

**SCM SUBMISSION- SPECIFICATION / SCOPE OF WORK**

|                                               |                                                                                                                                                                                                                                             |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PURPOSE OF SUBMISSION</b>                  | To seek Approval for the appointment of a service provider for Ticketing Material (ITIX, PITIX and ITIx Ribbons) for selling of tickets on an as and when basis for a period of thirty-six (36) months (2026-2027, 2027-2028 and 2028-2029) |
| <b>DESCRIPTION OF GOODS / SERVICES / WORK</b> | Supply and delivery of Ticketing Material (ITIx, PITIX and ITIx Ribbons) on an as and when basis for a period of thirty-six (36) months in Gauteng Region.                                                                                  |
| <b>REQUEST FOR PROPOSAL NUMBER</b>            |                                                                                                                                                                                                                                             |
| <b>DIVISION</b>                               | PRASA RAIL                                                                                                                                                                                                                                  |
| <b>USER DEPARTMENT</b>                        | Gauteng Region Customer Services                                                                                                                                                                                                            |
| <b>DATE SUBMITTED</b>                         | 07 September 2026                                                                                                                                                                                                                           |



## **1. INTRODUCTION**

The Passenger Rail Agency of South Africa (PRASA) seeks to appoint a suitably qualified and experienced service provider for the supply and delivery of Ticketing Material, comprising ITIX, PITIX and ITIX Ribbons in red, blue and black, on an as and when required basis for a period of thirty-six (36) months.

The appointed service provider will be required to strictly adhere to the specifications provided by PRASA and ensure consistent quality, availability and timely delivery of the required ticketing materials throughout the contract period.

Budget confirmation for the 2027/2028 and 2028-2029 financial year will be subject to the applicable annual budget approval processes and confirmation of the availability of funds for these financial years.

## **2. BACKGROUND INFORMATION**

PRASA is mandated to provide safe, reliable, and affordable passenger rail services across South Africa. Effective ticket sales are central to this mandate, requiring the availability of essential ticketing materials such as Interim Ticket Issuing device (ITix), Portable Interim Ticket Issuing device (PITIX), and ITix Ribbons. The procurement of these materials supports uninterrupted ticket sales, revenue collection, and improved customer service at stations across the Gauteng Region.

### **2.1 Status Quo**

PRASA's ticket sales operations depend on the consistent availability of ITIX, PITIX, and ITix Ribbons. Shortages will disrupt ticket sales, patronage, and will affect revenue collection, which requires the procurement of ticketing materials to ensure uninterrupted operations.



## **2.2 Problem Statement**

PRASA previously procured ticketing materials through the Request for Quotation (RFQ) process; however, the new procurement requirements mandate that any RFS exceeding R1 million must be conducted through a formal tender process. As the ongoing demand for ticketing materials is

expected to exceed this threshold, continued use of RFQs is no longer compliant. A tender is therefore required to appoint a service provider on an as and when basis for a period of thirty-six (36) months to ensure compliance and uninterrupted supply.

## **3. OBJECTIVE OF THE PROPOSED PROJECT**

The objective of the proposed project is to procure and ensure the continuous availability of ticketing materials, including ITIX, PITIX and ITIx Ribbons, to support uninterrupted ticket sales across Gauteng Region stations. The project further aims to appoint a suitably qualified service provider through a tender process to supply these materials on an as and when basis for a period of thirty-six (36) months, ensuring compliance with procurement regulations, operational continuity, and effective revenue collection.

### **3.1 The project aims to:**

- 3.1.1 Ensure consistent availability of ticketing materials (ITIX, PITIX and ITIx Ribbons) to support uninterrupted ticket sales operations.
- 3.1.2 Improve compliance with ticketing controls and revenue collection processes.
- 3.1.3 Reduce operational disruptions caused by material shortages and ad hoc procurement.
- 3.1.4 Establish a reliable supply mechanism through a tender appointed service provider on an as and when basis.
- 3.1.5 Provide continuity and stability in the supply of ticketing materials across Customer Services Gauteng operations.



### **3.2 Current mechanisms in place to address the problem**

Ticketing materials have historically been procured through the Request for Quotation (RFQ) process, which has provided supply for operational needs. While this approach has ensured availability in the short term, it is not sustainable for ongoing demand, nor does it comply with current procurement requirements for Request for Service (RFS) exceeding R1 million. A more robust mechanism is required to secure a reliable, term-based supply of ticketing materials on an as and when basis for thirty-six (36) months.

## **4. SCOPE OF WORK AND AREAS OF FOCUS**

### **4.1 Scope**

- 4.1.1 To supply and deliver ticketing materials (ITIX, PITIX, and ITIx Ribbons) as per the specifications outlined in this document.
- 4.1.2 Ensuring availability on an as and when basis for operational needs for thirty-six (36) months period.
- 4.1.3 The supplier should provide sample materials for evaluation and approval prior to starting full production.
- 4.1.4 Adhering to quality standards, ensuring all materials are usable, durable, and fit into the ticket machines.
- 4.1.5 Upon delivery of the ticketing materials, they must be offloaded by the supplier and packed according to number sequence.
- 4.1.6 Ticketing materials should be delivered to Shosholoza Junction in Braamfontein, and Pretoria station building in Gauteng Region.
- 4.1.7 Delivery shall be completed within 1 to 2 weeks upon receiving the purchase order.

### **4.2 Targeted Area**

- 4.2.1 Gauteng Region



#### 4.2. 2 ASSESMENT TO BE DONE BY END USER BEFORE FULL ORDER PRINTED (3 ROLLS OF EACH ITEM TO BE SUPPLIED)

| ITEMS        | TEST TO BE DONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ITlx         | <ol style="list-style-type: none"> <li>1) Feel of material</li> <li>2) Shrink rapping</li> <li>3) Rolling of Rolls (Not telescoping)</li> <li>4) Security features               <ol style="list-style-type: none"> <li>a) Fixed offset metallic inks.</li> <li>b) Coin reactive ink.</li> <li>c) Fixed Fluorescent inks which will be used to print the train logo.</li> <li>d) Copy protection via Oyster Cover ink on the METRORAIL .</li> </ol> </li> <li>5) Numbering of Roll</li> <li>6) Black line on the back</li> <li>7) Messages on the back (Artwork)</li> <li>8) Red Line end of Roll</li> <li>9) Durability</li> <li>10) Deletion of any information must leave a mark</li> </ol> |
| ITlx RIBBONS | <ol style="list-style-type: none"> <li>1) Trailing of the ribbon</li> <li>2) Core</li> <li>3) Printing quality</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| PITlx        | <ol style="list-style-type: none"> <li>1) Feel of material</li> <li>2) Shrink rapping</li> <li>3) Rolling of Rolls (Not telescoping).</li> <li>4) Numbering of Rolls</li> <li>5) Messages on the back (Artwork)</li> <li>6) Red Line end of Roll</li> <li>7) Durability</li> <li>8) Deletion of any information must leave a mark</li> </ol>                                                                                                                                                                                                                                                                                                                                                   |

## 5. SPECIFICATION FOR THERMAL TRANSFER PRINTING ITIX RIBBONS (SINGLE TRANSFER) FOR TICKET ISSIUNG MACHINES

### 5.1 Scope of specification for ITlx Ribbons



The specification sets out the requirements of PRASA Rail for thermal transfer ITIx Ribbons for use in ticket issuing machines. ITIx Ribbons must be supplied in continuous rolls on specified cores and a extra empty core must be attached with the ribbon.

## **6. RESPONSIBILITY OF SUPPLIER**

- 6.1 The supplier shall be completely responsible to PRASA Rail for the manufacture and supply of the material as specified herein.
- 6.2 Supplier must guarantee that the material supplied will conform to this specification.
- 6.3 Should delivered ITIx Ribbons be found to deviate from this specification, such ITIx Ribbons will be returned to the supplier, and any cost associated with the supply of such sub-standard ITIx Ribbons will be for the supplier's account.
- 6.4 It is expected of the supplier that a batch numbering system be implemented for quality control purposes.
- 6.5 The manufacturer shall certify that ITIx Ribbons provided will operate successfully in the intended equipment.

## **7. PACKING AND LABELLING OF MATERIAL**

- 7.1 The supplier shall be entirely responsible to PRASA Rail for all the material until it is accepted by Metrorail, where after an acceptance certificate will be issued.
- 7.2 ITIx Ribbons shall be packed upright, with rolls laid flat and each roll individually shrink wrapped in moisture proof wrapping in quantities of ten, in suitable corrugated cardboard containers.
- 7.3 All ITIx Ribbons shall be packed as to prevent damage in transit or storage.
- 7.4 Each cardboard carton shall be permanently marked on at least two opposite sides with the following information:
  - 7.4.1 Contents/quantity.
  - 7.4.2 Ribbon type and colour.
  - 7.4.3 Batch number.
  - 7.4.4 Order number.
- 7.5 All ITIx Ribbons packed into a container shall be identical.

## **8. ENVIRONMENT**

The ITIx Ribbons herein specified are to be stored and utilized in an environment which is uncontrolled. It is a firm requirement that the ITIx Ribbons offered retain the specified properties and dimensions at all possible combination of the environment as stated below:

- 8.1 Ambient temperature: 0 C to 50 C.
- 8.2 Relative humidity: 15% to 90 % - none condensing.
- 8.3 Altitude: 0-2000 meters above - sea level.
- 8.4 Dust and vapours: Accumulate rapidly.
- 8.5 Air pollution: Heavily saline laden - industrial fumes.



The ITlx Ribbons offered shall be suitable for use at any site in the Republic.

## 9. SINGLE TRASFER THERMAL RIBBON PROPERTIES

|                   |                                                                        |
|-------------------|------------------------------------------------------------------------|
| Application type: | Single Transfer Thermal Ribbon                                         |
| General:          | Smear less and acceptable for printing as per specification No. SCPA-1 |
| Receptor:         | As per specification No.SCPA-1                                         |

### 9.1 Physical properties of ink:

|                       |                         |
|-----------------------|-------------------------|
| Viscosity             | 50 to 3000 cps at 100 C |
| Melting point         | 65 to 85 C              |
| Hardness(Penetration) | 5 to 40                 |
| Printing speed        | 60 mm / s               |

### 9.2 Thermal Transfer Ribbon characteristics :

|             |                       |
|-------------|-----------------------|
| Colour      | Black, Blue and Red   |
| Sensitivity | 18 mj/mm <sup>2</sup> |

### 9.3 Base Film:

|                     |       | Test Method |
|---------------------|-------|-------------|
| Base film thickness | 5,7um | JIS C2318   |

### 9.4 Tensile strength:

|         |                | Test Method |
|---------|----------------|-------------|
| Length  | 17 to 23 kb/mm | JIS C2318   |
| Width   | 18 to 24 kb/mm | JIS C2314   |
|         |                | Test Method |
| Length  | 90 to 130 %    | JIS C2318   |
| Width   | 90 to 130 %    | JIS C2318   |
| Density | 1,4 g/cubic cm | JIS C2318   |

### 9.5 Printing characteristics:

|               |                 | Unit    |
|---------------|-----------------|---------|
| Image density | Better than 1,4 | Macbeth |

### 9.6 Reliability of Printed Image:



|                                  |                                                                            |
|----------------------------------|----------------------------------------------------------------------------|
| Resistance to heat and rub force | Scannable after rubbed by corrugated Cardboard.<br>100 back and forth rubs |
| Loading for test                 | 100 g/cm                                                                   |

#### 9.7 Resistance to:

|                                                                        |                                                    |
|------------------------------------------------------------------------|----------------------------------------------------|
| Head and rubbing force                                                 | As for test of reliability of images               |
| Solvents when rubbed with cotton wool and solvents at room temperature | Must not dissolve when rubbed with alcohol or oil. |

## 10. GENERAL REQUIREMENTS

### 10.1 Leaders

ITlx Ribbons shall be equipped with leaders, as described below:

11.1.1 They are required to enable full usage of inked material.

### 10.2 Composition of leaders and trailers

10.2.1 Sky-blue leaders of 30mm in length must be secured to the ribbon.

11.2.1 No trailer must be used, and the ribbon must be fixed directly onto the core but must be able to be removed when finished.

### 10.3 Security of ribbon to leaders

11.3.1 Adhesive used to join the leaders and cores to the ITlx Ribbons may not seep from Joints.

11.3.2 It may not cause layers to stick together or affect the operation in any way.

11.3.3 Joints must be strong enough to withstand the forces applied in the operation.

11.3.4 The ribbon must display a clean cut on the edges. No jagged-ness is allowed

### 11.4 Force applied when rolling ribbon up

11.4.1 The material shall be wound evenly on the core and with sufficient tension, to prevent telescoping with normal handling.

## 12 PHYSICAL DIMENSIONS OF ITIX RIBBONS TO BE ON THE PRINTRONIX / ARGOX PRINTERS

### 12.3 Description of Ribbon Roll:

|                          |                                         |
|--------------------------|-----------------------------------------|
| Roll diameter (max)      | 81 mm                                   |
| Roll length (material)   | 550 m                                   |
| Roll width               | 88mm                                    |
| Method of winding ribbon | Inked/Coated surface to outside of roll |



Note:

- a) The width of the ticket will be 54mm $\pm$ 0,4mm.
- b) The length of ticket will be 86,5mm $\pm$ 0,7 mm.
- c) A ribbon will print  $\pm$ 10 185 tickets.

**See below picture**



### **13 SPECIFICATION FOR THERMAL TICKET MATERIAL FOR USE IN THE PORTABLE TICKETING DEVICES (PITix)**

13.1 The material will be used in Portable Ticketing Devices (PITix) currently in service with Metrorail.

13.2 This specification sets out the requirements for thermal material.

**See picture below for the PITix roll in the PITix machine.**



## 14 MATERIAL IN ROLLS

14.1 The material shall be supplied in continuous rolls, without joints, splices or breaks, and wound onto a central circular core.

14.2 The inner core of the roll shall have the following dimensions, see picture below:



40mm±1ROLL

DIAMETER

CORE INSIDE DIAMETER

- |            |                    |                 |
|------------|--------------------|-----------------|
| 13mm±0,5a) | Inner diameter:    | 13 mm ± 0,5 mm. |
| b)         | External diameter: | 16 mm ± 0,5mm.  |



c) Width: 57 mm  $\pm$  0, 1 mm.

- 14.3 The core of the roll shall preferably be made of a synthetic material suitable for the purpose and shall not be deformed or collapse under normal conditions of transport or storage.
- 14.4 The material shall be wound evenly on the core and with sufficient tension, to prevent telescoping with normal handling.
- 14.5 The ticket material shall be wound to the inner core in the following direction: with the roll resting on a horizontal surface, and viewed from the top, the tape shall be wound in a clockwise direction with the printing face facing outward or thermal coating on outside of roll.
- 14.6 The security printing shall be orientated such that is read from the outer end of the material, when the outer end of the roll is held upwards.
- 14.7 The external diameter of a fully wound pitix roll shall be 40 mm  $\pm$  0,1 mm, and supplier must state the length of material contained on a roll.
- 14.8 The width of the ticket shall be 57 mm  $\pm$  0,1 mm. The width to be measured by an optical method, unless otherwise specified, the colour of the material is to be white.

## 15 THERMAL MATERIAL FOR PITix ROLLS

The ticket material supplied for use in the Portable Ticketing Devices (PITix) in Gauteng Metrorail must comply to the following specifications and state the meterage on each roll:

- 15.1 Material: Durable Thermal Paper Roll:
- 15.2 Thickness: 100mic Standard as per Tappi T-4111
- 15.3 Thermal coating: Shall meet or exceed the ANSI 3. 11 specifications
- 15.4 Smoothness: Max. 75 Sheffield units
- 15.5 Top coating: The thermo-sensitive surface of the ticket stock must be top coated
- 15.6 Preprint: Tickets can be pre-printed on one, or both sides
- 15.7 Ink for thermo-sensitive side: Laser printer approved ink without whiteners
- 15.8 Ink for rear side: Offset ink



## 16 PACKING AND LABELLING OF MATERIAL

- 16.1 The supplier shall be entirely responsible for all the material until it is accepted by Gauteng Metrorail and an acceptance certificate issued.
- 16.2 PITIX rolls shall be packed upright with rolls laid flat and each roll individually shrink wrapped in moisture proof wrapping in quantities of hundred and forty-four in suitable corrugated carboard containers.
- 16.3 All PITIX rolls shall be packed as to prevent damage in transit or storage.
- 16.4 Each carboard carton shall be permanently marked on at least two opposite sides with the following information:
  - 16.4.1 Contents
  - 16.4.2 Quantity
  - 16.4.3 Sequence numbering (Number and Bar code (Start number and end number in box)
  - 16.4.4 Batch Number
  - 16.4.5 Order Number
  - 16.4.6 Material size specification
- 16.5 All PITIX rolls packed into a container shall be identical except roll number.
- 16.6 Delivery of rolls will be done according to number sequence.
- 16.7 The supplier will pack the boxes according to sequence in Gauteng Metrorail storerooms.
- 16.8 The supplier will deliver the roll stock on the following %. Delivery will be in sequence.
  - 16.8.1 Gauteng North (Pretoria Station) = 40%.
  - 16.8.2 Gauteng South (Shosholoza Junction) = 60%.
- 16.9 Rolls must be preprinted and have the following on It:
  - 16.9.1 It must have a unique number on the front of the roll (20mm long) (12 Digits long) the number must be continues 18mm apart as shown in the picture below.
  - 16.9.2 Each roll must have its own unique number.
  - 16.9.3 The number must run in sequence.
  - 16.9.4 The 1<sup>st</sup> number to be used will be given when the order is placed.

**See pictures below:**





### 16.9.5 Front of the Roll (Where ticket print)

16.9.6 With the roll resting on a horizontal surface, and viewed from the top,

16.9.7 The security printing shall be orientated such that is read from the outer end of the material, when the outer end of the roll is held upwards.

16.9.8 On the Right side the roll number (From side to top of the number (4.5mm) and on the left side an image of a train (From side to top of the train image (8mm).

16.9.9 Between Train and number must be a gap off 44mm

**16.9.10 A Red line (5mm wide) for 500mm from end of roll the line must be in the middle of the roll.**

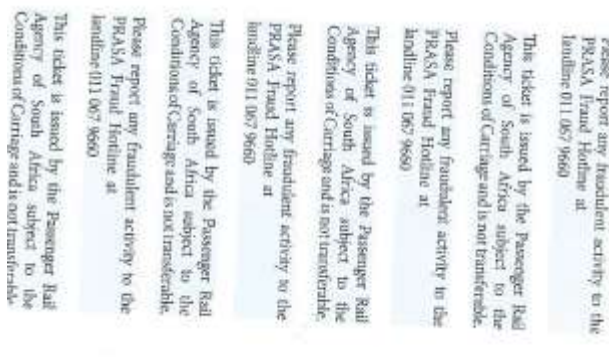
16.10 On the back of the roll, the following information must appear:

16.10.1 A message must be printed.

16.10.2 The message must be on the full length of the roll.

16.10.3 Each paragraph must be 8mm long.

16.10.4 Between each paragraph a 4mm gap.



16.10.5 The message will be updated as and when needed before the order is placed to be printed.

16.10.6 The current message to be on the back of the roll reads as follows:

This ticket is issued by the Passenger Rail Agency of South Africa subject to the Conditions of Carriage and is not transferable.

Please report any fraudulent activity or Theft/Vandalism to the PRASA Joc 011 013 0052 Johannesburg 011 013 0055 Pretoria.

16.11 Approval - all Artwork and printing must be approved by the end user before the supplier starts printing rolls.

16.12 Two (2) test rolls and labels for packaging with all the requirements stated on the specification must be submitted to the end user to be used for testing.

## 17 ITix TICKET MATERIAL



17.1 Physical dimensions of ticket material of the roll shall be usable on the current assets

Printronix and Argox printers.

17.2 The paper ticket material will be supplied in continuous roll, without joints, splices or breaks and wound onto a central circular core.

## 18 CORE DIMENSIONS

18.1 The inner core of the roll will have the following dimension:

18.1.1 Inner dimension :76mm

18.1.2 Core thickness :5mm

18.1.3 External diameter :86mm

18.1.4 Width :86.5mm

The core of the roll is made of cardboard material suitable for the purpose and will not deform or collapse under normal conditions of transport or storage.

18.2 The material must not be attached with sticky tape to the inner core.

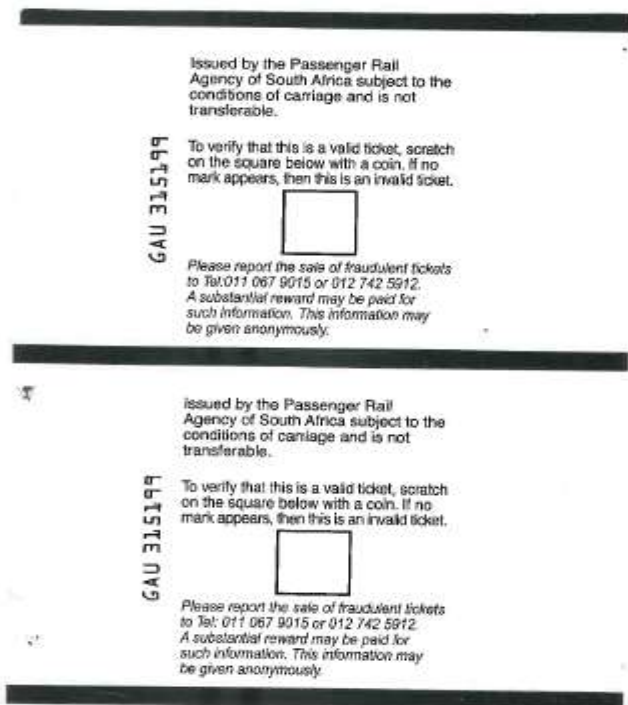
## 19 TICKET MATERIAL ROLL DIMENSION

19.1 The material will be wound evenly on the core and with sufficient tension, to prevent telescoping with normal handling.

19.2 The ticket material will be wound on to the inner core in the following direction:

19.2.1 With the roll resting on a horizontal surface, and viewed from the top, the material will be wound in a clockwise direction with the conditions of transport facing to the inside (reverse side) and the printing surface facing outward.

19.2.2 A black line of 3 mm must be printed across the width of the ticket material every 54mm. **(See picture below)**



19.2.3 The thickness of the ticket material will be 0,250mm $\pm$ 0,025mm. The thickness should be measured as per BS3983 part 2 of 1982(ISO 534 1980).

19.2.4 The mass of the material will be 220-g/m $\pm$  10 g/m<sup>2</sup>.

- 19.3 The external diameter of a fully wound roll will be 203mm  $\pm$ 1mm.
- 19.4 The length of the material on a roll will be 100 meters.
- 19.5 The width of the ticket material roll must be 86.5mm.
- 19.6 The width of the ticket will be 54mm $\pm$ 0,4mm.
- 19.7 The length of ticket will be 86,5mm  $\pm$  0,7mm.

## 20 GENERAL DESCRIPTION OF ITix TICKET MATERIAL

- 20.1 The ticket may be either of a single or multiple layer construction.
- 20.2 Where multiple layers are used, the layers will not separate under normal use.
- 20.3 The face and reverse side of the ticket will be suitable for accepting printed information.
- 20.4 Both sides of the ticket may be required to carry pre-printed information and or background printing.
- 20.5 The material will be supplied in continuous roll, without joints, splices or breaks and wound onto a central circular core
- 20.6 The final acceptability of the material will be determined by the performance of the tickets in service.



## **21 QUALITY OF MATERIAL**

- 21.1 The base material will be free of holes, electrically, magnetically and thermally conductive particles, loose dust, loose power, fuzz, residue chemicals and slime spots likely to damage or impede the operation of the printing machines or readers.
- 21.2 The base material will be free of joints, cracks, high spots, burrs, splinters, sharp edges and dents.
- 21.3 The base material will be free of any other defect not listed above, which might detract from the magnetic printing, general performance or appearance of the final product.
- 21.4 The base material will be free of any translucent areas or spots that could affect the operation of optical sensors.
- 21.5 The material will be free of any wrinkles or creases.
- 21.6 The ticket materials will not cause injury either by contract, inhalation or ingestion.
- 21.7 The characteristics of the material should be such that dirt accumulation and wear of the machines should be restricted to a minimum; hence the material must be capable of being cleanly cut without forming dust or burring.
- 21.8 The material should be treated to prevent the generation of static electricity sufficient to impair its serviceability.
- 21.9 The ticket material will be unaffected by magnetic fields and will retain no detectability for residual magnetism.
- 21.10 The quality of the material will ensure uninterrupted operation of the ticket issuing device, and allow good quality print, using both thermal and impact type printers, but predominantly for thermal printing.
- 21.11 The printing on the ticket material must last for at least 5 weeks and should not fade.
- 21.12 The quality of ticket material is very important, and the successful bidder will be responsible for the quality of ticket materials.

## **22 PRINTING SURFACE**

### **22.1.1 Face of ticket**

The entire face of the ticket is defined as the “printing surface” and will conform to the following requirements.

### **22.1.2 Resolution**

The quality of the printing surface will provide adequate resolution of printed characters and graphics when using a thermal printing head with a line density of six dots per millimeter.



### **22.1.3 Absorbability**

The printing surface will be sufficiently absorbent to ensure proper keying of the thermal transfer ink while remaining dimensionally stable within the specified humidity range.

The printed characters will not smear when wipe over by a felt pad one second after being printed by the machine, under service conditions.

### **22.1.4 Durability**

It must not be possible to erase printed characters without damaging the surface of the ticket.

### **22.1.5 Security Background**

A security background needs to be printed on the printing surface of ticket material. The purpose of the security background is impeding forging tickets and assisting with the identification of forged material and tickets.

### **22.1.6 Quality of Security Background**

Security background printing will not affect printing qualities of the ticket material. It will not affect the ability of material to accept printing. Simultaneously, security background printing may not affect the ticket issuing machine in any way.

### **22.1.7 Number of Security Background Colors**

It is a requirement that security background colors be changed on a regular basis.

### **22.1.8 Colors Used for Security Background**

Tenders are required to use yellow color in printing the security background. It must be difficult to make acceptable photocopies or electronic scanning of security background printing

### **22.1.9 Description of Security Background Printing for Metrorail**

Viewing a ticket from the printing face side of a ticket in the portrait orientation, background security printing will be printed at an angle of 45 degrees, from the lower-left hand to upper right-hand side

Security background printing will consist of the word METRORAIL printing in the official font. The word will be repeated and spaced such that orientation of words between lines does not coincide. Full details will be furnished with the successful tender.

### **22.10 Printing the Metrorail Conditions of Sale on Reverse Side of Ticket**

A statement referring to the general conditions of the sale will be printed on the reverse side of a ticket. Message to be supplied on order.



### 22.10.1 Orientation of Printing

For describing printing on the reverse side of ticket material, a ticket will be viewed in the landscape orientation.

### 22.10.2 Printing Messages

Provision must be made to print short messages on the reverse side tickets of which the following is an example:

### 22.10.3 Condition of Sales

The condition of sale must be printed on the reverse side of the ticket. The following text is required:

“Issued by the Passenger Rail Agency of South Africa subject to the conditions contained in its Metro Services Book which are obtainable on request”.

The note will be printed with such that:

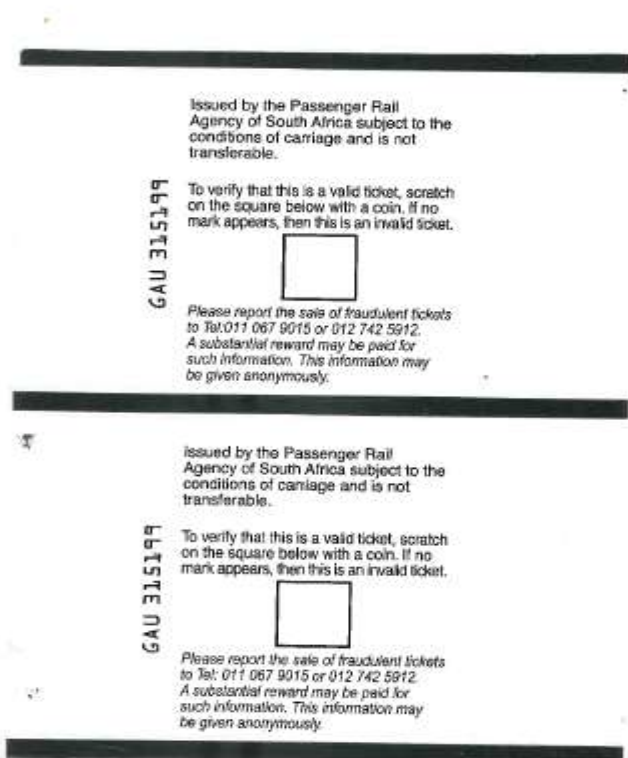
- A minimum clearance of 2 mm is maintained between the notice and the edge of the ticket.
- Regardless of the registration of the edge of the ticket with regards to the beginning of a notice at least one complete notice will be displayed on any ticket.



- c) Changes to Text - It is probable that PRASA Rail will require changes to the “Conditions of Sale” text from time to time. The changes will be negotiated with the successful bidder. It is expected when requests are reasonable, financial implications to PRASA Rail will be negligible.

#### 22.10.4 Regional Name and Numbering of Metrorail Ticket Material.

- Viewing a ticket from the printing face side of a ticked in the portrait orientation with the outer end pointing upwards, the regional name and roll numbering shall be printed at an angle of 90 degrees, on the right-hand side of the ticket on the back of the ticket.
- The printing of the regional name and roll numbers shall consist of alpha and numeric digits at a font size of 7 or 8 (letter size). Regardless of the registration of cutting position with regards to the beginning of a regional name and roll number, at least one complete regional name and roll number shall be displayed on any ticket. Full details will be furnished to the successful bidder.

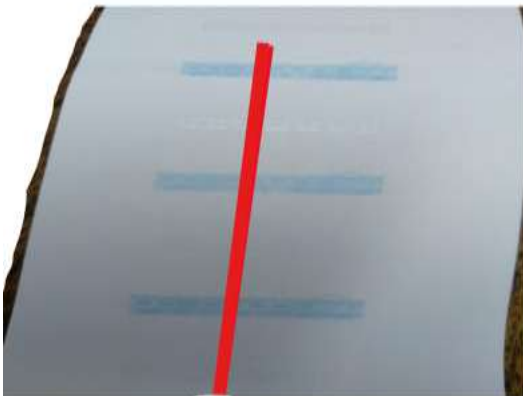


#### 22.10.5 Security Features on Ticket Material.

##### 22.10.5.1 Tenders are requested to include the following security features per ITix rolls:

- Fixed offset metallic inks (Metrorail).
- Coin reactive ink (Back of the ticket).
- Invisible Fluorescent inks PRASA logo between the Train logo and Metrorail (Oyster ink).
- Copy protection via Oyster Cover ink (Metrorail).

**22.10.6 A red line (5mm wide) for 500mm from end of roll the line must be in the middle of the roll.**



**PACKING, LABELLING AND DELIVERY OF MATERIAL**

- 23.1 The supplier shall be entirely responsible for PRASA Rail for all the material until it is accepted by Metrorail and an acceptance certificate was issued.
- 23.2 ITIX rolls shall be packed upright with rolls laid flat and each roll individually shrink wrapped in moisture proof wrapping in quantities of three in suitable corrugated carboard containers.
- 23.3 All ITix rolls shall be packed to prevent damage in transit or storage.
- 23.4 Each carboard carton shall be permanently marked on at least two opposite sides with the following information:
  - 23.4.1 Contents.
  - 23.4.2 Quantity.
  - 23.4.3 Sequence numbering (Number and Bar code (Start number and end number in box).
  - 23.4.4 Batch number.
  - 23.4.5 Order number.
- 24.5 All ITix rolls packed into a container shall be identical except roll number.
- 24.6 Delivery of Rolls will be done according to number sequence.
- 24.7 The supplier will pack the boxes according to sequence in PRASA storerooms.
- 24.8 The supplier will deliver the roll stock on the following %. Delivery will be in sequence, i.e. Gauteng North (Pretoria Station) = 40% and Gauteng South (Shosholoza Junction) = 60%.
- 24.9 *Rolls will be supplied to the end user for verification and quality control before the order is produced.*

## **23 QUALITY ASSURANCE AND RETURNS**

PRASA reserves the right to reject any material that do not conform to the approved specification and samples.

- a) The supplier must provide after-sales services, including the ability to handle returns, replacements PITix and ITIX rolls and ribbon due to damage or defects.
- b) Any defective items must be replaced within 7 working days of notification.



## **24 FINAL DELIVERY LOCATIONS**

The supplier must ensure final delivery of the completed ticket material to the following locations-

- a) Pretoria Station Building.
- b) Shosholoza Junction Building in Braamfontein.

## **25 THE NATIONAL INDUSTRIAL PARTICIPATION PROGRAMME**

The National Industrial Participation (NIP) Programme, which is applicable to all government procurement contracts that have an imported content, became effective on the 1 September 1996. The NIP policy and guidelines were fully endorsed by Cabinet on 30 April 1997. In terms of the Cabinet decision, all state and parastatal purchases / lease contracts (for goods, works and services) entered after this date, are subject to the NIP requirements. NIP is obligatory and therefore must be complied with.

The Industrial Participation Secretariat (IPS) of the Department of Trade and Industry (DTI) is charged with the responsibility of administering the programme.

Bidders are therefore required to complete SBD 5 to give effect to the above. Bidders who do not complete this form will be automatically disqualified.