

Specification for cleaning of Various Stations Prasa Stations (Cluster 1 and Cluster 2)

1. DEFINITIONS AND INTERPRETATIONS

PRASA – Passenger Rail Agency of South Africa

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

STATION PRECINCT- all the areas within the boundaries of the station

CONTRACTOR-the company appointed to carry out the cleaning works for Prasa Cres

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 PRASA STATIONS

The objective of the specification is to appoint a suitable Service Provider that can render high quality cleaning services listed below:

- Cleaning of offices at the address below
- Cleaning of the entire station precinct.
- Grass Cutting & Gardening Services

Ensure that the entire specified station precinct reflects the image of PRASA. **The precinct includes:**

- 1. Parking Areas**
- 2. Access Ways**
- 3. Buildings**
- 4. Railway Tracks (within the station precinct of up to 150m from the edge of the platform)**
- 5. Foot Bridges**
- 6. Subways**
- 7. Waiting Areas**
- 8. Ablution Facilities (both Public and Staff)**
- 9. Platforms**
- 10. Concourses (common Areas)**
- 11. Showers and change rooms**
- 12. Offices (Metrorail, Shosholoza Meyl, Autopax, Prasa Cres including all bus loading facilities)**
- 13. All Signal Cabins**

14. All paved areas

It is PRASA's general objective that the contractor maintains cleanliness and improvement of general conditions and appearance of all **(PRASA Facilities)** 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

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4. SAFETY AND HOUSEKEEPING

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

5. MAINTENANCE RECORDS AND REPORT

The **CONTRACTOR** is to ensure that proper records of equipment, consumables, toilet paper consumption; inspection lists and staff attendance registers are maintained. These records must in the station/ticket office and made available on request.

The **CONTRACTOR** is to produce monthly reports indicating the daily resource deployment for the month, adhoc costs, and costs depicting the monthly contract fee, consumable allocation per facility with costing, walk-about findings, non-conformances and all actions taken.

Continual improvement: This contract encourages the analysis of operations, to identify deficiencies, to introduce new technologies and provide tenders. This is the primary reason why proper record keeping and monthly reporting is prescribed in this contract.

Control Documents: Control documents will be placed at the Area offices to confirm that all activities have been carried out as per specifications. These documents are to be signed by the Contractors' cleaning staff daily and must accompany the payment invoice each month.

The contractor shall also provide the Area Office with documentation indicating the daily activities, i.e. starting, tea, lunch and finishing time, of the cleaning staff.

Checking or inspection schedules to be always signed and placed at the cleaner's room.

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 condition working condition, that will not damage the area.
- 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

8. OFFICES

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

1. garbage containers are free of dirt/dust, debris and marks.
2. Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine.
3. All carpets are free of dirt/dust, debris and stains.
4. Sinks are free of all dirt/dust, debris and marks.
5. All glass and mirrors are free of dirt/dust, and stains.
6. Windows coverings are free of dirt/dust, and stains.
7. Light fixtures and lenses are free of all dirt/dust and operating properly.
8. Air fusers and grates free of dust/dirt, debris and stains.
9. Desks and flat surfaces are free of dirt/dust, debris and stains.
10. Walls, doors, electrical switch plates are free of dirt/dust, debris and marks.

8.1 ENTRANCES/FOYER

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

1. Garbage containers are free of dirt/dust, debris and marks.
2. Floors and steps are free of dirt/dust, debris or stains. Floor finish has depth and shine. Floors are water free.
3. Tables, chairs and/or benches are free of dirt/dust, debris and stains.
4. All glass and mirrors are free of dirt/dust, and stains.
5. Base boards are free of dirt/dust, build-ups and marks.
6. Window coverings are free of dirt/dust, and stains.

7. Light fixtures and lenses are free of all dirt/dust and operating properly.
8. Air fusers and grates free of dust/dirt, debris and stains.
9. Walls, doors, shelving, lockers and electrical switch plates are free of dirt/dust, debris and marks.
10. Carpets are free of dirt/dust and stains. Walk-off matting vacuumed for both water and dirt build-up as required at minimum alternate days.
11. All entrances are glass free.

8.2 CORRIDORS/PASSAGE

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

1. Garbage containers are free of dirt/dust, debris and marks.
2. Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine. Corridors to be swept *minimum* twice during the day shift and minimum of once each shift after that and auto scrubbed/damp mobbed as required.
3. Tables, chairs and/or benches are free of dirt/dust, debris and stains.
4. All glass and mirrors are free of dirt/dust, and stains.
5. Carpets are free of dirt/dust, and stains.
6. Base boards are free of dirt/dust, build-ups and marks.
7. Window coverings are free of dirt/dust, and stains.
8. Light fixtures and lenses are free of all dirt/dust and operating properly.
9. Air fusers and grates free of dust/dirt, debris and stains.

8.3 Reception Area

Requirements:

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

8.4 Ablution Facilities- Toilets

Requirements *Ablution Facilities will be maintained as required to enable management, staff, and any other persons who have reason to enter, to use the facility safely and hygienically.*

1. Ablution facilities must be kept in a clean and tidy condition and free of bad odor **throughout** the day.
2. Ablution Facilities floors to be scrubbed every Afternoon/Evening Shift using a detergent.

3. There shall at any given time always be a cleaning person in the public ablution Facilities.
4. Public ablution facilities must be inspected regularly for cleanliness by the cleaning staff and quality inspected, on **30 minutes** basis during the peak period and **hourly**
5. during off-peak period, by the cleaning supervisor of the contracting company and the traceable quality inspection checklist signed-off.
6. Inspection checklist to include all defects including maintenance defects and these must be elevated to the Area/Depot Manager for maintenance response.
7. Graffiti to be removed from all tiled surfaces on a daily basis.
8. All ablution facilities must be free of dirt and litter at all times.
9. No plastic bags to be stored in the toilet facilities.
10. Rubble must be removed and be placed on the designated area
11. Mirrors must be cleaned and spotless at all times
12. Condom holders must be cleaned and spotless at all times
13. Grass must be cut as and when required

Deep Cleaning Schedule

The facilities listed below must be deep cleaned on a weekly basis.

- Kitchens
- Change Rooms
- Toilets/ Bathrooms
- Mass Rooms

Walkways and Building Surroundings:

- Remove and pick up litter
- Sweep under the parking bays and remove litter

Waste Disposal

- Dispose Litter at a designated area
- Empty dust bins when they are full (to be provided by the appointed supplier)
- Rubble to put in refuse bags and transported to a nearby dumping site at a supplier's cost
- Supplier shall remove rubble found at the stations i.e boxes, old chairs, mattresses etc.

Weeds

- Remove weeds on the paved areas
- Cut all visible grass within the precinct
- The chemical to kill the weeds must be used, to permanently kill the weeds.

External Paved and Tarred Areas/Parking

- Sweeping of these areas is required
- Footpaths must be kept clean
- Visible dirt on storm water channels must be cleaned and cleared of dirt

Outside Fenced Areas

- The fenced areas outside the building must be cleaned
- Litter must be picked up
- Cut grass along the fence
- Cut grass within the station precinct

- Cut grass on the platforms (if any)
- All visible grass within the station must be cut

GENERAL

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

1. All areas are free of litter and weed growth.
2. No bags of litter in any other area within the precinct, other than the allocated refuse area.
3. All areas are free of papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, weed, overflowing dirt bins.

Common Areas

Requirements: Common area within the precinct will be maintained as required.

(a) To cut and remove grass and low growing vegetation

- The whole entire PRASA site shall be cleared of all litter and undesirable objects.
- All material resulting from the clearing process shall be disposed of at approved municipal dumping sites.
- The contractor shall obtain written approval from the local authorities on whose the dumping sites are situated.
- The grass and low growing vegetation shall be cut and removed from the PRASA sites to the satisfaction of the PRASA representative.
- The grass shall be cut to an average height from 60mm to 80mm. Grass must be cut by means of brush cutters (weed eater).
- All cut grass shall be removed from the PRASA site by the contractor. Cut grass shall be removed from the PRASA sites within two (2) days.
- Cut grass must NOT BE BURNED in any PRASA sites
- The cutting of grass will be measured and paid for based on the total size of the area cut.

SECTION C

1. OPERATING TIMES NB:

Cluster 1

			SHIFT PLAN & SHIFT OPERATING TIMES			
	Station Name	Station Classification	Number of cleaners required	Shift 1	Shift 2	Shift 3
				06:00am to 14:00pm	14:00pm to 20:00pm	07H00am To 16H00pm
1	Langlaagte	Intermediate	05	N/A	N/A	05
2	Mzimhlophe	Core	03	N/A	N/A	03
3	New canada	Small	04	N/A	N/A	04
4	Dube Station	Core	04	N/A	N/A	04
5	Ikwezi station	Core	05	N/A	N/A	05
		Total	21			

Cluster 2

			SHIFT PLAN & SHIFT OPERATING TIMES			
	Station Name	Station Classification	Number of cleaners required	Shift 1	Shift 2	Shift 3
				06:00am to 14:00pm	14:00pm to 20:00pm	07H00am To 16H00pm
1	Naledi train yard	Core	03	N/A	N/A	03
2	Naledi Station	Core	05	N/A	N/A	05
3	Merafe	Core	02	N/A	N/A	02
4	Phefeni	Core	02	N/A	N/A	02
5	Inhlazane	Intermediate	03	N/A	N/A	03
		Total	13			

DISCLAIMER: PRASA RESERVES A RIGHT TO APPOINT ONE SERVICE PROVIDER PER CLUSTER

2. STANDARD METHODS OF CLEANING AND FREQUENCY

NB: This section provides guideline for the cleaning of facilities which will guarantee that the requirements by PRASA can be satisfied. It does not however disempower the contractor from employing the best innovation of cleaning methods which will assure the highest level of cleanliness of all facilities.

offices

Vacuum all carpeted floors	Daily
Spot cleaning	Once a week
Polish all wooden furniture	Daily

Floors

Mop all floors	Daily
sweep with sweepers or broom	Daily
mop with	Daily
scrub with machine and polish	Monthly

Dusting

dust all areas needed to be dusted (up to 2m)	once a week
high dusting (above 2m)	Weekly

Waste Disposal

Empty and clean all waste receptacles	Daily
Remove all waste to specified areas	Daily
Coordinate the processes of collection and removal of waste (disposal and recyclable) - off site and Maintain Records	Weekly
Sort the waste and isolate recyclable waste from disposal waste	Daily
Wash refuses containers	As required
Wash floors with chemicals.	Daily
Disinfect all areas with recommended insecticide.	Weekly
empty and clean all waste baskets, receptacles	Continuously
remove all waste to a specified area	Continuously

Glass and Metal Work

Spot clean glass doors	Daily
Clean and polish all bright metal fittings	Weekly

Toilet facilities

Empty and clean all waste receptacles	continuously
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Clean and sanitize all toilet bowls, basins and urinals	continuously
Clean all mirrors	Daily
Damp mop with disinfectant	daily
Spot clean walls, doors and partitions	daily

Replace toilet paper and towel rolls	continuously
Replenish hand soap	continuously

Kitchen and Boardrooms

wash dishes, dry and pack away	Continuously
empty and clean all waste receptacles	Continuously
clean floors, counters	Continuously

Kitchen

Wash dishes, dry and pack away	Continuously
Empty and clean all waste receptacle	Continuously
Clean floors and counters	Daily

All floors

sweep with dust mop sweepers	Daily
damp mop	Daily
scrub with machine	Weekly
Vacuum all carpeted floors	Daily
Shampoo	Every three months
Spot cleaning	When requested
Polish all wooden furniture	Daily
glass walls, doors and light switches	Daily

Clean seats, scrub/vacuum

Monthly

High Traffic – remove dust with mop – or disposable cloth sweeper daily. Damp mop for soilage as necessary. Spray clean using a system three times weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.

Low Traffic – remove dust with mop or disposable cloth sweeper daily. Damp mop for soilage as necessary. Spray clean or burnish using mechanized system weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.

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

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

Walls/Window sills – Spot clean as necessary. wipe and dry washable surfaces twice a week.

SECTION D

TERMS AND CONDITIONS

1. UNSAFE WORKING ENVIRONMENT

Any PRASA CRES Risk and Compliance representative or Safety Advisor reserves the right to halt Service Provider from performing the work, if there is a proof of unsafe working conditions, methods/procedures. The service provider can only be permitted to proceed with the work after the implementation of safe working method/procedure.

2. CLEANING PERSONNEL

- 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, and their name identification and shall be wearing appropriate PPE during the implementation of cleaning services. 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.

3. SUPERVISORY INSPECTION

- The contractor shall implement a daily supervision schedule of all facilities under the contract. Hourly (every hour) inspections of 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 time***. Odor block shall be inside urinals ***all the time***.

4. 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.

5. 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 regulations.

6. CLEANING MATERIAL & MACHINERY

- All electrical and non-electrically 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 always available 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.

7. 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.

8. MEETINGS

- For the purpose of feedback on operational issues and for evaluation of performance, the Service Provider or his/her duly authorized rep and PRASA rep shall on a specified period convene.

9. SUB-CONTRACT

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

10. 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)
- PRASA regards the following as major contravention with the Agreement and PRASA shall in such cases/circumstances penalize the service provider
- Operational (that may impact on our stakeholders and may affect revenue generation)
- Safety (non – compliance to National Railway Safety Regulations Act (16/2002)
- Cleaning Standards **(as prescribed in the agreement)**

11. 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.

12. 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 always agreed upon.

- **Leave**

- **Casual Leave**
- **Absconded**
- **Sick Leave**
- **Maternity Leave**
- **Family Responsibility**

13. STRIKES AND DISRUPTIONS

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

14. STAFF FACILITIES AND STOREROOM

- Where PRASA CRES has facilities for station 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 always kept neat and tidy by the cleaning contractor and his/her employees.

15. 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 contract.

16. PENALTIES

Deductions will be made from the monthly contract payment in the case of non-performance

SCHEDULE OF PENALTIES	
Waste/Dirt/Black bags not removed as per schedule (weekly)	R200 for each incident
Dirt swept into tracks	R500 for each incident
Incorrect chemicals/equipment	R200 per day until correct materials are brought on site
No chemicals at all / late delivery of chemicals	R200 daily until corrected

No uniform/Incomplete uniform	R60 daily until corrected
No safety shoes	R60 daily until corrected
None attendance of staff	Full labour rate for the day per staff member not in attendance
No Cleaning schedules and Rosters on site or in buildings / facilities	R60 daily until corrected
Grass cutting not done	R2 per square meter

E. SCHEDULE OF RATES CLUSTER 1

	TENDER AMOUNTS	
Area Gauteng South Stations		
	Monthly Rate (Excl. VAT)	Amount (Excl. VAT)
Langlaagte station Cleaning and Horticulture Services		
Mzimhlophe station Cleaning and Horticulture Services		
New Canada station Cleaning and Horticulture Services		
Dube Station Cleaning and Horticulture Services		
Ikwezi station Cleaning and Horticulture Services		
SUB-TOTAL		

SCHEDULE OF RATES CLUSTER 2

	TENDER AMOUNTS	
Area Gauteng South Stations		
	Monthly Rate (Excl. VAT)	Amount (Excl. VAT)
Naledi Train Yard Cleaning and Horticulture Services		
Naledi station Cleaning and Horticulture Services		
Merafe Station Cleaning and Horticulture Services		
Phefeni Station Cleaning and Horticulture Services		

Inhlanzane Cleaning and Horticulture Services		
SUB-TOTAL		

FINAL SUMMARY OF PRICES

The price provided below must include cleaning, grass cutting services and periodically deep cleaning of the in the entire station precinct as well as staffing, consumables, cleaning material.		
Cluster 1		
Sub-Total		R
VAT		R
GRAND TOTAL		R

The price provided below must include cleaning, grass cutting services and periodically deep cleaning of the in the entire station precinct as well as staffing, consumables, cleaning material.		
Cluster 2		
Sub-Total		R
VAT		R
GRAND TOTAL		R

