

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).

BID NUMBER: HO/001/08/2026(INTERSITE)



BID NUMBER: HO/001/08/2026 (INTERSITE)
REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A
SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE
SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF
(36 MONTHS)

CLOSING DATE	03 SEPTEMBER 2026
CLOSING TIME	12:00 pm
BRIEFING SESSION	ONLINE NON-COMPULSORY BRIEFING
	DATE: 12 AUGUST 2026
	TIME: 10H00 (VIA TEAMS)
BID DOCUMENTS DELIVERY ADDRESS	PASSENGER RAIL AGENCY OF SOUTH AFRICA (PRASA) Umjantshi House (opp. Gautrain Park Station) 30 Wolmarans Street Auditorium Braamfontein
BIDDER NAME	

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

Disclaimer

This document is provided solely for the purpose set out in this RFP and is not intended to form any part or basis of any investment decision by Bidders. The recipient should not consider the document as an investment recommendation by PRASA or any of its advisers.

Each person to whom this document (and other later documents) is made available must make his own independent assessment of the Project after making such investigation and taking such professional advice as he/she or it deems necessary. Neither the receipt of this document or any related document by any person, nor any information contained in the documents or distributed with them or previously or subsequently communicated to any Bidder or its advisers, is to be taken as constituting the giving of an investment advice by PRASA or its advisers.

Whilst reasonable care has been taken in preparing this RFP and other documents, they do not purport to be comprehensive or true and correct. Neither PRASA nor any of its advisers accept any liability or responsibility for the adequacy, accuracy, or completeness of any of the information or opinions stated in any document.

They acquaint themselves with this RFP and take note that no representation or warranty, express or implied, is or will be given by PRASA, or any of its officers, employees, agents or advisers with respect to the information or opinions contained in any document or on which any document is based. Any liability in respect of such representations or warranties, howsoever arising is hereby expressly disclaimed.

If any recipient, or its employees, advisers or agents make or offer to make any gift to any of the employees of PRASA or consultant to PRASA on the RFP either directly or through an intermediary then such recipient, Bidder will be disqualified forthwith from participating in the RFP.

Each recipient of this RFP agrees to keep confidential any information of a confidential nature which may be contained in the information provided by PRASA, or any of its officers, employees, agents or advisers (the "Confidential Information Provided"). The Confidential Information provided may be made available to Bidder's subcontractors, employees and professional advisers who are directly involved in the appraisal of such information (who must be made aware of the obligation of confidentiality) but shall not, either in the whole or in part, be copied, reproduced, distributed or otherwise made available to any other party in any circumstances without the prior written consent of PRASA, nor may it be used for any other purpose than that for which it is intended.

These requirements do not apply to any information, which is or becomes publicly available or is shown to have been made available (otherwise than through a breach of a confidentiality obligation). Bidders, Key Contractors and their constituent members, agents and advisers, may be required to sign confidentiality Contracts/undertakings (in such form as PRASA may require from time to time).

All Confidential Information Provided (including all copies thereof) remains the property of PRASA and must be delivered to PRASA on demand. Further, by receiving this RFP each Bidder and

REQUEST FOR PROPOSAL: APPOINTMENT OF SERVICE PROVIDER FOR CLEANING AND HYGIENE SERVICES FOR UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

each of its members agree to maintain its submission in Bid to this RFP confidential from third parties other than PRASA and its officials, officers and advisers who are required to review the same for the purpose of procurement of the RFP.

Any recipient residing outside the Republic of South Africa is urged to familiarise themselves with and to observe any regulatory requirements relevant to the proposed transaction (whether these derive from a regulatory authority within or outside the Republic of South Africa).

Any requirement set out in this RFP regarding the content of a response to the RFP is stipulated for the sole benefit of PRASA, and serves as expressly stated to the contrary, may be waived at its discretion at any stage in the procurement process.

PRASA is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a Proposal in response to it. Please note that PRASA reserves the right to:

- Modify the RFP's goods / service(s) / works and request Bidders to re-bid on any changes;
- Withdraw, amend the RFP at any time without prior notice and liability to compensate or reimburse any bidder;
- Reject any Proposal which does not conform to instructions and specifications which are detailed herein;
- Disqualify Proposals submitted after the stated submission deadline;
- Call a bidder to provide additional documents which PRASA may require which have not been submitted to PRASA;
- Withdraw the RFP on good cause shown;
- Award a contract in connection with this Proposal at any time after the RFP's closing date;
- Make no award at all;
- Validate any information submitted by Bidders in response to this bid. This would include, but is not limited to, requesting the Bidders to provide supporting evidence. By submitting a bid, Bidders hereby irrevocably grant the necessary consent to PRASA to do so;
- Request annual financial statements prepared and signed off by a professional accountant or other documentation for the purposes of a due diligence exercise; and/or
- Not accept any changes or purported changes by the Bidder to the bid rates after the closing date and/or after the award of the business, unless the contract specifically provided for it.

To adopt any proposal made by any bidder at any time and to include such proposal in any procurement document which may or may not be made available to other bidders.

All costs and expenses incurred by Bidders in submitting responses to this RFP shall be borne by the Bidders and PRASA shall not be liable for any costs or expenses whatsoever or any claim for reimbursement of such costs or expenses.

Should a contract be awarded on the strength of information furnished by the Bidder, which after conclusion of the contract, is proved to have been incorrect, PRASA reserves the right to cancel the contract and/or place the Bidder on PRASA's list of Restricted Suppliers.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

PRASA reserves the right to negotiate market-related price with the bidder scoring the highest points or cancel the bid; if the bidder does not agree to a market related price, negotiate a market related price with the bidder scoring the second highest points or cancel the bid; if the bidder scoring the second highest points does not agree to a market related price, negotiate a market related price with the bidder scoring the third highest points or cancel the bid. If the market related price is not agreed as envisaged in this paragraph, PRASA will cancel the bid.

PRASA reserves the right to negotiating the Best and Final Offer (BAFO) with selected Bidders where none of the Proposals meet RFP requirement, are affordable and demonstrate value for money and there is no clear preferred response to the RFP.

PRASA will not reimburse any Bidder for any preparatory costs or other work performed in connection with its Proposal, whether or not the Bidder is awarded a contract.

SCHEDULE OF BID DOCUMENTS

INTERPRETATION	8
DEFINITIONS	9
SECTION 1	10
1. INVITATION TO BID	10
2. FORMAL BRIEFING	11
3. BRIEFING SESSION MINUTES AND NOTES	11
4. PROPOSAL SUBMISSION OF RFP RESPONSE	11
5. DELIVERY INSTRUCTION FOR RFP	12
6. B-BBEE JOINT VENTURES OR CONSORTIUMS	12
7. COMMUNICATION	12
8. CONFIDENTIALITY	13
SECTION 2	18
1. BACKGROUND OVERVIEW AND SCOPE REQUIREMENTS	18
2. STATUS QUO	18
3. KEY OBJECTIVES OF THE RFP	18
4. SCOPE OF WORK	19

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

LIST OF BID DOCUMENTS

INVITATION TO BID PART A	Form A
TERMS AND CONDITIONS FOR BIDDING PART B	Form B
TENDER FORM (PRICING SCHEDULE)	Form C
STATEMENT OF WORK SUCCESSFULLY / CARRIED OUT BY BIDDER	Form E
SECURITY SCREENING FORM	Form F
ACKNOWLEDGEMENT	Form G
SBD 4 BIDDER'S DISCLOSURE	
SBD 6.1 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022	

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

LIST OF ANNEXURES TO THE RFP

Draft Contract	Annexure 1
RFP CLARIFICATION FORM	Annexure 2

ACRONYMS

BBBEE	Broad Based-Black Economic Empowerment
CIDB	Construction Industries Development Board
DTiC	The Department of Trade and Industry and Competition
PPPFA from	Preferential Procurement Policy Framework Act 5 of 2000 (as amended time to time)
PFMA time)	Public Finance Management Act No.1 of 1999 (as amended from time to
PRASA	Passenger Rail Agency of South Africa
RFP	Request for Proposal
SANAS	South African National Accreditation System

INTERPRETATION

In this RFP, unless inconsistent with or otherwise indicated by the context –

- 1.1 headings have been inserted for convenience only and should not be taken into account in interpreting the RFP;
- 1.2 any reference to one gender shall include the other gender;
- 1.3 words in the singular shall include the plural and vice versa;
- 1.4 any reference to natural persons shall include legal persons and vice versa;
- 1.5 words defined in a specific clause have the same meaning in all other clauses of the RFP, unless the contrary is specifically indicated;
- 1.6 any reference to the RFP, schedule or appendix, shall be construed as including a reference to any RFP, schedule or appendix amending or substituting that RFP, schedule or appendix;
- 1.7 the schedules, appendices and Briefing Notes issued pursuant to this RFP, form an indivisible part of the RFP and together with further clarifying and amending information provided by PRASA, constitute the body of RFP documentation which must be complied with by Bidders;
- 1.8 in the event of any inconsistency between this RFP or other earlier information published with regard to the Project, the information in this RFP shall prevail; and
- 1.9 this RFP shall be governed by and applied in accordance with South African law.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

DEFINITIONS

In this RFP and in any other project documents (as defined below) which so provides, the following words and expressions shall have the meaning assigned to them below and cognate expressions shall have a corresponding meaning, unless inconsistent with the context:

- 1.10 “Accounting Authority” means the Board of PRASA or a controlling body and that Board or controlling body is the accounting authority of PRASA or a person designated as an accounting authority under the PFMA;
- 1.11 “Contract” means the Contract to be entered between PRASA and the successful Bidder for the provision of the services procured in this RFP;
- 1.12 “Bid” means the Bid(s) to the RFP submitted by Bidder(s);
- 1.13 “Bidders Briefing Session” means the compulsory briefing session to be held at the offices of PRASA, in order to brief the Bidders about this tender;
- 1.14 “Black Enterprise” means an enterprise that is at least 51% beneficially owned by Black People and in which Black People have substantial Management Control. Such beneficial ownership may be held directly or through other Black Enterprises;
- 1.15 “Black Equity” means the voting equity held by Black People from time to time;
- 1.16 “Black People” has the same meaning as ascribed to the Broad-Based Black Economic Empowerment Act, 2003, as amended;
- 1.17 “Black Woman” means African, Coloured and Indian South Africa Female citizen;
- 1.18 “Briefing Note” means any correspondence to Bidders issued by the PRASA;
- 1.19 “Business Day” means any day except a Saturday, Sunday or public holiday in South Africa;
- 1.20 “Bidders” means individuals, organisations or consortia that have been submitted responses to the RFP in respect of the tender;
- 1.21 “Consortium” means any group of persons or firms jointly submitting a Bid as Bid to this RFP and “Consortia” means more than one Consortium;
- 1.22 “Contractor” the successful Bidders who has signed a Contract with PRASA in terms of this RFP.
- 1.23 “Project” means this project for the **“APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS)”**
- 1.24 “RFP” means the Request for Proposal issued by PRASA for this tender; and
- 1.25 “Scope of Work” means the scope of work for this project as detailed out in the RFP technical specifications.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

SECTION 1 NOTICE TO BIDDERS

1. INVITATION TO BID

You are hereby invited to submit a bid to meet the requirements of the Passenger Rail Agency of South Africa. Responses to this RFP [hereinafter referred to as a **Bid** or a **Proposal**] are requested from persons, companies, close corporations, or enterprises [hereinafter referred to as an **entity, Bidder**].

BID DESCRIPTION	REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).
BID ADVERT	This RFP may be downloaded directly from National Treasury's e-Tender Publication Portal at www.etenders.gov.za free of charge. With effect from 04 August 2026
ISSUE DATE	04 AUGUST 2026
A FORMAL NON-COMPULSORY BRIEFING SESSION	12 AUGUST 2026: TIME: 10:00HRS VIA TEAMS ONLINE
CLOSING DATE	03 September 2026 at 12:00 midday Bidders must ensure that bids are delivered timeously to the correct address. As a general rule, if a bid is late or delivered to the incorrect address, it will not be accepted for consideration.
VALIDITY PERIOD	180 Working Days from Closing Date Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period.
CLOSING DATE FOR QUESTIONS	18 August 2026
CLOSING DATE FOR RESPONSES	24 August 2026
CONTACT PERSON	Sarah du Plessis Tel:(011) 013- 1644 Email address: Sarah.DuPlessis@prasa.com

Any additional information or clarification will be emailed to all Bidders, if necessary.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

2. FORMAL BRIEFING

A formal briefing session will be held online via teams on 11 August 2026 at 10:00. The briefing session will start punctually, and information will not be repeated for the benefit of Respondents joining late.

Bidders are requested to use the link below to access the meeting

INSERT LINK: <https://teams.microsoft.com/meet/344365293626411?p=ZPJcL0lt2512UtYNOc>

3. BRIEFING SESSION MINUTES AND NOTES

- 3.1 PRASA will issue briefing session minutes or notes together with the response to the clarification questions on the **24 August 2026**.
- 3.2 Clarifications will be issued to all Bidders to this RFP utilizing the contact details provided at receipt of the responses to the RFP documentation, after submission to the authorized representative.
- 3.3 Bidders / Bidders are requested to promptly confirm receipt of any clarifications sent to them.
- 3.4 Bidders / Bidders must ensure responses to the clarifications are received on or before the deadline date stated.

4. PROPOSAL SUBMISSION OF RFP RESPONSE

Proposal Responses should be submitted to PRASA in a sealed envelope addressed as follows:
The Secretariat / Tender Office

RFP No:	HO/001/08/2026(INTERSITE)
Description of Bid:	REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS)
Closing date and time:	02 SEPTEMBER 2026 @ 12H00
Closing address:	PASSENGER RAIL AGENCY OF SOUTH AFRICA(PRASA) Umjantshi House (opp. Gautrain Park Station) 30 Wolmarans Street

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

5. DELIVERY INSTRUCTION FOR RFP

Delivery of Bid

The Bid envelopes should be deposited in the PRASA tender box which is located at the main entrance of the PRASA HOUSE and should be addressed as follows:

6. B-BBEE Joint Ventures or Consortiums

Bidders who would wish to respond to this RFP as a Joint Venture [**JV**] or consortium with B-BBEE entities, should state their intention to do so in their RFP submission. Such Bidders should also submit a signed JV or consortium agreement between the parties clearly stating the percentage [%] split of business and the associated responsibilities of each party. If such a JV or consortium agreement is unavailable, the partners should submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by PRASA through this RFP process. This written confirmation should clearly indicate the percentage [%] split of business and the responsibilities of each party. In such cases, award of business will only take place once a signed copy of a JV or consortium agreement is submitted to PRASA.

7. COMMUNICATION

- 7.1 For specific queries relating to this RFP during the RFP process, bidders are required to adhere strictly to the communication structure requirements. An RFP Clarification Form should be submitted to Sarah.DuPlessis@prasa.com before **18 August 2026** substantially in the form set out in **Annexure 2** hereto.
- 7.2 In the interest of fairness and transparency PRASA's response to such a query will be made available to the other Bidders who have attended a compulsory and a non-compulsory briefing session. For this purpose, PRASA will communicate with Bidders using the contact details provided at the compulsory and a non-compulsory briefing session.
- 7.3 After the closing date of the RFP, a Bidder may only communicate in writing with the Bid Secretariat, at telephone number [011 013-1644], SDuPlessis@prasa.com on any matter relating to its RFP Proposal.
- 7.4 Bidders are to note that changes to its submission will not be considered after the closing date.
- 7.5 Bidders are warned that a response will be liable for disqualification should any attempt be made by a Bidder either directly or indirectly to canvass any officer(s) or employee of PRASA in respect of this RFP between the closing date and the date of the award of the business. Furthermore, Bidders found to be in collusion with one another will automatically be disqualified and restricted from doing business with PRASA in future.
- 7.6 Bidders are advised to utilize this email address (Complaints@prasa.com) for lodging of complaints to PRASA in relation to this bid process. The following minimum information about the bidder must be included in the complaint:

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 
BID NUMBER: HO/001/08/2026(INTERSITE)	

- 7.6.1 Bid/Tender Description;
- 7.6.2 Bid/Tender Reference Number;
- 7.6.3 Closing date of Bid/Tender;
- 7.6.4 Supplier Name;
- 7.6.5 Supplier Contact details; and
- 7.6.6 The detailed compliant.
- 7.7 PRASA also encourages bidders to visit the PRASA website for whistleblowing contract details for alleged activities of suspected Fraud and or Corruption.

8. CONFIDENTIALITY

- 8.1 PRASA shall ensure all information related to this RFP is to be treated with strict confidence. In this regard Bidders / Bidders are required to certify that they have acquainted themselves with the Non-Disclosure Agreement. All information related to a subsequent contract, both during and after completion thereof, will be treated with strict confidence. Should the need however arise to divulge any information gleaned from provision of the Services, which is either directly or indirectly related to PRASA's business, written approval to divulge such information should be obtained from PRASA.
- 8.2 Bidders must clearly indicate whether any information submitted or requested from PRASA is confidential or should be treated confidentially by PRASA. In the absence of any such clear indication in writing, PRASA shall deem the response to the RFP to have waived any right to confidentiality and treat such information as public in nature.
- 8.3 By participating in the bidding process and submitting documentation you consent that we may process the same for the purposes of the bid. We may disclose your information [including your personal information, that of your directors, agents, service providers, joint venture partners, and service providers, collectively referred as "related parties"] to our service providers, including data storage and processing providers. We may obtain your information including that of your related parties from our service providers and Government agencies, Industry Regulators such as the Construction Industry Development Board, the Central Supplier Database. In case of our service providers, we will ensure that such third-party service providers will process your information and that of related parties for the purposes specified by us and such parties employ the appropriate security to protect that information.
- 8.4 We may disclose your information:
 - 8.4.1 as a result of our reporting obligations under the law, including to Parliament of the Republic of South Africa, to our external auditors, the Public Protector;
 - 8.4.2 where we are obliged by law [to the Government departments and entities such as Department of Trade and Industry/BEE Commission/ the CIDB, South African Revenue Services, Unemployment Insurance Fund, the industry Regulators, Industry Ombudsmen, etc.] or industry codes authorized by the various Regulator to do so;
 - 8.4.3 where we believe it is necessary to protect our rights
 - 8.4.4 on our website in connection with the supply chain management process
 - 8.4.5 to the payment processing service providers such as banks to assist with payment instructions;

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 
BID NUMBER: HO/001/08/2026(INTERSITE)	

- 8.4.6 to law enforcement and Government Agencies for the purposes of fraud prevention;
- 8.4.7 for security screening and checks to verify your personal information and that of related parties;
- 8.4.8 to obtain tax clearance certificates;
- 8.4.9 to our brokers/insurers;
- 8.4.10 to service providers providing information and communication services.
- 8.5 Please refer to our Privacy Notice on our website.

9. INSTRUCTIONS FOR COMPLETING THE RFP

- 9.1 All responses to the RFP should be submitted in two sealed envelopes/boxes; the first envelop/box shall have the technical and compliance response, the second envelop/box shall only have the financial response and BBBEE response.
- 9.2 Bidders are required to package their response/Bid as follows:
Volume 1 (Envelop 1/Package 1)
Part A: Mandatory Requirements Response
Part B: Technical or Functional Response (response to scope of work) and Specific Goals
Volume 2 (Envelop 2/ Package 2)
Part C: Financial Proposal and Specific Goals

Volume 2 should be submitted in a separate sealed envelope. Bidders should make their pricing offer in envelop 2/package 2.

- 9.3 Bidders must submit 1 original response and may submit copies and an electronic version which must be contained in a Memory Card/External hard drive etc clearly marked in the Bidders name. PRASA reserves the right to consider information provided in all formats irrespective the format i.e original/copy/electronic.
- 9.4 Bidders should ensure that their response to the RFP is in accordance with the structure of this document.
- 9.5 Where Bidders are required to sign forms, they are required to do so using preferably black ink pen.
- 9.6 Any documents forming part of the original responses to RFP but which are not original in nature, should be certified as a true copy by a Commissioner of Oaths.
- 9.7 Each response to RFP must be in English and submitted in A4 format, except other graphic illustrations, which may not exceed A3 format, unless the contrary is specifically allowed for in this RFP. Responses to RFP should be neatly and functionally bound, preferably according to their different sections.
- 9.8 The original responses to RFP must be signed by a person duly authorized by each consortium member and Subcontractor to sign on their behalf, which authorization must form part of the responses to RFP as proof of authorization. By signing the responses to RFP the signatory warrants that all information supplied by it in its responses to RFP is true and correct and that the responses to RFP and each party whom the responses to RFP signatory represents, considers themselves subject to and bound by the terms and conditions of this RFP.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

- 9.9 The responses to RFP formulation should be clear and concise and follow a clear methodology which responses to RFP should explain upfront in a concise Executive Summary and follow throughout the responses to RFP.
- 9.10 Responses to RFP must provide sufficient information and detail in order to enable PRASA to evaluate the responses to RFP, but should not provide unnecessary detail which does not add value and detracts from the ability of PRASA to effectively evaluate and understand the responses to RFP. The use of numbered headings, bullet points, sections, appendices and schedules are encouraged.
- 9.11 Information submitted as part of a responses to RFP should as far as possible, be orderly according to the order of the required information requested by PRASA. All pages should be consecutively numbered.
- 9.12 Responses to RFP should ensure that each requirement contained in the RFP is succinctly addressed. Responses to RFP should as far as possible use the terms and definitions applied in this RFP and should clearly indicate its interpretation of any differing terminology applied.
- 9.13 Response to RFP documents are to be submitted to the address specified in this RFP, and Bidders should ensure that the original and copies (where applicable) are identical in all respects as PRASA will not accept any liability for having disqualified a bidder for failing to provide a mandatory returnable document.
- 9.14 Unless otherwise expressly stated, all Proposals furnished pursuant to this RFP shall be deemed to be offers. Any exceptions to this statement must be clearly and specifically indicated.
- 9.15 Any additional conditions must be embodied in an accompanying letter. Subject only to clause 16 [Alterations made by the Bidder to Bid Prices] of the General Bid Conditions, alterations, additions or deletions must not be made by the Bidder to the actual RFP documents.
- 9.16 Bidders are required to review the Contract. Bidders may further amend and/ or delete any part of the Draft Contract where they deem fit to do so. Where Bidders have amended and or deleted any part of the Contract, it must be clearly visible by using track changes and must ensure that the disc copy of their bid submission for the Draft Contract is in word version and not password protected. **It must be noted that the marked-up Contract will form part of contract negotiations processes with the preferred bidder.**

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

10. RFP TIMETABLE

PRASA may at its sole discretion amend any of the milestone dates indicated in the table below. Bidders will be informed of any amendments to the timeline through the issue of the Addendum/ Briefing Notes.

RFP PROCESS	MILESTONE DATES
Bid issue date	04 August 2026
Briefing Session for Bidders	12 August 2026
Closing date for Questions	18 August 2026
Closing date for Responses	24 August 2026
Closing Date for Submission of final Bid	03 September 2026
Evaluation of Proposals (Bidders note that PRASA may call for Presentation of bidders offers at any stage of the evaluation process)	TBA
Appointment of the successful Bidder	TBA
Contract Negotiations	TBA
Signing of Contract	TBA
Contract Commencement	TBA

11. LEGAL COMPLIANCE

- 11.1 Bidders should ensure that they comply with all the requirements of the RFP and if Bidders fail to submit any of the required documents, such Bids may, at the sole discretion of PRASA, be disqualified. PRASA reserves the right to call a Bidder to provide additional documents which may have not been submitted.
- 11.2 The successful Bidder [hereinafter referred to as the Service Provider] shall be in full and complete compliance with any and all applicable laws and regulations.

12. NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Bidders are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. Only foreign suppliers with no local registered entity need not register on the CSD. The CSD can be accessed at <https://secure.csd.gov.za>. Bidders are required to provide the following to PRASA in order to enable it to verify information on the CSD:

Supplier Number: _____ Unique registration reference number: _____.

13. TAX COMPLIANCE

- 13.1 Bidders must be compliant when submitting a proposal to PRASA and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) as amended and Value Added Tax Act, 1991 (Act No. 89 of 1991) as amended.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 
BID NUMBER: HO/001/08/2026(INTERSITE)	

- 13.2 It is a condition of this RFP that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 13.3 The Tax Compliance status requirements are also applicable to foreign Bidders/ individuals who wish to submit bids.
- 13.4 Bidders are required to be registered on the Central Supplier Database (CSD) as indicated in paragraph 12 and the National Treasury shall verify the Bidder's tax compliance status through the Central Supplier Database (CSD).
- 13.5 Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database (CSD) and their tax compliance status will be verified through the Central Supplier Database (CSD).

For this purpose, the attached SBD 1 marked Annexure..... must be completed and submitted as an essential returnable document by the closing date and time of the bid.

New Tax Compliance Status (TCS) System

- 13.6 SARS has implemented a new Tax Compliance Status (TCS) system in terms of which a taxpayer is now able to authorise any 3rd party to verify its compliance status in one of two ways: either through the use of an electronic access PIN, or through the use of a Tax Clearance Certificate obtained from the new TCS system.
- 13.7 Bidders are required to provide the following to PRASA in order to enable it to verify their tax compliance status:

Tax Compliance Status (TCS) Pin:_____.

14. PROTECTION OF PERSONAL DATA

In responding to this bid, PRASA acknowledges that it may obtain and have access to personal data of the Bidders or any of its/his/her/their officers, employees, agents or advisers. PRASA agrees that it shall only process the information disclosed by Bidders in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law. Furthermore, PRASA will not otherwise modify, amend or alter any personal data submitted by Bidders or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Bidders. Similarly, PRASA requires Bidders to process any personal information disclosed by PRASA in the bidding process in the same manner.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

SECTION 2

1. BACKGROUND OVERVIEW AND SCOPE REQUIREMENTS

Campus Facilities Management seeks to appoint a service provider for Cleaning and Hygiene over a period of 36 months.

The services are for the following applicable campus: **Umjantshi House**

The objective of the proposed request is to ensure operational continuity, improvement of service levels and customer experience, compliance with the relevant legal and statutory requirements (i.e. Occupational Health and Safety) and to improve PRASA's property and value of the Asset managed.

Item	Building Name	Site Address/ Location	Building Features
1.	Umjantshi Building	30 Wolmarans Street, Braamfontein, Johannesburg	Umjantshi House has gross area of approximately 39 504 m ² for the building and 17682 m ² for the yard. Umjantshi House is a high-rise building which comprises of 17 floors and three basements. The building also has a lift motor room, water reticulation room and three basement parking's. Within the yard we also have covered parking and open area parking.

Campus Facilities Management is required to maintain cleanliness, hygiene, improved general building conditions and appearance of the facility. To achieve these objectives, a suitably qualified and experienced service provider is sought to render high quality cleaning and hygiene services and to ensure continuous compliance to Occupational Health and Safety requirements for the building.

The Bidder Must ensure to utilize the specification, scope, and price schedule specific to Umjantshi as outline herein.

2. STATUS QUO

This proactive strategy not only secures our commitment to upholding rigorous hygiene standards at Umjantshi House but also provides a valuable opportunity to integrate innovative practices and service improvements. Ultimately, moving forward with this procurement process is a strategic necessity to safeguard the well-being of all occupants and preserve the professional reputation of our facility.

3. KEY OBJECTIVES OF THE RFP

This RFP has been prepared for the following purposes:

3.1 PRIMARY OBJECTIVE

PRASA intends through the provision of this service to achieve highest standard of cleanliness and hygiene services at Umjantshi House.

3.2 SECONDARY OBJECTIVES

REQUEST FOR PROPOSAL: APPOINTMENT OF SERVICE PROVIDER FOR CLEANING AND HYGIENE SERVICES FOR UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 
BID NUMBER: HO/001/08/2026(INTERSITE)	

To ensure compliance and adherence to Occupational Health and Safety requirements.
To eliminate administrative challenges that come with short-term contracts.
To improve service turnaround time.

3.3 DESIRED OUTCOMES FOR CARRYING OUT THE RFP

A single service provider that will provide cleaning and hygiene services for Umjantshi House for a period of 36 months.

3.4 PROJECT BENEFITS TO PRASA

Sustained service for cleaning and hygiene by an experienced cleaning service provider.
Compliance with health and safety requirements.
Quality service received from an experienced service provider.

3.5 CURRENT MECHANISMS IN PLACE TO ADDRESS THE PROBLEM

The current cleaning and hygiene services at Umjantshi House under Intersite are managed by external providers who were formally appointed through a competitive Request for Proposal (RFP) procurement mechanism. This arrangement was necessary as Intersite does not possess the internal capacity or infrastructure to deliver these essential services in-house. To guarantee that all high standards are maintained, the cleaning operations are subjected to rigorous and close supervision by both the Campus Facilities team and the appointed service providers, ensuring that all contractual obligations and performance benchmarks are consistently met.

4. SCOPE OF WORK

4.1 SCOPE OF THE DESIRED SOLUTION

- 4.1.1 The appointment of a service provider to provide cleaning and hygiene services at Umjantshi House for a period of 36 months.
- 4.1.2 The service provider shall comply strictly with health, safety, and environmental requirements for cleaning of the building.
- 4.1.3 The service provider 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 1997)
 - 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: Waste Act, 2008 (Act No. 59 of 2008)
 - v. The National Minimum Wage Act (Act no 9 of 2018)
 - vi. The Employment Service Act (Act no 4 of 2014)
 - vii. The Unemployment Insurance Contributions Act (Act no 4 of 2002)
 - viii. The Compensation for Occupational Injuries and Diseases Act (Act 130 of 1993)
- 4.1.4 The services that are required are:
 - i. Cleaning Services
 - ii. Hygiene Services

4.2 REQUIRED PROFESSIONAL SERVICES

- 4.2.1 Registration with the National Contract Cleaners Association (NCCA) and Bargaining Council.

4.3 INSURANCE REQUIREMENTS FOR THE PROJECT

REQUEST FOR PROPOSAL: APPOINTMENT OF SERVICE PROVIDER FOR CLEANING AND HYGIENE SERVICES FOR UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 
BID NUMBER: HO/001/08/2026(INTERSITE)	

4.3.1 Public Liability cover

4.4 TARGETED AREA BY THIS PROJECT

The targeted areas include:

INTERNAL AREAS	EXTERNAL AREAS
○ Boardrooms ○ Ablution Facilities ○ Offices ○ Meeting Rooms ○ Waiting/Pause Areas ○ Basement ○ Entrance/Reception ○ Kitchen ○ Lifts (Passenger & Goods) ○ Basement Parking ○ Walkways and Building surroundings ○ Stairs ○ Refuse Area ○ Internal Walls ○ Bins ○ Fire escape routes ○ Handrails ○ Common seating areas including furniture	○ Open and Covered Parking ○ External and main entrance staircases ○ Paving areas ○ Guard houses

4.5 PRASA'S RESPONSIBILITIES

PRASA is inviting responses to this Request for Proposal in relation to Cleaning and Hygiene services for Umjantshi House.

4.6 EXTENT AND COVERAGE OF THE PROPOSED PROJECT

Service required is targeted for following areas:

Table 4.6.1

UMJANTSHI HOUSE Focus Areas	
Description	
Internal	
Tiled Surfaces including Passenger and Goods lifts - From Basement 2 to 15th Floor	39 504 m²
Carpet Surfaces - From Ground Floor to 15th Floor	
Service rooms and storage (16 th and 17 th floor)	
Basement Parking and storages	
Courtyard/Atriums	
External	
Parking & paved area	9 786 m²
Total Estimated Area	49 290 m²

4.7 MEASUREMENTS AND PAYMENT

The appointed service provider will be notified of a Service Level Agreement (SLA) during the appointment.

4.8 FORM OF CONTRACT

The standard PRASA Contractual Agreement will be used.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

4.9 OTHER RELATED PROJECTS

None

5. SPECIFICATION OF THE WORK OR PRODUCTS OR SERVICES REQUIRED

The successful service provider will provide cleaning and hygiene services focusing on the below scope of work, areas of focus and contract minimum requirements.

The service provider may employ innovation and best cleaning methods which will ensure the highest level of cleanliness of Umjantshi House. However, its is equally important that any innovative ideas or new methods are presented to the Client before implementation. This transparency allows the client to understand the benefits, address any concerns and approve the approach where feasible.

Below are the areas of focus:

5.1 Description of service and frequency:

FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
Staff Offices	Floors, Carpets and Walk-off mats	Sweep with dust mop sweepers	Daily
		Damp mop	Daily
		Clean seats, scrub/vacuum	Weekly
		Vacuum all carpeted floors	Weekly
		Vacuum walk-off mats	Weekly
		Carpet Deep Cleaning- Powder	Quarterly
		Scrub with machine and polish	Quarterly
		Spot cleaning	As and when
	Staff Toilets & Basins	Empty and clean all waste receptacles	Continuously
		Clean and sanitize all toilet bowls, basins, and urinals	Continuously
		Scrub or deep clean urinals; toilet seats and tiled areas.	Monthly
		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 solid surface cleaner	Daily
		Basins – remove mineral deposits	Daily
FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
	Kitchen, Boardrooms, Furniture and Lounges	Wash dishes in the kitchen, dry and pack away	Continuously
		Empty and clean all waste receptacles	Continuously
		Clean floors and counters	Continuously
		Polish all wooden furniture	Daily
	Walls, Ventilations, light	Spot clean all surfaces (finger marks, etc.)	Daily

REQUEST FOR PROPOSAL: APPOINTMENT OF SERVICE PROVIDER FOR CLEANING AND HYGIENE SERVICES FOR UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

Staff Offices	fixtures, and Paintwork.	Glass walls, doors and light switches	Daily
		Report any facilities faults to the Supervisor	Daily
	Ceilings, Windows, and Blinds	Clean and wash windows	Weekly
		Blinds – remove dust and Damp wipe	Daily
	Dusting	Dust all areas needed to be dusted (up to 2m)	Alternate days (Preferably Mon, Wed, Fri)
		High dusting (above 2m)	Monthly
	Waste Collection and Disposal	Empty and clean all waste baskets and receptacles	Continuously
		Remove all waste to a specified and designated area	Continuously
Ablution Facilities	Whole of Ablution block	Empty and clean all waste receptacles	Continuously
		Clean and sanitize all toilet bowls, basins, and urinals	Continuously
		Scrub or deep clean urinals; toilet seats and tiled areas	Monthly
		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
		Urinal Pmats - Deep cleaning	Bi-weekly
		Basins – remove mineral deposits	Daily
Entrances, walkways, and staircases	All areas around entrances	Sweep clean building surrounds.	Continuous
		Dust/wipe clean walls.	Weekly
		Wipe clean signs and littering.	Daily
		Walk-off mat vacuumed and/or clean	Daily
		Corridors will be swept and auto scrubbed/damp mopped	Daily
		Access areas to be scrubbed.	Daily

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
Lifts and Escalators	All areas around the lifts	Wipe clean landings, removing all dirt butts, from joints and crevices.	Daily
		Wipe clean handrails.	Daily
		Wax - polish handrails.	Monthly
		Spot clean deck panels.	Continuously
		Thoroughly clean side panels.	Daily
		Tread master cleaning machine.	Monthly
Waste Collection Facility	Waste and collection area	Wash floors with chemicals.	Daily
		Disinfect all areas with recommended insecticide.	Weekly
Stormwater Drainage and Channels	Storm-water drainage channels	Storm water channels must be cleaned and cleared of dirt.	Weekly
Basement Parking	Both B1 and B2 Basements	Wipe clean Floors, stairs, removing all dirt butts, from joints and crevices. Use Floor Scrubber Machine for effectiveness	Weekly
Parking Area and Common External Areas of the facility	All communal areas and parking	Sweep surface	Daily
		Remove papers, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, stagnant water, dirt bags, rodents, dead animals, overflowing dirt bins.	Daily
The Cleaning chemicals to be used shall not be detrimental to the paint, building and personnel. Approved list of chemicals with Safety Data Sheets (MSDS) Use only insulated material handle of mop and squeegee. No sharp knife for gum removal. No stripes on the floor after cleaning. Please avoid any water or detergent penetrating heaters and other electrical equipment			

5.2 The Staffing Plan and Shift System

It must be noted that Umjantshi House operates five (5) days a week (Monday to Friday), weekends and public holidays are non-working days. The total cleaning staff/personnel for UMJANTSHI HOUSE should be twenty-seven (27) which comprises of twenty-five (25) which general workers, two (2) supervisor as per the Table below.

Requirements	General Workers	Supervisor
(Monday to Friday) 7:00 to 16:00	25	2
TOTAL	27	

NB: The bidder should provide a contingency plan to ensure business continuity in minimizing any potential staffing unavailability.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

5.3 Expected level of cleanliness and requirements

FACILITY	AREAS	EXPECTED LEVEL OF SERVICE
INTERNAL AREAS	Boardrooms, ablution facilities, offices, meeting rooms, waiting/pause areas, basement, entrance/reception, kitchen, lift (passenger), parking, walkways and building surroundings, refuse area, internal walls, bins, fire escape routes, handrails and common seating areas including furniture	Bins / garbage containers are free of dirt/dust, debris and marks.
		Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine.
		Hand soap and paper dispensers are free of dirt/dust.
		All carpets are free of dirt/dust, debris, and stains.
		Sinks are free of all dirt/dust, debris and marks.
		All glass and mirrors are free of dirt/dust, and stains.
		Windows coverings are free of dirt/dust, and stains.
		Light fixtures and lenses are free of all dirt/dust.
		Air diffusers and grilles free of dust/dirt, debris, and stains.
		Desks and flat surfaces are free of dirt/dust, debris, and stains.
		Walls, doors, electrical switch plates are free of dirt/dust, debris, and marks.
		Basins – wet wipe with solid surface cleaner, remove minerals deposits, fill liquid soap holders, and paper hand towels dispenser.
		Blinds – vertical: remove dust, horizontal: damp wipe

FACILITY	AREAS	EXPECTED LEVEL OF SERVICE
INTERNAL AREAS	Boardrooms, ablution facilities, offices, meeting rooms, waiting/pause areas, basement, entrance/reception, kitchen, lift (passenger), parking, walkways and building surroundings, refuse area, internal walls, bins, fire escape routes, handrails and common seating areas including furniture	Carpets – vacuum- high traffic and low traffic. Remove spots and stains as necessary and interim clean.
		Ceilings – dust and wipe air vents
		Chairs – cloth: vacuum, spot clean, as necessary. Vinyl and leather chairs – dust and wipe with damp wipe.
		Mirrors – in washrooms- wet wipes and dry, as necessary.
		Refrigerators – damp wipe.
		Sinks – wet wipes with solid surface cleaner
		Taps – wet wipes with solid surface cleaner.
		Telephones – dust and damp wipe with disinfectant.
		Floors to be scrubbed using surface cleaner or more often if prevailing circumstances dictate it.
		Walls to be scrubbed down.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

FACILITY	AREAS	EXPECTED LEVEL OF SERVICE
INTERNAL AREAS	Staircase & Basement parking	Stairs and floors to be swept and hosed down. Floors to be scrubbed
		Clean storm water channels
EXTERNAL AREAS	Open and Covered Parking, External and main entrance staircases, Paved areas, and Guard houses.	Regular sweeping of these areas using brooms and dirt picked up using metal hooded dust spans.
		Foot paths must be kept cleaned by sweeping and picking up of dirt using brooms and metal hooded dust spans.
		Storm water channels must be cleaned and cleared of dirt.
		All dirt must be put in refuse bags and wheelie bins and transported to agreed refuse areas.
		Surfaces shall always be free of dirt and spillages.
		No plastic/refuse bags to be kept on the access areas.
		Desks and flat surfaces are free of dirt/dust, debris and stains.
		Walls, doors, electrical switch plates are free of dirt/dust, debris and marks.

5.4 CLEANING MATERIAL, CONSUMABLES, TOOLS, AND EQUIPMENT

The suitable service provider shall supply all cleaning, consumable, tools and equipment required to render cleaning and hygiene services. PRASA reserves the right to change or replace any of the below listed chemicals with equivalent specification chemicals, should it be declared that it's of hazardous to the environment and people.

NB: This section provides ONLY guideline for the type of cleaning material and consumables and type of equipment and tools which will guarantee that the requirements by Intersite can be satisfied.

NB: Kindly note that the bidder is responsible for transportation of cleaning materials, consumables, equipment and any other tools required to perform the services.

- 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).
- Intersite 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.
- The successful bidder is encouraged to offer Intersite continuous improvement efforts which are aimed at always enhancing cleaning efficiency and quality service.
- All chemicals must be SABS and SANS approved and must not be harmful to the environment.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

Table 1:

NO	DESCRIPTION
	Approved list of chemicals to be used
1	All-purpose 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/deodorizer for the cleaning and odour control in sanitary bins, toilets, urinals, and odour control in carpets, per 20 lt
3	Viscous acidic toilet bowl cleaner for the removal of limescale and urinary stain, deodorizing and bactericide that removes dirt and limescale after a 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 20Lt
5	Window cleaner per 20lt
6	Powerful Alkaline cleaning agent for the machine cleaning of floor coverings, low foaming, not perfumed, removes soiling per 20 lt
7	Clear Liquid hand soap per 20lt
8	stainless steel polish ready to use as a cleaner and polish
9	Furniture polish (no oil furniture polish)
10	Spray emulsion containing wax, to remove water solvent soluble solution and scuff marks which forms a protective film which can be polished (per 20 lt)
11	Powder for carpets per 20 lt
12	Outdoor Cleaning Fluid kills 99.9% of bacteria and cleans paths, patios, decking and cleans & deodorize drains. It can also be used on plant pots, containers, seed trays, hanging baskets, greenhouses, garden tools and much more. per 25lt
13	Gum removing soluble agent in aerosol cans
14	Ready to use abrasive liquid cleaner non scratching or non-corrosive (per 20lt)
15	Concentrated tile cleaner for porcelain, tiled areas and all washable surface, based on non-ionic and anionic surfaces. per 20lt
16	60% alcohol based hard surfaces disinfect
17	60% alcohol-based floor cleaner

Table 2

		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 (X 50):	Flat packed made from 90% of recycled and re-processed polythene material. Micron: 22 Dimensions: 750 (L) x 950 (W) mm

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).

BID NUMBER: HO/001/08/2026(INTERSITE)



4	300m Maslin Cloth	45gsm SPUNLACE ROLL - 400m x 24cm x 50cm perforation (ANY COLOUR)
5	Microfibre Cloths: 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/sm Composition: Made of 76% polyester, 24% polyamide
7	Microfibre Cloths: (Yellow)	Dusting cloth Weight: 280 g/sqm Composition: Made of 79% polyester, 21% polyamide
8	Microfibre Sleeves	With Velcro Backing
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	Washroom cleaner 3 in 1 multi-purpose Disinfectant (QAC)	Industrial/heavy duty (dependent on no. of areas requiring the use thereof)
12	Dust Mask	Dust masks Filtering Facepiece (ffp1)
13	Urinal Mats	Rubbermaid anti spitting urinals mats prevent urine spatter
14	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.
15	Carpet cleaning machine	robust, powerful, and versatile for effective deep and intermediate cleaning of carpets and stain removal from textiles
16	Janitor 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
17	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 manoeuvring.
18	Microfiber Maslin 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
19	Wet floor signs	Wet floor signs are used to notify and/or remind people of slip and fall hazards in the immediate area.
20	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
21	Air freshener 75ml	product designed to mask or remove unpleasant room odours
22	Foam surface sanitizers for toilet seat	foam sanitizer has a light foam formula that is alcohol-free, not messy, safer, and economical
23	Foam soap 400 ml	foam sanitizer has a light foam formula that is alcohol-free, not messy, safer, and economical
24	Auto Janitor Dispenser Sateen	Powerful cleaning detergent which attacks the source of malodour, sanitises, descales, and prevents build up – Automatic and consistent dispensing
25	SHE Packet 1 x 50	used for discrete and hygienic disposal of sanitary waste

REQUEST FOR PROPOSAL: APPOINTMENT OF SERVICE PROVIDER FOR CLEANING AND HYGIENE SERVICES FOR UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

NB: Definitions pertaining to Consumables/Materials to be used for Cleaning.

- **Air supply diffuser** is a device that delivers and ventilates conditioned air in an area, mixes indoor air, and manages air output in an HVAC system.
- **Grilles** are the vents through which air is pulled out of a room for circulation back to the central heating or cooling unit. They may be in floors, ceilings, or walls.
- **Quaternary Ammonium Compounds (QACs)** are a type of chemical that is used to kill bacteria, viruses, and mould.
- **FFP1 Masks**, also known as dust mask, is mainly used to protect against dust, liquid and solid aerosols. This respirator mask it is not classified as a medical device and does not protect against viruses.
- **Nitrile Gloves** are a form of hand protection and is waterproof, greaseproof, oil proof and most importantly, chemical resistant to a range of common chemicals and substances. It is also chemical resistant, puncture-resistant material.
- **Non-ionic and anionic surfaces.:** any of a class of synthetic detergents that are neither anionic nor cationic but produce electrically neutral colloidal particles in solution.

5.5 MINIMUM EQUIPMENT REQUIRED ON SITE FOR CLEANING

The service provider shall always provide the below listed minimum equipment in good working condition:

5.5.1 Umjantshi House

Equipment Required	
* 2 x Walk behind auto scrubber	* 1 x Petrol thermal fogging machine
* 1 x Ride on auto scrubber	* 2 x Single disk buffing machines
* 2 x Walk behind sweepers	* 2 x Petrol leaf blower
* 2 x Wet and dry vacuum cleaner	* 2 x Drum vacuum cleaner
* 1 x Upright vacuum cleaner	* 2 x Carpet cleaning machine
* 2 x Janitor trolleys	* 2 x Double bucket system with wringer
* 10 x Pulse mops	* 100 x Refuse bags always available
* 10 x Microfiber Maslin tools	* 5 x Wet floor signs
* Color coded cloths (as and when)	* Mops and heads (as and when)
* Gloves always available	* Dust mask always available
* 10 x 36l wringer buckets	* kitchen clothes always available

Note: Service provider to include all chemicals, mops, broom, refuse bags and any other material and equipment that's required to service Umjantshi House at the Bidders cost.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

5.5.2 HYGIENE SERVICES SCOPE OF WORK

Service provider will provide hygiene services focusing on the scope of work and areas of focus below:

FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
Office ablutions	Sanitary bins	• Bins and disposal units shall be cleaned internally and externally. • carefully remove plastic bin liners and place it in a lined waste receptacle. • remove any products or debris from the bottom of the bin and once it is empty you should wipe down the interior using the disinfectant. • Allow the bin to air dry or wipe with a dry towel if necessary and then fit with a fresh bin liner. • Safely dispose the sanitary waste (proof of disposal certificate required + SHE plan)	Weekly
Office ablutions	Urinals & Toilet bowel/seat	• De-scale and remove algae, bacteria from the unit or fittings. • Remove trap where possible and clean/disinfect around and inside the trap. • Clean and disinfect both internal and external surface of the unit. • De-scale and remove uric acid incrustation and other deposits from all surfaces on the appliance, including channel, outlet, outlet grid, step, pipes, and tipper. • Steam cleans the urinals, and floor and wall tiles around urinals.	Weekly
Office ablutions	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, sparge pipe and tipper.	Weekly

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

5.5.3 Umjantshi House- Deep Cleaning

Description of Items	Quantity	Frequency
Urinals	74	Monthly
Basins	167	Monthly
Toilets	167	Monthly
Showers	22	Monthly
Kitchen sinks	30	Monthly
Carpets & Tiles (hard surfaces)	18 (floors)	Quarterly
Concrete Surfaces, epoxy painting (hard surfaces)	5 (floors)	Monthly
Total Quantity	483	

5.5.4 THE SERVICE PROVIDER WILL BE REQUIRED TO PROVIDE MAINTENANCE AND SERVICES ON THE EXISTING AND NEW INSTALLED EQUIPMENT.

BELOW IS A LIST OF NEW INSTALLATION OF HYGIENE DISPENSERS AND DEEP CLEANING REQUIRED AT UMJANTSHI HOUSE (provided we remove the current installation)

SUPPLY OF EQUIPMENT

ABLUTIONS – OFFICES ONLY		
EQUIPMENT PROPOSAL		
Product – Maintenance of equipment	Details	Qty
Supply and installation of new toilet paper holders – Toilet paper dispenser in both male and female ablutions.	Installation & Maintenance	167
Supply and installation of new liquid foam soap dispensers in both male and female ablutions	Installation & Maintenance	128
Supply and installation of new sateen air freshener dispenser sateen (15 Minutes sating) in both male and female ablutions	Installation & Maintenance	68
Supply and installation of new Sateen mounted hands free SHE Bin in ladies' ablutions.	Installation & Maintenance	89
Supply and installation of new seat wipe dispenser white in both male and female ablutions	Installation & Maintenance	167
Supply and installation of new she sanitary pack stainless steel surface mounted in female ablutions.	Installation & Maintenance	89
Supply and installation of new electronic hands-free hand paper towel holders' dispensers in both male and female ablutions.	Installation & Maintenance	68
Supply and installation of new wall mounted bin in both male and female ablutions.	Installation & Maintenance	68

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

Supply and installation of new wall mounted kitchen stainless-steel bin in all kitchens.	Installation & Maintenance	40
Supply and installation of new stainless-steel auto janitor Dispenser toilet paper holders – Toilet paper dispenser in both male and female ablutions.	Installation & Maintenance	215
Supply and installation of new handsfree sanitizer dispensers on all floors and stores.	Installation & Maintenance	40
Total of new hygiene dispensers		1139
Chemical Deep Clean (Urinal; Basins; Toilet; Shower; Kitchen sinks, Stores walk in freezers)	As and when required / As scheduled	302
Chemical Deep Clean (Carpets & Tiles)	Quarterly	23 200 SM

Notes: The new installation of the equipment should be performed under the supervision of the Intersite/Campus Facilities Management team.

5.7 TENDER REQUIREMENTS

5.7.1 Equipment, Consumable and Tools

- The service provider shall undertake to provide and use environmentally friendly products/detergents/material as required by Intersite and be SABS approved.
- Electrical and non-electrically operated equipment should be SABS approved.
- The service provider shall supply the cleaning equipment and chemicals to provide the service. This should be included in the bid amount.
- All cleaning materials required by the client shall always be available for execution of work.
- Intersite will inspect the condition of the cleaning materials and equipment to ensure that it is in an acceptable condition.
- The service provider shall provide all necessary machinery, tools, and materials for the proper execution of the work. Such machinery and materials shall be reliable for use in the environment.

5.8 Employees Identification

The employees of the service provider cleaning the Campus Facilities Buildings shall be identifiable (ID) **by uniform** with appropriate company's badge and access card displayed all the time whilst on premises 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
- A name list of all employees, who are to be employed as well as their replacement must be furnished beforehand. Intersite reserves the rights to monitor time and attendance of the service provider's employees as well as to give working instruction directly to the service provider's employees.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

- PRASA reserves the right to do security screening on employees to be employed by the winning bidder.
- Subject to the final agreement made by the parties, the service provider shall be remunerated by Intersite monthly in accordance with the price agreed.

5.9 Compliance with act and regulations

The service provider's employees must observe all reasonable instruction of the Intersite Delegated Project Coordinator. The Service provider shall ensure full compliance with all applicable Statutory Regulations of the industry as listed in **4.1**.

5.10 Health and Safety Requirements

The Occupational Health and Safety Act, 1993 (Act no. 85 of 1993) places an obligation on employers and/or users of machinery to make an evaluation of the risk attached to any condition or situation which may arise from their activities and to which persons at work may be exposed, and to take necessary steps to make such condition or situation safe.

The service provider shall:

- Ensure that all work performed, and all equipment used on site are in compliance with the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993) and any regulations promulgated in terms of this Act and the standard instructions of PRASA.
- Provide Personal Protective Equipment (PPE) free of charge to its employees and maintain it in a good and clean condition and is required to instruct his employees to properly use, maintain the PPE provided.
- Ensure that they comply with the requirements of Hazardous Chemical Substance (HCS) Regulation and shall provide the following in their SHE file which shall be submitted by the service provider upon their appointment:
 - Safety Data Sheets (SDS's) of the relevant materials/hazardous chemical substances are available prior to use by the service provider employees.
 - Mention should be made how the service provider is going to act according to special/unique requirements made in the relevant SDS's.
 - All SDS's shall be always available for inspection by the client.
 - All employees to be inducted of the use of chemicals.
 - Risk assessments must be done for this cleaning and hygiene contract.
 - Exposure monitoring for chemicals which are emitting fumes where required shall be undertaken by an Approved Inspection Authority (AIA) and that the medical surveillance programme is based on the outcomes of the exposure monitoring. The service provider shall ensure that the cost for monitoring of chemicals is catered for in the project BOQ as part of OHS Compliance line item.
 - The SHE file shall be supplied to the client at the end of the contract.
- Ensure that a SHE File is produced or developed upon appointment.
- Ensure that Good housekeeping practices are implemented and complied with including stacking and storage practices in the workplace. The space to be provided by Intersite for equipment and supplies must always be locked.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 
BID NUMBER: HO/001/08/2026(INTERSITE)	

- Indicate training programmes that will be provided to staff for the operation of the equipment, usage of chemicals and precautions taken in terms of the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993). A training plan covering the duration of the contract must be attached.
- Ensure that a contingency plan is developed and implemented during industrial actions, and when the service provider's staff members working in the PRASA Building are on leave etc.
- Provide a List of equipment to be used. Indicate the cleaning chemicals that will be used. Also confirm in writing that only SABS approved cleaning material will be used in PRASA premises.
- Ensure that all staff working under this contract is adequately trained and inducted prior to the commencement of the contract. Even the relievers must be fully trained before they are deployed to PRASA. Intersite reserves the right to order the immediate removal of a staff member who is poorly performing.
- Ensure that workers undergo all PRASA inductions.
- Comply with PRASA security and emergency policies, procedures, and regulations.
- Provide all staff working under this contract with uniforms which shall state the name of the service provider and that can be clearly distinguished from other service providers, PRASA staff, etc. Intersite reserves the right to order the immediate removal of a staff member that does not adhere to any requirement of the tender specifications.
- Ensure that Intersite is informed of any removal and replacement of staff. For security reasons, PRASA reserves the right to vet all persons working under this contract.
- Ensures and enforce that its entire staff working at the Umjantshi House Building work a minimum of 8 hours per day.
- Manage the internal disputes among his/her staff in such a way that PRASA is not affected by those disputes.
- Ensure that all staff members undergo medical surveillance.
- Not make use of fire hose reels or other fire extinguishers in offices for the purpose of executing project activities.
- Not use equipment, utensils or chemicals that may damage fittings, vehicle bodypainting, persons, or any other contents in offices. PRASA has a right to reject any such equipment, utensils or chemicals that are detrimental to its property and staff.
- Ensure that the detergents used are labelled with a relevant material safety data sheet.
- Not use any poisonous or highly flammable substances, comply with chemical list supplied by and agreed with PRASA.

5.11 Maintenance records and reporting

- The service provider shall ensure that proper records of equipment, consumables, consumption; inspection lists, and staff attendance registers are maintained. These records must be in the supervisor's office and made available on request.
- The service provider shall produce monthly reports indicating the daily resource deployment for the month and costs depicting the monthly contract fee, consumable allocation per facility with costing, walk-about findings, non-conformances and all actions taken.
- Check list documents: shall be placed at the Campus Facilities Office to confirm that all activities have been carried out as per specifications. These documents are to be signed by

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

the service provider' cleaning staff daily and must accompany the payment invoice each month.

- The service provider shall also provide the Campus Facilities Office with documentation indicating the daily activities, i.e. starting, tea, lunch and finishing time, of the cleaning staff. Checking or inspection schedules to be always signed and placed at the cleaner's room.

6. TECHNICAL SPECIFICATIONS RELATED TO THIS PROJECT

This specification entails the rendering of Cleaning and hygiene services for Umjantshi House.

7. TIME FRAMES / PROGRAMS

Contract period:

The planned time frame for the implementation of this proposed project is from 01 October 2026, Intersite Asset Investments reserves the right to change the timelines when necessary.

8. EVALUATION AND SCORING METHODOLOGY

The evaluation of Bids will be based on the information contained in Bids received in RFP and, which may be further supplemented by presentations and clarification information provided, if required. All Bids shall be equally evaluated by various committees involved in the evaluation process in accordance with stated Evaluation Criteria. Procurement integrity and fairness, transparency, competitiveness and full accountability will at all times be paramount.

8.1 Evaluation and Scoring Methodology

The evaluation of the Bids by the evaluation committees will be conducted at various levels. The following levels will be applied in the evaluation:

LEVEL	DESCRIPTION
Verify completeness	The Bid is checked for completeness and whether all required documentation, certificates; verify completeness warranties and other Bid requirements and formalities have been complied with. Incomplete Bids may be disqualified.
Verify compliance	The Bids are checked to verify that the essential RFP requirements have been met. Non-compliant Bids may be disqualified.
Detailed Technical Evaluation	Detailed analysis of Bids to determine whether the Bidder is capable of delivering the Project in terms of business and technical requirements. The minimum threshold for technical evaluation is 70% any bidder who fails to meet the minimum requirement will be disqualified and not proceed with the evaluation of Price and Specific Goals.
Specific Goals	Evaluate Specific Goals
Price Evaluation	Bidders will be evaluated on price offered.
Scoring	Scoring of Bids using the Evaluation Criteria.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

Recommendation	Report formulation and recommendation of Preferred and Reserved Bidders
Approval	Approval and notification of the final Bidder.

8.2 EVALUATION CRITERIA

Interested bidders for this project shall be evaluated in terms of their business credentials, financial standing, empowerment, technical capacity and experience. The evaluation committee shall use the following Evaluation Criteria depicted in Table 1 for the selection of the preferred bidder.

EVALUATION CRITERIA	WEIGHTING
Stage 1 – Compliance	
Stage 1A	Mandatory Requirements
Stage 1B	Other Mandatory Requirements
Stage 2	
Technical/Functional Requirements	Threshold of 70%
Stage 3	
Price	80
Specific Goals	20
TOTAL	100

Details of the stages outlined in table 1 above are presented in the following sections.

8.2.1 Stage 1: Compliance Requirements

Stage 1A – Mandatory Requirements - (To be submitted in envelope 1)

If you do not submit/meet the following mandatory documents/requirements, your bid will be automatically disqualified.

Only bidders who comply with stage 1A will be evaluated further. **[Note: only include technical legislative requirements)**

a)	Bidders should have at least three (3) staff members with the First Aid Certificate	
b)	Bidders should be registered with the National Contract Cleaners Association (NCCA) and Bargaining Council	
c)	Bidders should provide the Letter of Good Standing (COIDA) relevant to the project description.	
d)	Bidders should be registered with the Unemployment Insurance Fund (UIF)	

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

Stage 1B – Other Mandatory Requirements - (To be submitted in envelope 1)

If you do not submit the following mandatory documents/requirements, PRASA may request the bidder to submit the information within three (5) working days. Should this information not be provided, your bid proposal will be disqualified.

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

No.	Description of requirement	
a)	Completion of ALL RFP documentation (includes ALL declarations)	
b)	Signed Joint Venture, Consortium Agreement or Partnering Agreement (Trust Deed/ JV or consortium agreement signed by all parties (if applicable). The agreement should indicate the leading bidder where applicable. NB: SBD 4 must be signed by all members of the Joint Venture or Consortium.	
c)	Supply of valid SARS Pin	
d)	CSD supplier registration number	

8.3 Stage 2: Technical / Functionality Requirements - (To be submitted in envelope 1)

Qualifying bidders shall then be evaluated on functionality after meeting all compliance requirements outlined above. The minimum threshold for the technical/functionality requirements is 70% as per the standard Evaluation Criteria presented in Table 1 above. Bidders who score below this minimum requirement shall not be considered for further evaluation in stage 3.

Details of the technical / functional requirements are presented in Table below

ITEM	CRITERIA	WEIGHT
1	Organisational Experience	30
2	Experience of key personnel	25
3	Financial Capability	25
4	Health and Safety	20
	TOTAL	100

8.3.1 Technical Evaluation Criteria

FUNCTIONAL EVALUATION CRITERIA

Bidders are evaluated based on the functional criteria set out in this RFP. Only those Bidders which score [70] points or higher (out of a possible 100) during the functional evaluation will be evaluated during the third stage of the Bid.

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

Functionality evaluation matrix & Criteria:

Details of the detailed scoring methodology are presented in table below:

CRITERIA	SUB-CRITERIA	SCORING	WEIGHTING
Organisational Experience	Points shall be allocated for submitting evidence of the number of cleaning and hygiene services completed within the past 10 years (from 2016 to date). Documents to be submitted: - Letter of Appointment (LOA) or Purchase Order or Contract agreement from a client and - Completion letter. <i>(Both documents shall be on a company Letterhead and from the same company).</i> If both documents are not submitted per cleaning and hygiene services or not within the state period of 10 years, the submission will be deemed incomplete	Points shall be allocated for submitting evidence of the number of cleaning and hygiene services completed within the past 10 years (from 2016 to date). 5 Points: The Appointment letters/Purchase Orders/contracts accompanied by reference letters/completion certificates for projects value between a range of R 5 000 000 and above. 4 Points: The Appointment letters/Purchase Orders/contracts accompanied by reference letters/completion certificates for projects value between a range of R 4 000 000 – R4 999 999. 3 Points: The Appointment letters/Purchase Orders/contracts accompanied by reference letters/completion certificates projects value between a range of R 3 000 000 – R3 999 999. 2 Points: The Appointment letters/Purchase Orders/contracts accompanied by reference letters/completion certificates for projects value between a range of R 2 000 000 – R 2 999 999. 1 Point: The Appointment letters/Purchase Orders/contracts accompanied by reference letters/completion certificates for projects value between a range of R 1 000 000 – R1 999 999. 0 Point: No submission or irrelevant submission. = 0 points	30%
Experience of Supervisors	Bidders should submit CVs for two (2) Supervisors Points shall be awarded for CVs submitted of Supervisors with relevant Cleaning and hygiene experience. NB: PRASA reserve the right to validate the information submitted by contacting the relevant references. Should the service provider change the Supervisor, PRASA requires the replacement resource to have same or more level of experience. Note: Please note each submission of the supervisor weighs 12.5%.	5 points – cleaning and hygiene experience of more than Ten (10) years 4 points - cleaning and hygiene experience of more than five (5) years and below Ten (10) years 3 points – cleaning and hygiene experience of more than three (3) years and below five (5) years 2 points – cleaning and hygiene experience of more than two (2) years and below (3) years 1 point - cleaning and hygiene experience of more than one (1) year and below two (2) years 0 point - No cleaning and hygiene experience or irrelevant experience	25%

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

CRITERIA	SUB-CRITERIA	SCORING	WEIGHTING
Financial Capability Financial Capacity: Operating cash flow The operating cash flow ratio measures a company's short-term liquidity. Formula: Operating Cash Flows Ratio = Cash Flows from Operations/Current Liabilities.	Bidder should submit a completed set of financial statements. Latest completed financial statements prepared by a registered accountant to be used (from 2024 to date) Notes: The financial Statements should be signed by the Company Director as well as the accountant.	5 points - Operating Cash Flows Ratio $X > 2$ 4 points - Operating Cash Flows Ratio $1 \leq X \leq 2$ 3 points - Operating Cash Flows Ratio $0.5 > X < 1$ 2 points - Operating Cash Flows Ratio $0 > X < 0.5$ 1 point - Operating Cash Flows Ratio $X < 0$ 0. point - No information provided or Incomplete or irrelevant Financial Statements submitted	25%
Health and Safety	List of requirements: • Cleaning Deployment Plan in line with proposed Staff shift schedule, Bidder to demonstrate how the deployment will address incidents or absenteeism due to strikes/ sickness/ Leave time. • 3x First Aiders from the employees • Procedure for handling hazardous chemical substances and applicable Safety Data Sheets (MSDS) • Training Matrix (Management, supervisors and employees) • Risk assessment indicating the full scope of work and risk profile- high risk inventory registers to be attached	5 points - 5 of the 5 requirements met. 4 points - 4 of the 5 requirements met 3 points - 3 of the 5 requirements met. 2 points - 2 of the 5 requirements met. 1 point - 1 of the 5 requirements met. 0 point - No requirements listed, or irrelevant requirements provided.	20%
Total			100%

Note: Bidders that fail to achieve the minimum overall qualifying score of 70% on functional/ technical requirements will not be considered for further Price and Specific Goals (Stage 3) evaluation.

9. Stage 3: Pricing and SPECIFIC GOALS - (To be submitted in envelope 2)

Bidders should provide their price proposal in envelope 2, which should include Form C (Financial Offer) and also provide proof of Specific Goals.

The following formula, shall be used by the Bid Evaluation Committee to allocate scores to the interested bidders :

The maximum points for this tender are allocated as follows:

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

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	
BID NUMBER: HO/001/08/2026(INTERSITE)	

9.1 Specific Goals:

SPECIFIC GOALS	ACCEPTABLE EVIDENCE
B-BBEE contributor status of at least level 2	B-BBEE Certificate / Affidavit (In case of a JV consolidated scorecard will be accepted)
Black Women owned	Certified copy of ID Documents of the Owners (as reflected on the CIPC Documents)
Black Youth owned	Certified copy of ID Documents of the Owners (as reflected on the CIPC Documents)
EME or QSE 51% Black Owned	B-BBEE Certificate / Affidavit
51 % Black owned	CIPC Documents / B-BBEE Certificates / Affidavit

NB: A tenderer must submit proof of its B-BBEE status level of contributor.

A tenderer failing to submit proof of a B-BBEE status level of contributor or is non-compliant contributor to B-BBEE status may not be disqualified. But will not be allocated points for specific goals.

9.2 FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

POINTS AWARDED FOR PRICE THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

9.3 POINTS AWARDED FOR SPECIFIC GOALS

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

9.3.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 preference point system applies,

REQUEST FOR PROPOSAL: APPOINTMENT OF SERVICE PROVIDER FOR CLEANING AND HYGIENE SERVICES FOR UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).

an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 0 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

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

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

Table 1: Specific goals for the tender and points claimed are indicated per the table below. (Note to organs of state: 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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

The specific goals allocated points in terms of this tender	Acceptable Evidence	Number of points allocated. (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE contributor status of at least level 2	B-BBEE Certificate / Affidavit (In case of a JV consolidated scorecard will be accepted)	4	
Black Women owned	Certified copy of ID Documents of the Owners (as reflected on the CIPC Documents)	4	
Black Youth owned	Certified copy of ID Documents of the Owners (as reflected on the CIPC Documents)	4	
EME or QSE 51% Black Owned	B-BBEE Certificate / Affidavit	4	
51 % Black owned	CIPC Documents / B-BBEE Certificates / Affidavit	4	
TOTAL		20	

NB: A tenderer must submit proof of its B-BBEE status level of contributor.

A tenderer failing to submit proof of a B-BBEE status level of contributor or is non-compliant contributor to B-BBEE status may not be disqualified. But will not be allocated points for specific goals.

9.4 APPOINTMENTS OTHER THAN THE SUCCESSFUL BIDDER

9.4.1 PRASA may appoint a bidder other than the successful bidder under the following instances:

- (i) When a successful bidder, after having been informed of the acceptance of its Bid, fails to sign a contract within a prescribe period of time e.g. 14 (fourteen) days after being called upon to do so;
- (ii) When a successful bidder has failed to provide the necessary security, bonds or guarantees within the time required to do so by PRASA;
- (iii) When a successful bidder fails to meet a condition precedent for the award of business (e.g. to obtain the necessary funding); and

REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES AT UMJANTSHI HOUSE FOR A PERIOD OF (36 MONTHS).	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/001/08/2026(INTERSITE)	

- (iv) When final contract negotiations with a preferred bidder fails and a contract is not agreed upon.

9.4.2 PRASA will only award a bid to a bidder other than the highest scoring bidder provided that the bid is still within the bid validity period.

9.4.3 Only if the second ranked bidder is also unable/unwilling, PRASA may proceed to the third ranked bidder.

9.5 VALIDITY PERIOD

This RFP shall be valid for **[180 working days]** calculated from Bid closing date.

9.6 POST TENDER NEGOTIATION (IF APPLICABLE)

PRASA reserves the right to conduct post tender negotiations with a shortlist of Bidder(s). The shortlist could comprise of one or more Bidders. Should PRASA conduct post tender negotiations, Bidders will be requested to provide their best and final offers to PRASA based on such negotiations. A final evaluation will be conducted in terms of 80/20.

9.7 FINAL CONTRACT AWARD

PRASA will negotiate the final terms and condition the contract with the successful Bidder(s). This may include aspects such as Enterprise Development and Supplier Development, the B-BBEE Improvement Plan, price and delivery. Thereafter the final contract will be awarded to the successful Bidder(s).

9.8 FAIRNESS AND TRANSPARENCY

PRASA views fairness and transparency during the RFP Process as an absolute on which PRASA will not compromise. PRASA will ensure that all members of evaluation committees declare any conflicting or undue interest in the process and provide confidentiality undertakings to PRASA.

The evaluation process will be tightly monitored and controlled by PRASA to assure integrity and transparency throughout, with all processes and decisions taken being approved and auditable.