

# PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES AT JOHANNESBURG PARK STATION FOR A PERIOD OF FOUR (4) MONTHS

## 1.SCOPE OF THE DESIRED SOLUTION

To appoint one (1) Service Provider to provide Cleaning, Hygiene and Horticultural services at Johannesburg Park station for a period of four (4) months.

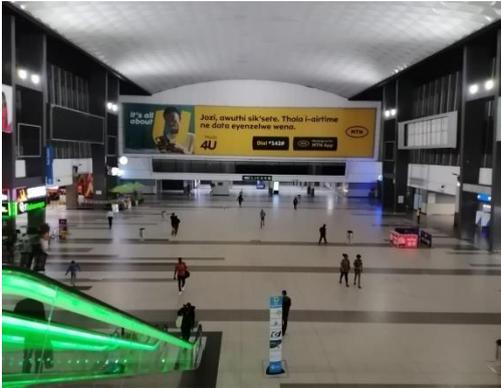
## 2.Detailed Scope of works and Specification of the work or Products or Service required: Cleaning, Hygiene and Horticultural services at Johannesburg Park station for a period of four (4) months

### 2.1 PICTORIALS

*Aerial photograph of Park Station*



**Western concourse**



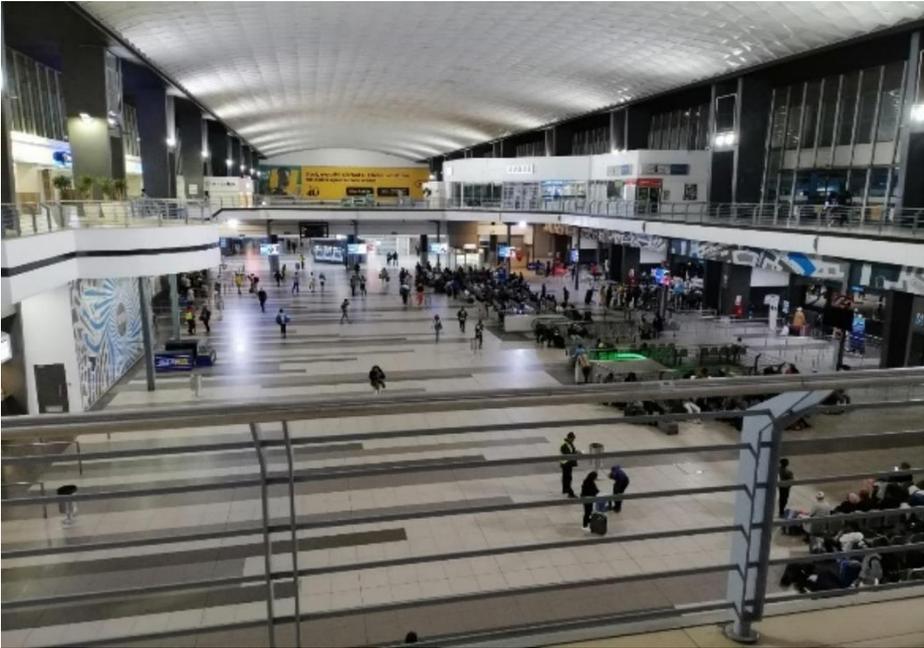
**Rissik Parking**



**Banking mall**



**Bus waiting areas**



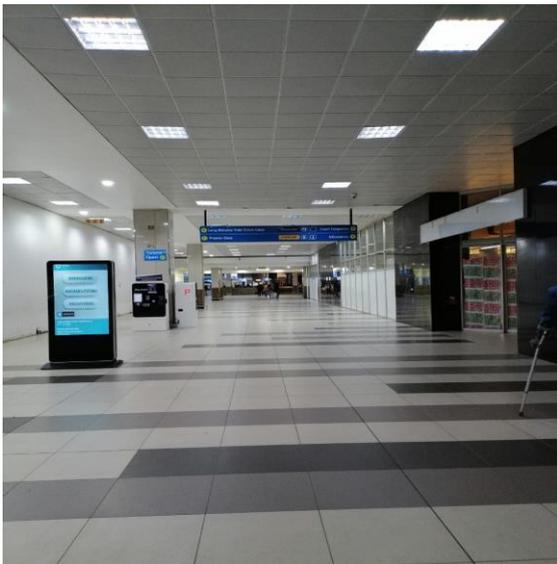
**Food court entrance & landscape**



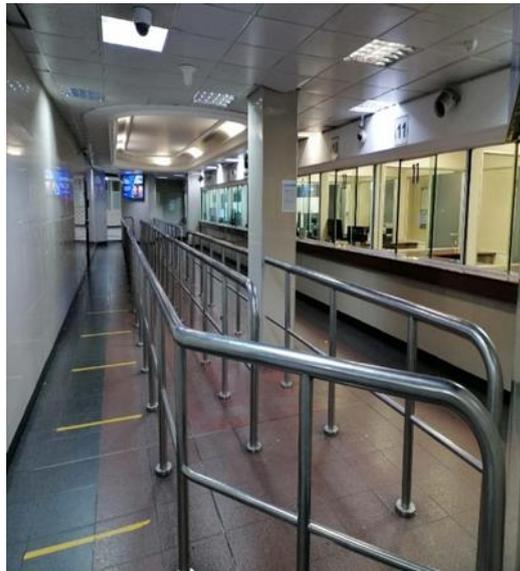
**Food court interior**



**Spar /Shosholoza Meyl area**



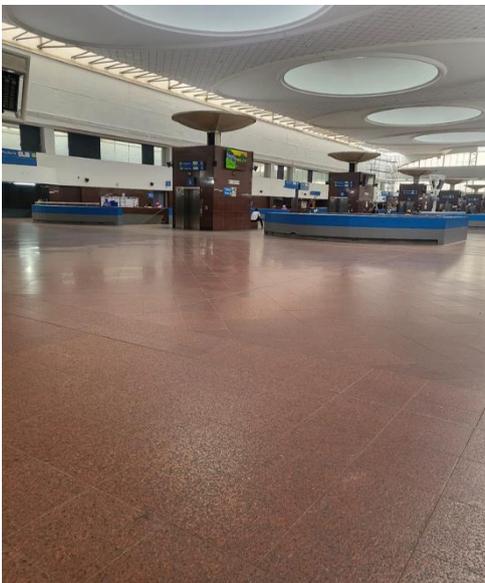
**Metrorail Ticket sales**



***Platforms & Rail tracks***



***Metro concourse***



***City to city loading area***



**Eastern concourse**



**Y concourse**



## **2.2 SCOPE OF WORK AND AREAS OF FOCUS**

- The scope of work shall cover day & night cleaning and hygiene services of the entire station precinct and the facilities of the station. PRASA through the tender process will invite professional cleaning companies to submit a RFQ providing cleaning and hygiene services for Johannesburg Park Station.

2.2.1. The services required shall focus but not limited to below scope of work:

- General cleaning, hygiene and horticultural services
  - Deep cleaning services
  - Disinfecting and decontamination of surfaces
- a) The successful bidder shall comply strictly with health, safety and environmental requirements for cleaning of the railway tracks and platforms at the station. PRASA will provide training on methodology of cleaning tracks to the successful bidder. The tracks and platforms shall only be cleaned during the off-peak period during weekdays, though this will not apply to weekends and public holidays.
- b) The successful bidder shall ensure full compliance with all applicable Statutory Regulations of the industry. The legislative requirements to be complied with but not limited to the below:

- i. The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)
  - ii. The Labour Relations Act, 1995 (Act no 66 of 1995)
  - iii. The Occupational Health and Safety Act, 1993 (Act no 85 of 1993)
  - iv. The National Environmental Management Act (Act no 107 of 1998)
  - v. National Railway Safety Regulator Act (16/2002)
  - vi. Bargaining Council for cleaning industry
- c) The prospective service provider may employ the innovation and best cleaning methods which will ensure the highest level of cleanliness of the Station facilities.
- 2.2.2. The prospective service provider shall clean the facilities in line with detailed specification of the work and description of service, frequency and Daily Cleaning Procedure
- 2.2.3. The prospective service provider shall ensure periodically deep cleaning service is done to enhance the level of cleanliness at the station
- 2.2.4. The prospective service provider shall ensure that the washing of carpets and furniture with upholstery and adhoc spillage, flooding but not limited to, is provided on an as and when required basis.

## **2.3 TARGETED AREA BY THIS PROJECT**

### ***INTERNAL AREAS***

- ✓ All offices occupied by PRASA employees at Park Station (Metrorail offices, Shosholoza Meyl offices, PRASA CRES, PRASA Protection services).
- ✓ All public, staff and tenants' ablutions
- ✓ All platforms & Railway tracks from 1 to 18.
- ✓ Palisade fences at platforms
- ✓ Concourses
  - Metro concourse,
  - Y concourse,
  - Eastern concourse,
  - Main concourse,
  - Shosholoza Meyl concourse including shopfronts
  - Food Court area
  - Banking mall
  - Old Car rental area/ New Bus Companies ticket offices

- Bus ticketing and waiting area
- ✓ Lifts
- ✓ Staircases,
- ✓ Fire escape routes
- ✓ Balustrades and handrails
- ✓ Bins
- ✓ Turnstiles
- ✓ Internal walls
- ✓ Passages
- ✓ Access control and entrances
- ✓ Roller shutter doors
- ✓ Information desks and waiting area benches
- ✓ Common seating areas including furniture
- ✓ Signage
- ✓ Bus boarding gates shopfronts and boarding booths

### **EXTERNAL AREAS**

- ✓ Parking (Rissik, lower ground, slipway, staff and tenants parking)
- ✓ Bus loading areas
- ✓ Meter taxi loading areas
- ✓ Walkways and drive ins/ through
- ✓ Paving areas
- ✓ External staircases
- ✓ Informal traders' areas
- ✓ City to city loading area
- ✓ Park Station boundary lines
  - Rissik street
  - De Villiers Street
  - Hoek and Noord Street
- ✓ Cookhouse
- ✓ South Station SAPS parking
- ✓ 50m beyond Platform edge
- ✓ Waste Area

## 2.4 EXTENT AND COVERAGE OF THE PROPOSED PROJECT

2.4.1 The contract will cover the cleaning and hygiene services of various facilities within the station precinct as illustrated in the Tables below.

Table 2.4.1: Illustrate the extend and size of Park Station facilities

Station name	Platforms	Railway tracks	Sets of Public Ablutions	Office blocks	Waiting Areas	Parking areas	Main Concourse	Shosholozza Meyl Concourse	Eastern Concourse	Y-Concourse	Cookhouse	Food court	Banking Mall	Platform 19
Park Station	37155m <sup>2</sup>	26255m <sup>2</sup>	1550m <sup>2</sup>	3940m <sup>2</sup>	7350m <sup>2</sup>	18400m <sup>2</sup>	12540m <sup>2</sup>	4320m <sup>2</sup>	5200m <sup>2</sup>	4500m <sup>2</sup>	2170m <sup>2</sup>	990m <sup>2</sup>	1500m <sup>2</sup>	1100m <sup>2</sup>

*Note: It should be noted square meters provided are estimates and only covering the common areas excluding the tenants' areas.*

Table 2.4.2: Illustrate numbers of facilities as a base.

Station name	Platforms	Railway tracks	Sets of Public ablutions	Office blocks	Ticket sales offices	Lifts	Escalators	Waiting Areas	Parking Areas	Access control	Concourse	Entrances	Shopfronts/high rise windows
Park Station	18	18	14	6	3	16	8	7	6	13	10	17	24

*Note: It should be noted that numbers provided are an indication and the scope of work is not limited to them. Bidders should verify the numbers during their site walks.*

### 3. Staff Deployment (The Staffing Plan and Shift System)

The total cleaning staff/personnel to be provided in this specification is Ninety-nine (**99**) which incorporate (87) cleaners, (9) supervisors and (3) shifts contract managers.

The Tables 3.1 & 3.2 below depict the breakdown of weekdays, weekends & public holidays shifts allocations.

**Table3.1 The number of Cleaners required per shift**

		SHIFT OPERATING TIMES					
		Weekdays					Weekend (Saturdays/ Sunday s and Public Holidays)
	Facility/Area	Total Number of Cleaners	Morning shift 06:00-14:00	Offices 07:00-16:00	Day Shift 14:00-22:00	Night Shift 22:00-06:00	No of Personnel required <b>per</b> <b>each shift.</b>
1	Food Court	6	2		2	2	2
2	Banking Mall & Buffalo Bills area	3	1		1	1	1
3	Shosholozza Meyl Area	3	1		1	1	1
4	Bus loading /Translux Area	3	1		1	1	1
5	Main concourse (Galito's area)	3	1		1	1	1
6	Y-Concourse & FNB Passage	3	1		1	1	1
7	City to City bus loading area	3	1		1	1	1
8	Y-Concourse (Fish & Chips)	3	1		1	1	1
9	Cook house	3	1		1	1	1
10	Bin Pusher	3	1		1	1	1
11	External Areas	6	2		2	1	2
12	Centre Management	2		2			
13	Metro Offices	1		1			1
14	Security Offices	1		1			
15	Shosholozza Offices	1		1			1
16	Food Court Toilets	6	2		2	2	2
17	Eastern Concourse /City to City Toilets	6	2		2	2	2
18	Galito's Toilets	6	2		2	2	2
19	Shosholozza Toilets	6	2		2	2	2
20	Metro Concourse Toilets	6	2		2	2	2
21	Y-Concourse / Fish & Chips Toiles	6	2		2	2	2

22	Tenants Toilets	2		2			
23	Platform 1 to 18	6	2		2	2	2
	<b>TOTAL NUMBER OF CLEANING STAFF</b>	<b>87</b>	<b>27</b>	<b>7</b>	<b>27</b>	<b>26</b>	

**Table 3.2 Summary - Total number of full complement of staff required per shift**

Staff requirements details				Weekdays			
Staff	Station classification	Total Number of Personnel	Morning Shift 06:00-14:00	Offices 07:00-16:00	Day Shift 14:00-22:00	Night Shift 22:00-06:00	
			SUPERCORE				
1	Shifts Contract Managers	3	1		1	1	
2	Supervisors	9	3		3	3	
3	Cleaners	87	27	7	27	26	
<b>TOTAL NUMBER OF CLEANING STAFF WEEKDAYS</b>		<b>99</b>	<b>31</b>	<b>7</b>	<b>31</b>	<b>30</b>	

Staff requirements details				Weekends & Public holidays			
Staff	Station classification	Total Number of Personnel	Morning Shift 06:00-14:00	Offices 07:00-16:00	Day Shift 14:00-22:00	Night Shift 22:00-06:00	
			SUPERCORE				
1	Shifts Contract Managers	3	1		1	1	
2	Supervisors	3	1		1	1	
3	Cleaners	83	27	2	27	27	
<b>TOTAL NUMBER OF CLEANING STAFF WEEKENDS &amp; PUBLIC HOLIDAYS</b>		<b>89</b>	<b>29</b>	<b>2</b>	<b>29</b>	<b>29</b>	

**NB:**

- Bidders to make provision for relievers at their own cost. Relievers fill-in should any employees fail to report for duty for whatever reason.

## 4.Cleaning personnel Roles & Responsibilities

### Shift Contract Manager

#### **Job Description:**

The Cleaning Contract Manager will be responsible for managing cleaning service contracts from initiation to completion. This role involves coordinating with clients, overseeing cleaning operations, ensuring compliance with contract terms, and addressing any issues or improvements needed to maintain high service standards.

#### **Contract Management:**

Oversee the entire lifecycle of cleaning contracts, execution, and compliance to meet company standards and client needs.

Ensure all contractual obligations are met and maintain accurate contract records.

#### **Client Relations:**

Serve as the primary point of contact for clients, addressing any concerns, feedback, or service requests.

Conduct regular client meetings and performance reviews to ensure satisfaction and identify areas for improvement.

Develop and maintain strong client relationships to enhance client retention and satisfaction.

#### **Operational Oversight:**

Monitor and evaluate the performance of cleaning teams to ensure service quality and adherence to contract specifications.

Coordinate with cleaning staff and supervisors to address operational issues and implement necessary improvements.

Ensure compliance with health, safety, and environmental regulations and company policies.

Provision of resources e.g. personnel; PPE; safety equipment (e.g. first aid box; safety signs) etc. for duration of the cleaning contract.

Appointment of a SHE Representative.

Ensure that the cleaning contractor established a health and safety committee.

Ensure that incidents are reported on time.

Ensure that non conformances are captured and corrective action plans.

Ensure that quality requirements are met as per the signed contract with PRASA.

#### **Reporting and Documentation:**

Maintain comprehensive documentation related to contracts, performance metrics, and client communications.

Prepare and present regular reports on contract status, performance, and key metrics to senior management.

## **Supervisor**

### **Job Description:**

The Cleaning Supervisor will be responsible for managing daily cleaning operations, supervising cleaning staff, and ensuring that all cleaning tasks are performed to the highest standards. This role involves coordinating schedules, conducting inspections, addressing client requests, and maintaining a safe and efficient working environment.

### **Key Responsibilities:**

#### **Team Supervision:**

Lead, motivate, and supervise a team of cleaning staff to ensure effective and efficient performance. Schedule and assign cleaning tasks, ensuring coverage and proper workload distribution.

Provide training and support to new and existing staff, including instruction on cleaning techniques and safety protocols.

#### **Quality Control:**

Conduct regular inspections of cleaning work to ensure adherence to company standards and client specifications.

Address any issues or deficiencies promptly and implement corrective actions as needed.

Develop and implement quality control procedures to enhance service delivery and client satisfaction.

## **5. INSURANCE REQUIREMENTS FOR THE PROJECT**

The appointed bidder will be required to take below insurances:

- Public liability to the full value of the contract.
- Workman's Compensation insurance to the full value of the contract

## **FORM OF CONTRACT**

PRASA CRES Performance Based Contract is the contract form that will be applicable to this project.

## **CONTRACT PERIOD**

The contract will be for a period of Four (4) months.

## 6. SPECIFICATION OF THE WORK OR PRODUCT OR SERVICE REQUIRED

### 6.1 Description of service and frequency

#### Cleaning & horticultural services

The specification provides for the provision of the following sample services and frequency as a minimum contract requirement but not limited to. (NOTE: Sample and not limited to)

However, the service provider may employ the best innovation and best cleaning methods which will assure the highest level of cleanliness of stations and facilities.

Table 6.1.1 Cleaning Specification with areas and frequency

Facility	Areas	Description of Service	Frequency
(Metrorail station and Staff facilities, , Tenant common area)	Floors, Carpets and Walk-off mats	Sweep with dust mop sweepers	Daily
		Damp mop	Daily
		Scrub with machine and polish	Monthly
		<b>Disinfect the floor surface <i>an EPA (Environmental Protection Agency) registered household disinfectant</i></b>	<i>Every 3 hourly</i>
		Vacuum all carpeted floors	Daily
		Vacuum walk-off mats	Daily
		Shampoo	Every two months
		Spot cleaning	When requested and as required
		<b>Disinfect the carpet with an EPA (Environmental Protection Agency) registered household disinfectant.</b>	<i>Weekly</i>
		Clean seats, scrub/vacuum	Monthly
	Staff Toilets & Basins	Empty and clean all waste receptacles	Continuously
		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
Basins – wet wipe with hard surface cleaner	Daily		

		<b>Disinfect the all-toilet bowls, basins and urinals with an EPA (Environmental Protection Agency) registered household</b>	<b>Every 30 minutes</b>	
		Basins – remove mineral deposits	Daily	
<i>Kitchen, Boardrooms, Furniture and Lounges</i>		Wash dishes, dry and pack away	Continuously	
		Empty and clean all waste receptacles	Continuously	
		Clean floors, counters	Continuously	
		Polish all wooden furniture	Daily	
	<i>Walls, Ceilings, and Paintwork.</i>		Spot-clean all low surfaces (finger marks, etc.)	Daily
			Glass walls, doors and light switches	Daily
	<i>Windows and Blinds</i>		Clean wash windows	Weekly
			Blinds – remove dust and Damp wipe	Daily
	<i>Dusting</i>		Dust all areas needed to be dusted (up to 2m)	Alternate days <b>(Preferably Mon, Wed, Fri)</b>
	<i>Dusting Waste Collection and Disposal</i>		High dusting (above 2m)	Weekly
Empty and clean all waste baskets, receptacles			Continuously	
<i>Waste Collection and Disposal Whole of Ablution block</i>		Remove all waste to a specified and designated area	Continuously	
		Empty and clean all waste receptacles	Continuously	
<b>Public Ablution Facilities</b>	<i>Whole of Ablution block Platform areas</i>	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	
		Basins – wet wipe with hard surface cleaner	Daily	
		<b>Disinfect the all-toilet bowls, basins and urinals with an EPA (Environmental Protection Agency) registered household</b>	<b>Every 30 minutes</b>	
		Basins – remove mineral deposits	Daily	
		Sweep platforms	Daily	
<b>Platforms &amp; Railway tracks</b>	<i>Platform areas</i>	Remove papers and other foreign objects	Continuously	
		Clean the railway tracks.	Continuously	
	<i>Railway tracks. Note: Employees work under protection on tracks and only during the off-peak)</i>		Remove papers and other foreign objects – Clean the railway tracks up to 50m beyond the edges of both sides of the platforms	Daily
	<i>Grass and weeds</i>	Remove Grass and Weeds	Weekly	
	<i>Glass and Metal Work</i>	Spot clean glass doors	As necessary	
<b>Station Concourse</b>	<i>Glass and Metal Work</i>	Clean and polish all bright metal fittings	Weekly	
		Clean wash windows	Weekly	

<b>Area (Including Walls, Ceilings and Paintwork – all around the station)</b>	<i>Windows</i>		
	<i>Surfaces</i>	Spot clean all low surfaces (finger marks, etc.)	Daily
	<i>Walls and doors</i>	Glass walls, doors and light switches	Daily
		Disinfect the common surface <b>an EPA (Environmental Protection Agency) registered household disinfectant</b>	Continuous
	<i>Station signage</i>	Spot clean Signage	Weekly
	<i>Waiting benches</i>	Clean benches	Daily
	<i>Air vents</i>	dust and wipe air vents once every two months	Every second Month
<b>Station Entrances, Walkways and Corridors</b>	<i>All areas around entrances, walkways and corridors (High touch surfaces include Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks</i>	Sweep clean building surrounds.	continuous
		Dust/wipe clean walls.	Weekly
		Wipe clean signs and Lettering.	Daily
		Walk-off matting vacuumed and/or clean	Daily
		Corridors to be swept and auto scrubbed/damp mobbed as required	Daily
	Disinfect the high touch surface <b>an EPA (Environmental Protection Agency) registered household disinfectant</b>	Continuous	
	Access areas and concourses to be scrubbed.	Daily	
<i>All areas around the lifts</i>	Air vents: dust and wipe air vents once every two months	Every second Month	
	Remove Grass and Weed	Weekly	
	Wipe Clean landings, removing all dirt butts, etc. from joints and crevices.	Daily	
<b>Lifts and Escalators</b>	<i>All areas around the lifts</i>	Wipe clean handrails.	Daily
		Wax - polish handrails.	Monthly
		Spot clean deck panels.	Continuously
		Thoroughly clean side panels.	Daily
		Disinfect the high touch surface with <b>an EPA (Environmental Protection Agency) registered household disinfectant</b>	Continuous
		Machines clean the treads.	Monthly

<b>Waste Collection Facility</b>	<i>Refuse Room and Collection Area</i>	Sort the waste and isolate recyclables waste from disposal waste.	Daily
		Coordinate the processes of collection of waste (disposal and recyclable) - Call the collection Company and Maintain Records	Daily and As required
		Wash refuse containers	As required
		Wash floors with chemicals.	Daily
		Disinfect all areas with recommended insecticide and <i>with an EPA (Environmental Protection Agency) registered household disinfectant</i>	Weekly
<b>Storm-water Drainage and Channels</b>	<i>Storm-water drainage channels</i>	Storm water channels must be cleaned and cleared of dirt.	Weekly
<b>Parking Area and Common External Areas of the facility</b>	<i>All common areas and parking</i>	Sweep surfaces. Remove Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, overflowing dirt bins.	Daily
		Remove Grass and Weeds	Weekly

Table 6.1.2 Horticulture services and frequencies

<b>Facility</b>	<b>Areas</b>	<b>Description of Service</b>	<b>Frequency</b>
<b>Horticultural Activity</b>	<i>The Station precinct areas</i>	Standard Tree Maintenance	Weekly
		The feathering up / crown lifting of low hanging branches that may impede staff flow or be a public risk.	
		Clearing of dead, diseased branches that may cause a risk.	
		Prune branches away from Johannesburg Park Station precinct.	
		Clear any branch that may become a risk encroaching over any facilities within the scope range.	
	Shape any tree that may have grown into an unbalanced deformed shape.		
	<i>All Tarred and Paved surface/Platform surface around</i>	Contractors will be required to do collecting (clearing, chipping) of all branches, logs and debris from any work site within the PRASA CRES sites.	Daily

	<i>Station precinct</i>	This also to include the sweeping and raking up of all work sites and leave them in a clean and acceptable state.	
		This work of clearing branches, logs and debris will be in Park Station where tree pruning operations have been carried out.	
		Weeds eradication on paved surfaces: The contractor shall ensure that all the paved and tarred area are weeded out.	
	<i>Garden</i>	Removal of weeds (or unwanted vegetation as shall be confirmed by Environmental Department).	Weekly
		Trimming or pruning of plants and grass. Rehabilitation of gardens (e.g. mulching, soil loosening and related works), as and when required.	
	<i>Pot Plants</i>	Check the soil moisture Use good potting soil when maintaining Pot Plants Provide a steady supply of water and nutrients to water and feed Pot Plants Prune plants back into shape	As required

Table 6.1.2.1 Horticultural service Coverage

Horticultural services Areas	Size of the Area
<b>Gautrain Area</b>	4000m2
<b>Leyds Entrance</b>	2000m2
<b>Cast Yard</b>	5000m2
<b>Tippet building Yard</b>	60m2
<b>Cook House</b>	250m2

Table 6.1.3 Hygiene services and frequencies

Type of service	Equipment and Consumables	Description of Service	Frequency
Hygiene services	<i>Automatic Airfreshner spray, Urinal mats. Hand wash hygiene soap, Toilet Seat wipes, Sanitary bins liners, Sanitary bins, dispenser automatic spray air freshener. Wall bins Dispenser &amp; liners. Urinal mats. Urinal screen. Toilet blocks. Hand Soap dispenser (Anti-theft).</i>	The Contractor shall ensure that the hygiene consumables are always stocked, and the service includes but not limited to: <b>Hand soap&amp; sanitizer refills, Sanitising Toilet seat with sanitizer spray, Service or replace sanitary bins and wall bin liners, Sanitary bags sachets refills. Air fresheners refills,</b> Clean and always sanitises the sanitary and wall bins dispenser. Remove & dispose of debris around and inside the urinal trap.	Continuously
		The Contractor shall ensure that all hygiene equipment is clean and free of obstructions.	Continuously
		The contractor shall supply and install hygiene equipment for all public ablutions	As and when required
		<b>Disinfect the common surface an EPA (Environmental Protection Agency) registered household disinfectant</b>	Regularly
		The Contractor shall report any broken or Malfunctioning hygiene equipment immediately and replace within 72 hours.	As & required

Table 6.1.4 Hygiene Equipments and service

Hygiene services	Number of equipment to be serviced	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Hand soap& sanitizer refills	60	Weekly	Regularly
Sanitising Toilet seat with sanitizer spray	128	Regularly	Regularly
Service or replace sanitary bins and wall bin liners	85	Regularly	Regularly
Sanitary bags sachets refills	85	Weekly	Weekly
Air fresheners refills,	50	Biweekly	None
Remove & dispose of debris around and inside the urinal trap	58	Regularly	Regularly
Sanitary bins emptying ( <i>A waste transfer/ disposal certificate must be provided, as per compliance with South African legislation</i> )	85	Weekly	Regularly

**N.B: The successful Bidder will be required to submit a Hygiene waste disposal certificate for every disposal throughout the duration of the contract period.**

**This must be taken into consideration when pricing for Hygiene Services, which comprises both replenishing or refilling of equipment and disposal of hygiene waste. The successful service provider must ensure that all types of waste generated on-site is disposed in accordance with all relevant laws and regulations pertaining to management of waste.**

## 6.2 A Typical Daily Cleaning & horticultural Procedures

Step 1	Step 2
<p><b>Lobby and entrances</b></p> <ul style="list-style-type: none"> <li>• Remove all trash debris, cordoning off any areas that may need extensive attention</li> <li>• Mop flooring/tiled areas using water mixed with cleaning detergent</li> <li>• Spot clean walls, doors and frame with the Cleaning Agent that conforms to Health and safety regulations.</li> <li>• Use spot remover to spot clean carpeted areas to remove stains and spillages that may occur</li> <li>• Clean all windows with a glass cleaner and microfiber cloth to remove all marks and fingerprints</li> <li>• Complete thorough cleaning of wiping notice boards and picture frames</li> <li>• Remove all walk off mats and thoroughly vacuum them as well as around and underneath</li> <li>• Remove any trash and place it in a garbage bag and tie it once full and it must be properly disposed in the specified areas</li> <li>• Ensure caution/wet signs left in PRASA site areas are removed</li> <li>• Make sure all areas are completely dry and safe before removing the signs</li> <li>• All cleaning tools must be cleaned thoroughly and return them to the proper storage</li> </ul>	<p><b>Offices and Boardrooms</b></p> <ul style="list-style-type: none"> <li>• Visually check the areas offices/boardrooms/meeting rooms for any type of debris, dirt or paper</li> <li>• Sweep debris/dirt into a dustpan</li> <li>• Pick up papers and dispose them into the trash bin</li> <li>• Empty trash cans and must be cleaned and disinfected before replacing garbage bags</li> <li>• mop any dirt or debris on all tiled or hard surfaces that can't be removed by hand</li> <li>• Vacuum all carpeted flooring, starting with mats, runners if any.</li> <li>• Using a vacuum is great way to efficiently clean up around offices/cubicles and boardrooms</li> <li>• Dust all surfaces including desks, filing cabinet, tables, chairs, walls and shelves.</li> <li>• Clean all windows with a glass cleaner and microfiber cloth to remove all marks and fingerprints</li> <li>• Wipe down all blinds using water mixed with detergent</li> <li>• Spots or stains on the carpets, floor, walls, furniture must be wiped off using water mixed with cleaning detergent.</li> <li>• Wipe desks, telephones, computer keyboards thoroughly using a disinfected spray that has been sprayed on the microfiber cloth or disinfected wipe.</li> <li>• Thoroughly wash and rinse cleaning tools until completely clean, hang up and dry them. Remove all wet floor caution signs and properly store them in storage.</li> </ul>
Step 3	Step 4

<p><b>Staff Rest Rooms</b></p> <ul style="list-style-type: none"> <li>• Pick up any debris/dirt on the floor, around the sink or toilet urinal areas.</li> <li>• Remove the trash can and clean and disinfect the trash can before place a new bag.</li> </ul>	<p><b>Staff Rest Rooms</b></p> <ul style="list-style-type: none"> <li>• Pick up any debris/dirt on the floor, around the sink or toilet urinal areas.</li> <li>• Remove the trash can and clean and disinfect the trash can before place a new bag.</li> </ul>
<ul style="list-style-type: none"> <li>• Clean and scrub all interior surfaces of each toilet cubicle urinals using water mixed with disinfectant.</li> <li>• Clean all toilet seats.</li> <li>• Wipe down and disinfect all surfaces including frequently touched areas such as door handles, light switches, countertops, partitions and dispensers.</li> <li>• Clean all mirrors with glass cleaner to remove any fingerprints or marks.</li> <li>• Wash the sink and tap with disinfectant and wipe with microfiber cloth.</li> <li>• NB: sweep and mop the floor using bathroom items only.</li> <li>• Replace all urinal blocks if necessary.</li> <li>• Remove all trash bags and dispose safely in the identified area.</li> <li>• Do not remove the caution /restroom close signs until all work is completed and all the surfaces including floors are completely dry.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean and scrub all interior surfaces of each toilet cubicle urinals using water mixed with disinfectant.</li> <li>• Clean all toilet seats and bowls and disinfect them.</li> <li>• Wipe down and disinfect all surfaces including frequently touched areas such as door handles, light switches, countertops, partitions and dispensers.</li> <li>• Walls must be washed with enough disinfectant solution and allow surface to remain wet and untouched long enough for the disinfectant to inactive bacteria.</li> <li>• Clean all mirrors with glass cleaner to remove any fingerprints or marks.</li> <li>• Wash the sink and tap with disinfectant and wipe with microfiber cloth.</li> <li>• NB: sweep and mop the floor using bathroom items only.</li> <li>• Replace all urinal blocks if necessary.</li> <li>• Remove all trash bags and dispose safely in the identified area.</li> <li>• Do not remove the caution /restroom close signs until all work is completed and all surfaces including floors are completely dry.</li> </ul>
<p><b>Step 5</b></p>	<p><b>Step 6</b></p>
<p><b>Access Control Points</b></p> <ul style="list-style-type: none"> <li>• Pick up all visible litter, dirt and foreign object</li> <li>• Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant</li> <li>• Litter must be disposed in a designated area</li> <li>• A routine application of disinfectant to all frequently touched areas such as handrails, access gates etc. All glazing</li> </ul>	<p><b>Common Areas</b></p> <ul style="list-style-type: none"> <li>• Pick up all visible litter, dirt and foreign object</li> <li>• Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant</li> <li>• Litter must be disposed in a designated area</li> <li>• There should be a continual use of dust mop sweepers all day to remove dust from the floor</li> </ul>

<p>in the public areas to be cleaned daily using detergent and clean cloths.</p> <ul style="list-style-type: none"> <li>Used ticket lying on the floor at these areas must always be picked up and disposed to an identified area by Metrorail.</li> </ul>	<ul style="list-style-type: none"> <li>All wall surfaces shall always be free of dirt and spillages.</li> <li>All glazing in the public areas to be cleaned daily detergent and clean cloths.</li> </ul>
--	--

<ul style="list-style-type: none"> <li>All surfaces must be cleaned and wiped with water mixed with water and disinfectant to remove dirt and spillages at all times.</li> <li>Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.</li> </ul>	<ul style="list-style-type: none"> <li><b>No</b> plastic/refuse bags to be kept on the concourses.</li> <li>Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.</li> </ul>
--	---

<b>Step 7</b>	<b>Step 8</b>
---------------	---------------

<p><b>Waiting Areas/Rooms</b></p> <ul style="list-style-type: none"> <li>Pick up all visible litter, dirt and foreign object</li> <li>Regular sweeping and mopping wherebig spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant</li> <li>Litter must be disposed in a designated area</li> <li>There should be a continual use of dust mop sweepers all day to remove dust from the floor</li> <li>All walls surfaces shall be free of dirt and spillages at all times.</li> <li>Waiting chairs must be wiped and cleaned with water mixed detergent and disinfected</li> <li>All glazing in the public areas to be cleaned daily using natural soap/detergent and clean cloths.</li> <li><b>No</b> plastic/refuse bags to be kept onthe Access areas and concourses.</li> <li>Do not remove the caution /wet floor signs until all work is completed and all</li> </ul>	<p><b>Walkways</b></p> <ul style="list-style-type: none"> <li>Pick up all visible litter, paper and foreign objects</li> <li>Sweep bridges and subways with hard industrial brooms</li> <li>All visible weeds on the bridges must be removed</li> <li>Litter must be disposed in a designated area</li> <li>Subways and bridges are high traffic areasthey must be scrubbed and cleaned with water mixed with cleaning detergent and disinfectant during off peak hours or at night when there is less or no movement at the station.</li> </ul>
--	--

surfaces including floors areas are completely dry.	
<b>Step 8</b>	<b>Step 9</b>
<b>Platforms</b>	<b>Rail Tracks</b>
<ul style="list-style-type: none"> <li>• Pick up all visible litter, paper and foreign objects</li> <li>• Sweep platforms with hard industrial broom</li> <li>• All visible weeds on the platform must be removed</li> <li>• Litter must be placed in a designated area</li> <li>• Platforms must be scrubbed and cleaned with water during off peak hours or at night when there is less or no movement at the station</li> </ul>	<ul style="list-style-type: none"> <li>• Remove papers and other foreign objects –Clean the railway tracks up to 50m beyond the edges of both sides of the platforms</li> <li>• <b><i>Note: Employees work under protection on tracks and only during the off-peak and shall exercise extreme safety measures) and employees who have trained for white flagmen who are allowed to clean rail tracks.</i></b></li> </ul>
<b>Step 10</b>	<b>Step 11</b>
<b>Change Rooms</b>	<b>Mess rooms</b>
<ul style="list-style-type: none"> <li>• Walls must be washed with enough disinfectant solution and allow surface to remain wet and untouched long enough for the disinfectant to inactivate bacteria</li> <li>• Windows must be cleaned with window cleaner and wiped with clean cloth</li> <li>• Windowsills &amp; frames excess dust must be removed with damp cloth until completely removed.</li> <li>• Mirrors cleaned with damp cloth and wipe them with a dry cloth</li> <li>• Glass shower doors and handles a routine application of disinfectant to all frequently touched areas such as handrails</li> <li>• Lockers must be dusted and wiped with water mixed detergent and disinfectant</li> <li>• Shower mats must be removed and washed with scrubbing brush</li> <li>• Floors must be scrubbed with scrubbing brush afterwards floor must be moped with water mixed disinfected</li> </ul>	<ul style="list-style-type: none"> <li>• Pick up all visible litter and paper and throw in the trash bin</li> <li>• Sweep and mop floor with water mixed with a cleaning detergent and disinfectant</li> <li>• Wipe tables and chairs with clean water mixed with cleaning detergent and disinfectant</li> <li>• a routine application of disinfectant to all frequently touched areas such as door handles, light switches</li> <li>• Do not remove the caution /wet floor signs up until the work is completed and all surfaces which includes floors are completely dry.</li> </ul>

Step 12	Step 13
<p><b>Parking</b></p> <ul style="list-style-type: none"> <li>• Remove and pick up visible litter and papers</li> <li>• Sweep under the parking bays and remove litter</li> <li>• Dispose Litter at a designated area</li> <li>• Empty dust bins when they are full</li> <li>• Remove weeds on all paved areas</li> <li>• The chemical to kill the weeds must be used, to permanently kill the weeds.</li> </ul>	<p><b>Grass Cutting</b></p> <ul style="list-style-type: none"> <li>• The entire PRASA site shall be cleared of all litter and undesirable objects.</li> <li>• All material resulting from the clearing process shall be disposed of at approved municipal dumping sites.</li> <li>• The contractor shall obtain written approval from the local authorities regarding whose dumping sites are situated.</li> <li>• The grass and low growing vegetation shall be cut and removed from the PRASA site</li> </ul>
<p><input type="checkbox"/> Footpaths into the station must be kept clean</p> <p><input type="checkbox"/> Visible dirt on storm water channels must be cleaned and cleared of dirt</p>	<ul style="list-style-type: none"> <li>• PRASA sites to the satisfaction of the PRASA representative.</li> <li>• The grass shall be cut to an average height from 60mm to 80mm. Grass must be cut by means of brush cutters (weed eater).</li> <li>• All cut grass shall be removed from the PRASA site by the contractor. Cut grass shall be removed from the PRASA sites within immediately at completion of the work.</li> <li>• Cut grass must NOT BE BURNED in any PRASA sites</li> </ul>

---

## 6.2 B Typical Weekly hygiene & Deep cleaning service Procedures

### **SERVICING OF SANITARY WASTE BINS PROCEDURE**

**Requirements: SHE bins are required to be serviced weekly in offices and public ablutions.**

- The staff that clean sanitary waste bins should be trained to work safely and effectively. They should be allocated with the necessary uniform, mask and gloves.
- A custom 50-micron polythene bag should be used as the bin liner. This liner should be changed during each service to match the color button on the outside of the unit.
- Unwanted odor and bacterial growth should be curbed by use of sachets containing chemicals guaranteed effective for more than 2 weeks.
- The unique “bottomless” design of the sanitary bin should ensure that the bin is hygienic and eliminates the build-up of bacteria
- Additional sanitizing of all remaining surfaces should be performed with every service. All marks should be removed.
- Other attributes that also contribute to the over-all hygienic effectiveness of sanitary bin are counter weighted dome lid which closes automatically.
- The distance between the handle and chute prevents the risk of contamination.
- Prospective service provider to provide additional courtesy bags and holders.

### **DEEP CLEANING PROCEDURE – (Weekly Service)**

#### **Toilets and washrooms**

- Remove all uric encrustation and deposits from WC bow, s-bend, bottle traps and under flushing rim.
- Thoroughly clean and disinfect all surfaces of the appliance, including top and underneath surfaces of the seats, flap cover, cistern handle and compartment door handles
- Apply chemicals to remove deposits from inside soiled pipes.
- Form cleans the floor and wall tiles.

### **DEEP CLEANING PROCEDURE – (Weekly Service)**

#### **Urinals**

- De-scale and remove algae, bacteria and uric acid incrustation from the unit or fittings.

- 
- Remove traps where possible and clean/disinfect around and inside the trap.
  - Clean and disinfect both internal and external surface of the unit.
  - Remove uric acid incrustation and other deposits from all surfaces on the appliance, including channel, outlet, outlet grid, step, pipes and tipper.
  - Steam clean the urinals and floor and wall tiles around urinals.

#### **DEEP CLEANING PROCEDURE – (Weekly Service)**

##### **Hand wash basins, showers and sinks,**

- Clear overflows and waste pipes of accumulated waste deposits.
- Clean and disinfect both internal and external surfaces of the unit.
- Remove uric acid incrustation and other deposits from all surfaces on the appliance,
- Including channel, outlet, outlet grid, step, spurge pipe and tipper.

#### **DEEP CLEANING PROCEDURE – (Weekly Service)**

##### **Channels, Gullies, waste and soil pipes**

- Clear and remove deposits from surfaces and gratings where applicable
- Clear and remove all accumulated waste deposits from traps
- Clean and disinfect all surfaces
- De-scale and disinfect all surfaces from the sanitary units as far as the stack pipe
- Remove deposits from soiled waste pipes and leave in the free-flowing condition.

## 6.2 C Expected level of Cleanliness and Requirements

### Access and Concourse areas

#### **Requirements: Access and Concourses within the precinct will be maintained as required below:**

1. All access areas and concourses to be scrubbed using an automatic/electronic scrubber and are free of dirt.
2. Spot Cleaning should be done regularly using 750ml poly spray bottles with natural soap/detergent that is SABS approved and with neat mops.
3. Regular mopping where big spillages occurred should be carried out 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 glazing in the public areas is to be cleaned daily using natural soap/detergent and clean cloths.
6. No plastic/refuse bags to be kept on the Access areas and concourses.

#### **Expectations:**

- a. All access areas shall be free of dirt and plastic/refuse bags
- b. No spillages on floors.
- c. No dust on the floors.
- d. All wall surfaces shall be always free of dirt and spillages.

### External Paved and Tarred areas

#### **Requirements: External Paved and Tarred areas within the precinct will be maintained as required below:**

1. Regular sweeping of these areas using platform brooms and dirt picked up using metal hooded dust spans.
2. Foot paths must be kept clean by sweeping and picking up of dirt using platform brooms and metal hooded dust spans.
3. Storm water channels must be cleaned and free of dirt.
4. All dirt must be put in refuse bags and wheelie bins and transported to agreed refuse areas.
5. No plastic/refuse bags to be kept on the Access areas and concourses.

#### **Expectations:**

- a. Surfaces shall be always free of dirt and spillages.
- b. All areas shall be free of dust and refuse bags/plastic.

**Public Ablution Facilities – Toilets (Station, Concourse and public toilets etc.).**

***Requirements: Public 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. Public ablution facilities must be always kept in a clean and tidy condition and free of bad odour.
2. Public ablution Facilities floors to be scrubbed using an approved and environmentally sensitive detergent.
3. There shall be an inspection sheet and schedule at each ablution facility.
4. Public ablution facilities must be inspected regularly for cleanliness by the cleaning supervisor/staff and quality inspected, ***on 30 minutes basis during the peak period*** and ***hourly during off-peak period***, by the cleaning supervisor of the contracting company.
5. Inspection checklist to include all defects including maintenance defects and these must be elevated to the Area/Station Manager for maintenance response. Inspection checklist shall be signed-off.
6. The ablution facilities shall be free of graffiti from all tiled and painted surfaces.
7. All public ablution facilities must be always free of dirt and litter.
8. No plastic bags to be stored in the toilet facilities.
9. **Timed air fresheners** must be cleaned and replenished with air freshener on regular basis; under no circumstance should the timed air fresher be found empty.
10. **Soap dispensers** must be cleaned and replenished with hand soap on a regular basis, under no circumstance should the soap dispenser be found empty.
11. **Moist toilet seat wipes holder** must be cleaned replenished with toilet seat wipes on regular basis, under no circumstance should the holder be found empty.
12. **Lockable toilet roll holders** must be cleaned and replenished with quality toilet rolls on regular basis; under no circumstance should the toilet roll holder be found empty.
13. **Hand towel holders** must be cleaned and replenished with a hand towel on regular basis, under no circumstance should the hand towel holder be found empty.
14. Waste must be removed from the waste bin, and SHE bins at all times.
15. Mirrors must be always cleaned and spotless.
16. Condom holders must be always cleaned and spotless.

**Expectations:**

- a. No graffiti from all tiled and painted surfaces.
- b. Toilets shall be free of bad odour.
- c. Dispensers shall be clean and always replenished.
- d. No waste in the bins and SHE bins.
- e. No marks or spots on mirrors.

**Access Control Cubicles**

**Requirements: Access Control Areas will be maintained as required.**

1. Floors are to be scrubbed once a day using a strong surface cleaner or more often if prevailing circumstances dictate it.
2. Walls to be scrubbed down and free of dirt.
3. Remove stains and bubbles from the floors.
4. Guard rails are to be wiped clean daily with a sanitizer and must be polished.
5. No plastic bags to be stored in the Access Control Areas.

**Expectations:**

- a. Walls and floor surfaces shall be free of dirt.
- b. Access Controllers cubicles to be always free of litter and dirt/dust.
- c. Access control areas must be always free of dirt and litter.

**Cleaning at Heights - Above 2.4m**

To provide cleaning services for both internal and external windows and any other surface above 2.4 meters.

***NB: BIDDER TO MAKE PROVISION FOR REQUIRED EQUIPMENT, SAFETY LADDERS, HARNESES, CHERRY PICKERS, ETC IN ORDER TO CLEAN THESE WINDOWS – TAKE NOTE IN SITE INSPECTIONS OF WHAT YOU REQUIRE TO PERFORM THIS TASK***

**The service provider shall ensure the following:**

1. Staff are fully equipped.
2. Staff trained and supervised as per legislative.
3. All applicable requirements are met particularly in respect of regulations about working at heights.
4. Windows and glass surfaces are free of dust, fingerprints, stains, smudges and markings with a dry streak/smear free finish achieved on completion of each clean.
5. Provide appropriate cleaning equipment and safety gear for the specific function.

**Expectations:**

- a. Windows and glass surfaces are free of dust, fingerprints, stains, smudges and markings.

### **Station platforms and rail track areas**

**Requirements:** Station platforms and railway track areas within the precinct will be maintained as required below:

1. Platform surfaces to be swept and scrubbed and are free of dirt.
2. Scrubbing of platforms to be carried off peak, unless otherwise instructed *in writing* by the Station Manager.
3. Using hose pipes are not allowed, contractor is to familiarize himself/herself with new water restrictions in consultation with the Facilities Department on this decision. The hosing can only be done with consultation and agreement with the Facilities Department for that instance.
4. All platforms within the station precinct must be free of dirt, litter grass and weeds always.
5. The cleaning of tracks must be done during the off-peak and *under strict safe operating condition*. This work can ***ONLY be done under PROTECTION*** by Flagmen or Flag women.
6. All tracks must be blown with a power blower regularly and the litter picked up immediately and put into refuse bags.
7. No plastic bags to be stored on the platform or the rail track. These will only be stored in a place to be agreed upon between the contractor and the Facilities Department.

**Expectations:**

- a. Platform surface shall always be free of dirt, litter, grass and weeds.
- b. All tracks within the station precinct must be free of dirt, litter or any spillages.
- c. All rail tracks and platforms shall always be free of refuse bags and plastics.

### **Stairs and all access ways**

**Requirements:** Stairs and access ways will be maintained as required below:

1. Floors to be scrubbed using a strong surface cleaner.
2. Walls to be scrubbed down and are free of dirt.
3. Stairs and floors to be swept regularly and as per arrangement and approval are hosed as and when required.
4. Storm water channels are not blocked and are free of foreign objects.
5. Foot path (access to the station) to be always kept clean.
6. No plastic bags to be stored in the subways.

**Expectations:**

- a. Floors, stairways and walls shall always be free of dirt.
- b. Subways must be always free of dirt and litter.

### **Parking Areas**

**Requirements:** Parking areas must always be kept free of:

1. Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, overflowing dirt bins.

## Others

- a) **Basins** – wet wipe with hard surface cleaner, remove mineral deposits, fill liquid soap holders and paper hand towel dispensers when needed.
- b) **Blinds** – vertical: remove dust. Horizontal: damp wipe.
- c) **Carpets** – vacuum – high traffic and low traffic. Remove spots and stains as necessary. Interim clean as required. Restorative clean as required.
- d) **Ceilings** – dust and wipe air vents once every two months.
- e) **Chairs** – cloth: vacuum, spot clean as necessary and shampoo as required. Vinyl and leather – dust, daily and damp wipe fortnightly.
- f) **Desks** – natural, unsealed wood – dust. Sealed wood – polish. Scaled wood/glass/Formica – dust or damp wipe daily and polish weekly.
- g) **Doors** – remove fingermarks on glass and push plates daily, dust or damp wipe monthly and damp wipe door handles weekly.
- h) **Electrical Equipment** – dust daily, damp wipe weekly. Wet wipe and rinse inside surfaces of microwaves weekly or as necessary.
- i) **Mirrors** – in washrooms – wet, wipe and dry daily or as necessary. Ornamental – use glass cleaner weekly.
- j) **Ovens/Stoves** – wet wipe hot plates with hard surface cleaner daily or as necessary. Use caustic aerosol spray on emulsified oven surfaces monthly.
- k) **Radiators / Aircon** – dust and damp wipe.
- l) **Refrigerators** – damp wipe top daily, damp wipe doors and sides daily.
- m) **Rubbish Bins** – empty and damp wipe daily and remove stains and disinfect weekly, or as necessary.
- n) **Shelves** – dust those that are empty weekly and damp wipe when shelves are cleared as required.
- o) **Sinks** – wet wipe as necessary daily.
- p) **Skirting** – Wet wipe with hard surface cleaner weekly and remove stains and/or marks when necessary.
- q) **Tables** – in canteens wet wipe daily, other areas as for desks.
- r) **Taps** – wet wipe with hard surface cleaner daily and remove mineral deposits monthly.
- s) **Telephones** – dust and damp wipe with disinfectant weekly.
- t) **Floors: Resilient**
  - i. **High Traffic** – remove dust with mop – or disposable cloth sweeper three times weekly. Damp mop for soilage as necessary. Spray clean or burnish using a mechanized system three times weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.
  - ii. **Low Traffic** – remove dust with mop or disposable cloth sweeper daily. Damp mop for soilage as necessary. Spray clean or burnish using a mechanised system weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.
- u) **Toilet** – ensures usability (report faults to ticket office) and replenishes consumables (toilet paper) daily. Remove spoilage from bowl and under flush rim with hard surface cleaner and a brush daily, and as necessary. Remove mineral deposits monthly. Wet wash seat and lid, cistern and pipes etc daily, and as necessary. Disinfect all components daily. Wet wipe doors and walls twice weekly or as necessary.

- 
- v) **Urinals** – remove litter as necessary. Wet wipe with hard surface cleaner or disinfectant daily. Wet 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 monthly.
  - w) **Walls/Windowsills** – Spot clean as necessary. Wet wipe and dry washable surfaces twice annually.

**Expectations:**

- a. All blinds must be free of dust.
- b. Carpets must always be free of stain and spots.
- c. No finger marks and spots on glass doors and handles always.
- d. Rubbish bins must always be emptied and free of litter.
- e. Mirrors, Tables, Refrigerators, Skirtings must always be free of marks and stains.
- f. Walls and windowsills free of spots always.
- g. No bags of litter in any other area within the precinct, other than the allocated refuse area.
- h. All areas are always free of stains and dust/dirt.
- i. 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, weeds, overflowing dirt bins.

### **Horticultural services**

1. The cleaning contractor shall be responsible for horticultural service around Park Station precinct.
2. Standard Street Tree Maintenance. The scope of work to be done is:
  - The feathering up / crown lifting of low hanging branches may impede staff flow or be a public risk. Clearing of dead, diseased branches may cause a risk.
  - Prune branches away from the property line of the Station.
  - Clear any branch that may become a risk encroaching over any facilities within the scope range.
  - Shape any tree that may have grown into an unbalanced deformed shape.
  - Contractors will be required to collect (clearing, chipping) all branches, logs and debris from any work site within the PRASA CRES sites. This also includes the sweeping and raking up of all work sites and leaving them in a clean and acceptable state. This work of clearing branches, logs and debris will be in a station, where tree pruning operations have been carried out.
  - Contractors will be responsible for the provision of all transport for their workers / employees to all stipulated work sites.
  - In the event the contractor is requested by Station Manager or any PRASA staff member to conduct any activity that is not specified in the specification. e.g. requesting the workers to work outside PRASA boundary (cleaning municipality area). The Contractor shall confirm with the Project Manager to authorize that request.
  - Weeds eradication on paved surfaces: The contractor shall ensure that all the paved and tarred areas are weeded out.
3. Maintenance of gardens shall comprise of:
  - Removal of weeds (or unwanted vegetation as shall be confirmed by Environmental Department),
  - Trimming or pruning of plants,
  - Rehabilitation of gardens (e.g. mulching, soil loosening and related works), as and when required.

#### **Expectations:**

- a. All dead and diseased branches and leaves are cleared and removed.
- b. All branches pruned away from property lines always.
- c. All work sites shall be free of branches, logs and leaves.
- d. Paved surfaces shall be free of weeds and protruding grass.
- e. Garden shall be well kept and maintained always.

### **Hygiene services**

#### **Requirements:**

1. The Contractor shall provide a sanitary waste collection and disposal service, whereby sanitary bins are used to collect and store sanitary waste hygienically and safely.
2. All sanitary services are to be performed in line with the National Environmental Waste Management Act, 59 of 2008 and Municipal By-laws.
3. All bins, liners and cleaning materials/consumables must be provided by the Contractor as part of the service.

4. The bins are to be cleaned and disinfected to kill all bacteria and the bin liner needs to be replaced with each service.
5. Hygiene Dispensers must be well stocked or replenished always.

**Expectations:**

- a. All SHE bins emptied of sanitary waste always.
- b. All sanitary waste shall be collected discreetly and stored hygienically.
- c. All bin liners replaced per service and bins disinfected always.
- d. All Hygiene dispensers should be operational and stocked always.

**GENERAL**

**Expectations: The Station precinct will be considered at an acceptable level of cleanliness in all areas when the following conditions are met DAILY.**

1. No graffiti on all tiled surfaces and tiled walls *always*.
2. All areas are always free of litter and weed growth (especially the platform area).
3. No bags of litter in any other area within the precinct, other than the allocated refuse area.
4. All areas are always free of stains and dust/dirt.
5. 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, weeds, overflowing dirt bins.
6. All ablution facilities are always free of bad odor.

**ENTRANCES**

**Expectations: Entrances are at an acceptable level of cleanliness when the following conditions are met 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 finishes shine. Floors free of water or any spillage.
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.
8. Air vents are 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.
11. All entrances are free of broken glasses.

**CORRIDORS**

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

1. Garbage containers are free of dirt/dust, debris and marks.
2. Floors are free of dirt/dust, debris or stains. The floor finish has depth and shine.
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.
  9. Air vents are free of dust/dirt, debris and stains.

#### **Showers and change rooms.**

**Expectations:** Washrooms, changing rooms and showers are at an acceptable level of cleanliness when the following conditions are met DAILY.

1. Garbage containers are free of dirt/dust, debris and marks.
2. Floors are free of dirt/dust, debris or stains. The floor finish has depth and shine.
3. Hand soap, feminine hygiene and paper dispensers are free of dirt/dust, debris and marks and filled with appropriate hand soap and paper product.
4. Tables, chairs and/or benches are free of dirt/dust, debris and stains.
5. All glass and mirrors are free of dirt/dust, and stains.
6. Base boards are free of dirt/dust, build-ups and marks.
7. Lockers are free dirt/dust, build ups and marks.
8. Window coverings are free of dirt/dust, and stains.
9. Light fixtures and lenses are free of all dirt/dust.
10. Air vents are free of dust/dirt, debris and stains.
11. Desks and flat surfaces are free of dirt/dust, debris and stains.
12. Walls, doors, electrical switch plates are free of dirt/dust, debris and marks.
13. Hand basis, partitions, piping, toilets, urinals, floor drains, are free of dirt/dust, debris, marks and stains and sanitized daily.
14. Washrooms are spot-checked for cleanliness and vandalism as well as re-stocked as needed. Corrections made as needed after on an hourly basis.

---

## 6.2 D MEASUREMENT OF PERFORMANCE

The service provider's performance of cleaning, hygiene & horticultural service will be formally measured on a monthly basis according to the measurement criteria.

AREAS	FOCUS CLEANLINESS ITEMS	MEASUREMENT
<u>PLATFORMS:</u>	Papers, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, stagnant water, dirt bags, leaking sewage, rodents, animals (dead or alive)	1 = UNACCEPTABLE (Most elements are present and there is a general sense of no maintenance and neglect).  2 = POOR (Has not been swept in the last 1-2 hours. Visible signs of accumulated dirt).

		<p>3 = GOOD (Few of elements present. Obvious sign that the place is cleaned).</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent).</p>
<b><u>WAITING ROOMS AND SHELTERS:</u></b>	Litter and hygiene e.g. papers, peels, cans/bottles, cigarette butts, leaves, general dirt, cobwebs, dust, excrement, bad smells, water pools, plastic bags.	<p>1 = UNACCEPTABLE (Most elements are present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 1-2 hours. Visible signs of accumulated dirt).</p> <p>3 = GOOD (Minimum of elements present or visible sign that place is cleaned).</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent or polished).</p>
<b><u>TRACKS:</u></b>	E.g. papers, peels, cans/bottles, cigarette butts, leaves, plastic bags,	<p>1 = UNACCEPTABLE (Most elements present and a general sense of neglect).</p> <p>2 = POOR (Visible signs of dirt that has accumulated).</p> <p>3 = GOOD (Few of elements present/visible sign that tracks are cleaned).</p> <p>4 = EXCELLENT (No litter. Tracks are cleaned at least once per day).</p>
<b><u>TOILETS:</u></b>	Papers, dust, cobwebs, peels, cans/bottles, cigarette butts, excrement on floor, bad smells, water pools, leaking sewage, rodents, animals (dead or alive), overflowing sanitary bins.	<p>1 = UNACCEPTABLE (Toilets out of order, no record that cleaners have reported the incident. Floors dirty, Toilet(s) cistern(s) dirty, Urinal(s) smelly and unclean, Wash basins smudgy and not cleaned on daily basis).</p> <p>2 = POOR (Toilets cleaned, but still visible signs of dirt, e.g. dust, cobwebs).</p> <p>3 = GOOD (Obvious sign that toilets are cleaned daily).</p>

		4 = EXCELLENT (Extra effort is put in to ensure cleanliness, smelling fresh e.g. using detergents).
<b><u>WALKWAYS:</u></b>	E.g. papers, general dirt, dust, mud, water pools, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, plastic bags, leaking sewage, rodents, animals (dead or alive).	<p>1 = UNACCEPTABLE (Most elements present and a general sense of neglect and no cleaning maintenance).</p> <p>2 = POOR (Has not been swept in the last 8-12 hours, visible signs of dirt).</p> <p>3 = GOOD (Few elements present or visible).</p> <p>4 = EXCELLENT (No litter, extra effort was put in to make the place more attractive).</p> <p><b>NOTE:</b> If papers and leaves etc. are present due to wind, this factor will be considered.</p>
<b><u>AUTHORISED VERIFICATION POINTS: ACCESS CONTROL AREAS</u></b>	Litter and hygiene e.g. paper, peels, cans/bottles, cigarette butts, dust, bad smells, grime, graffiti, water pools, rodents, animals (dead or alive), overflowing bins for defaced tickets.	<p>1 = UNACCEPTABLE (Most elements are present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 8-12 hours. Visible signs of dirt accumulated).</p> <p>3 = GOOD (Few of elements present or visible signs that the place is maintained).</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor washed with detergent and / or polished).</p>
<b><u>PARKING AND EXTERNAL AREA</u></b>	Litter and hygiene - Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, hawkers catering food, overflowing dirt bins.	<p>1 = UNACCEPTABLE (Most elements are present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 8-12 hours, some elements like papers, cigarette butts, leaves, condoms, etc.).</p> <p>3 = GOOD (Few of elements present, hardly any litter present).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. shaded parking, painted lines etc.).</p>

		<p><b>NOTE:</b> If any of the above elements like papers, leaves, etc. is present due to the wind / wind blowing, this factor will be considered.</p>
<p><b><u>FOYER – STATION FORECOURT</u></b></p>	<p>Litter and hygiene - Papers, peels, cans/bottles, cigarette butts, leaves, water pools or mud, dust, grime, graffiti, leaking sewage, rodents, animals (dead or alive), ticket windows (clean outside), overflowing dirt bins.</p>	<p>1 = UNACCEPTABLE (Most elements are present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 1-2 hours, visible signs of dirt that has accumulated).</p> <p>3 = GOOD (Minimum of elements present and obvious signs that the place is maintained).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. floor was washed with detergent or polished).</p> <p><b>NOTE:</b> If any of the above elements like papers, leaves etc. is present due to the wind blowing, this factor will be considered.</p>
<p><b><u>HORTICULTURE ACTIVITIES</u></b></p>	<p>Overgrown grass, vegetation not removed, overgrown weeds, Garden maintenance overgrown trees</p>	<p>1 = UNACCEPTABLE (Most elements are present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Overgrown grass, vegetation not removed, overgrown weeds, overgrown trees, Tree cut-off not removed, not swept off, and/or cleaned up debris or waste resulting from vegetation control activity).</p> <p>3 = GOOD (Few of elements present, hardly any overgrown grass /weeds/trees).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. (Tree pruned, no overgrown grass /weeds, no debris /tree cut off and disposed from site)</p> <p><b>NOTE:</b> If any of the above elements like leaves, etc. is present due to the wind / wind blowing, this factor will be considered.</p>

<p><b><u>HYGIENE SERVICES</u></b></p>	<p>Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers</p>	<p>1 = UNACCEPTABLE (Most or ALL the dispensers empty and not stocked or replenished, and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Failure to provide Hygiene services in line with the specified frequency will be deemed as a non-compliance)</p> <p>3 = GOOD (Majority or 90% of Hygiene dispensers are stocked and replenished, and are in working condition)</p> <p>4 = EXCELLENT (ALL or 100% of Hygiene dispensers are stocked and replenished, and are in working condition)</p> <p><b>NOTE:</b> If the sanitary disposal certificate is not submitted the sanitary service claims will not be processed.</p>
<p><b><u>DISINFECTANT SERVICE</u></b></p>	<p>Disinfect frequently touched surfaces, Disinfect contaminated surface, disinfect common areas, disinfect floor surface, Disinfect Ablutions, Disinfect carpeted area, Disinfect Electronics surface, Fogging activity, checklist.</p>	<p>1 = UNACCEPTABLE – Response time of between 12 - 24 Hours</p> <p>2 = POOR – Response time of between 6 - 12 Hours</p> <p>3 = GOOD – Response time of between 3 – 6 Hours</p> <p>4 = EXCELLENT – Response time of between 1 – 3 Hours</p> <p>(Disinfectants service is being performed timeously in line with the EMERGING VIRUSES disinfection checklist and extra effort is applied into ensuring the frequency at which it is performed.)</p>

### 6.3 CLEANING MATERIAL, CONSUMABLES, TOOLS AND EQUIPMENT

**NB:** This section provides **ONLY** guidelines for the type of cleaning material and consumables as well as type of equipment and tools which will guarantee that the requirements by PRASA can be satisfied. The contractor can use any equivalent equipment, tools and material which will assure the highest level of cleanliness of the station and all facilities.

- Disinfect all cleaning equipment after use and before using in other areas (e.g. Disinfect buckets by soaking in bleach solution or rinse in hot water with soap).
- PRASA would like to ensure that cleaning standards are not lowered in the execution of the contract to be signed for the provision of the services mentioned herein. Therefore, a start-up list of approved chemicals has been developed for bidders to use in the preparing of their bid.
- PRASA reserves the right to change or replace any of the below listed chemicals with equivalent specification chemicals.
- The successful bidder is encouraged to offer PRASA continuous improvement efforts which are aimed at enhancing cleaning efficiency and cleaning standards at the best price at all times.
- All chemicals must be SABS and/or SANS approved and must not be harmful to the environment.

NO	DESCRIPTION (Chemicals)
1	Cleaning chemical scented liquid cleaner that prevents limescale build up leaving a shiny streak free gloss, non-corrosive, kind to skin (suitable for all washable stainless steel, plastic, porcelain, ceramic, enamel, glass) 20lt
2	Biological double action cleaner for the cleaning and odour control in sanitary bins, toilets, urinals, and odour control in carpets, per 20 lt
3	Toilet bowl cleaner for the removal of limescale, urinary stain, and bactericide that removes dirt and limescale after a brief period (must be free of hydrochloric acid) per 20 lt
4	Hard, wear resistant polymer based self-shining dispersion. Forms a hard wearing, slip resistant protective film with a high gloss. Suitable for high and ultra speed polishing. For the treatment of hard/elastic floor coverings such as Vinyl, in buildings with high frequency per 20 Lt
5	Window cleaner per 20lt chemical that is safe for both people and environment
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 ready to use as a cleaner and polish
9	Furniture polish (no oil furniture polish)
10	Spray with good cleaning action and outstanding luster to remove water solvent soluble solution and scuff marks which forms a protective film which can be polished (per 20 lt)
11	Powder for carpets per 20 lt
12	Outdoor Cleaning Fluid kills 99.9% of bacteria and cleans paths, patios, decking and clean drains. It can also be used on plant pots, containers, seed trays, hanging baskets, greenhouses, garden tools and much more. per 25lt
13	Disinfectant fluid / Product designed to fight dirt, stains, bacteria and germs for external use ONLY
14	Gum removing soluble agent in aerosol cans
15	Ready to use liquid cleaner non scratching or non-corrosive (per 20lt)
16	Concentrated tile cleaner for porcelain, tiled areas and all washable surfaces, based on non-ionic and anionic surfaces. per 20lt
17	60% alcohol based hard surfaces disinfect
18	60% alcohol-based floor cleaner

Consumables/Materials to be used for Cleaning		
NO	DESCRIPTION	UNIT OF MEASUREMENT
1	Clear Hand soaps	Hand Bac sabs1828
2	Toilet paper per Bale -	350 Sheet per Roll as per SABS or SANS Regulations. Sheet Size: 100mm x 110mm 18 - 22gsm Paper. Double ply Toilet paper
3	Refuse Bags	Flat packed made from 90% of recycled and re-processed polythene material. Micron: 22 Dimensions: 750 (L) x 950 (W) mm
4	300m Maslin Cloth	45gsm SPUNLACE ROLL - 400m x 24cm x 50cm perforation (ANY COLOUR)
5	Microfibre Cloths: (Red)	General purpose cloth Weight: 370 g/sqm Composition: 81% Polyester 19% Polyamide Window cleaning cloth Weight: 400 g/sqm Composition: Made of 78% polyester 22% polyamide
6	Microfibre Cloths: (Blue)	Textured cleaning cloth Weight: 350 g/square meters Composition: Made of 76% polyester, 24% polyamide
7	Microfibre Cloths: (Yellow)	Dusting cloth Weight: 280 g/sqm Composition: Made of 79% polyester, 21% polyamide
9	Gloves	Strong more durable –Green nitrile gloves one size fit all industrial external cleaning gloves
10	Gloves	Household - household gloves – one size fit all
11	Urinal Mats	Rubbermaid anti sparring urinals mats prevent urine spatter
12	Walk behind auto scrubber	operated by the user who stands behind the unit and holds the handle to guide the scrubbing machine while walking along behind it.
13	Carpet cleaning machine	robust, powerful, and versatile for effective deep and intermediate cleaning of carpets and stain removal from textiles
14	Cleaning trolleys	carts used to move cleaning supplies like sprays and cloths easily around a building, up and down floors, and in and out of doors
15	Double bucket system with wringer	This trolley is composed of two 25L (removable) buckets. These two buckets fit into the frame, which has wheels, and a handle attached for easy maneuvering.
16	Cleaning tools	40cm x 12cm A plastic tool that has a foot lock/unlock mechanism. A plastic tool that has a foot lock and unlock mechanism
17	Wet floor signs	Wet floor signs are used to notify and/or remind people of slip and fall hazards in the immediate area.
18	Floor Mop	mass or bundle of coarse strings or yarn, etc., or a piece of cloth, sponge, or other absorbent material, attached to a pole or stick. It is used to soak up liquid, for cleaning floors and other surfaces, to mop up dust, or for other cleaning purposes
19	Foam surface sanitizers for toilet seat	foam sanitizer has a light foam formula that is alcohol-free, not messy, safer, and economical
20	Foam soap 400 ml	foam sanitizer has a light foam formula that is alcohol-free, not messy, safer, and economical
21	SHE Packet 1	used for discrete and hygienic disposal of sanitary waste

### 6.3.1 CLEANING MACHINERY AND EQUIPMENT

- o All the machinery being provided on the contract must still be within its serviceable life.
- o The successful prospective service provider will be responsible for the service and maintenance costs of all machinery on the contract.
- o The successful prospective service provider must ensure that all staff operators of machinery have received the proper training for the usage of the machinery prior to the commencement of the contract.

- o Service Level Agreement pertaining to the provision and use of the machinery on the contract can be found under Section
- o The successful prospective service provider is to submit a Machinery and Equipment deployment schedule which will clearly show the number of items and the areas in which they will be deployed on a daily basis. PRASA reserves the right to make changes to the equipment deployment in accordance with a change in requirements or operations.
- o Please consider the following when obtaining machinery to be used in the provision of the services herein: a. Carpet machines must, as a minimum dryness of 80% – in the event of spillage / flooding
- o Brush boy – used for grooves on tiles, floor and walls, toilets, stairs, edges, lifts, used by deep cleaning team at night.
- o Industrial washing machine and dryer – to wash pads, mops and cloth etc. This must be done in accordance with the colour-coding system used by the successful prospective service provider.
- o Monodisc single brush machines – high speed- used for buffing floors – required to always be available on site.
- o Easy Rider (or equivalent) – to be available on site – used for scrubbing and mopping. One to cover up to a 100 000 sqm with a wide squeegee and sufficient battery size taking up to 200lt of water, another push behind scrubbing machine to cover up to 50 000 sqm with a wide squeegee and sufficient battery size taking at least between 50lt and 70lt of water.
- o High pressure machine up to 150 bar for outside / walkway areas – to be available on site at all times.
- o Carpet extractor machines for cleaning of large areas

NO	DESCRIPTION
	General Cleaning Machinery
1	Ride on Auto Scrubbers
2	Trailer Mounted with 2500 L high water pressure/+/- 30 mm pressure hose (using bakkie or 1-ton mini truck) to move it around
3	Upright Industrial Vacuum Cleaners
4	Wet & Dry Vacuum Cleaners (90lt)
5	High Pressure Cleaner
6	Carpet extractor (used in accordance with carpet cleaning frequencies and requirements) – using powder / wet extraction method
7	Push Sweepers
8	High pressured steam cleaner for cleaning grime builds 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

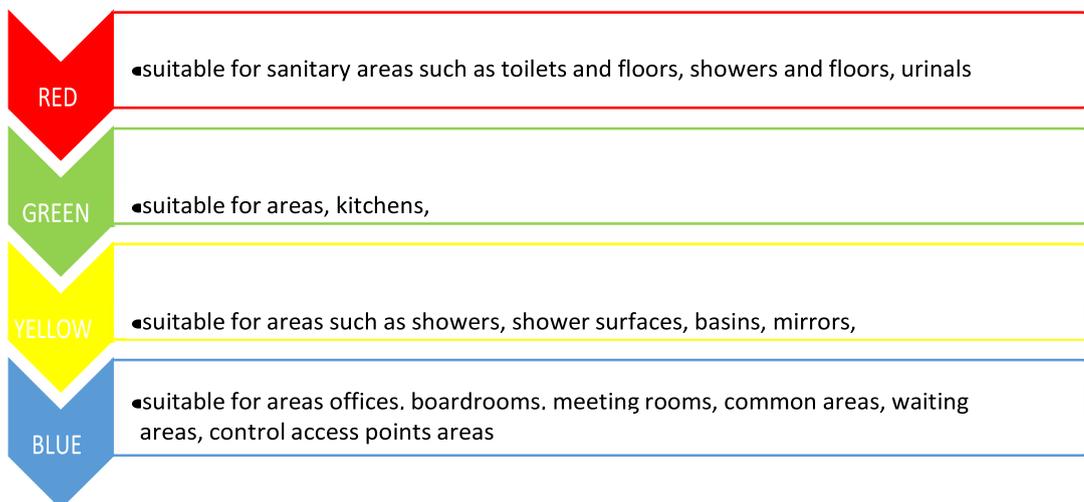
Note: All the equipment being provided on the contract must still be within its serviceable life.

NO	DESCRIPTION
	General Cleaning Machinery
1	Colour-coded split buckets on wheels with wringer
2	Cleaning Mops

3	Cleaning Tools
4	Aluminum long handle jumbo mops (long hair)
5	Toilet kit (portable) public areas/high traffic
6	Industrial cleaning 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

Note: All the equipment being provided on the contract must still be within its serviceable life.

### 6.3.2 COLOUR CODED CLEANING CLOTHS



### 6.4 OPERATIONAL MEETINGS

Daily safety meetings must be held before resuming normal cleaning to observe and practice the following safety procedures.

■ Successful prospective service provider shall adhere to the daily safety precautions

- Daily meetings to be held and recorded

## 6.5 CONTRACT RECORDS AND DOCUMENTATION

### 6.5.1 HEALTH AND SAFETY FILE

- The contractor shall keep on site a SHE working file where all records generated during the project are kept. This file must always be available on site. The file will include all SHE related records, records of communication with the client (PRASA) toolbox talks, Inspection sheets, risk assessment etc. (Table of checklist below)
  
- The Contractor shall submit a SHE file according to the attached safety checklist. The SHE file shall be provided to PRASA 3 days after award.
  
- **A representative from PRASA has a right to do the following:**
  - Request the file at any given time
  - Inspect the SHEQ documents at any given time
  - Stop the work if he/she finds necessary or convinced that SHE is compromised.

#	Description	Comments – Requirement	Requirement on file	
			Yes	No
1	Scope of work	<i>The detailed documents explaining the work to done.</i>		
2	Letter of Good Standing	<i>Valid letter of Good Standing to be on file, Letter to be on the contractor's company name.</i>		
3	Employee List	<ul style="list-style-type: none"> <li>• Only list of employees who will be working in PRASA premises under the project.</li> <li>• ID Copies to be provided. (persons without SA Citizenship to provide a valid work permit)</li> <li>• Next of kins information to be provided (name, contact, address, etc.)</li> </ul>		
4	Organization Structure	<ul style="list-style-type: none"> <li>• <i>Organization structure to be in line with the specific project. (Cleaning of facilities/Buildings)</i></li> <li>• <i>To start with the CEO/MD and followed by workers</i></li> </ul>		
5	SHE Policy	<i>To be signed by company most senior manager.</i>		
6	SHE Plan	<ul style="list-style-type: none"> <li>• <i>SHE Plan to be in line with PRASA SHE specifications and relevant to the scope of work.</i></li> <li>• <i>To be acknowledged by PRASA project team leader.</i></li> </ul>		

7	Risk Assessments	<ul style="list-style-type: none"> <li>Department to provide a baseline risk assessment for the project to the contractor as per CR 2014.</li> <li>Contractor to provide a detailed risk assessment based on scope of work. (activity based)</li> </ul> <p><b>Note: prior to commencement of the work, PRASA Project team leader together with the contractor must conduct a start-up risk assessment taking into consideration the risk identified on the baseline and on the contractor risk assessment</b></p>		
---	------------------	---	--	--

#	Description	Comments – Requirement	Requirement on file	
			Yes	No
8	Tool Registers	The list of all tools and equipments that the contractor will use for the project.		
9	SHE Induction Records	SHE induction records to be on file		
10	Proof of medical fitness	Valid proof of medical fitness to be on file  Only Medical results issued and stamped by Occupational Health Doctor/Practitioner/Clinic will be accepted.		
11	Appointments	All Appointment letters to be in line with OHSAct and applicable regulations.  Each appointment to be accompanied by proof of competency		
12	Tool inspections	Inspection template of all tools to be on file. The inspections template must be linked to the tool list provided.		
13	PPE Matrix	A document indicating the contractor's positions and the applicable PPE to each position as per risk assessment outcome.		
14	PPE Records	Proof that employee was issued with the necessary PPE. <b>Note: the replacement cycle must be 2 pairs per person</b>		
15	Training Records	All other training records applicable to the scope.		
16	Method Statement	A detailed description of how work will be performed.		
17	Safe Working Procedures	Working instructions.		
18	Toolbox Talks	Proof that the system exists. Contractor to maintain this system throughout his duration of contract.		
19	Equipment Maintenance (Calibrations, Safe Working load certificates etc.)	To be on file		
20	Chemicals substances list	All chemicals that will be used by the contractor to be documented and filed included on file		
21	MSDS	As per chemical list		
23	Proof of training on MSDS	All employees using the chemical to be trained. Copies of the MSDS to be where employees are using the chemical.		
24	Declaration of Subcontractors	The principal contractors must declare if a subcontractor will be appointed. Subcontractors are required to submit the safety file for their company.  The declaration to be on file.		

<b>To be confirmed by SHE Coordinator of the department</b>				
All requirements are on file			Yes	No
<b>Department</b>	<b>Name</b>	<b>Surname</b>	<b>Date signed</b>	<b>Signature</b>
If <b>no</b> , please make comments:				
Date file submitted:				
Please submit the file to risk department for approval				
<b>Comments by Risk department - Compliance/ SHE:</b>				
Approved:			Yes	No
Date file was approved:				
File to be handed over to the Risk manager: Risk manager to sign the certificate of access.				

**Note:**

- Contents of the file to be overseen by the SHE Coordinator of the Department
- This document should be used as the standard guideline and all contractors should comply with this guideline
- It is the responsibility of the SHE Coordinator to ensure that all required documents are on file prior to approval.
- It is the responsibility of the Department that is overseeing the whole contract process to ensure that
- A safety file is implemented at the site where the contractor works, and No contractor's duties are to commence without this file being approved.
- The scope of work is discussed with the risk department. This is to ensure that all special details and requirements are addressed when compiling this file.
- The approved file will be kept at the appointed PRASA CRES supervisor over the contractor for the duration of the project.
- For record keeping after the end of project. The file must be filed with the IRM of the department.
- This file should always be readily available.
- The contractor must implement a SHE working file where all records generated during the project will be filed. This file must always be available on site. The file will include SHE Related records, Records of communication with the Client (PRASA CRES), toolbox talks, Inspections, risk assessments, etc.
- The risk department, PRASA management and or representatives has the right to
- Request for the file at any given time
- Inspect the contractor documents at any given time
- Stop the work if he or she finds it necessary or is convinced that Safety, Health, and Environment is compromised.

## 6.6 SPECIAL CONDITIONS OF CONTRACT

- a. **Prospective service provider undertakes to adhere to National Minimum Wage Act, 2018 AND Gazette Vol. No 4331 02 February 2024 No. 50073 or the latest relevant gazette failure to adhere to this law / gazette will result in termination and cancellation of contract.** The performance of the contractor ***shall be evaluated and assessed on a month-to-month basis*** and may be terminated on the ground of poor performance and/or non- responsiveness.
- b. Either party may terminate the Contract by giving the other party a 30-day calendar month written termination notice.
- c. The Contractor shall undertake to provide and use ***Totally Degradable Plastic Refuse Bags (TDP)*** for daily refuse collection.
- d. The Contractor shall undertake to provide and use environmentally friendly (SABS approved) products/detergents/material as required by PRASA.
- e. The monthly report must at least include the following: consumable stock-count report; staff attendance report; equipment breakdowns; and rectification report, schedules and duties performed, quality control report, staff turnover, customer complaints / compliments, staff disciplinary issues, as well as action plans to rectify any deficiencies.
  - The format of the report should be discussed and agreed upon with the Soft Service Manager. The service provider should provide relevant information in a clear and legible format.
- f. The Contractor shall report all personnel shortages to PRASA CRES Representative and provide replacement staff:
  - Personnel shortages must be reported prior to the commencement of any duty shift, or if such shortages only come to light during a shift, such shortage must be reported within 15 (fifteen) minutes of the *Contractor* becoming aware of such shortage. Replacement staff must be delivered to site within 2 hours of the shortage being reported to PRASA CRES.
- g. The Contractor shall be responsible for the efficient performance of the Contract and for the good conduct of his/her employees whenever they carry out cleaning works at the station.
- i) The Contractor shall always maintain the contracted number of cleaners to properly fulfil his/her obligation under this Contract.
- j) The Contractor's employees shall always be supervised by a supervisor(s) employed for this purpose by the Contractor.

- k) The Contractor shall provide a clean and tidy uniform: for all his/her employees. The uniform must be worn by all employees who are engaged to carry out the works under this Contract.
- l) The Contractor employees cleaning PRASA Station under this Contract shall be identifiable with appropriate Company's badge and access card displayed all the time with the following information on it.
- The photo of the employee
  - The Name of the Employee
  - The position he or she occupies
  - The Name of the Cleaning Company
  - The Number of the Site Access operating under
  - The Name of the Station of deployment.
- m) PRASA reserves the rights to monitor time and attendance of the Contractor's employees as well as to give working instruction directly to the Contractor's employees if in the opinion of PRASA this is necessary. This will be done through a dedicated Contract's Manager.
- n) The Contract shall put in-charge a sound knowledgeable and experience Supervisor, in charge of daily operations of cleaning team. These personnel shall be strong in supervisory and communication skills, initiative, enthusiastic and reliable. The Supervisor may be required to perform duties outside normal working hours and be reachable all the time.
- o) All Cleaners should be trained to be observant, keen, alert, efficient, willing and pleasant. On job work observation must be performed by the Supervisor on an ongoing basis to ensure that cleaners perform the duties and responsibilities consistently above expectation.
- p) The Contractor ***shall perform cyclic or ad-hoc deep cleaning*** of the station and the facilities to enhance the level of cleanliness.
- q) The Contractor shall provide all necessary machinery, tools and materials for the proper execution of the work. Such machinery and materials shall be of a high standard and suitable for use in the station environment.
- All electrical and non-electrically operated equipment should be SABS approved.
  - The Contractor shall supply its own cleaning equipment and chemicals at their own cost.
  - The Contractor shall maintain and ensure the availability of Material Safety Data Sheets(MSDS) of all chemicals.

- All cleaning material approved by the client shall be always available for execution of work.
- PRASA shall ensure availability of supply point for water supply and electricity, in the event where the water supply is disrupted or PRASA 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.

## **6.7 DEFAULT**

If the Contractor:

13.1 Abandons the work, site and this contract for whatever reason,

13.2 Repeatedly fails to execute the service in accordance with this contract and PRASA has issued three (3) notices of default/breach calling upon the Contractor to rectify such breach within seven (7) days of the notice.

Then PRASA shall be entitled to terminate the contract by giving the Contractor (thirty 30) day notice of termination of contract. The contract would therefore automatically terminate at the end of the notice period and Contractor will be required to vacate all PRASA premises without delay.”

## **6.8 INSPECTION AND REJECTION**

All services performed under this Contract shall be subject, before payment, to inspection by PRASA delegated Contract's Manager who may withhold payment when in his/her opinion any services have not been performed in accordance with the requirement of the Contract.

The Project /Contract Manager will further issue non-compliance letter in the event the contractor did not render any other services activities incorporated in this contract e.g. hygiene services activities, the Project/Contract Manager will impose penalties and also request the contract to submit the invoice with a credit note equivalent to the activity delivery.

## 6.9 SAFETY AND HOUSEKEEPING

6.9.1 PRASA operates stations within a strict railway-operating environment with high commuter flow, particularly during operating peak periods. Safety of commuters is therefore a non-negotiable requirement, and the following should be strictly complied with.

the Contractor shall submit a Health & Safety Plan 3 days after award, which will include Risk Assessment with proposed work method and request for approval for site access (for PRASA CRES's approval).

- Only when approval is granted shall the Contractor be granted access to the site for the duration of the contract. *Please refer to the attached Contractor Safety Checklist.*
- Good safety and housekeeping practices shall be entrenched in working methods and practices
- Compliance with Environmental, Health and Safety Regulations as well as any such regulation prescribed by PRASA. It is the Contractor's responsibility to know and understand them properly.
- Regular and routine or ad-hoc inspections of compliance with safety and housekeeping shall be undertaken and all necessary corrective actions immediately implemented.

## 6.10. MAINTENANCE OF RECORDS AND REPORTING

- The **CONTRACTOR** shall ensure that ***proper records of equipment, consumables, toilet paper consumption; inspection lists and staff attendance registers are maintained.*** These records must be in the station/ticket office and made available on request.
- The **CONTRACTOR** shall ***produce monthly reports*** indicating the daily resource deployment for the month, ad-hoc costs, and costs depicting the monthly contract fee, consumable allocation per facility with costing, walk-about findings, non-conformances and all actions taken.
- **Continual improvement:** This contract encourages the analysis of operations, to identify deficiencies, to introduce new technologies and provide proposals. This is the primary reason why proper record keeping and monthly reporting is prescribed in this contract.
- **Control Documents:** Control documents shall be placed at the Station Office to confirm that all activities have been carried out as per specifications. These documents are to be signed by the Contractor's cleaning staff daily and must accompany the payment invoice

each month. This is to enable the Project Manager to determine the details of the cost drivers for this critical function at Park station.

- The Contractor shall also provide the Station 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.
- The Contractor shall comply strictly with requirements for the Cleaning of the Railway Tracks between platforms at each station. The tracks and railway operating tunnel shall only be cleaned during the operating off-peak period during weekdays. This requirement will not apply to weekends and public holidays. The track cleaning shall be done **UNDERPROTECTION** and with an approved Health and Safety Plan.

#### **6.11. RATES OF WAGES AND PAYMENT OF WAGES**

- a. The minimum wages considered for the purpose of this RFQ
- b. shall be as per the latest updated notification/ circular issued by the Department of Labour.
- c. The contractor shall pay the staff and labour as per this notification/ circular. However, if the new notification/ circular is issued by the concerned authorities for revision of minimum wages during the currency or before finalization of the contract, the contractor shall be bound to implement the same immediately.
- d. PRASA as a State-Owned Enterprise has an obligation to uphold the laws and regulations as stated by Government. PRASA CRES Facilities department reservethe right to audit the wages of contractor cleaning staff to verify that the contractor is complying with the Labour rates as and when it deems necessary to do so.**

#### **6.12 LABOUR LAW & OBLIGATION OF CONTRACTOR**

In dealing with labour and employees, the Contractor shall comply fully with all laws and statutory regulations pertaining to engagement and payment. Some of the obligations of the contractor are below for the guidance of contractor.

- a. Payment of wages must not be later than the 3<sup>rd</sup> or the 18<sup>th</sup> of every month, and wages must be paid through the bank only. Confirmation of payments may be submitted to PRASA CRES by the contractor and verified by PRASA CRES in compliance with the Minimum wages Act.
- b. Providing First Aid facilities to contract workers at work sites.

- c. Maintaining Register of workers employed and shall ensure that all the workers sign on /off daily in the PRASA CRES Supervisors office without failure.
- d. Issuing employment cards to contract workers.
- e. Providing all personal protection equipment at its own cost.
- f. Training of employees on MSDS of chemicals and all Safety procedures (refer to the below Safety checklist).

### **6.13. NON-COMPLIANCE TO SPECIFICATION**

The penalty for poor quality of work shall be imposed subject to non-compliances of the contractor. The decision regarding Penalty & Imposing Penalty shall be of **PRASA CRES**. This is in addition to the proportional amount to be deducted for non-completion or not carrying out the work.

- a. If a Team Leader or Supervisor, cleaning staff are found absent or short, a deduction at the rate equivalent to **daily wage per employee shall be implemented**.
- b. If during inspection, the workers are not found in uniform, a penalty of **R 200.00** per employee per day will be imposed.
- c. If during inspection, the workers are not found to have proper PPE (Personnel Protective Equipment) a penalty up to **R 200.00** per employee per day shall be imposed.
- d. In the case of unavailability of proper chemicals for described usage, a penalty of up to **R1 000.00** per day shall be imposed.
- e. In case of unavailability of Hygiene services and disposal for described usage, a penalty of up to **R 1 000.00** per day shall be imposed.
- f. In the case of unavailability or use of improper hand tools and equipment e.g. mops, duster, sweeper scrubber, carpet deep cleaning machine, leave blower and vacuum cleaner etc. a penalty of **R 1 000.00** per incident per day shall be imposed.
- g. In the case where the contractor at the prescribed site does not disposal of cleaning waste, a penalty of **R 1 000.00** per incident shall be imposed.



- h. In the case where the contractor has not performed cleaning at the prescribed site, a penalty of **R 3 000.00** per incident shall be imposed.
- i. In the case where contractor's employees embark on a strike, a penalty of **R 3 000.00per Station** shall be imposed.
- j. In the case of unavailability of consumables, e.g. Toilet paper, Room Freshener, LiquidHand Wash etc. a penalty of **R 500.00** per incident shall be imposed.
- k. In the case where the toilet(s) are found smelling bad, not spot cleaned, no signed inspection checklist and toilets are dirty, a penalty of **R 1 000.00** per incident shall be imposed.
- l. In the case of the removal of vegetation and/or tree pruning not done by the contractor as the prescribed schedule, a penalty of **R 2 000.00** per incident shall be imposed.
- m. In the case where weed **removal is** not done by the Contractor at the prescribed site,a penalty of **R 1 000.00** per incident shall be imposed.
- n. In the case of **deep cleaning services are** not done as per the specification, a penalty of **R 1 000.00** per incident shall be imposed.
- o. If during inspection the toilet attendant is not at his/her post a penalty of **R 1 000.00** shall be imposed
- p. In the case where **emerging virus disinfectant services** are not done as per specification, a penalty of **R 2 000.00** per incident shall be imposed.
- q. If during inspection the toilet monitoring checklist is not filled or not available a penaltyof **R 200.00** shall be imposed

#### **6.14 . CONTRACTOR NON-COMPLIANCES**

- a. All contractor non-compliances shall result in penalties.



- b. All non-compliance shall be deducted from the invoice of the non-compliance period.
- c. The contractor shall always ensure compliance with PRASA CRES cleaning specification, failure to comply will result in non-compliance penalties.
- d. The *Contractor* shall: - ensure that all cleaning equipment used in the provision of the *Service* are in good working condition with no parts missing; inspect the cleaning equipment to ensure compliance with this responsibility; repair or replace all cleaning equipment to the extent required to comply with the responsibilities stipulated in this Agreement.
  - No incident of failure to comply with this responsibility and/or Service Level may be determined during the period of this contract.
- e. The *Contractor* shall, at its own cost acquire, maintain, replace and/or replenish all cleaning equipment required to provide the *Service*.
  - No incident of failure to comply with this responsibility may be determined during the period of this contract.
- f. Failure to deep clean office chairs, couches and carpets shall result in non-compliance.



**7. PRICING SCHEDULE**

**IMPORTANT NOTE**

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

**NOTE: Prospective service provider undertakes to adhere to National Minimum Wage Act, 2018 AND Gazette Vol. No 4331 02 February 2024 No. 50073 or the latest relevant gazette failure to adhere to this law / gazette will result in termination and cancellation of contract.**

**NOTE: Prospective service provider to ensure they use the shift schedule and daily staff allocation to work out the correct hours per month and wage rates for their calculations below, including correct labour costs for overtime, weekend and public holidays etc. (The service providers to ensure that Labour rate complies with gazette rate.**

Labour Rates as per Gazette for the year of tender: (for the Cleaners, Supervisors and Shift contract managers)

Labour rates	Per Cleaner	Per Supervisor	Per Shift Contract Manager
Weekdays (Monday – Friday) - daily hourly rate:	R.....	R.....	R.....
Saturday - hourly rate:	R.....	R.....	R.....
Sunday and Public Holiday - hourly rate	R.....	R.....	R.....



**Table 7.1 Weekdays (Monday- Friday) - daily Labour cost**

**Johannesburg Park Station**

Description of resources	Morning shift 06:00-14:00			Offices Shift 07:00-16:00			Day shift 14:00-21:00			Night Shift 21:00-06:00			All Shifts (Morning, Offices, Day & Night Shift)
	Quantity	hourly rate per resource	Total (shift cost)	Quantity	hourly rate per resource	Total (shift cost)	Quantity	hourly rate per resource	Total (shift cost)	Quantity	hourly rate per resource	Total (shift cost)	Total daily cost for all shifts per Resource Weekdays (Monday – Friday)
<b>Shift Contract Manager</b>	8	R	R	8	R	R	8	R	R	8	R	R	R
<b>Supervisor</b>	8	R	R	8	R	R	8	R	R	8	R	R	R
<b>Cleaner</b>	8	R	R	8	R	R	8	R	R	8	R	R	R
<b>Total daily Labour cost for all shifts per resource (vat exclusively)</b> Weekdays (Monday – Friday)													<b>R</b>



**Table 7.2 Saturdays - daily Labour cost**

**Johannesburg Park Station**

Description of resources	Morning shift 06:00-14:00			Offices Shift 07:00-16:00			Day shift 14:00-21:00			Night Shift 21:00-06:00			All Shifts (Morning, Offices, Day & Night Shift)
	Quantity	hourly rate per resource	Total (shift cost)	Quantity	hourly rate per resource	Total (shift cost)	Quantity	hourly rate per resource	Total (shift cost)	Quantity	hourly rate per resource	Total (shift cost)	Total daily cost for all shifts per Resource Saturdays
<b>Shift Contract Manager</b>	8	R	R	8	R	R	8	R	R	8	R	R	R
<b>Supervisor</b>	8	R	R	8	R	R	8	R	R	8	R	R	R
<b>Cleaner</b>	8	R	R	8	R	R	8	R	R	8	R	R	R
<b>Total daily Labour cost for all shifts per resource (vat exclusively)</b>													<b>R</b>
Saturdays													



**Table 7.3 Sundays & Public holidays - daily Labour cost**

**Johannesburg Park Station**

Description of resources	Morning shift 06:00-14:00			Offices Shift 07:00-16:00			Day shift 14:00-21:00			Night Shift 21:00-06:00			All Shifts (Morning, Offices, Day & Night Shift)
	Quantity	hourly rate per resource	Total (shift cost)	Quantity	hourly rate per resource	Total (shift cost)	Quantity	hourly rate per resource	Total (shift cost)	Quantity	hourly rate per resource	Total (shift cost)	<b>Total daily cost for all shifts per Resource</b> (Sundays & Public holidays)
<b>Shift Contract Manager</b>	8	R	R	8	R	R	8	R	R	8	R	R	R
<b>Supervisor</b>	8	R	R	8	R	R	8	R	R	8	R	R	R
<b>Cleaner</b>	8	R	R	8	R	R	8	R	R	8	R	R	R
<b>Total daily Labour cost for all shifts per resource (vat exclusively)</b> (Sunday & Public holidays)													<b>R</b>



## Final Summary Sheet

Refer to **Item 3 Staff Deployment** (The Staffing Plan and Shift System)

<b>Johannesburg Park Station: PRICING SCHEDULE FOR LABOUR COSTS</b>				
CALENDER DAYS	DESCRIPTION OF RESOURCES	UNIT	QUANTITY	Calculated MONTHLY AMOUNT
<b>Weekdays (Monday-Friday)</b>	Shifts Contract Managers	Monthly	3	R
	Supervisors	Monthly	9	R
	Cleaners	Monthly	87	R
<b>Saturdays</b>	Shifts Contract Managers	Monthly	3	R
	Supervisors	Monthly	3	R
	Cleaners	Monthly	83	R
<b>Sundays &amp; Public holidays</b>	Shifts Contract Managers	Monthly	3	R
	Supervisors	Monthly	3	R
	Cleaners	Monthly	83	R
(CARRY TO PRICING SCHEDULE BELOW) SUB-TOTAL <b>Exclusive</b> of VAT				



DESCRIPTION OF SERVICE	UNIT	QUANTITY	TOTAL AMOUNT
<b>Johannesburg Park Station</b>			
LABOUR COSTS	Monthly	4	R
CLEANING SERVICES	Monthly	4	R
HYGIENE SERVICES	Monthly	4	R
HORTICULTURAL SERVICES	Monthly	4	R
	SUB-TOTAL Exclusive of VAT		
	VAT 15%		
	GRAND TOTAL		