to ensure that they do not leak onto the adjoining area. All litter / debris to be removed.

Note: If Chewing gum present refer to Task No 24

Note: If Graffiti present refer to Task No 27

4 TASK No 36

Clean and Disinfect Sanitary Bin

Tools/ Materials	
Item	Description
1	CARRIAGE KEY
2	MICROFIBRE CLOTH – YELLOW
3	GERMFREE FAB – DILUTE 10:1
4.	SPRAY BOTTLE
5.	BIN LINER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

1. Open the bin liner receptacle.
2. Remove the bin liner from the cradle.
- 3 Remove litter from the receptacle.
- 4 Spray Germfree Fab onto the microfibre cloth.
- 5 Wipe clean the inside of the receptacle with the microfibre cloth.
- 6 Fit new bin liner in the cradle.
- 7 Close and secure the bin liner receptacle.

STANDARD

Litterbin shall be emptied and relined with the correct type bag fitted correctly. All litter / debris to be removed.

Note: If Chewing gum present refer to Task No 24

Note: If Graffiti present refer to Task No 27

37 TASK No 37

Restock Toilet Consumables

Tools/ Materials	
Item	Description
1	CARRIAGE KEY
2	TOILET TISSUE – BIODEGRADABLE
3	LIQUID SOAP - ANTIBACTERIAL

SAFETY

**LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH
BIO HAZARD**

Procedure

- 1 Open the soap dispenser access panel.
- 2 Replenish soap dispenser.
- 3 Close and secure soap dispenser panel
- 4 Open the toilet tissue dispenser
- 5 Replenish the toilet tissue
6. Close the tissue dispenser.

STANDARD

The toilet must be fully replenished with soap, toilet tissue, paper towels air freshener inserts etc.

38 TASK No 38

Clean Toilet Lid / Seat and Bowl

Tools/ Materials	
Item	Description
1	MICROFIBRE CLOTH – RED
2	GERMFREE FAB – DILUTE 10:1
3	TOILET BRUSH

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- 1 Spray Germfree Fab onto the microfibre cloth.
- 2 Wipe around the seat and lid areas.
- 3 Clean the toilet bowl and water jets and sensors with the toilet brush.
- 4 Flush the toilet.

STANDARD

Shall be cleaned and disinfected, leaving no trace of marks, staining or smears.

Note: If and Chewing gum is found refer to Task No 24

Note: If Graffiti is present refer to Task No 27

39 TASK No 39

De-Scale Toilet Bowl

Tools/ Materials	
Item	Description
1	GREENLINE TOILET CLEANER
2	TOILET BRUSH
3	MICROFIBRE CLOTH - RED

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH BIO HAZARD

Procedure

- 1 Apply Greenline Toilet Cleaner to the inside of the toilet bowl.
- 2 Allow time to sufficiently dwell
- 3 Agitate the area with the brush
- 4 Use the microfibre cloth if required.

STANDARD

Shall be cleaned and disinfected, leaving no trace of marks, staining or smears. Pay particular attention to any lime scale deposits.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

40 TASK No 40

Clean Cab Desk / Panels / Internal Surfaces, Wipe Seat Frame And Clean / Disinfect Litter Bin

Tools/ Materials	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	MICROFIBRE CLOTH - YELLOW
3	SOLV-ENT TRAINCARE – DILUTE 20:1
4	GERMFREE FAB – DILUTE 10:1
5	SPRAY BOTTLE X 2
6	CARRIAGE KEY
7	BIN LINER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE ADHERED TO

BIO HAZARD

Procedure

1. Remove the litterbin liner from cradle.
2. Spray Germfree Fab onto the blue microfibre cloth.
3. Wipe the cradle area.
4. Fit new bin liner into cradle (correctly)
5. Spray Solv-ent Traincare onto the green microfibre cloth.
6. Wipe all areas including desk, panels, seat frame and internal surfaces.
7. Spray Germfree Fab onto the green microfibre cloth.
8. 8. Wipe the crew telephones with the microfibre cloth

STANDARD

Shall be free from dust, stains and ingrained dirt. Litterbin shall be emptied and relined using correct type of bag and fitted correctly.

Note: if Chewing gum present refer to Task No 24

Note: If Graffiti present refer to Task No 27

CHEMICALS AND EQUIPMENT REQUIRED

All equipment shall be fit for purpose. The service Provider shall supply all cleaning consumable and equipment required to render the daily cleaning services. The service Provider shall be responsible for the maintenance of the equipment. The service Provider shall ensure that defective equipment will either be replaced or repaired with 24 hour from the time that such defective equipment is reported by PRASA and/or the Service Providers staff.

Equipment

Industrial Mops	For drivers cab and coaches when raining
20L Buckets	
Flagged Synth Broom	
Dust pan	
Terry cloth	
Squeegee	For drivers cab windows
Scraper (e.g paint)	For removal of gum etc
Head lamps with rechargeable batteries	For use by the night shift team
30m hose pipes	To fill water tanks of the Worcester train

Chemicals/Consumables

Window cleaner	For drivers cab
General purpose cleaner	For soaking cloths and use in drivers cab
Sanitol	Disinfectant
Metsolve (SRX/PDD) or Similar	Cleaning of the coach exterior

Actisolve plus (SRX/PDD) or Similar	Cleaning of the coach interior
Dirt bags	For collection of rubbish
Dust masks	Hand gloves

c. OTHER RELATED PROJECTS

None presently

6. SPECIFICATION OF THE WORK OR PRODUCTS OR SERVICES REQUIRED

6.1. This specification for the provision of coach cleaning services will ensure that PRASA CRES requirements are met. It does not however disempower the contractor from employing the best innovation in the industry.

The contractor is required to furnish all materials(except where indicated), labour, tools, administration, transportation, incidentals and accessories required to complete every details and leave in working order all items of Work as requested or shown in drawings (where applicable). This may include minor items necessary to provide a complete and fully operational service.

h) Plant and Materials

The appointed contractor shall undertake to make themselves familiar with the material used as required in this contract.

Based on the above, such material as might reasonably be expected to be used by the contractor should be readily available to the contractor when he responds.

All materials and labour performed shall be subject to approval of and shall be used in accordance with manufacturer's specifications.

i) CONTRACTORS OBLIGATIONS

- All workmanship shall be of the highest quality and in accordance with the best practices of the trade.
- The contractor shall make all measurement on site and shall be responsible for correct fittings
- All equipment shall be fit for purpose.
- The contractor shall provide a Material Safety Data Sheet (MSDS) for all chemicals brought onto PRASA facilities for this contract. The MSDS shall verify the contractor's compliance with OHS standards.
- Complete installations shall conform to all relevant legislation.(National Fire standards/Building code)
- Significant deviations from work agreed upon/scope of work must be approved by the Facilities Manager
- Site clearance and rubble removal on site after completion.
- The contractor shall take all reasonable precautions to protect existing services during his activities on the site. Any known service damaged as a result of the contractors operations, shall be repaired and reinstated by the contractor, all at the expense of the contractor and to the satisfaction of the Facilities Controller.

j) PERFORMANCE EVALUATION

Adherence to contract deliverables will be monitored in the following way:

- Daily attendance registers
- Weekly report(containing train sets/coaches cleaned)
- Certificate of Compliance (Contractors must certify that train sets have been cleaned according to the specifications by completing the COC document daily. A copy of each must be handed to the PRASA CRES supervisor on site, daily by 10am)
- Inspections by contractor/ PRASA CRES supervisor
- Monthly meetings/Monthly staff safety meetings minutes

All services performed under this contract shall be subjected, before payment, to inspection by Prasa which may affect penalties for any service not performed in accordance with the requirements of the contract.

Should the contractor supervisor not be available during inspections conducted by PRASA CRES and work found to be of a poor standard, the contractor will be informed by either email or fax of the penalties incurred.

k) GENERAL HOUSEKEEPING

Rubbish collected from trains and its removal

- Rubbish collected from trains must be placed in dirt bags (black bags).
- Under no circumstances may rubbish be swept onto the tracks, or between platforms.
- All collected rubbish must be removed from the platforms at intervals to the designated area.
- The contractor shall keep the operational area clean and free of litter at all times, including the allocated change rooms and eating areas.
- Dirt collected from trains must be removed from site by the appointed contractor.

l) STAFF IDENTIFICATION / PROTECTIVE CLOTHING/ SAFETY

- The Service Provider shall ensure compliance in all statutory and regulations applicable to the industry where the service is rendered, including but not limited to:
 - 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)
- All contractor staff working at the station specified shall wear distinctive uniform clothing reflecting the contractor company name. The contractor shall provide any personal protective items required for the safe performance of work. Protective clothing, equipment and devices shall, as a minimum conform to OHS standards.

- The contractor shall ensure that staff is fully trained in the safety of the environment in which they work.
- Any employee of Prasa reserves the right to halt the service provider from performing the work, if there is proof of unsafe working conditions, procedure/ methods. The service provider can only be permitted to proceed with the work after implementation of safe working conditions/ methods/ procedures.
- Site Access Certificate, This will be issued to the contractor upon the contractors health and safety file and programme is approved by the Risk officer. No work on site shall commence without a site access certificate.
- The use of earphones is prohibited in the operational area.
- Detailed restrictions and penalties would be applicable with regards to non-performance and or non-compliance to safety regulations etc as noted in the detailed specifications and bid documents.

MINIMUM REQUIREMENTS	
Overalls	Safety boots
Reflector bibs with company name	First Aid kit on site
Appointed/Trained First Aider	Safety File
Rainsuits	Identification cards

STAFF PERSONAL GROOMING AND BEHAVIOUR

The contractor is to submit a policy/document for good practice on staff grooming and behaviour. All staff allocated to this contract must have read and signed for the contents, proof of which must be forwarded to PRASA as part of the safety file.

SECTION 9
9.1.1.1 SCHEDULE OF PRICES (LUMP SUM)
PAARDEIN EILAND PRICING SCHEDULE

NB: THIS SECTION OF THE PRICING SCHEDULE MUST BE SUBMITTED IN A SEPARATE ENVELOPE.

PRICING INSTRUCTIONS

- i. The tender amounts provided must include ALL COSTS for providing daily cleaning and horticultural services at depots.
- i. The tendered amount shall include labour and staff relievers (*refer to shift system item 8.2*).
- i. The tendered amount shall include chemicals and consumables (*refer to item 5.14 and table 5.1.4a and table 5.1.4b*).
- v. The tendered amount shall include tools, equipment, and machinery (*refer to item 5.15 and table 5.1.5a and table 5.1.5b*).
- v. The tendered amount shall include the uniform of all staff and relievers, all shall be in adherence with OHS requirements. (*refer to item 5.3*).
- i. The tenderer is to make provision for relievers with an *additional 10% of total staff* and relievers to fill in should any employees fail to report for duty for whatever reason.
- i. The contractor undertakes to adhere to Act No. 9 of 2019 or the latest relevant gazette: National Minimum Wage Act, 2019 AND Gazette Vol. 716 02 February 2025 No. 50073 failure to adhere to this law/gazette will result in termination and cancellation of the contract.
- i. The service provider must factor in the consumer price index (CPI) escalations as per the statutory requirements for the following years

Labour Rates as per Gazette for the year of tender:

Normal hourly rates: R.....

PAARDEIN EILAND: PRICING SCHEDULE FOR LABOUR COSTS

DESCRIPTION OF RESOURCES	UNIT	QUANTITY	RATE	MONTHLY AMOUNT
Supervisors	Monthly	1		
Cleaners	Monthly	14		
SUB-TOTAL Exclusive of 15% VAT				

PAARDEIN EILAND: PRICING SCHEDULE FOR 5 MONTHS

DESCRIPTION OF SERVICE	UNIT	QUANTITY	MONTHLY RATE	TOTAL (X5 MONTHS)
TOTAL LABOUR	Monthly	5		
TOTAL CONSUMABLES AND CHEMICALS	Monthly	5		
TOOLS EQUIPMENT AND MACHINERY	Monthly	5		
	Sub-Total Exclusive of VAT			
	Total Inclusive of 15 % VAT			

