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PASSENGER RAIL AGENCY
OF SOUTH AFRICA

SCM SUBMISSION: SPECIFICATION & BILL OF QUANTITIES	
PURPOSE OF SUBMISSION	To seek approval to appoint One (1) service providers that will provide cleaning and horticulture services at Germiston Station in South Gauteng Region
DESCRIPTION OF GOODS / SERVICES / WORK	Provision of cleaning and horticulture services at Germiston station of the South Gauteng Region for a period of 12 months
REQUEST FOR QUOTATION NUMBER	SGR/CRES/GERMISTON-CLEAN-HORTC/02/2025
DIVISION	PRASA CRES: Southern Gauteng Region
USER DEPARTMENT	Facilities Department



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PASSENGER RAIL AGENCY
OF SOUTH AFRICA

1. DEFINITIONS AND INTERPRETATIONS

PRASA – Passenger Rail Agency of South Africa

PRASA CRES- Passenger Rail Agency of South Africa-Corporate Real Estate Agent

BEE STATUS LEVEL OF CONTRIBUTOR- Black Economic Empowerment as define in the BEE ACT

BBBEE- status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of the Broad Based Black Economic Empowerment

BIDDER-a person or a company with a written offer in a prescribed or stipulated form in response to an invitation by an organization for the provision of services, works or goods through price quotations, advertise competitive bidding processes.

SUB-CONTRACT- primary contractor's assigning, leasing, making out to, or employing another person to support such primary contractor in the execution of part of a project.

CONTRACT- Legal agreement with terms and conditions

SLA-Service level Agreement

SECTION A

2. RENDERING OF HIGH-QUALITY CLEANING SERVICES FOR GERMISTON STATION

The objective of the specification is to appoint a suitable Service Provider that can render high quality cleaning and services in **Germiston Station**.

Physical Address:

Railway Street

Driefontein 87-lr

Germiston

PRASA wishes through this contract to secure timely, consistent and cost effective high quality cleaning services from the contractor.

It is PRASA's general objective that the contractor maintains cleanliness and improvement of general conditions and appearance of all facilities within the building in a suitable manner, at affordable maintenance while ensuring compliance to general occupational Health and Safety Applicable Legislation

3. THE PRIMARY OBJECTIVE OF THIS CONTRACT IS TO:

- Procure the service of a cleaning contractor who will be fully responsible for cleanliness of **Germiston Station**.
- To contract for cost effective and effective cleaning and professional high-quality services.
- Provision of safe cleaning methods that consider employees and visitors flow inside the buildings.
- **Germiston Station** house PRASA employees. It is therefore imperative for the Service Provider to ensure the level of cleaning is superior.

*Ensure that the entire specified **areas/aacilities** reflects image of PRASA. **The areas include:***

- Boardrooms
- Ablution facilities
- Showers
- Change rooms
- Offices
- Meeting rooms
- Waiting/pause areas
- Entrance/reception
- Kitchen
- Parking (staff & Visitors)
- Training Rooms
- Walkways and building surroundings
- Stairs
- Rail tracks



- Subways
- Concourse
- Hygiene services at all bathrooms (SHE Bins, Hand towels, Hand soap)
- Horticulture services

4. SCHEDULE OF EXPECTED LEVEL OF CLEANLINESS

Floor Maintenance:

Floors	Sweep or damp mop	Daily
a) Stone Floors(Ceramic Tiles,carpets etc)	Sweep	Daily
	Damp mop	Daily
	Machine Scrub	1x Monthly
b) Rugs and Carpeting	Vacuum clean thoroughly:	
	➤ Heavy traffic areas	Daily
	➤ Medium traffic areas	Alt. Days
	➤ Light traffic areas	Twice weekly

Dusting:

- Dust all horizontal surfaces (low level) Daily
- Dust all high ledges and fittings* Daily
- Dust all vertical surfaces (walls, cabinets, to a height of 2.5 metres. Daily
- Dust all window ledges (high and low) Daily
- Clearing sinks in all mess rooms

Waste Disposal:

- Empty and clean all waste receptacles Daily
- Remove all waste to specified areas Daily

Walls and Paintwork:



- Spot clean all low surfaces, i.e. glass, walls, doors and light switches. 1 x Weekly

Glass and Metal Work:

- Spot clean glass doors Daily
- Clean and polish all bright metal fittings. Weekly
- Clean all aluminum door frames Weekly

Entrances and Receptions:

- Sweep entrance steps Daily
- Spot clean the entrance sliding door and frames Daily
- Clean doormats Daily
- Wash steps Weekly

All Toilets and Ablutions:

- Maintain floor according to type Daily
- Damp mop floor with disinfectant Daily
- Empty and clean all waste receptacles Daily
- Clean and sanitize all bowls, basins, urinals, showers and baths (where applicable) Daily
- Clean all mirrors Daily
- Clean all metal fittings Daily
- Spot clean walls, doors and partitions and lockers, where applicable Daily
- Replenish consumables, i.e. toilet paper, soap and towel cabinets Daily

All Staircases:



- Dust handrails and fittings
- Maintain landings, treads and risers according to finish.
- Clean fire escapes. Daily
- **Blinds:** Daily
- Dust Weekly

Walkways and Building Surrounds:

- Pick up litter and remove to agreed area Weekly
- Sweep Daily
- Window Cleaning 1 x a month
- Clean partition glass (spot clean) Weekly

Clean interior faces of all accessible windows

- Sweep Daily
- Pick up litter and remove to agreed area Weekly
- Sweep

Compactor / Refuse Area

Maintain refuse area in a clean and hygienic condition. Daily

Miscellaneous

- Open and Closed Office Areas including Meeting, Board Rooms, Interview, Training Rooms and Board Rooms, Showers, Ablutions Daily
- Wash dishes Daily

5. SAFETY AND HOUSE KEEPING

- Compliance with Environmental, Health and Safety regulations as well as any such regulation prescribed by PRASA. It is the Contractors responsibility to know and understand the regulations.
- Regular and routine or ad-hoc inspections of compliance with safety and housekeeping will be undertaken and necessary corrective actions immediately implemented.

6. CONTRACTOR'S OBLIGATIONS

- The **CONTRACTOR** hereby agrees and warrants that she/he shall carry out in an efficient, expert and responsible way his/her duties and obligations of rendering services to PRASA CRES in terms of the agreement
- For the purpose of rendering the service in terms of this agreement, the contractor shall use equipment, which is in good working condition, that will not damage the areas.
- The Project Manager who has the power to audit and request documentation of any equipment used by the Contractor.
- The Contractor is bound to investigate and attend to any complaints received in respect of service rendered and shall respond to such complaints within 24hrs after receiving such complaint.

7. PRASA CRES Shall:

- Conduct business in a courteous and professional manner with Service Provider.
- Not accept responsibility of accounts/expenses incurred by the Service Provider that was not agreed upon by the contracting parties.
- Not accept responsibility/liability of any damages suffered by the Service Provider or personnel for the duration of the project.
- PRASA CRES and Service Provider will enter into a Service Level Agreement upon appointment of the suitable Service Provider. This specification will also form part of the **SLA**.



8. SECTION B

MEETINGS

Assist with arrangement of teas and coffees for meeting rooms and clearing of meeting rooms. Cutlery to be washed immediately after the meetings.

SECTION C

9. SCHEDULE OF EXPECTED LEVEL OF CLEANLINESS

Floor Maintenance:

Floors	Sweep or damp mop	Daily
c) Stone Floors(Ceramic Tiles, etc)	Sweep	Daily
	Damp mop	Daily
d) Rugs and Carpeting	Machine Scrub	1x Monthly
	Vacuum clean thoroughly:	
	➤ Heavy traffic areas	Daily
	➤ Medium traffic areas	Alt. Days
	➤ Light traffic areas	Twice weekly

Dusting:

- Dust all horizontal surfaces (low level) Daily
- Dust all high ledges and fittings* Daily
- Dust all vertical surfaces (walls, cabinets, to a height of 2.5 metres. Daily
- Dust all window ledges (high and low) Daily

Waste Disposal:

- Empty and clean all waste receptacles Daily



- Remove all waste to specified areas Daily

Walls and Paintwork:

- Spot clean all low surfaces, i.e. glass, walls, doors and light switches. 1 x Weekly

Glass and Metal Work:

- Spot clean glass doors Daily
- Clean and polish all bright metal fittings. Weekly
- Clean all aluminum door frames Weekly

Entrances and Receptions:

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- Clean all mirrors Daily
- Clean all metal fittings Daily
- Spot clean walls, doors and partitions and lockers, where applicable Daily
- Replenish consumables, i.e. toilet paper, soap and towel cabinets Daily



All Staircases:

- Dust handrails and fittings
- Maintain landings, treads and risers according to finish.
- Clean fire escapes. Daily
- **Blinds:** Daily
- Dust Weekly

Walkways and Building Surrounds:

- Pick up litter and remove to agreed area Weekly
- Sweep Daily
- Window Cleaning 1 x a month
- Clean partition glass (spot clean) Weekly

Clean interior faces of all accessible windows

- Sweep Daily
- **Parking:** Monthly
- Pick up litter and remove to agreed area Weekly
- Sweep

Compactor / Refuse Area

Maintain refuse area in a clean and hygienic condition. Daily

Miscellaneous

- Open and Closed Office Areas including Meeting, Board Rooms, Interview, Training Rooms and Board Rooms, Showers, Ablutions Daily



- | | |
|--|-------------|
| • Polish desks and office furniture | Daily |
| • Wash vinyl covered furniture | Daily |
| • Vacuum cloth covered furniture | Fortnightly |
| • Vacuum free standing cloth partitions. | Monthly |
| • Wall paper finish spot clean | Daily |
| • Wash dishes | |

10. OPERATING TIMES

- Day Cleaning. (unless there's a special request)
- Monday to Friday (07:00 to 16:00)
- Saturday (07:00 to 12:00)

SECTION D

OTHER REQUIREMENTS:

11. CLEANING PERSONNEL

NB:

- A great attention shall be given to good presentation and appearance of the cleaning personnel.
- Cleaning personnel shall be dressed in clean appropriate uniform showing Company's badge, PRASA LOGO and their name identification and shall be wearing appropriate PPE during the implementation of cleaning services. (safety shoes, reflector vests, hand gloves,)
- All cleaning personnel shall display standardized access cards with their pictures and names on during operating hours.
- Every shift, the contractor shall provide adequate number of cleaning personnel as per agreement.
- All areas / services not limited to facilities not mentioned in Scope of Work.



- The contractor shall implement a daily supervision schedule of all facilities under the contract. Hourly (every hour) inspections of the all ablution facilities for durations of operating times and signed inspection sheet located in the facilities
- Every shift shall have a working competent supervisor appointed by the service provider
- A daily personnel register on duty must be signed off by the supervisor and the client's representative. The register must be submitted to the employer.
- The immediate check of the supervisor shall be to ensure that each ablution facility has toilet paper and other sanitary material, **continuously** for the duration of the contract. And that shall be reflected in the inspection report.
- Toilet paper (s) shall be readily available at all ablution facilities ***all the times***. Odor block shall be inside urinals ***all the time***.

12. QUALITY MANAGEMENT

All services performed under this contract shall be subjected, before payment, to inspections by PRASA CRES which may withhold payment when in its opinion any service has not been performed in accordance with the requirements of the contract.

Payments for service will be made monthly by PRASA CRES only if the service has been rendered to the satisfaction of PRASA CRES.

13. TRAINING

The contractor shall ensure cleaning personnel are trained on how to use chemicals and equipment correctly prior commencement of the contract.

Safe workings rules and ensure personnel are familiar and understand safety.

EANING MATERIAL & MACHINERY

All electrical and non-electrical operated equipment should be SABS approved.

The service provider will supply its own cleaning equipment and chemicals at their own cost.



Material safety Data Sheets (**MSDS**) to be available

All cleaning material approved by the client shall be available at all times for execution of work.

The client will provide water supply and electricity, in the event where the water supply is disrupted or the client runs out of water the service provider needs to provide alternative means to get water to ensure all facilities are kept cleaned.

All safety precautions stipulated by the client shall be strictly adhered to

PRASA recommends that the supplier should be in possession or use the following equipment for cleaning purposes and in an event the supplier doesn't have the said equipment s/he should supply equivalent equipment to achieve the same results.

Equipment List

Table 1

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

Table 2



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

Table 3

NO	DESCRIPTION
	General Cleaning Equipment
1	Colour-coded split buckets on wheels with wringer
2	Microfibre Mops
3	Maslin Tools
4	Aluminium long handle jumbo mops (long hair)
5	Toilet kit (portable) <i>public areas/high traffic</i>
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10	Window Squeegees with telepoles
11	Big Rectangular Buckets for Window Squeegees
12	Metal Scrapers
13	Toilet Brushes
14	Scrubbing Brushes & Scourers
15	Wet Floor Signs
16	Long Feather Dusters
17	Short Feather Dusters
18	Grass cutter
19	Rake
20	Spade



Consumables list

Table 4

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

14. AMENDMENTS

NB: PRASA CRES reserves the right to amend specification requirements and deployment as it may deem fit in achieving the desired results on planned and unplanned events.

15. SUB-CONTRACT

The service provider shall not without prior written consent of the client's subcontract or transfer responsibility to other contractor.



16. THE SERVICE PROVIDER SHALL ENSURE COMPLIANCE IN ALL STATUTORY AND REGULATIONS APPLICABLE TO THE INDUSTRY WHERE THE SERVICE IS RENDERED.

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)

17. EMPLOYEE REMUNERATION

The service provider shall be expected to remunerate its employees at the applicable rate as **per Government Gazette** and shall be expected to do so at the end of every month or at the beginning of every month over the contract period with PRASA.

18. CONTRATOR GIVING STAFF OFF

When the contractor gives his/her staff off for any of the under mentioned reasons/she should replace the number of workers that he/she has given off immediately, to keep the staff strength (numbers) at all the levels as agreed upon at all times.

- Annual, Study Leave
- Leave
- Absconded
- Sick Leave
- Strike
- Maternity Leave
- Family Responsibility



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19. STRIKES AND DISRUPTIONS

In the event the Contractor's employees engage on strike, the contractor will be required to provide contingency plan.

20. STAFF FACILITIES AND STORE ROOM

PRASA CRES will make provision of a facility for cleaning personnel and cleaning equipment, these facilities will be available to the contractor and his/her staff. These facilities remain property of PRASA CRES therefore they should be kept neat and tidy by the cleaning contractor and his/her employees at all times.

21. QUANTITIES

PRASA CRES reserves the right to reduce and/or increase the quantities, as set out in the scope of work and schedule of quantities prior to the award of the tender and during the course of the contract.

22. CANCELLATION

PRASA CRES reserves the right to cancel the contract or any part of the contract at any time in the event of poor service delivery on the service provider or any breach

IMPORTANT NOTE:

NB: NON-SUBMISSION OF THE ABOVE REQUIREMENTS WILL INVALIDATE YOUR TENDER

The contractor shall perform the duties, functions and all other work described in "Schedules of Expected Level of cleanliness, Methods and Frequency and Expectation" in a consistent and professional manner. The contractor shall furnish all labour, material, machinery and appliances that may be necessary or appropriate for the performance of the work, including all related management, supervisory and administrative services, with the monthly rate.

The number of staff required per shift.



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Item No.	Areas	Total Number of Cleaners	Total Number of Supervisors	Day Shift	Weekend (Saturday)	Weekend (Sundays/Holidays)
1	Germiston Station	56		07H00 to 16H00	07H00 - 15H00 (28 Cleaners)	07H00 - 15H00 (28 Cleaners)
2	Germiston Station		2	07H00 to 16H00	07H00 - 15H00 (1 Supervisor)	07H00 - 15H00 (1 Supervisor)

Total number of cleaners is 58 inclusive of supervisors



SCHEDULE OF RATES AND PRICES

IMPORTANT NOTE

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

Contractor undertakes to adhere to Act No. 9 of 2018 or the latest relevant gazette: National Minimum Wage Act, 2019 AND Gazette Vol. 643 23 January 2019 No. 42182 failure to adhere to this law / gazette will result in termination and cancellation of contract.

Normal Daily Hourly Rate R.....

Saturday Hourly Rate R.....

Sunday And Public Holiday Rate R.....

Germiston Station

Germiston Station	TENDER AMOUNTS	
	Monthly Rate (Excl. VAT)	Total for 12 Months (Excl. VAT)
Germiston Station Labour for 56 Cleaners		
Germiston Station Labour for 2 Supervisors		
Cleaning Services		
Horticultural Services		
SUB-TOTAL		
VAT		
TOTAL INCL VAT		