

**BID DESCRIPTION: REQUEST FOR PROPOSAL (RFP) FOR THE
PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES FOR PRASA RAIL
STATIONS EARMARKED FOR CO-OPERATIVES IN NORTHERN GAUTENG REGION (NGR)**



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PASSENGER RAIL AGENCY
OF SOUTH AFRICA

BID NUMBER: RE-CRES/NGR/64/09/2022

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**REQUEST FOR PROPOSAL (RFP) FOR THE
PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL
SERVICES FOR PRASA RAIL STATIONS EARMARKED FOR CO-
OPERATIVES IN NORTHERN GAUTENG REGION (NGR)**

CLOSING DATE	16 AUGUST 2023
CLOSING TIME	12:00
COMPULSORY BRIEFING SESSION	PRETORIA STATION LOUNGE CORNER 546 PAUL KRUGER & SCHEIDING STREETS PRETORIA STATION PRECINCT 0001 DATE: 26 JULY 2023 TIME: 10:00 – 11:00
BID DOCUMENTS DELIVERY ADDRESS	PASSENGER RAIL AGENCY OF SOUTH AFRICA TENDER BOX LOCATED IN RECEPTION AREA OF PRASA CRES NGR OFFICES, DARK GREY BUILDING CORNER 546 PAUL KRUGER & SCHEIDING STREETS PRETORIA STATION PRECINCT 0001
BIDDER NAME
SPECIAL CONDITIONS FOR TENDERS	<ul style="list-style-type: none">• Compliance with the latest circular of the gazette labour rate for Contract cleaners, in accordance with section 6(2) of the National Minimum Wage Act, No. 9 of 2018.• The Co-operatives must submit or outsource sanitary waste disposal services to a Registered waste disposal Company. This must be taken into consideration when pricing for Hygiene Services, which composes both replenishing or refill of equipment and disposal of hygiene waste. The bidders will be required submit the

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	<p>Hygiene Waste Disposal Certificate/License prior to Contracting and Award of Tender.</p> <ul style="list-style-type: none">• Where a Co-Operative has less than 10 members as registered directors, the cooperative should provide a letter stating the names of the additional members with a proof of address and certified copies of ID copies. The successful bidder upon award will be expected to register the names of the additional directors within 7 working days.• Prasa is looking to appoint different Co-operatives for different stations. The successful contractor will be limited to a single appointment within the different stations. Bidders are required to indicate the station they are bidding for.
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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, servants, 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 offers 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 (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.

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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 each of its members agrees 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 Respondents to re-bid on any changes;
- Withdraw, amend the RFP at any time without prior notice and liability to compensate or reimburse any respondent;
- 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 respondent 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;

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- Validate any information submitted by Respondents in response to this bid. This would include, but is not limited to, requesting the Respondents to provide supporting evidence. By submitting a bid, Respondents 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 Respondent 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 Respondent, which after conclusion of the contract, is proved to have been incorrect, PRASA reserves the right to cancel the contract and/or place the Respondent on PRASA's list of Restricted Suppliers.

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 negotiations Best and Final Offer (BAFO) with selected Respondents 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 Respondent for any preparatory costs or other work performed in connection with its Proposal, whether or not the Respondent is awarded a contract.



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TENDER FORM (PRICING SCHEDULE)	Form C
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SECURITY SCREENING FORM	Form F
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1 LIST OF ANNEXURES TO THE RFP

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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



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3 INTERPRETATION

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

- 4.1 headings have been inserted for convenience only and should not be taken into account in interpreting the RFP;
- 4.2 any reference to one gender shall include the other gender;
- 4.3 words in the singular shall include the plural and vice versa;
- 4.4 any reference to natural persons shall include legal persons and vice versa;
- 4.5 words defined in a specific clause have the same meaning in all other clauses of the RFP, unless the contrary is specifically indicated;
- 4.6 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;
- 4.7 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;
- 4.8 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
- 4.9 this RFP shall be governed by and applied in accordance with South African law.



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4 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:

- 5.1 “Accounting Authority” means the Board of PRASA;
- 5.2 “Contract” means the Contract to be entered between PRASA and the successful Bidder for the provision of the *services* procured in this RFP.
- 5.3 “Bid” means the Bid to the RFP submitted by Bidders;
- 5.4 “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;
- 5.5 “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;
- 5.6 “Black Equity” means the voting equity held by Black People from time to time;
- 5.7 “Black People” has the same meaning as ascribed to the Broad-Based Black Economic Empowerment Act, 2003, as amended.
- 5.8 “Black Woman” means African, Coloured and Indian South Africa Female citizen;
- 5.9 “Briefing Note” means any correspondence to Bidders issued by the PRASA;
- 5.10 “Business Day” means any day except a Saturday, Sunday or public holiday in South Africa;
- 5.11 “Bidders” means individuals, organisations or consortia that have been submitted responses to the RFP in respect of the tender;
- 5.12 “Consortium” means any group of persons or firms jointly submitting a Bid as Bid to this RFP and “Consortia” means more than one Consortium;
- 5.13 “Contractor” the successful Bidders who has signed a Contract with PRASA in terms of this RFP.
- 5.14 “Closing Date” means the closing date for submission of bids/ Proposals by Bidders which is **16th August 2023 at 12:00 Midday;**
- 5.15 “Project” means this project for the **PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES FOR PRASA RAIL STATIONS EARMARKED FOR CO-OPERATIVES IN NORTHERN GAUTENG REGION (NGR)**
- 5.16 “RFP” means the Request for Proposals issued by PRASA for this tender; and
- 5.17 “Scope of Work” means the scope of work for this project as detailed out in the RFP technical specifications.

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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	PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES FOR PRASA RAIL STATIONS EARMARKED FOR CO-OPERATIVES IN NORTHERN GAUTENG REGION (NGR)
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 13 July 2023
ISSUE DATE	12 July 2023
COMPULSORY BRIEFING SESSION	PRETORIA STATION LOUNGE CORNER 546 PAUL KRUGER & SCHEIDING STREETS PRETORIA STATION PRECINCT 0001 DATE: 26 July 2023 TIME: 10:00 – 11:00
CLOSING DATE OF TENDER (FINAL BID SUBMISSION)	16 August 2023 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	90 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	5 August 2023 by 14:00
CLOSING DATE FOR RESPONSES TO QUESTIONS	8 August 2023 by 16:00
CONTACT PERSON	MS. KHUTHAZWA PIKE

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

2 FORMAL BRIEFING

A compulsory pre-proposal RFP briefing will be conducted at **PRASA CRES, PRETORIA STATION LOUNGE, CORNER 546 PAUL KRUGER & SCHEIDING STREETS, PRETORIA STATION PRECINCT, 0001** on the **26 July 2023**, at **10:00am**. [Respondents to provide own transportation and accommodation]. The briefing session will start punctually, and information will not be repeated for the benefit of Respondents arriving late. Bidders are required to pay for their own parking tickets.

2.1 *A Certificate of Attendance in the form set out in Form D hereto must be completed and submitted with your Proposal as proof of attendance is required for a compulsory site meeting and/or RFP briefing.* Bidders must also appear on the Compulsory Briefing Session Register.

2.2 Respondents failing to attend the compulsory RFP briefing will be disqualified.

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 **(8 August 2023 by 16:00)**

3.2 Clarifications will be issued to all Respondents to this RFP utilizing the contact details provided at receipt of the responses to the RFP documentation, after submission to the authorised representative.

3.3 Bidders / Respondents are requested to promptly confirm receipt of any clarifications sent to them.

3.4 Bidders / Respondents 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 **Ms. Khuthazwa Pike**

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Closing date and time: **16 August 2023 at 12:00 Midday**



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Closing address

**PRASA CRES – NGR, SUPPLY CHAIN MANAGEMENT
TENDER OFFICE, DARK GREY BUILDING, CORNER 546
PAUL KRUGER & SCHEING STREETS, PRETORIA
STATION PRECINCT, PRETORIA, 0001**

5 DELIVERY INSTRUCTION FOR RFP

Delivery of Bid

The Bid envelopes should be deposited in the PRASA tender box which is located at the Reception Area/Ground Floor of the PRASA CRES PRETORIA OFFICES (NGR) and should be addressed as follows:

**FOR ATTENTION: MS. KHUTHAZWA PIKE
PRASA CRES – NGR, SUPPLY CHAIN MANAGEMENT TENDER OFFICE,
DARK GREY BUILDING,
CORNER 546 PAUL KRUGER & SCHEING STREETS,
PRETORIA STATION PRECINCT,
PRETORIA,
0001**

5.1 B-BBEE Joint Ventures or Consortiums

Respondents 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 Respondents 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.

6 COMMUNICATION

- 6.1 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 PIKEK@PRASA.COM or NRG.TENDERENQUIRIES@PRASA.COM before **5 August 2023 by 14:00**, substantially in the form set out in **Annexure 2** hereto.

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6.2 In the interest of fairness and transparency PRASA's response to such a query will be made available to the other Respondents who have attended a compulsory and a non-compulsory briefing session. For this purpose PRASA will communicate with Respondents using the contact details provided at the compulsory and a non-compulsory briefing session.

6.3 During and after the closing date of the RFP, a Respondent may only communicate in writing with the **MS. KHUTHAZWA PIKE**, at telephone number **012 748 7456**, email PIKEK@PRASA.COM or **MR. MAX MASHABANE**, at telephone number **012 748 7562**, email NGR.TENDERENQUIRIES@PRASA.COM on any matter relating to its RFP Proposal.

6.4 Respondents are to note that changes to its submission will not be considered after the closing date.

6.5 Respondents are warned that a response will be liable for disqualification should any attempt be made by a Respondent 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, Respondents found to be in collusion with one another will automatically be disqualified and restricted from doing business with PRASA in future.

6.6 Bidders are advised utilize this email address (SCM.Complaints@prasa.co.za) 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:

6.6.1 Bid/Tender Description

6.6.2 Bid/Tender Reference Number

6.6.3 Closing date of Bid/Tender

6.6.4 Supplier Name;

6.6.5 Supplier Contact details

6.6.6 The detailed compliant

7 CONFIDENTIALITY

7.1 PRASA shall ensure all information related to this RFP is to be treated with strict confidence. In this regard Respondents / 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



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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.

7.2 Respondents 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 INSTRUCTIONS FOR COMPLETING THE RFP

8.1 All responses to the RFP should be submitted in one sealed envelope/box; the **only envelope/box** shall have the technical and compliance response, financial response and BBBEE response.

8.2 Bidders are required to package their response/Bid as follows:

Volume 1 (Envelope 1/Package 1)

- **Part A:** Mandatory Requirements Response
- **Part B:** Technical or Functional Response (response to scope of work)
 - **Part C:** Financial Proposal and Specific Goals

8.3 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.

8.4 Bidders should ensure that their response to the RFP is in accordance with the structure of this document.

8.5 Where Bidders are required to sign forms, they are required to do so using **preferably black ink pen**.

8.6 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.

8.7 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.

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- 8.8 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.
- 8.9 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.
- 8.10 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.
- 8.11 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.
- 8.12 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.
- 8.13 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.
- 8.14 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.
- 8.15 Any additional conditions must be embodied in an accompanying letter. Subject only to clause 16 [Alterations made by the Respondent to Bid Prices] of the General Bid Conditions, alterations, additions or deletions must not be made by the Respondent to the actual RFP documents.

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- 8.16 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.**

9 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.

RFP PROCESS	MILESTONE DATES
Bid issue date	12 July 2023
Briefing Session for Bidders at the Pretoria Station Lounge (next to Gautrain Main Entrance, Pretoria Station Precinct]	26 July 2023 from 10:00 – 11:00
Closing date for Questions	5 August 2023 by 14:00
Closing date for Responses to Questions	8 August 2023 by 16:00
Closing Date for Submission of final Bid	16 August 2023 at 12:00 Midday
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

PRASA may at its sole discretion amend any of the milestone dates indicated in the table above. Bidders will be informed of any amendments to the timeline through the issue of briefing notes.

10 LEGAL COMPLIANCE

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



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disqualified. PRASA reserves the right to call a Bidder to provide additional documents which may have not been submitted.

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.

11 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Respondents 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>. Respondents 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:** _____.

12 TAX COMPLIANCE

Respondents 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) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

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.

The Tax Compliance status requirements are also applicable to foreign Respondents/ individuals who wish to submit bids.

Respondents are required to be registered on the Central Supplier Database (CSD) as indicated in paragraph 12 and the National Treasury shall verify the Respondent's tax compliance status through the Central Supplier Database (CSD).

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).

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For this purpose, the attached SBD 1 marked Annexure 3 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

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.

Respondents are required to provide the following to PRASA in order to enable it to verify their tax compliance status:

Tax Compliance Status (TCS) Pin:_____.

13 PROTECTION OF PERSONAL DATA

In responding to this bid, PRASA acknowledges that it may obtain and have access to personal data of the Respondents. PRASA agrees that it shall only process the information disclosed by Respondents 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 Respondents or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Respondents. Similarly, PRASA requires Respondents to process any personal information disclosed by PRASA in the bidding process in the same manner.

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SECTION 2

BACKGROUND OVERVIEW AND SCOPE REQUIREMENTS

1 INTRODUCTION

Passenger Rail Agency of South Africa ("PRASA") has identified the need to appoint a service provider for **PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES FOR PRASA RAIL STATIONS EARMARKED FOR CO-OPERATIVES IN NORTHERN GAUTENG REGION (NGR)**

- 1.1.** PRASA requires a full station cleaning service for a mix of facilities which are found at various Commuter Railway Stations. These facilities include staff offices, mess rooms, public ablution facilities, commuter waiting rooms, platform areas, bridges, subways, access roads and concourse areas. These facilities must be at a highest level of cleanliness and must be cleaned regularly to provide better environment for the commuters.
- 1.2.** The provision of cleaning of railway tracks between platforms in the station precinct forms a critical part of the station cleaning service and is incorporated as part of the station cleaning services.
- 1.3.** The combined total tickets issued per month for all the stations in these eight stations which are expected to be cleaned by the Co-operatives is between 20 000 and 30 000 tickets according to the latest information available. While the patronage cannot be conclusively confirmed, the ticket information gives an indication of the total feet that passes through these stations.
- 1.4.** PRASA committed through its "Passenger Charter" to provide a train service that is safe, reliable, with stations that are functional and clean. This is the commitment of the business objective of providing a train service of the future at modernized stations that require maintenance and cleaning of the highest standard.



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2 BACKGROUND OVERVIEW

2.1 Early in year 2012, PRASA decided to intensify its involvement in our country's fight against poverty, unemployment and under-development, and as a benefit to communities, new jobs are created.

2.2 The passenger train stations managed by PRASA CRES were chosen as an appropriate starting point. In line with this thinking, PRASA decided that the cleaning of stations will increasingly be done in a manner that deliberately develops communities around these stations and this includes of employment of Co-operatives.

2.3 It is within this context that a Co-operatives-based approach to community development was initiated by PRASA with the aim to contribute towards strengthening of civic structures in communities located adjacent to our train stations.

2.4 PRASA seeks to benefit from this partnership in the following ways:

2.4.1 PRASA must receive reduced cost of acquisition and improved service benefits resulting from the Service Provider's economies of scale and streamlined service processes.

2.4.2 PRASA must achieve appropriate availability that meets user needs while reducing costs for both PRASA and the chosen Service Provider(s).

2.4.3 PRASA must receive proactive improvements from the Service Provider with respect to provision of Services and related processes.

2.4.4 PRASA's overall competitive advantage must be strengthened by the chosen Service Provider's leading-edge technology and service delivery systems.

2.4.5 PRASA end users must be able to rely on the chosen Service Provider's personnel for service enquiries, recommendations, and substitutions.

2.4.6 PRASA must reduce costs by streamlining its acquisition of Services, including managed service processes on a Group basis.



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3 KEY OBJECTIVES OF THE RFP

This RFP has been prepared for the following purposes:

- 3.1 To provide efficient cleaning services to all train stations operated by PRASA.
- 3.2 To ensure the development of communities located nearby Prasa train station sites.
- 3.3 To strengthen civil society through civic structures, done through establishing and sustaining Co-operative business.
- 3.4 Providing technical training to all project participants.
- 3.5 Instilling a culture of active participation on issues of community development.
- 3.6 Creation of decent jobs for the benefit of local communities; and
- 3.7 Spreading safety information on railway and trains.

3.8 TO SET OUT THE RULES OF PARTICIPATION IN THE BID PROCESS REFERRED TO IN THIS RFP.

3.9 TO DISSEMINATE INFORMATION ON THE PROJECT CONTEMPLATED IN THIS RFP.

3.10 TO GIVE GUIDANCE TO BIDDERS ON THE PREPARATION OF THEIR RFP BIDS.

3.11 TO GATHER INFORMATION FROM BIDDERS THAT IS VERIFIABLE AND CAN BE EVALUATED FOR THE PURPOSES OF APPOINTING A SUCCESSFUL BIDDER.

3.12 TO ENABLE PRASA TO SELECT A SUCCESSFUL BIDDER THAT IS:

- 3.12.1 Technically qualified and meet the empowerment criteria described in this RFP;
- 3.12.2 Carry all the obligations of the Contract.

4. SPECIAL CONDITIONS TO TENDER

4.1 Compliance with the latest circular of the gazette labour rate for Contract cleaners, in accordance with section 6(2) of the National Minimum Wage Act, No. 9 of 2018.

4.2 The Co-operatives must submit or outsource sanitary waste disposal services to a Registered Company. This must be taken into consideration when pricing for Hygiene Services, which composes both replenishing or refill of equipment and

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disposal of hygiene waste. The bidders will be required submit the Hygiene Waste Disposal Certificate/License prior to Contracting.

4.3 Where a cooperative has less than 10 registered members as required per station.

The successful bidder upon award will be required to submit the names and certified copies of the additional cleaners to be added and proof of their residential addresses. The Cooperative shall within six months from start date of contract register the additional members as cooperative directors.

4.4 Prasa reserves the right to appoint different Co-operatives for different stations. Bidders are required to indicate the station they are bidding for by ticking (x) on the below table:

4.4.1 Stations for the Northern Gauteng Region Co-operatives Programme

NO.	STATION NAME	TOTAL NUMBER OF CLEANERS	MUNICIPALITY	TICK (X) THE STATION YOU ARE BIDDING
1	Saulsville Station	10	Tshwane	
2	Akasiaboom Station	10	Tshwane	
3	Soshanguve Station	10	Tshwane	
4	Kopanong Station	10	Tshwane	
5	Pienaarspoort Station	10	Tshwane	
6	Mamelodi Gardens Station	10	Tshwane	
7	Eerstefabrieke Station	10	Tshwane	
8	Green view Station	10	Tshwane	

Table 1

5. SCOPE OF WORK

5.1 Description of what needs to be done

5.1.1 The scope of work shall cover daily cleaning, hygiene and horticulture services for the entire station precinct and facilities of the stations mentioned above. Through the tender process, PRASA invites professional Co-operatives hereinafter called “the Tenderers” to submit a tender for the

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provision of Cleaning, Hygiene and Horticultural Services for the eight (8)
stations listed on the below table:

**Table 2: The table below illustrates the list of eight (8) train stations expected to be cleaned
by the Co-operatives and the number of cleaners required for each station:**

NO.	STATION NAME	TOTAL NUMBER OF CLEANERS	MUNICIPALITY
1	Saulsville Station	10	Tshwane
2	Akasiaboom Station	10	Tshwane
3	Soshanguve Station	10	Tshwane
4	Kopanong Station	10	Tshwane
5	Pienaarspoort Station	10	Tshwane
6	Mamelodi Gardens Station	10	Tshwane
7	Eerste Fabrieke Station	10	Tshwane
8	Green view Station	10	Tshwane

Table 2

5.1.2 The services required shall focus on, but not limited to below scope of work:

5.1.2.1 General cleaning and horticultural services;

5.1.2.2 Hygiene services;

5.1.2.3 Deep cleaning services; and

5.1.2.4 Emerging and Re-emerging Viruses disinfecting and decontamination of surfaces.

5.1.3 The Co-operative shall comply strictly with health, safety, and environmental requirements for the cleaning of the railway tracks and platforms at the various train stations. PRASA will provide training on the methodology of cleaning the railway tracks to the successful bidder(s). The railway tracks and platforms shall only be cleaned during the off-peak period during weekdays, though this will not apply on weekends and public holidays.

5.1.4 The Co-operative shall ensure full compliance with all applicable Statutory Regulations of the industry. The legislative requirements to be complied with but not limited to are listed below:

5.1.4.1 The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)

5.1.4.2 The Labour Relations Act, 1995 (Act no 66 of 1995)

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- 5.1.4.3 The Occupational Health and Safety Act, 1993 (Act no 85 of 1993)
- 5.1.4.4 The National Environmental Management Act (Act no 107 of 1998)
- 5.1.4.5 National Railway Safety Regulator Act (16/2002)
- 5.1.4.6 Bargaining Council for cleaning industry
- 5.1.4.7 Emerging Viruses Safety Regulation

- 5.1.5 The Co-operatives may employ innovation and best cleaning methods which will ensure the highest level of cleanliness of Station facilities.
- 5.1.6 The Co-operatives shall provide a contractor that shall be responsible.
- 5.1.7 The Co-operatives shall clean the facilities in line with the detailed specification of the work and description of service, the frequency and the Daily Cleaning Procedure.
- 5.1.8 The Co-operatives shall ensure periodically deep cleaning services are done to enhance the level of cleanliness at the station.
- 5.1.9 The Co-operative shall ensure that the washing of carpets and furniture with upholstery is provided on an as and when required basis.

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5.2 The Station Clustering

5.2.1 This corridor is clustered according to the Regional Rail network as illustrated in the diagram below:

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5.2.2 The contract will cover the cleaning, hygiene and horticulture services of various facilities within the station precinct.

Table 3. The below table illustrates the targeted areas within the station precinct

Station	Platform	Number of Footbridge/ Subway	Track Rails	Public Toilets	Ticket Office	Waiting Areas	Staff Offices	Parking area	Access control	Concourse/ Common	Entrances and Walkways	Lifts	Escalators	Waste Area/Facility
Saulsville Station	2	1	6	2	2	4	7	1	1	0	1	0	0	1
Akasiaboom Station	2	1	2	2	1	4	2	1	1	0	1	0	0	0
Soshanguve Station	2	1	2	4	1	4	7	1	1	1	2	0	0	1
Kopanong Station	2	1	2	2	1	4	7	1	1	1	1	0	0	1
Pienaarspoort Station	1	0	2	2	2	2	5	1	1	0	1	0	0	1
Mamelodi Gardens Station	1	1	2	4	1	1	3	0	1	0	1	0	0	1
Eerste Fabrieke Station	2	1	4	2	2	4	14	1	1	1	1	0	0	1
Green view Station	2	1	4	2	1	4	3	1	1	1	2	0	0	0
Total	14	7	24	20	11	27	48	7	8	4	10	0	0	6

Table 3

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Table 4. The below table illustrates the extent and coverage of the proposed project:

Station name	Platform	Footbridge/S ubway	Track Rails	Public Toilets	Ticket Office	Staff Offices	Parking area	Access control	Concourse/c ommon area	Entrances and Walkways	Waste Area/Facility
Saulsville Station	7200m ²	480m ²	5112	80m ²	160m ²	180	300m ²	120m ²	450m ²	50m ²	50
Akasiaboom Station	4500m ²	480m ²	3408	40m ²	44	120	80m ²	50m ²	0m ²	50m ²	0
Soshanguve Station	7200m ²	480m ²	3408	100m ²	80	200	200m ²	50m ²	420 ²	50m ²	50
Kopanong Station	3100m ²	480m ²	1704	80m ²	80m ²	90	300m ²	120m ²	320m ²	50m ²	50
Pienaarspoort Station	1900m ²	0	1704	40m ²	40	40	200m ²	50m ²	0m ²	50m ²	50
Mamelodi Gardens Station	2200m ²	240m ²	1704	40m ²	40	120	200m ²	50m ²	0m ²	50m ²	0
Eerste Fabrieke Station	9400m ²	480m ²	8520	100m ²	160m ²	90	120m ²	240m ²	1020m ²	50m ²	50
Green View Station	5112m ²	0	5112	80 ² m ²	160	300	200m ²	50m ²	2000m ²	50m ²	50

Table 4

5.3 The Staffing Plan and Shift System

The staffing plan and shift system is explained further on Table 5 below.

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5.3.1 Staff Deployment

The total number of 10 cleaning staff/personnel is to be provided per station as per the table below. The Co-operatives must ensure that there are relievers made available to fill-in any staff/personnel who fail to report for duty. It must be noted that PRASA stations operate seven (7) days a week including public holidays, any extended operating hours will be negotiated with the service provider should such requirement be deemed necessary during high peak periods.

Table 5. The below table illustrates the number of staff required per shift and lists the classification of each station:

No.	Station Name	Station Classification	Total Number of Cleaners	Morning Shift	Night Shift	Saturdays, Sundays & Public Holiday
				05H00 to 12H00	12H00 to 20H00	08H00 to 15H00
1	Saulsville Station	Super core	10	5	5	5
2	Akasiaboom Station	Core	10	5	5	5
3	Soshanguve Station	Core	10	5	5	5
4	Kopanong Station	Core	10	5	5	5
5	Pienaarspoort Station	Super core	10	5	5	5
6	Mamelodi Gardens Station	Core	10	5	5	5
7	Eerste Fabrieke Station	Core	10	5	5	5
8	Green view Station	Core	10	5	5	5
TOTAL NUMBER OF CLEANING STAFF			80	40	40	40

TABLE 5

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6. SPECIFICATION OF THE WORK AND SERVICES REQUIRED

6.1 Description of service and frequency

Table 6: The specification provides for the provision of the following services and service frequency as a minimum contract requirement.

FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
Staff Offices and Messrooms	<i>Floors, Carpets and Walk-off mats</i>	Sweep with dust mop sweepers	Daily
		Damp mop	Daily
		Scrub with machine and polish	Monthly
		Vacuum all carpeted floors	Daily
		Vacuum walk-off mats	Daily
		Shampoo of carpets	Every three months
		Spot cleaning	When requested and as required
		Clean, scrub and vacuum seats,	Monthly
	<i>Staff Toilets & Basins</i>	Empty and clean all waste receptacles	Continuously
		Clean and sanitize all toilet bowls, basins and urinals	Continuously
		Clean all mirrors	Daily
		Damp mop with disinfectant	Daily
		Spot clean walls, doors and partitions	Daily
		Basins – wet wipe with hard surface cleaner	Daily
		Basins – remove mineral deposits	Daily
	<i>Kitchen, Boardrooms, Furniture and Lounges</i>	Wash dishes, dry and pack away	Continuously
		Empty and clean all waste receptacles	Continuously
		Clean floors and counters	Continuously
		Polish all wooden furniture	Daily
	<i>Walls, Ceilings, and Paintwork.</i>	Spot clean all low surfaces (finger marks, etc).	Daily
		Glass walls, doors and light switches	Daily
	<i>Windows and Blinds</i>	Clean and wash windows	Weekly
		Blinds – remove dust and Damp wipe	Daily
	<i>Walls and Ceilings</i>	Air vents: dust and wipe air vents once every two months	Every second Month

FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
Lifts and Escalators (where applicable)	<i>All areas around the lifts</i>	Air vents: dust and wipe air vents once every two months	Daily
		Wipe Clean landings, removing all dirt butts, etc. from joints and crevices.	Daily
		Wipe clean handrails.	Monthly
		Wax - polish handrails.	Continuously
		Spot clean deck panels.	Daily
		Thoroughly clean side panels.	Monthly
		Machine clean the treads.	Daily
Waste Collection Facility	<i>Refuse Room and Collection Area</i>	Wash refuse containers	Daily
		Wash floors with chemicals.	Daily
		Disinfect all areas with recommended insecticide.	Weekly
Storm-water Drainage and Channels	<i>Storm-water drainage channels</i>	Storm water channels must be cleaned and cleared of dirt.	Weekly
Parking Area and Common External Areas of the facility	<i>All common areas and parking</i>	Sweep surfaces	Daily
		Remove Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, overflowing dirt bins.	Daily
		Remove Grass and Weeds	As required
		The Contractor shall ensure that all hygiene equipment is clean and free of obstructions.	Continuously
		The contractor shall supply and install hygiene equipment for all public ablutions	As and when required
		Disinfect the common surface <i>an EPA (Environmental Protection Agency) registered household disinfectant</i>	Every 30 minutes
		The Contractor shall report any broken or Malfunctioning hygiene equipment immediately and replace within 72 hours.	As and when required

FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
Hygiene services	<i>Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers.</i>	The Contractor shall ensure that the hygiene consumables are always stocked, but not limited to:	Continuously
		Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers at all times	
		The Contractor shall ensure that all hygiene equipment is clean and free of obstructions.	Continuously
		The contractor shall supply and install hygiene equipment for all public ablutions	As and when required
		Disinfect the common surface <i>an EPA (Environmental Protection Agency) registered household disinfectant</i>	Every 30 minutes
	<i>Dusting</i>	The Contractor shall repost any broken or Malfunctioning hygiene equipment immediately and replace within 72 hours.	Weekly
		Dust all areas that need to be dusted (up to 2m in height)	Alternate days (Preferably Mon, Wed, Fri)
	<i>Waste Collection and Disposal</i>	High dusting (above 2m height)	Weekly
		Empty and clean all waste baskets and receptacles	Continuously
		Remove all waste to a specified and designated area	Continuously
Public	<i>Whole of Ablution</i>	Empty and clean all waste receptacles	Continuously
Ablution Facilities	<i>Block</i>	Clean and sanitize all toilet bowls, basins and urinals	Continuously
		Clean all mirrors	Daily
		Damp mop with disinfectant	Daily
		Spot clean walls, doors and partitions	Daily
		Basins – wet wipe with hard surface cleaner	Daily
		Basins – remove mineral deposits	Daily

FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
Platforms & Railway tracks	<i>Platform areas</i>	Sweep platforms	Daily
		Remove papers and other foreign objects	Continuously
	<i>Railway tracks. Note: Co-operatives must work under protection on tracks and only during the off-peak)</i>	Sweep the railway tracks.	Every three months
		Remove papers and other foreign objects – Clean the railway tracks up to 20m beyond the edges of both sides of the platforms	Daily
	<i>Grass and weeds</i>	Remove Grass and Weed	Weekly
Station Concourse Area <i>(Including Walls, Ceilings and Paintwork – all around the station)</i>	<i>Glass and Metal Work</i>	Spot clean glass doors	As necessary
		Clean and polish all bright metal fittings	Weekly
	<i>Windows</i>	Clean and wash windows	Weekly
	<i>Surfaces</i>	Spot clean all low surfaces (finger marks, etc).	Daily
	<i>Walls and doors</i>	Clean Glass walls, doors and light switches	Daily
	<i>Waiting benches</i>	Clean benches	Daily
	<i>Air vents</i>	Dust and wipe air vents once every two months	Every second Month
Station Entrances, Walkways and Corridors	<i>All areas around entrances, walkways and corridors (Including subways and bridges)</i>	Sweep and clean building surroundings.	Continuous
		Dust/wipe and clean walls.	Weekly
		Wipe and clean signs and Lettering.	Daily
		Vacuumed and clean carpet and mat surfaces	Daily
		Corridors to be swept and auto scrubbed/damp mopped as required	Daily
		Access areas and concourses to be scrubbed.	Daily

FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
Platforms & Railway tracks	<i>Platform areas</i>	Sweep platforms	Daily
		Remove papers and other foreign objects	Continuously
	<i>Railway tracks. Note: Co-operatives must work under protection on tracks and only during the off-peak)</i>	Sweep the railway tracks.	Every three months
		Remove papers and other foreign objects – Clean the railway tracks up to 20m beyond the edges of both sides of the platforms	Daily
	<i>Grass and weeds</i>	Remove Grass and Weed	Weekly
Station Concourse Area <i>(Including Walls, Ceilings and Paintwork – all around the station)</i>	<i>Glass and Metal Work</i>	Spot clean glass doors	As necessary
		Clean and polish all bright metal fittings	Weekly
	<i>Windows</i>	Clean and wash windows	Weekly
	<i>Surfaces</i>	Spot clean all low surfaces (finger marks, etc).	Daily
	<i>Walls and doors</i>	Clean Glass walls, doors and light switches	Daily
	<i>Waiting benches</i>	Clean benches	Daily
	<i>Air vents</i>	Dust and wipe air vents once every two months	Every second Month
Station Entrances, Walkways and Corridors	<i>All areas around entrances, walkways and corridors (Including subways and bridges)</i>	Sweep and clean building surroundings.	Continuous
		Dust/wipe and clean walls.	Weekly
		Wipe and clean signs and Lettering.	Daily
		Vacuumed and clean carpet and mat surphases	Daily
		Corridors to be swept and auto scrubbed/damp mobbed as required	Daily
		Access areas and concourses to be scrubbed.	Daily

FACILITY	AREAS	DESCRIPTION OF SERVICE	FREQUENCY
Horticulture	External Areas of the facility/yard	<p><u>To cut and remove grass and low growing vegetation.</u></p> <p>The entire PRASA site shall be cleared of all litter and undesirable objects.</p> <p>All material resulting from the clearing process shall be disposed of at approved municipal dumping sites. The service provider shall obtain written approval from the local authorities on where the dumping sites are situated.</p> <p>The grass and growing vegetation shall be cut and removed from the PRASA sites to the satisfaction of the PRASA representative.</p> <p>The grass shall be cut to an average height from 30mm to 50mm. Grass must be cut by means of brush cutters (weed eater).</p>	Weekly
		<p>All cut grass shall be removed from the PRASA site by the service provider. Cut grass shall be removed from the PRASA sites within two (2) days. Cut grass must NOT BE BURNED in any PRASA sites.</p>	As and when required
		Remove Grass and Weed	Weekly

Table 6

7. MEASUREMENT OF PERFORMANCE

The service provider's performance of cleaning services will be formally measured monthly according to the measurement criteria set below.

AREA	FOCUS CLEANLINESS ITEMS	MEASUREMENT
<u>PLATFORMS:</u>	Papers, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, stagnant water, dirt bags, leaking sewage, rodents, animals (dead or alive)	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (No information at all. Information older than two days)</p> <p>2 = POOR (Notices are handwritten. Information older than expiry date. Notices are not clearly understandable and not informative).</p> <p>3 = GOOD (Minimum of elements present. Obvious sign that the place is cleaned)</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent)</p>
WAITING ROOMS AND SHELTERS:	Litter and hygiene e.g. papers, peels, cans/bottles, cigarette butts, leaves, general dirt, cobwebs, dust, excrement, bad smells, water pools, plastic bags.	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 1-2 hours. Visible signs of accumulated dirt).</p> <p>3 = GOOD (Minimum of elements present or visible sign that place is cleaned).</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent or polished).</p>

AREA	FOCUS CLEANLINESS ITEMS	MEASUREMENT
TRACKS:	E.g. papers, peels, cans/bottles, cigarette butts, leaves, plastic bags,	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and a general sense of neglect).</p> <p>2 = POOR (Visible signs of dirt that has accumulated).</p> <p>3 = GOOD (Minimum of elements present/visible sign that tracks are cleaned).</p> <p>4 = EXCELLENT (No litter. Tracks are cleaned at least once per day).</p>
TOILETS:	Papers, dust, cobwebs, peels, cans/bottles, cigarette butts, excrement on floor, bad smells, water pools, leaking sewage, rodents, animals (dead or alive), overflowing sanitary bins.	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Toilets out of order. Toilets not cleaned on daily basis).</p> <p>2 = POOR (Toilets cleaned, but still visible signs of dirt, e.g. dust, cobwebs).</p> <p>3 = GOOD (Obvious sign that toilets are cleaned daily).</p> <p>4 = EXCELLENT (Extra effort is put in to ensure cleanliness, e.g. using detergents).</p>
SUBWAYS AND BRIDGES:	E.g. papers, general dirt, dust, mud, water pools, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, plastic bags, leaking sewage, rodents, animals (dead or alive).	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and a general sense of neglect and no maintenance).</p> <p>2 = POOR (Has not been swept in the last 8-12 hours, visible signs of dirt).</p> <p>3 = GOOD (Minimum of elements present or visible).</p> <p>4 = EXCELLENT (No litter, extra effort was put in to make the place more attractive).</p> <p>NOTE: If papers and leaves etc. are present due to wind, it will be taken into consideration.</p>
AUTHORISED VERIFICATION POINTS: ACCESS CONTROL AREAS	Litter and hygiene e.g. paper, peels, cans/bottles, cigarette butts, dust, bad smells, grime, graffiti, water pools, rodents, animals (dead or alive), overflowing bins for defaced tickets.	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 8-12 hours. Visible signs of dirt accumulated).</p> <p>3 = GOOD (Minimum of elements present or visible signs that the place is maintained).</p> <p>4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor washed with detergent and / or polished).</p>

AREA	FOCUS CLEANLINESS ITEMS	MEASUREMENT
<u>PARKING AND EXTERNAL AREA</u>	Litter and hygiene - Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, hawkers catering food overflowing dirt bins.	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 8-12 hours, some elements like papers, cigarette butts, leaves, condoms, etc).</p> <p>3 = GOOD (Minimum of elements present, hardly any litter present).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. shaded parking, painted lines etc).</p> <p>NOTE: If any of the above elements like papers, leaves, etc. is present due to the wind / wind blowing, it will be taken into consideration.</p>
<u>FOYER – STATION FORECOURT AND PARKING AREAS</u>	Litter and hygiene - Papers, peels, cans/bottles, cigarette butts, leaves, water pools or mud, dust, grime, graffiti, leaking sewage, rodents, animals (dead or alive), ticket windows (clean outside), overflowing dirt bins.	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last 1-2 hours, visible signs of dirt that has accumulated).</p> <p>3 = GOOD (Minimum of elements present and obvious signs that the place is maintained).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. floor was washed with detergent or polished).</p> <p>NOTE: If any of the above elements like papers, leaves etc. is present due to the wind blowing, it will be taken into consideration.</p>
AREA	FOCUS CLEANLINESS ITEMS	MEASUREMENT
<u>HORTICULTURE ACTIVITIES</u>	Overgrown grass, vegetation not removed, overgrown weeds, Garden maintenance overgrown trees	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Overgrown grass, vegetation not removed, overgrown weeds, overgrown trees, Tree cut-off remove, sweep off, and/or clean up debris or waste resulting from vegetation control activity and shall dump such waste</p> <p>3 = GOOD (Minimum of elements present, hardly any overgrown grass /weeds/trees).</p>

		<p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. (Tree pruned, No overgrown grass /weeds, No debris /tree cut off on site)</p> <p>NOTE: If any of the above elements like leaves, etc. is present due to the wind / wind blowing, it will be taken into consideration.</p>
<u>HYGIENE SERVICES</u>	<p>Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers</p>	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Failure to provide Hygiene services in line with the specified frequency will be deemed as a non-compliance).</p> <p>3 = GOOD (Minimum of elements present, hardly any non-compliances, no failure of availability of supplies at the point of use).</p> <p>4 = EXCELLENT (No failure of availability of supplies at the point of use and requests for consumable stock to be made timeously).</p> <p>NOTE: If the sanitary disposal certificate is not submitted the sanitary service claims will not be processed.</p>

AREA	FOCUS CLEANLINESS ITEMS	MEASUREMENT
<u>TRAIN SET LIGHT CLEANING</u>	<p>Removal of all visible dirt from floors, seats and windowsills: All papers, tins, dust, bottles, sand, cigarettes butts, sweet papers, peanut shells, bubble gum on floors must be removed from the coaches by picking it up.</p> <p>Quick sweeping removal of dirt from floors and seats, Papers, tins, dust, bottles, sand, windowsills, cigarettes butts, sweet papers, peanut shells, bubble gum on floors, soft drink stains, Sweeping is carried out with a soft haired office broom.</p> <p>NB: Train set light cleaning will be required only at Turnaround Stations i.e. Pienaarspoort, Eerste Fabrieke and Saulsville Stations.</p>	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Has not been swept in the last train trip, visible signs of dirt that has accumulated).</p> <p>3 = GOOD (Minimum of elements present and obvious signs that the place is maintained).</p> <p>4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive).</p> <p>NOTE: If any of the above elements like mud, water etc. is present due to the rain, it will be taken into consideration.</p>
<u>DISINFECTANT SERVICE</u>	<p>Disinfect frequently touched surfaces, disinfect contaminated surface, disinfect common areas, Disinfect floor surface, Disinfect Ablutions, Disinfect carpeted area, Disinfect Electronics surface, Fogging activity</p>	<p>0 = NOT APPLICABLE</p> <p>1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).</p> <p>2 = POOR (Failure to provide disinfectants services in line with the specified frequency will be deemed as a non-compliance).</p> <p>3 = GOOD (Minimum of elements present, hardly any non-compliances, no failure of availability of supplies at the point of use).</p> <p>4 = EXCELLENT (No failure of executing required service the at the point of use and requests for consumable stock to be made timeously).</p>

Table 7: Performance Management

Others

- Basins** – wet wipe with hard surface cleaner daily, remove mineral deposits monthly, fill liquid soap holders and paper hand towel dispensers when needed.
- Blinds** – vertical blinds: remove dust monthly. Horizontal blinds: damp wipe monthly.

- c) **Carpets** – vacuum – high traffic, daily and low traffic, daily. Remove spots and stains as necessary. Interim clean as required. Restorative clean as required.
- d) **Ceilings** – dust and wipe air vents once every two months.
- e) **Chairs** – cloth: vacuum, daily, spot clean as necessary and shampoo as required. Vinyl and leather – dust, daily and damp wipe fortnightly.
- f) **Desks** – natural, unsealed woods – dust daily. Sealed wood – polish weekly. Scaled wood/glass/Formica – dust or damp wipe daily and polish weekly.
- g) **Doors** – remove finger-marks on glass and push plates daily, dust or damp wipe monthly and damp wipe door handles weekly.
- h) **Electrical Equipment** – dust daily, damp wipe weekly. Wet wipe and rinse inside surfaces of microwaves weekly or as necessary.
- i) **Mirrors** – in washrooms – wet wipe and dry daily or as necessary. Ornamental – use glass cleaner weekly.
- j) **Ovens/Stoves** – wet wipe hot plates with hard surface cleaner daily or as necessary. Use caustic aerosol spray on emulsified oven surfaces monthly.
- k) **Radiators / Aircon** – dust and damp wipe weekly.
- l) **Refrigerators** – damp wipe top daily, damp wipe doors and sides daily.
- m) **Rubbish Bins** – empty and damp wipe daily and remove stains and disinfect weekly, or as necessary.
- n) **Shelves** – dust those that are empty weekly and damp wipe when shelves are cleared as required.
- o) **Sinks** – wet wipe as necessary daily
- p) **Skirting** – Wet wipe with hard surface cleaner weekly and remove stains and/or marks when necessary.
- q) **Tables** – in canteens wet wipe daily, other areas as for desks.
- r) **Taps** – wet wipe with hard surface cleaner daily and remove mineral deposits monthly.
- s) **Telephones** – dust and damp wipe with disinfectant weekly.
- t) **Floors: Resilient** (vinyl, PVC, linoleum, sealed wood, etc).
- u) **High Traffic** – remove dust with mop – or disposable cloth sweeper three times weekly. Damp mop for soilage as necessary. Spray clean or burnish using a mechanized system three times weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.
- v) **Low Traffic** – remove dust with mop or disposable cloth sweeper daily. Damp mop for soilage as necessary. Spray clean or burnish using mechanised system weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.

- w) Toilet – ensures usability (report faults to ticket office) and replenishes consumables (toilet paper) daily. Remove spoilage from bowl and under flush rim with hard surface cleaner and a brush daily, and as necessary. Remove mineral deposits monthly. Wet wash seat and lid, cistern and pipes etc daily, and as necessary. Disinfect all components daily. Wet wipe doors and walls twice weekly or as necessary.
- x) Urinals – remove litter as necessary. Wet wipe with hard surface cleaner or disinfectant daily. Wet wipe and dry wipe flushing mechanisms daily. Mop step and/or floor at urinal with disinfectant as necessary. Remove mineral deposits from gullies and drains monthly.
- y) Walls/Windowsills – Spot clean as necessary. Wet wipe and dry washable surfaces twice annually.
- z) Small business market – must be high water presser clean: with high water pressure petrol machine make use of the bakkie and water tank trailer (1000 Litres) two times a week.
- aa) Paving areas/tar areas/walkways – must be high water presser clean: with high water pressure petrol machine make use of the bakkie and water tank trailer (1000 Litres) As and when required

8. TYPICAL CLEANING PROCEDURES:

Table 8 below illustrates the typical cleaning procedures:

Step 1	Step 2
Lobby and entrances	Offices and Boardrooms
<ul style="list-style-type: none"> Remove all trash debris, cordoning off any areas that may need extensive attention Mop flooring/tiled areas using water mixed with cleaning detergent Spot clean wall, doors and frames using all-purpose cleaner and use degreaser for heavily soiled areas Use spot remover to spot clean carpeted areas to remove stains and spillages that may occur Clean all windows with a glass cleaner and microfiber cloth to remove all marks and fingerprints Complete thorough cleaning of wiping notice boards and picture frames Remove all walk off mats and thoroughly vacuum them as well as around and underneath 	<ul style="list-style-type: none"> Visually check the areas offices/boardrooms/meeting rooms for any type of debris, dirt or paper Sweep debris/dirt into a dustpan Pick up papers and dispose them into the trash bin Empty trash cans and must be cleaned and disinfected before replacing garbage bags mop any dirt or debris on all tiled or hard surfaces that can't be removed by hand Vacuum all carpeted flooring, starting with mats, runners if any. Using a vacuum is great way to efficiently clean up around offices/cubicles and boardrooms Dust all surfaces including desk, filing cabinet, tables, chairs, walls and shelves.

<ul style="list-style-type: none"> • Remove any trash and place it in a garbage bag and tie it once it is full and it must be properly disposed in the specified areas • Ensure caution/wet signs left in the place are removed • Make sure all areas are completely dry and safe before removing the signs • All cleaning tools must be cleaned thoroughly and returned to the proper storage facility 	<ul style="list-style-type: none"> • Clean all windows with a glass cleaner and microfiber cloth to remove all marks and fingerprints • Wipe down all blinds using water mixed with detergent • Spots or stains on the carpets, floor, walls, furniture must be wiped off using water mixed with cleaning detergent. • Wipe desks, telephones, computer keyboards thoroughly using a disinfected spray that has been sprayed on the microfiber cloth or disinfected wipe. • Thoroughly wash and rinse cleaning tools until completely clean, hang up and dry them. Remove all wet floor caution signs and properly store them in storage.
Step 3	Step 4
<p>Staff Rest Rooms (Lobby and entrances)</p> <ul style="list-style-type: none"> • Pick up any debris/dirt on the floor, around the sink or toilet urinal areas. • Remove the trash can and clean and disinfect the trash can before placing a new bag. 	<p>Staff Rest Rooms (Offices and Boardrooms)</p> <ul style="list-style-type: none"> • Pick up any debris/dirt on the floor, around the sink or toilet urinal areas. • Remove the trash can and clean and disinfect the trash can before placing a new bag.
<ul style="list-style-type: none"> • Clean and scrub all interior surfaces of each toilet cubicle urinals using water mixed with disinfectant. • Clean all toilet seats. • Wipe down and disinfect all surfaces including frequently touched areas such as door handles, light switches, countertops, partitions and dispensers. • Clean all mirrors with glass cleaner to remove any fingerprints or marks. • Wash the sink and taps with disinfectant and wipe with microfiber cloth. • NB: sweep and mop the floor using bathroom items only. • Replace all urinal block if necessary. • Remove all trash bags and dispose safely in the identified area. • Do not remove the caution /restroom close signs until all work is completed and all surfaces including floors are completely dry. 	<ul style="list-style-type: none"> • Clean and scrub all interior surfaces of each toilet cubicle urinals using water mixed with disinfectant. • Clean all toilet seats and bowls and disinfect them. • Wipe down and disinfect all surfaces including frequently touched areas such as door handles, light switches, countertops, partitions and dispensers. • Walls must be washed with enough disinfectant solution and allow surface to remain wet and untouched long enough for the disinfectant to inactivate bacteria. • Clean all mirrors with glass cleaner to remove any fingerprints or marks. • Wash the sink and taps with disinfectant and wipe with microfiber cloth. • NB: sweep and mop the floor using bathroom items only. • Replace all urinal block if necessary. • Remove all trash bags and dispose safely in the identified area. • Do not remove the caution /restroom close signs until all work is completed and all surfaces including floors are completely dry.

Step 5	Step 6
<p>Access Control Points</p> <ul style="list-style-type: none"> • Pick up all visible litter, dirt and foreign objects • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant • Litter must be disposed in a designated area • A routine application of disinfectant to all frequently touched areas such as handrails, access gates, etc. All glazing in the public areas to be cleaned daily using detergent and clean cloths. • Used tickets lying on the floor at these areas must always be picked up and disposed to an identified area by Metrorail. • All surfaces must always be cleaned and wiped with water mixed with water and disinfectant to remove dirt and spillages. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry. 	<p>Common Areas</p> <ul style="list-style-type: none"> • Pick up all visible litter, dirt and foreign objects • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant • Litter must be disposed in a designated area • There should be a continual use of dust mop sweepers all day to remove dust from the floor • All walls surfaces shall always be free of dirt and spillages. • All glazing in the public areas to be cleaned daily detergent and clean cloths. • No plastic/refuse bags to be kept on the concourses. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry
Step 7	Step 8
<p>Waiting Areas/Rooms</p> <ul style="list-style-type: none"> • Pick up all visible litter, dirt and foreign object • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant • Litter must be disposed in a designated area • There should be a continual use of dust mop sweepers all day to remove dust from the floor • All walls surfaces shall always be free of dirt and spillages. • Waiting chairs must be wiped and cleaned with water mixed detergent and disinfected • All glazing in the public areas to be cleaned daily using natural soap/detergent and clean cloths. • No plastic/refuse bags to be kept on the Access areas and concourses. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry. 	<p>Subway and Bridges</p> <ul style="list-style-type: none"> • Pick up all visible litter, paper and foreign objects • Sweep bridges and subways with hard industrial brooms • All visible weeds on the bridges must be removed • Litter must be disposed in a designated area • Subways and bridges are high traffic areas they must be scrubbed and cleaned with water mixed with cleaning detergent and disinfectant during off peak hours or at night when there is less or no movement at the station.
Step 9	Step 10
<p>Platforms</p>	<p>Rail Tracks</p>

<ul style="list-style-type: none"> • Pick up all visible litter, paper and foreign objects • Sweep platforms with hard industrial broom • All visible weeds on the platform must be removed • Litter must be placed in a designated area • Platforms must be scrubbed and cleaned with water during off peak hours or at night when there is less or no movement at the station 	<ul style="list-style-type: none"> • Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms • <i>Note: Employees are required to work under protection on tracks and only during the off-peak period and shall exercise extreme safety measures). Only employees who have trained for white flagmen who are allowed to clean rail tracks.</i>
Step 11	Step 12
Change Rooms	Mess rooms
<ul style="list-style-type: none"> • Walls must be washed with enough disinfectant solution and allow surface to remain wet and untouched long enough for the disinfectant to inactivate bacteria • Windows must be cleaned with window cleaner and wiped with clean cloth • Windowsills & frames excess dust must be removed with damp cloth until completely removed. • Mirrors cleaned with damp cloth and wiped with a dry cloth • Glass shower doors and handles require a routine application of disinfectant to all frequently touched areas such as handrails • Lockers must be dusted and wiped with water mixed detergent and disinfectant • Shower mats must be removed and washed with scrubbing brush • Floors must be scrubbed with scrubbing brush afterwards floor must be mopped with water mixed with a disinfected 	<ul style="list-style-type: none"> • Pick up all visible litter and paper and throw it in the trash bin • Sweep and mop floor with water mixed with a cleaning detergent and disinfectant • Wipe tables and chairs with clean water mixed with cleaning detergent and disinfectant • A routine application of disinfectant to all frequently touched areas such as door handles, light switches • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.
Step 13	Step 14
Parking	Grass Cutting

<ul style="list-style-type: none"> • Remove and pick up visible litter and papers • Sweep under the parking bays and remove litter • Dispose Litter at a designated area • Empty dust bins when they are full • Remove weeds on all paved areas • The chemical to kill the weeds must be used, to permanently kill the weeds. • Footpaths into the station must be kept clean • Visible dirt on storm water channels must be cleaned and cleared of dirt 	<ul style="list-style-type: none"> • The entire PRASA site shall be cleared of all litter and undesirable objects. • All material resulting from the clearing process shall be disposed of at approved municipal dumping sites. • The contractor shall obtain written approval from the local authorities on where the dumping sites are situated. • The grass and low growing vegetation shall be cut and removed from the • PRASA sites to the satisfaction of the PRASA representative • The grass shall be cut to an average height from 30mm to 50mm. Grass must be cut by means of brush cutters (weed eater). • All grass shall be removed from the PRASA site by the contractor. Cut grass shall be removed from the PRASA sites within two (2) days. • Cut grass must NOT BE BURNED in any of the PRASA sites
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Table 8: Cleaning procedure

9. DAILY EXPECTATIONS

Table 9 below demonstrates the daily cleaning expectations:

General

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

- No graffiti on all tiled surfaces and tiled walls *at all times*.
- All areas are free of litter and always weed growth (especially the platform area).
- No bags of litter in any other area within the precinct, other than the allocated refuse area.
- All areas are always free of stains and dust/dirt
- All areas are free of papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, weed, overflowing dirt bins.
- All ablution facilities a free of bad odor *at all times*

Offices/Boardrooms

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

- 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.
- Furniture is 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 and are operating properly.
- Air vents 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.

Entrances

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

- Garbage containers are free of dirt/dust, debris and marks.
- Floors and steps are free of dirt/dust, debris or stains. Floor finishes shine. Floors are free water or any spillage.
- Tables, chairs and/or benches are free of dirt/dust, debris and stains.
- All glass and mirrors are free of dirt/dust, and stains.
- Base boards are free of dirt/dust, build-ups and marks.
- Window coverings are free of dirt/dust, and stains.
- Light fixtures and lenses are free of all dirt/dust and are operating properly.
- Air vents are free of dust/dirt, debris and stains.
- Walls, doors, shelving, lockers and electrical switch plates are free of dirt/dust, debris and marks.
- Carpets are free of dirt/dust and stains.
- All entrances are free of broken glasses.

Corridors/Passages

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

- 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.
- Tables, chairs and/or benches are free of dirt/dust, debris and stains.
- All glass and mirrors are free of dirt/dust, and stains.
- Carpets are free of dirt/dust, and stains.
- Base boards are free of dirt/dust, build-ups and marks.
- Window coverings are free of dirt/dust, and stains.
- Light fixtures and lenses are free of all dirt/dust and operating properly.
- Air vents are free of dust/dirt, debris and stains.

Access and Concourse areas

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

- All access areas and concourses to be scrubbed using an automatic/electronic scrubber and are free of dirt.
- Spot Cleaning should be done regularly using 750ml poly spray bottles with natural soap/detergent that is SABS approved and with neat mops.
- Regular mopping where big spillages occurred should be carried regularly using double bucket trolleys with wringer and a neat mop.
- There should be continual use of dust mop sweepers all day to remove dust from the floor surfaces.
- All wall surfaces shall be free of dirt and spillages at all times.
- All glazing in the public areas to be cleaned daily using natural soap/detergent and clean cloths.
- **No** plastic/refuse bags to be kept on the Access areas and concourses.

External Paved and Tarred areas

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

- Regular sweeping of these areas using platform brooms and dirt picked up using metal hooded dust spans.
- Foot paths must be kept clean by sweeping and picking up of dirt using platform brooms and metal hooded dust spans.
- Storm water channels must be cleaned and free 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 and concourses.
- All areas shall be free of grass and weed.

PUBLIC ABLUTIONS FACILITIES/TOILETS

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

- Public ablution facilities must be kept in a clean and tidy condition and free of bad odour **throughout** the day.
- Public ablution facilities floors to be scrubbed every night using a detergent.
- There shall at any given time always be a cleaning person in the public ablution facilities.
- There shall be a person neatly dressed in uniform assigned to welcome each person visiting the toilet 24 hours a day 7 days a week.
- Public ablution facilities must be inspected regularly for cleanliness by the cleaning staff and quality inspected, on a **30 minutes** basis during the peak period and **hourly**
- During off-peak period, by the cleaning supervisor of the contracting company and the traceable quality inspection checklist signed-off.
- Inspection checklist to include all defects including maintenance defects and these must be elevated to the facilities manager for maintenance response.
- Graffiti to be removed from all tiled surfaces daily.
- All public ablution facilities must always be free of dirt and litter.
- No plastic bags to be stored in the toilet facilities.
- **Timed air fresheners** must be cleaned and replenished with air freshener on regular basis; under no circumstance should the timed air fresher be found empty.
- **Soap dispensers** must be cleaned and replenished with hand soap on regular basis; under no circumstance should the soap dispenser be found empty.
- **Moist toilet seat wipes holder** must be cleaned.
- **Lockable toilet roll holders** must be cleaned and replenished with quality toilet roll on regular basis; under no circumstance should the toilet roll holder be found empty.
- **Hand towel holder** must be cleaned.
- Mirrors must always be clean and spotless.
- Condom holders must always be clean and spotless.

Access Control Cubicles

Requirements: Access Control Areas will be maintained as required.

- Floors to be scrubbed once a day using a strong surface cleaner or more often if prevailing circumstances dictate it.
- Walls to be scrubbed down once per week.
- Access Controllers cubicles to be free of litter and dirt/dust always.
- Remove stains and gum from the floors.
- Guard rails to be wiped and cleaned daily with a sanitizer and must be polished
- Access control areas must always be free of dirt and litter.
- No plastic bags to be stored in the Access Control Areas.

Cleaning at Heights - Above 2.4m

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

The service provider shall ensure the following:

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

Showers and change rooms

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

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, feminine hygiene and paper dispensers are free of dirt/dust, debris and marks and filled with appropriate hand soap and paper product.
 Tables, chairs and/or benches are free of dirt/dust, debris and stains.
 All glass and mirrors are free of dirt/dust, and stains.
 Base boards are free of dirt/dust, build-ups and marks.
 Lockers are free of dirt/dust, build ups and marks.
 Window coverings are free of dirt/dust, and stains.
 Light fixtures and lenses are free of all dirt/dust and operating properly.
 Air vents are 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.
 Hand basis, partitions, piping, toilets, urinals, floor drains, are free of dirt/dust, debris, marks and stains and are sanitized daily.
 Washrooms are spot-checked for cleanliness and vandalism as well as re-stocked as needed.
 Corrections made as needed after each and every hour.

Station platforms and rail track areas

Expectations: platform and rail tracks are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Platform surfaces to be swept and scrub and are free of dirt.
- Scrubbing of platforms to be carried during off peak period, unless otherwise instructed *in writing* by the Station Manager.
- The using of hose pipes is not allowed, the service provider is required to familiarize himself/herself with new water restrictions and consult with the Facilities Department on this decision. The use of hose pipes can only be done with proper consultation and agreement with the Facilities Department for any given instance and occurrence.
- All platforms within the station precinct must be free of dirt, litter grass and weeds at all times.
- The cleaning of tracks must be done during the off-peak period and *under strict and safe operating condition*. This work can **ONLY be done under PROTECTION** by Flagmen or Flag women.
- All tracks within the station precinct must be free of dirt, litter or any spillages.
- All tracks must be blown with a power blower regularly and the litter picked up immediately and put into refuse bags.
- No plastic bags to be stored on the platform or the rail track. These will only be stored in a place to be agreed upon between the service provider and the Facilities Department.
- All areas shall be free of grass and weed.

Subways, stairs and all access ways

Expectations: Subways, stairs and access ways are at an acceptable level of cleanliness when the following conditions apply DAILY.

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

Parking Areas

Expectations: Parking areas must always be kept free of:

- Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals and overflowing dirt bins.
- All areas shall be free of grass and weed.

Small Business Market

Requirements: Areas will be maintained as required

- All dirt must be put in refuse bags and wheelie bins and transported to agreed refuse areas.
- Floors must be swept & mopped daily.
- Floors must be thoroughly scrubbed at night.
- The entire area must be free of dirt, litter or any spillages.
- Paved area must be thoroughly washed/scrubbed during off peak every second day.

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Table 9: Daily Cleaning Expectations


10. CLEANING MATERIAL, CONSUMABLES, TOOLS AND EQUIPMENT

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

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

Table 10: The below table illustrates the approved list of chemicals to be used:

NO	DESCRIPTION
APPROVED LIST OF CHEMICALS TO BE USED	
1	Sanitary all-purpose cleaner with pleasant odour that prevents limescale build up leaving a shiny streak free gloss, notcorrosive, kind to skin (suitable for all washable stainless steel, plastic, porcelain, ceramic, enamel, glass)
2	Biological double action cleaner/deodorizer for the cleaning and odour control in sanitary areas, toilets, urinals and odour control in carpets,
3	Viscous acidic toilet bowl cleaner for the removal of limescale and urinary stain, deodorizing and bactericide thatremoves dirt and limescale after a short period (must be free of

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	hydrochloric acid)
4	Hardware resistant polymer based self-shining dispersion that form a hard wearing, slip resistant protective film with a high gloss for high speed and ultra-speed polishing
5	Window cleaner
6	Powerful Alkaline cleaning agent for the machine cleaning of floor coverings, low foaming, not perfumed, removes soiling
7	Clear Liquid hand soap
8	stainless steel polish read to use cleaner and polish
9	Furniture polish (no oil furniture polish)
10	Spray emulsion containing wax, to remove water solvent soluble solution and scuff marks which forms a protective film which can be polished (Mondo floor cleaner where applicable)
11	Powder for carpets
12	Disinfectant
13	Gum removing soluble agent in aerosol cans
14	Ready use abrasive liquid cleaner non scratching or corrosive
15	Concentrated tile cleaner for porcelain, tiled areas and all washable surface, based on non-ionic and anionic surfaces.
16	60% alcohol based hard surfaces disinfect (rate only)
17	60% alcohol-based floor cleaner (rate only)

Table 10: Approved Chemicals

Table 11 below details the consumables and materials to be used for cleaning:

CONSUMABLES/MATERIALS TO BE USED FOR CLEANING		
NO	DESCRIPTION	UNIT OF MEASUREMENT
1	Clear Hand soaps	Hand Bac Sabs1828
2	Toilet paper per Bale	500 Sheet Per Roll as Per SABS Or SANS Regulations. Sheet Size: 100mm X 110mm 19gsm Paper. Single Ply Toilet Paper
3	Refuse Bags	Flat Packed Made From 90% Of Recycled and Re-Processed Polythene Material. Micron: 22 Dimensions: 750 (L) X 950 (W) Mm
4	300m Maslin Cloth	5Gsm SPUNLACE ROLL - 400m X 24cm X 50cm Perforation (ANY COLOUR)

5	Microfiber Cloths:	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 Textured Cleaning Cloth Weight: 350 G/Sm Composition: Made Of 76% Polyester 24% Polyamide Dusting Cloth Weight: 280 G/Sqm Composition: Made Of 79% Polyester 21% Polyamide
6	Microfiber Sleeves	With Velcro Backing
7	Gloves	Strong More Durable – GREEN NITRILE GLOVES SIZE FIT ONE FIT ALL Household - YELLOW HOUSEHOLD GLOVES – SIZE FIT ONE FIT ALL
8	Vacuum Bags	
9	Industrial/heavy duty (dependent on no. of areas requiring the use thereof)	3 In 1 Multi-Purpose Disinfectant (Qac) – Washroom Cleaner
10	Dust Mask	Dust Masks Ffp1
11	Urinal Mats	Anti Spatting Urinals Mats Prevent Urine Spatter

Table 11: Consumables and materials

Table 12 below depicts the cleaning machinery to be used:

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

Table 12: Cleaning Machinery

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

Table 13 below depicts the general cleaning equipment to be used:

N O	DESCRIPTION
	GENERAL CLEANING EQUIPMENT
1	Colour-coded split buckets on wheels with wringer
2	Microfibre Mops
3	Maslin Tools
4	Aluminium long handle jumbo mops (long hair)
5	Janitorial Trolleys (twin bucket)
6	30m x 2mm Extension cords
7	Long Handle Dust Pans including whisk brooms
8	Big outdoor brooms hard and soft bristles
9	Window Squeegees with tele poles
10	Big Rectangular Buckets for Window Squeegees
11	Metal Scrapers
12	Toilet Brushes
13	Scrubbing Brushes & Scourers
14	Wet Floor Signs
15	Long Feather Dusters
16	Short Feather Dusters
17	Spray Bottles 750ml


Table 13: General cleaning equipment

11. HYGIENE SERVICES AND EQUIPMENT REPLENISHMENT TABLE PER STATION

The below tables gives an overview of the hygiene Services and Equipment replenishment for each Co-operative Stations:

11.1 Saulsville Station

Hygiene services	Co-operative to replace and or Install the following for period of 3 years	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	None	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	None	Regularly	Regularly
Seat sanitisers refilling	None	Regularly	Regularly
Sanitary bins liners	Continuously	Regularly	Regularly
Sanitary bins emptying (<i>A waste transfer/disposal certificate must be provided, as per compliance with South African legislation</i>)	Plastic sanitary she bins (3)	Once weekly (1)	Bi weekly (4)
Sanitary bins sanitized	Continuously	Regularly	Regularly

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<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	<i>Air freshener dispensers (2)</i>	Regularly	Regularly
Soap Dispensers refilling	Hand soap dispensers (2)	Regularly	Regularly
Toilet roll (single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant)	Continuously	Regularly	Regularly
Paper Towel Dispensers refilling	Paper towel dispensers (2)	Regularly	Regularly
Wall bins sanitizer	Plastic Wall bins (2)	Biweekly	Biweekly

Table 14: Saulsville Station hygiene equipment and services requirements

NB:

- **The supplier shall provide hygiene services for both staff and public in the stations.**
- **Contractor shall be responsible for the replacement of any public facilities hygiene equipment stolen/broken on site.**

11.2 Akasiaboom Station

Hygiene equipment and services

Hygiene services	Co-operative to replace and or Install the following for period of 3 years	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	None	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	None	Regularly	Regularly
Seat sanitisers refilling	None	Regularly	Regularly
Sanitary bins liners	Continuously	Regularly	Regularly
Sanitary bins emptying (A waste transfer/disposal certificate must be provided, as per compliance with South African legislation)	Plastic sanitary she bins (2)	Once weekly (1)	Bi weekly (4)
Sanitary bins sanitized	Continuously	Regularly	Regularly
<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	<i>Air freshener dispensers (2)</i>	Regularly	Regularly
Soap Dispensers refilling	Hand soap dispensers (2)	Regularly	Regularly
Toilet roll (single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant)	Continuously	Regularly	Regularly
Paper Towel Dispensers refilling	Paper towel dispensers (2)	Regularly	Regularly

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Wall bins sanitizer	Plastic Wall bins (2)	Biweekly	Biweekly
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Table 15: Akasiaboom Station hygiene equipment and services

NB:

- ***The supplier shall provide hygiene services for both staff and public in the stations.***
- ***Contractor shall be responsible for the replacement of any public facilities hygiene equipment stolen/broken on site.***


11.3 Soshanguve Station

Hygiene services	Co-operative to replace and or Install the following for period of 3 years	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	None	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	None	Regularly	Regularly
3Seat sanitisers refilling	None	Regularly	Regularly
Sanitary bins liners	Continuously	Regularly	Regularly
Sanitary bins emptying (<i>A waste transfer/disposal certificate must be provided, as per compliance with South African legislation</i>)	Plastic sanitary she bins (8)	Once weekly (1)	Bi weekly (4)
Sanitary bins sanitized	Continuously	Regularly	Regularly
<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	<i>Air freshener dispensers (4)</i>	Regularly	Regularly
Soap Dispensers refilling	Hand soap dispensers (4)	Regularly	Regularly
Toilet roll (<i>single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant</i>)	Continuously	Regularly	Regularly
Paper Towel Dispensers refilling	Paper towel dispensers (4)	Regularly	Regularly
Wall bins sanitizer	Plastic Wall bins (4)	Biweekly	Biweekly

Table 16: Soshanguve Station hygiene equipment and services

NB:

- ***The supplier shall provide hygiene services for both staff and public in the stations.***
- ***Contractor shall be responsible for the replacement of any public facilities hygiene equipment stolen/broken on site.***

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11.4 Kopanong Station

Hygiene services	Co-operative to replace and or Install the following for period of 3 years	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	None	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	None	Regularly	Regularly
Seat sanitisers refilling	None	Regularly	Regularly
Sanitary bins liners	Continuously	Regularly	Regularly
Sanitary bins emptying (<i>A waste transfer/disposal certificate must be provided, as per compliance with South African legislation</i>)	Plastic sanitary she bins (3)	Once weekly (1)	Bi weekly (4)
Sanitary bins sanitized	Continuously	Regularly	Regularly
<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	<i>Air freshener dispensers (2)</i>	Regularly	Regularly
Soap Dispensers refilling	Hand soap dispensers (2)	Regularly	Regularly
Toilet roll (<i>single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant</i>)	Continuously	Regularly	Regularly
Paper Towel Dispensers refilling	Paper towel dispensers (2)	Regularly	Regularly
Wall bins sanitizer	Plastic Wall bins (2)	Biweekly	Biweekly

Table 17: Kopanong Station hygiene equipment and services

NB:

- **The supplier shall provide hygiene services for both staff and public in the stations.**
- **Contractor shall be responsible for the replacement of any public facilities hygiene equipment stolen/broken on site.**

11.5 Pienaarspoort Station

Hygiene services	Co-operative to replace and or Install the following for period of 3 years	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	None	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	None	Regularly	Regularly
Seat sanitisers refilling	None	Regularly	Regularly
Sanitary bins liners	Continuously	Regularly	Regularly
Sanitary bins emptying (<i>A waste transfer/disposal certificate must be provided, as per compliance with South African legislation</i>)	Plastic sanitary she bins (2)	Once weekly (1)	Bi weekly (4)
Sanitary bins sanitized	Continuously	Regularly	Regularly
<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	<i>Air freshener dispensers (2)</i>	Regularly	Regularly
Soap Dispensers refilling	Hand soap dispensers (2)	Regularly	Regularly
Toilet roll (<i>single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant</i>)	Continuously	Regularly	Regularly
Paper Towel Dispensers refilling	Paper towel dispensers (2)	Regularly	Regularly
Wall bins sanitizer	Plastic Wall bins (2)	Biweekly	Biweekly

Table 18: Pienaarspoort Station hygiene equipment and services

NB:

- ***The supplier shall provide hygiene services for both staff and public in the stations.***
- ***Contractor shall be responsible for the replacement of any public facilities hygiene equipment stolen/broken on site***


11.6 Mamelodi Gardens Stations

Hygiene services	Co-operative to replace and or Install the following for period of 3 years	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	None	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	None	Regularly	Regularly
Seat sanitisers refilling	None	Regularly	Regularly
Sanitary bins liners	Continuously	Regularly	Regularly
Sanitary bins emptying (<i>A waste transfer/disposal certificate must be provided, as per compliance with South African legislation</i>)	Plastic sanitary she bins (4)	Once weekly (1)	Bi weekly (4)
Sanitary bins sanitized	Continuously	Regularly	Regularly
<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	<i>Air freshener dispensers (2)</i>	Regularly	Regularly
Soap Dispensers refilling	Hand soap dispensers (2)	Regularly	Regularly
<i>Toilet roll (single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant)</i>	Continuously	Regularly	Regularly
Paper Towel Dispensers refilling	Paper towel dispensers (2)	Regularly	Regularly
Wall bins sanitizer	Plastic Wall bins (2)	Biweekly	Biweekly

Table 19: Mamelodi Gardens Station hygiene equipment and services

NB:

- **The supplier shall provide hygiene services for both staff and public in the stations.**
- **Contractor shall be responsible for the replacement of any public facilities hygiene equipment stolen/broken on site.**

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11.7 Eerstefabriek Station

Hygiene services	Co-operative to replace and or Install the following for period of 3 years	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	None	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	None	Regularly	Regularly
Seat sanitisers refilling	None	Regularly	Regularly
Sanitary bins liners	Continuously	Regularly	Regularly
Sanitary bins emptying (<i>A waste transfer/disposal certificate must be provided, as per compliance with South African legislation</i>)	Plastic sanitary she bins (3)	Once weekly (1)	Bi weekly (4)
Sanitary bins sanitized	Continuously	Regularly	Regularly
<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	<i>Air freshener dispensers (2)</i>	Regularly	Regularly
Soap Dispensers refilling	Hand soap dispensers (2)	Regularly	Regularly
Toilet roll (<i>single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant</i>)	Continuously	Regularly	Regularly
Paper Towel Dispensers refilling	Paper towel dispensers (2)	Regularly	Regularly
Wall bins sanitizer	Plastic Wall bins (2)	Biweekly	Biweekly

Table 20: Eerstefabriek Station hygiene equipment and services

NB:

- ***The supplier shall provide hygiene services for both staff and public in the stations.***
- ***Contractor shall be responsible for the replacement of any public facilities hygiene equipment stolen/broken on site.***

11.8 Green View Station

Hygiene services	Co-operative to replace and or Install the following for period of 3 years	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	None	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	None	Regularly	Regularly
Seat sanitisers refilling	None	Regularly	Regularly
Sanitary bins liners	Continuously	Regularly	Regularly
Sanitary bins emptying (<i>A waste transfer/disposal certificate must be provided, as per compliance with South African legislation</i>)	Plastic sanitary she bins (2)	Once weekly (1)	Bi weekly (4)
Sanitary bins sanitized	Continuously	Regularly	Regularly
<i>Air-freshener Dispensers refilling (readily biodegradable)</i>	<i>Air freshener dispensers (2)</i>	Regularly	Regularly
Soap Dispensers refilling	Hand soap dispensers (2)	Regularly	Regularly
Toilet roll (<i>single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant</i>)	Continuously	Regularly	Regularly
Paper Towel Dispensers refilling	Paper towel dispensers (2)	Regularly	Regularly
Wall bins sanitizer	Plastic Wall bins (2)	Biweekly	Biweekly

Table 21: Green View Station hygiene equipment and services

NB:

- ***The supplier shall provide hygiene services for both staff and public in the stations.***
- ***Contractor shall be responsible for the replacement of any public facilities hygiene equipment stolen/broken on site.***

12. SAFETY CHECK LIST

The purpose of this checklist is to guide the contractors and their sub-contractors as to what documents are required for them to prepare a safety file that must be issues to PRASA Cres Regional Departments or Head Office for evaluation before a site access is issued.

Name of the Contractor :

Project :

Safety File Assessor and Date :

#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
1	Scope of works and Project Duration		
2	Notification to DOL (If applicable and as defined in the 2014 Construction Regulations)		
3	Registration of the project with DOL for the construction permit (If applicable and as defined in the 2014 Construction Regulations)		
4	Valid Letter of Good Standing		
5	Employee List and Certified Copies of their Identity Documents (RSA Citizens) or Passports and Work Permits for foreign Nationals. Employee register to include home address; Contact Numbers; Residential Address; Name of Next of kin with Contacts		
6	Approved Organizational Structure		
7	Approved S/HE Policy		
8	Approved S/HE Plan		
9	Risk Assessments for the projects as per project scope, approved by the Risk Assessor. These should cover any prevalent communicable diseases at the time.		

#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
10	Proof of medical fitness of employees who will be working on the project, from an Occupational Health Practitioner not a General Practitioner (Provide completed Annexure 3 of the Construction Regulations).		
11	All applicable Statutory Appointments e.g. First Aider, SHE Officer, etc. (Signed by the appointer and accepted by appointee's, include CV's and competency certificates)		
12	Tool inspections Checklists and Register		
13	PPE Matrix and Issue Records		
16	Equipment Maintenance (Calibrations, Safe Working load certificates, etc.) if applicable		
17	Chemicals substances list and Safety Data Sheets (SDSs) for chemicals to be used (14-point format). Include Proof of training on SDSs if applicable.		
18	Excavation plan (when applicable)		
19	Fall Protection plan, including scaffolding plan (when applicable)		
20	Declaration of Sub-contractors (when applicable)		
21	Proof of Third Party Liability Cover (Not older than 1 year)		
22	Conclusion / Statement of Compliance		

Table 22: Safety Checklist

13. TENDER REQUIREMENTS

13.1 Employee Identification

The Co-operatives cleaning PRASA stations shall wear identifiable (ID) clothing with appropriate Company's badge and access card displayed all the time whilst on premises with the following information on it:

- a) The photo of the Co-operative member
- b) The Name of the Co-operative member
- c) The position he or she occupies
- d) The Name of the Co-operative
- e) The Name of the Station of deployment.

13.2 Name list

The name list of all members of Co-operative, who are to be employed to clean stations as well as their replacement, must be furnish beforehand. PRASA reserves the right to monitor time and attendance of the Co-operative and to give working instruction directly to the members of the Co-operative.

13.3 If in the opinion of PRASA this is necessary, this will be done through a dedicated Project Manager.

13.4 Subject to the final agreement made by the parties, the Co-operative shall be remunerated by PRASA monthly in accordance with the price agreed.


13.5 Personal Protective Clothing (PPE)

13.5.1 A great attention should be given on how PPE is handled.

13.5.2 Cleaners must always wear mask, gloves, safety shoes, reflector jackets overalls when executing their duties.

13.5.3 Where there is visible contamination with body fluids, additional PPE to protect the cleaners' eyes, mouth and nose must be used.

13.5.4 All disposable PPE should be removed after each use and discarded in sealable bags and bins with lids.

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13.5.5 Hands should be washed with soap and water for 20 seconds after PPE has been removed following the cleaning and disinfection.

13.5.6 To prevent spreading of germs, discard cleaning material made of cloth (i.e. wiping cloth etc). in appropriate bags after cleaning and disinfecting. A new pair of gloves must be worn.

13.5.7 There are other areas that will require a shorter replacement cycle e.g. outside areas.

14. CONTRACT DURATION

The contract period of this fixed tender is Three (3) years (36 Months).

15. EVALUATION 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.

16. 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 will be disqualified.
Verify compliance	The Bids are checked to verify that the essential RFP requirements have been met. Non-compliant Bids will be disqualified.
Detailed Evaluation of Technical	Not Applicable
Specific Goals	Evaluate Specific Goals
Price Evaluation	Bidders will be evaluated on price offered.
Scoring	Scoring of Bids using the Evaluation Criteria.
Recommendation	Report formulation and recommendation of Preferred and Reserved Bidders
Best and Final Offer	PRASA may go into the Best and Final Offer process in the instance where no bid meets the requirements of the RFP and/or the Bids are to close in terms of points awarded.
Approval	Approval and notification of the final Bidder.

Table 25

BID DESCRIPTION: REQUEST FOR PROPOSAL (RFP) - PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES FOR PRASA RAIL STATIONS EARMARKED FOR CO-OPERATIVES IN NORTHERN GAUTENG REGION (NGR) BID NUMBER: RE-CRES/NGR/64/09/2022	 prasa <small>PASSENGER RAIL AGENCY OF SOUTH AFRICA</small>
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17. 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* below for the selection of the preferred bidders who shall render cleaning, hygiene and horticultural services for the Co-operative stations.

EVALUATION CRITERIA	WEIGHTING
Stage 1	Compliance
Stage 1A - Mandatory Requirements	
Stage 1B - Other Mandatory Requirements	
Stage 2	Not Applicable
Technical/Functional Requirements	Not Applicable
Stage 3	Price and Specific Goals
Price	80
Specific Goals	20
TOTAL	100

17.1 STAGE 1: COMPLIANCE REQUIREMENTS


Bidders must comply with the following requirements and failure to comply will lead to immediate disqualification.

17.1.1 Stage 1A- Mandatory Requirements

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

No.	Description of requirement	Tick (X)
a)	Completion of ALL RFP documentation	
b)	Bidders must complete the Briefing Session Form D AND/OR Sign on the Compulsory Briefing Session Attendance Register	
c)	Signed Joint Venture, Consortium Agreement or Partnering Agreement (whichever is applicable)	
d)	Only Co-operatives who reside in the City of Tshwane Municipality are eligible to bid. The Proof of Residence must indicate the Directors' physical address and municipality. A copy of Rates and Taxes or Electricity Bill or a Letter from the Ward Councillor shall be submitted for all Directors, indicating addresses as Proof of Residence.	
e)	Bidders to fill and sign the closing/submission register on submission of the tender documents	

Table : Mandatory Requirements

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17.1.2 Stage 1B - Other Mandatory Requirements

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

No.	Description of requirement	Tick (X)
a)	Letter of Good Standing: COID	
b)	Valid SARS Pin	
c)	CSD supplier registration number	

Table: Other Mandatory Requirements


18. STAGE 2: PRICING AND SPECIFIC GOALS

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

Table 29: Points allocation

The specific goals allocated points in terms of this tender	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)	Acceptable Evidence
51% Black Women Owned	4		BBBEE Certificate or a Sworn Affidavit
51% Black Youth Owned	4		BBBEE Certificate or a Sworn Affidavit
51% Black Owned	4		BBBEE Certificate or a Sworn Affidavit
51% Black People living in rural or underdeveloped area	4		Municipal/ESKOM bill or letter from Councillor confirming residential address not older than 3 months

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51% owned by Black persons with disabilities	4		Certified copy of ID Documents of the Owners and Doctor's note confirming the disability
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Table 30: Points for Specific goals for the tender

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

POINTS AWARDED FOR SPECIFIC GOALS

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:

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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 or 90/10 preference point system applies, 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 or 90/10 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 90/10 and 80/20 preference point system.

Table 31: Specific goals for the tender and points claimed are indicated per the table below.
(Note to organs of state: Where either the 90/10 or 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	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)
51% Black Women Owned	4	
51% Black Youth Owned	4	
51% Black Owned	4	
51% Black People living in rural or underdeveloped areas	4	
51% owned by Black persons with disabilities	4	

Table 31: Points Claimed for Specific Goals

19. DISCLAIMER

The Station you are bidding for, must be within the municipality or region in which you reside, supported by the Proof of Residence provided, failure will lead to disqualification. Preference will be given to Co-operatives who reside within the location nearby the Stations they are bidding for.

20. VALIDITY PERIOD

This RFP shall be valid for *[90 working days]* calculated from Bid closing date.

21. POST TENDER NEGOTIATION (IF APPLICABLE)

PRASA reserves the right to conduct post tender negotiations with a shortlist of Respondent(s). The shortlist could comprise of one or more Respondents. Should PRASA conduct post tender negotiations, Respondents 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.

22. CONTRACT DURATION

The contract duration for this tender is three years (36) Months.


23. FINAL CONTRACT AWARD

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

24. 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.

SECTION 3

BID DESCRIPTION: REQUEST FOR PROPOSAL (RFP) - PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES FOR PRASA RAIL STATIONS EARMARKED FOR CO-OPERATIVES IN NORTHERN GAUTENG REGION (NGR) BID NUMBER: RE-CRES/NGR/64/09/2022	 prasa <small>PASSENGER RAIL AGENCY OF SOUTH AFRICA</small>
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PRICING AND DELIVERY SCHEDULE

Respondents are required to complete the Pricing Schedule/ BOQ **Annexure 4** and Form C (Volume 1 /Envelope 1).

1 PRICING

- 1.1. Prices must be quoted in South African Rand, inclusive of all applicable taxes.
- 1.2. Price offer is firm and clearly indicate the basis thereof.
- 1.3. Pricing Bill of Quantity is completed in line with schedule if applicable.
- 1.4. Cost breakdown must be indicated.
- 1.5. Price escalation basis and formula must be indicated.
- 1.6. To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being declared non-responsive.
- 1.7. Please note that should you have offered a discounted price(s), PRASA will only consider such price discount(s) in the final evaluation stage on an unconditional basis.
- 1.8. Respondents are to note that if price offered by the highest scoring bidder is not market related, PRASA may not award the contract to the Respondent. PRASA may:
 - 1.8.1. negotiate a market-related price with the Respondent scoring the highest points or cancel the RFP;
 - 1.8.2. if that Respondent does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the second highest points or cancel the RFP; and
 - 1.8.3. if the Respondent scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the third highest points or cancel the RFP.
 - 1.8.4. If a market-related price is not agreed with the Respondent scoring the third highest points, PRASA must cancel the RFP.

2 DISCLOSURE OF PRICES QUOTED

Respondents are to note that, on award of business, PRASA is required to publish the tendered prices and preferences claimed of the successful and unsuccessful Respondents inter alia on the National Treasury e-Tender Publication Portal, (www.etenders.gov.za) , [the other medium used to advertise the bid i.e CIDB](#) as required per National Treasury Instruction Note 09 of 2022/2023.

3 PERFORMANCE AND BID BONDS (WHERE APPLICABLE)

3.1. The preferred Bidder shall where applicable provide PRASA with a performance bond which shall be 10% of the value of the entire Project price offered and it shall be issued with 30 days of receipt of notice of appointment. The Performance Bond shall be valid for the Contract period. The format of the Performance Bond is attached as **Annexure**

[Bidders are required to submit their Bid with a Bid Bond. The Bid Bond shall be due and payable if a bidder decides not to continue with the RFP process after submission of its Bid. The format of the Bid Bond is attached as Annexure(where applicable)]

4 OWNERSHIP OF DESIGN

4.1. The plans and design developed and to be provided by PRASA shall at all times remain the property of PRASA.]

5 SERVICE LEVELS

- 5.1. An experienced national account representative(s) is required to work with PRASA's procurement department. [No sales representatives are needed for individual department or locations]. Additionally, there shall be a minimal number of people, fully informed and accountable for this agreement.
- 5.2. PRASA will have quarterly reviews with the Service provider's account representative on an on-going basis.
- 5.3. PRASA reserves the right to request that any member of the Service provider's team involved on the PRASA account be replaced if deemed not to be adding value for PRASA.
- 5.4. The Service provider guarantees that it will achieve a 100% [hundred per cent] service level on the following measures:
- a) Random checks on compliance with quality/quantity/specifications
 - b) On time delivery.
- 5.5. The Service provider must provide a telephone number for customer service calls.
- 5.6. Failure of the Service provider to comply with stated service level requirements will give PRASA the right to cancel the contract in whole, without penalty to PRASA, giving 30 [thirty] calendar days' notice to the Service provider of its intention to do so.

Acceptance of Service Levels:

YES	
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6 TOTAL COST OF OWNERSHIP (TCO)

- 6.1. PRASA will strive to procure goods, services and works which contribute to its mission. In order to achieve this, PRASA must be committed to working with suppliers who share its goals of continuous improvement in service, quality and reduction of Total Cost of Ownership (TCO).
- 6.2. Respondents shall indicate whether they would be committed, for the duration of any contract which may be awarded through this RFP process, to participate with PRASA in its continuous improvement initiatives to reduce the total cost of ownership [TCO], which will reduce the overall cost of transportation services and related logistics provided by PRASA's operating divisions within South Africa to the ultimate benefit of all end-users.

7 FINANCIAL STABILITY

Respondents are required to submit their latest financial statements prepared and signed off by a professional accountant for the past 2 years with their Proposal in order to enable PRASA to establish financial stability.

SIGNED at _____ on this _____ day of _____ 20.....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

8 VALIDITY OF RETURNABLE DOCUMENTS

The successful Respondent will be required to ensure the validity of all returnable documents, including but not limited to its Tax Clearance Certificate and valid B-BBEE Verification Certificate, for the duration of any contract emanating from this RFP. Should the Respondent be awarded the contract [the Agreement] and fail to present PRASA with such renewals as and when they become due, PRASA shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, to terminate such Agreement forthwith without any liability and without prejudice to any claims which PRASA may have for damages against the Respondent.

SIGNED at _____ on this _____ day of _____ 20.....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

9 CERTIFICATE OF ACQUAINTANCE WITH RFP TERMS & CONDITIONS & APPLICABLE DOCUMENTS

By signing this certificate the Respondent is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with, and agrees with all the conditions governing this RFP, including those contained in any printed form stated to form part hereof, including but not limited to the documents stated below and PRASA will recognise no claim for relief based on an allegation that the Respondent overlooked any such condition or failed properly to take it into account for the purpose of calculating tendered prices or any other purpose:

1. PRASA's General Bid Conditions*

2. Standard RFP Terms and Conditions for the supply of Goods or Services or Works to PRASA

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by PRASA's Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from the Standard terms or conditions could result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid to which they intend to respond, before submitting the bid. The Bidder agrees that he/she will have no claim based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if this Certificate of Acquaintance with RFP documents included in the RFP as a returnable document, is found not to be true and complete in every respect.


SIGNED at _____ on this _____ day of _____ 20....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

BID DESCRIPTION: REQUEST FOR PROPOSAL (RFP) - PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES FOR PRASA RAIL STATIONS EARMARKED FOR CO-OPERATIVES IN NORTHERN GAUTENG REGION (NGR) BID NUMBER: RE-CRES/NGR/64/09/2022	 prasa <small>PASSENGER RAIL AGENCY OF SOUTH AFRICA</small>
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SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

10 GENERAL CONDITIONS

10.1 ALTERNATIVE BIDS

Bidders may submit alternative Bid only if a main Bid, strictly in accordance with all the requirements of the RFP is also submitted. The alternative Bid is submitted with the main Bid together with a schedule that compares the requirements of the RFP with the alternative requirements the Bidders proposes. Bidders must note that in submitting an alternative Bid they accept that PRASA may accept or reject the alternative Bid and shall be evaluated in accordance with the criteria stipulated in this RFP.

10.2 PRASA'S TENDER FORMS

Bidders must sign and complete the PRASA's Bid Forms and attach all the required documents. Failure by Bidders to adhere to this requirement may lead to their disqualification.

10.3 PRECEDENT

In case of any conflict with this RFP and Bidders response, this RFP and its briefing notes shall take precedence.

10.4 RESPONSE TO RFP-CONFIDENTIALITY

Response to RFPs must clearly indicate whether any information conveyed to or requested from PRASA is confidential or should be treated confidentially by PRASA. In the absence of any such clear indication in writing from a response to RFP, PRASA shall deem the response to RFP to have waived any right to confidentiality and treat such information as public in nature.

Where a Bidder at any stage during the RFP Process indicates to PRASA that information or any response to RFP requested from PRASA is or should be treated confidentially, PRASA shall treat such information or response to RFP confidentially, unless PRASA believes that to ensure the transparency and competitiveness of the RFP Process the content of the information or response to RFP should be conveyed to all Bidders, in which event it shall apply the following process:

- PRASA shall confirm with the Bidder whether the raising of confidentiality applies to the entire response to the RFP or only specific elements or sections of the response;
- Where confidentiality is maintained by the Bidder and PRASA is of the opinion that the information or response to RFP if made publicly available would affect the commercial interests of the Bidder or is commercially sensitive information, PRASA shall not release such information to other Bidders if providing such information or response to the RFP would prejudice the competitiveness and transparency of the RFP Process;
- Where PRASA is of the opinion that information provided is not commercially sensitive or would have no impact on the commercial interests of the relevant Bidder if released and fairness and transparency requires that such information be released to all Bidders, PRASA may:
 - i. inform the relevant Bidder of the necessity to release such information and/or response to RFP and request the Bidder to consent to the release thereof by PRASA; or
 - ii. obtain legal advice regarding the confidentiality of the relevant information and/or response to RFP and the legal ability of PRASA to release such information; or
 - iii. refrain from releasing the information and/or response to RFP, in which event PRASA shall not take account of the contents of such information in the evaluation of the relevant response to RFP.

The above procedures regarding confidentiality shall not apply to any information which is already public knowledge or available in the public domain or in the hands of PRASA or is required to be disclosed by any legal or regulatory requirements or order of any competent court, tribunal or forum.

10.5 RESPONSE TO THE RFP – RFP DISQUALIFICATION

Responses to RFP which do not comply with the RFP requirements, formalities, terms and conditions may be disqualified by PRASA from further participation in the RFP Process.

In particular (but without prejudice to the generality of the foregoing) PRASA may disqualify, at its sole discretion and without prejudice to any other remedy it may have, a Bidder where the Bidder, or any of its consortium members, subcontractors or advisors have committed any act of misrepresentation, bad faith or dishonest conduct in any of its dealings with or information provided to PRASA.

10.6 CORRUPTION, GIFTS AND PAYMENTS

Neither the Bidders to RFPs, its equity members, the sub-contractors, consortium members nor any of their agents, lenders or advisors shall directly or indirectly offer or give to any person in the employment of PRASA or any other Government official or any of the Advisory Team any gift or consideration of any kind as an inducement or reward for appointing a particular Bidder, or for showing or omitting to show

favour or disfavour to any of the Bidders, its equity members or the sub-contractors in relation to the Project.

In the event that any of the prohibited practices contemplated under the above paragraph is committed, PRASA shall be entitled to terminate any Response to RFP's status and to prohibit such Response to RFP, its equity members, its SPV members, its Sub Contractors and their agents, lenders and advisors from participating in any further part of the procurement of the Project.

10.7 INSURANCE

Unless specifically provided for in this RFP or draft contracts, Bidders will be required to submit with their Bid for services professional indemnity insurance and works insurance to an extent (if any) if insurance provided by PRASA may not be for the full cover required in terms of the relevant category listed in this RFP. The Bidder is advised to seek qualified advice regarding insurance.

10.8 NO CONTACT POLICY

Bidders may only contact the bid administrator of PRASA as per the terms of the Communication Structure established by this RFP, except in the case of pre-existing commercial relationships, in which case contact may be maintained only with respect thereto and, in making such contact, no party may make reference to the Project or this RFP.

10.9 CONFLICT OF INTEREST

No Bidder member, subcontractor or advisor of the response to RFP may be a member of or in any other way participate or be involved, either directly or indirectly in more than one response to RFP or response to RFP during any stage of the Project procurement process, but excluding specialist suppliers of systems and equipment, non-core service providers or financial or commercial institutions whose role is limited purely to lending money or advancing credit to the response to RFP. Bidders are to sign the declaration of interest form. In order to prevent the conflict or potential conflict of interest between Lenders and Bidders to RFP, no advisors or the Contractor/s or Consortium/s to any response to RFP, consortium member or subcontractor may fulfil the role of arranger, underwriter and/or lead bank to the response to RFP. PRASA may disqualify the response to RFP from further participation in the event of a failure to comply with this provision. PRASA views the potential conflict of interest so great as to warrant the reduction of competition for advisory services.

10.10 COLLUSION AND CORRUPTION

Any Bidder shall, without prejudice to any other remedy available to PRASA, be disqualified, where the response to RFP –

- communicates to a person other than persons nominated by PRASA a material part of its response to RFP; or

- Enters into any Contract or arrangement with any other person or entity that it shall refrain from submitting a response to RFP to this RFP or as to any material part of its Response to RFP to this RFP (refer the prohibition contained in Section 4(1)(b)(iii) of the Competition Act 89 of 1998).
 . The Bidders represents that the Bidder has not, directly or indirectly, entered into any agreement, arrangement or understanding or any such like for the purpose of, with the intention to, enter into collusive Bidding or with reasonable appreciation that, collusive any agreement, arrangement or understanding or any such like may result in or have the effect of collusive Bidding. The Bidder undertakes that in the process of the Bid but prior to PRASA awarding the Bid to a preferred bidder become involved in or be aware of or do or caused to be done any agreement, arrangement or understanding or any such like for the purpose of or which may result in or have the effect of a collusive Bid, the Bidder will notify PRASA of such any agreement, arrangement or understanding or any such like.; or
- offers or agrees to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done, or causing, or having caused to be done any act or omission in relation to the RFP Process or any proposed response to RFP (provided nothing contained in this paragraph shall prevent a response to RFP from paying any market-related commission or bonus to its employees or contractors within the agreed terms of their employment or contract).

10.11 CONSORTIUM CHANGES

If exceptional circumstances should arise in which a after the submission to the bid and after closing date of submission of bids, there is change in the composition of the Bidder, either through substitution or omission of any member of the Bidder:

- The Response to RFP must notify PRASA in writing of the proposed changes supported by complete details of the material reasons for the changes, the parties impacted by the changes and the impact on the response to RFP.
- PRASA shall evaluate the reasons advanced by the Bidder for the requested changes to the Bidder structure and where PRASA is not satisfied that the reasons advanced are reasonable or material, refuse to accept the change and disqualify the response to RFP, or notify the Bidder in writing of its non-acceptance of the changes and require the Bidder to propose a suitable alternative to PRASA within 10 (TEN) days of its receipt of the decision of PRASA, upon receipt of which PRASA shall -

- i. Evaluate the alternative proposed for suitability to PRASA, and where the alternative is accepted by PRASA, inform the Bidder in writing of such acceptance and PRASA shall reassess the response to RFP against the RFP requirements and criteria; or
- ii. Where the alternative is not accepted by PRASA, inform the Bidder in writing of such non-acceptance as well as its disqualification from the RFP Process.
- iii. Where PRASA is satisfied that the changes requested under (i) above are reasonable and material, the response to RFP, shall be allowed to effect the required changes and PRASA shall reassess the response to RFP against the RFP requirements and criteria.

10.12 COSTS OF RESPONSE TO THE RFP SUBMISSION

All costs and expenses associated with or incurred by the Bidder in relation to any stage of the Project, shall be borne by the Bidder. PRASA shall not be liable for any such costs or expenses or any claim for reimbursement of such costs or expenses.

To avoid doubt, PRASA shall not be liable for any samples submitted by the Bidder in support of their Responses to RFP and reserves the right not to return to them such samples and to dispose of them at its discretion.

10.13 RESPONSE TO THE RFP WARRANTY

Bidders must provide a warranty as part of their Responses to RFP that their Responses to RFP are true and correct in all respects, that it does not contain a misrepresentation of any kind and that the taxes of all members of the Bidder company, consortium members and or subcontractors are in order and none of the members are undergoing corruption or any criminal-related investigations or have any past convictions for fraud or corruption.

11 CONDITIONS OF TENDER

General

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| Actions | 1 | PRASA's <i>Representative</i> and each <i>tenderer</i> submitting a tender shall act as stated in these Conditions of Tender and in a manner which is fair, equitable, transparent, competitive and cost-effective. |
| Interpretation | 2 | Terms shown in <i>italics</i> vary for each tender. The details of each term for this tender are identified in the Request for Tender / Scope of work/ specification. Terms shown in capital initials are defined terms in the appropriate conditions of contract. |
| | 3 | Any additional or amended requirements in the Scope of work/ specification, and additional requirements given in the Schedules in the <i>tender returnables</i> are deemed to be part of these Conditions of Tender. |
| | 4 | The Conditions of Tender and the Scope of work/ specification shall form part of any contract arising from this invitation to tender. |
| Communication | 5 | Each communication between PRASA and a <i>tenderer</i> shall be to or from PRASA's <i>Representative</i> only, and in a form that can be read, copied and recorded. Communication shall be in the English language. PRASA takes no responsibility for non-receipt of communications from or by a <i>tenderer</i> . |
| PRASA's rights to accept or reject any tender | 6 | PRASA may accept or reject any variation, deviation, tender, or alternative tender, and may cancel the tender process and reject all tenders at any time prior to the formation of a contract. PRASA or PRASA's <i>Representative</i> will not accept or incur any liability to a <i>tenderer</i> for such cancellation and rejection but will give reasons for the action. PRASA reserves the right to accept the whole or any part of any tender. |
| | 7 | After the cancellation of the tender process or the rejection of all tenders PRASA may abandon the proposed work and services, have it performed in any other manner, or re-issue a similar invitation to tender at any time. |

Tenderer's obligations

The *tenderer* shall comply with the following obligations when submitting a tender and shall:

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| Eligibility | 1 | Submit a tender only if the <i>tenderer</i> complies with the criteria stated in the Scope of work/ specification. |
| Cost of tendering | 2 | Accept that PRASA will not compensate the <i>tenderer</i> for any costs incurred in the preparation and submission of a tender. |
| Check documents | 3 | Check the <i>tender documents</i> on receipt, including pages within them, and notify PRASA's <i>Representative</i> of any discrepancy or omissions in writing. |
| Copyright of documents | 4 | Use and copy the documents provided by PRASA only for the purpose of preparing and submitting a tender in response to this invitation. |
| Standardised specifications and other publications | 5 | Obtain, as necessary for submitting a tender, copies of the latest revision of standardised specifications and other publications, which are not attached but which are incorporated into the <i>tender documents</i> by reference. |
| Acknowledge receipt | 6 | Preferably complete the Receipt of invitation to submit a tender form attached to the Letter of Invitation and return it within five days of receipt of the invitation. |
| | 7 | Acknowledge receipt of Addenda / Tender Briefing Notes to the <i>tender documents</i> , which PRASA's <i>Representative</i> may issue, and if necessary apply for an extension to the <i>deadline for tender submission</i> , in order to take the Addenda into account. |
| Site visit and / or clarification meeting | 8 | Attend a site visit and/or clarification meeting at which <i>tenderers</i> may familiarise themselves with the proposed work, services or supply, location, etc. and raise questions, if provided for in the Scope of work/ specification. Details of the meeting are stated in the RFP document, <i>i</i> -tender website and CIDB website. |
| Seek clarification | 9 | Request clarification of the <i>tender documents</i> , if necessary, by notifying PRASA's <i>Representative</i> earlier than the <i>closing time for clarification of queries</i> . |

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| Insurance | 10 | Be informed of the risk that needs to be covered by insurance policy. The <i>tenderer</i> is advised to seek qualified advice regarding insurance. |
| Pricing the tender | 11 | Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except VAT), and other levies payable by the successful <i>tenderer</i> . Such duties, taxes and levies are those applicable 14 days prior to the <i>deadline for tender submission</i> . |
| | 12 | Show Value Added Tax (VAT) payable by PRASA separately as an addition to the tendered total of the prices. |
| | 13 | Provide rates and prices that are fixed for the duration of the contract and not subject to adjustment except as provided for in the <i>conditions of contract</i> . |
| | 14 | State the rates and Prices in South African Rand unless instructed otherwise as an additional condition in the Scope of work/ specification. The selected <i>conditions of contract</i> may provide for part payment in other currencies. |
| Alterations to documents | 15 | Not make any alterations or an addition to the tender documents, except to comply with instructions issued by PRASA's <i>Representative</i> or if necessary to correct errors made by the <i>tenderer</i> . All such alterations shall be initialled by all signatories to the tender. Corrections may not be made using correction fluid, correction tape or the like. |
| Alternative tenders | 16 | Submit alternative tenders only if a main tender, strictly in accordance with all the requirements of the <i>tender documents</i> is also submitted. The alternative tender is submitted with the main tender together with a schedule that compares the requirements of the <i>tender documents</i> with the alternative requirements the <i>tenderer</i> proposes. |
| | 17 | Accept that an alternative tender may be based only on the criteria stated in the Scope of work/ specification and as acceptable to PRASA. |
| Submitting a tender | 18 | Submit a tender for providing the whole of the works, services or supply identified in the Contract Data unless stated otherwise as an additional condition in the Scope of work/ specification. |
| NOTE: | 19 | Return the completed and signed <i>PRASA Tender Forms and SBD forms provided with the tender</i>. <u>Failure to submit all the required documentation will lead to disqualification</u> |

- 20 **Submit the tender as an original plus 1 copy and an electronic version which should be contained in Memory Cards clearly marked in the Bidders name as stated in the RFP and provide an English translation for documentation submitted in a language other than English. Tenders may not be written in pencil but must be completed in ink.**
- 21 Sign and initial the original and all copies of the tender where indicated. PRASA will hold the signatory duly authorised and liable on behalf of the *tenderer*.
- 22 Seal the original and each copy of the tender as separate packages marking the packages as "ORIGINAL" and "COPY". Each package shall state on the outside PRASA's address and invitation to tender number stated in the Scope of work/ specification, **as well as the *tenderer's* name and contact address**. Where the tender is based on a two envelop system tenderers should further indicate in the package whether the document is **envelope / box 1 or 2**.
- 23 Seal original and copies together in an outer package that states on the outside only PRASA's address and invitation to tender number as stated in the Scope of work/ specification. The outer package should be marked "CONFIDENTIAL"
- 24 Accept that PRASA will not assume any responsibility for the misplacement or premature opening of the tender if the outer package is not sealed and marked as stated.

Note:

PRASA prefers not to receive tenders by post and takes no responsibility for delays in the postal system or in transit within or between PRASA offices.

PRASA prefers not to receive tenders by fax, PRASA takes no responsibility for difficulties in transmission caused by line or equipment faults.

Where tenders are sent via courier, PRASA takes no responsibility for tenders delivered to any other site than the tender office.


PRASA employees are not permitted to deposit a tender into the PRASA tender box on behalf of a tenderer, except those lodged by post or courier.

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| Closing time | <p>25 Ensure that PRASA has received the tender at the stated address with the Scope of work / specification no later than the <i>deadline for tender submission</i>. Proof of posting will not be taken by PRASA as proof of delivery. PRASA will not accept a tender submitted telephonically, by Fax, E-mail or by telegraph unless stated otherwise in the Scope of work/ specification.</p> <p>26 Accept that, if PRASA extends the <i>deadline for tender submission</i> for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.</p> |
| Tender validity | <p>27 Hold the tender(s) valid for acceptance by PRASA at any time within the <i>validity period</i> after the <i>deadline for tender submission</i>.</p> <p>28 Extend the <i>validity period</i> for a specified additional period if PRASA requests the <i>tenderer</i> to extend it. A <i>tenderer</i> agreeing to the request will not be required or permitted to modify a tender, except to the extent PRASA may allow for the effects of inflation over the additional period.</p> |
| Clarification of tender after submission | <p>29 Provide clarification of a tender in response to a request to do so from PRASA's <i>Representative</i> during the evaluation of tenders. This may include providing a breakdown of rates or Prices. No change in the total of the Prices or substance of the tender is sought, offered, or permitted except as required by PRASA's <i>Representative</i> to confirm the correction of arithmetical errors discovered in the evaluation of tenders. The total of the Prices stated by the <i>tenderer</i> as corrected by PRASA's <i>Representative</i> with the concurrence of the <i>tenderer</i>, shall be binding upon the <i>tenderer</i></p> |
| Submit bonds, policies etc. | <p>30 If instructed by PRASA's <i>Representative</i> (before the formation of a contract), submit for PRASA's acceptance, the bonds, guarantees, policies and certificates of insurance required to be provided by the successful <i>tenderer</i> in terms of the <i>conditions of contract</i>.</p> <p>31 Undertake to check the final draft of the contract provided by PRASA's <i>Representative</i> and sign the Form of Agreement all within the time required.</p> <p>32 Where an agent on behalf of a principal submits a tender, an authenticated copy of the authority to act as an agent should be submitted with the tender.</p> |
| Fulfil BEE requirements | <p>33 Comply with PRASA's requirements regarding BBBEE Suppliers.</p> |

PRASA'S UNDERTAKINGS

PRASA, and PRASA's *Representative*, shall:

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| Respond to clarification | 1 | Respond to a request for clarification received earlier than the <i>closing time for clarification of queries</i> . The response is notified to all <i>tenderers</i> . |
| Issue Addenda | 2 | If necessary, issue to each <i>tenderer</i> from time to time during the period from the date of the Letter of Invitation until the <i>closing time for clarification of queries</i> , Addenda that may amend, amplify, or add to the <i>tender documents</i> . If a <i>tenderer</i> applies for an extension to the <i>deadline for tender submission</i> , in order to take Addenda into account in preparing a tender, PRASA may grant such an extension and PRASA's <i>Representative</i> shall notify the extension to all <i>tenderers</i> . |
| Return late tenders | 3 | Return tenders received after the <i>deadline for tender submission</i> unopened to the <i>tenderer</i> submitting a late tender. Tenders will be deemed late if they are not in the designated tender box at the date and time stipulated as the deadline for tender submission. |
| Non-disclosure | 4 | Not disclose to <i>tenderers</i> , or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tenders and recommendations for the award of a contract. |
| Grounds for rejection | 5 | Consider rejecting a tender if there is any effort by a <i>tenderer</i> to influence the processing of tenders or contract award. |
| Disqualification | 6 | Instantly disqualify a <i>tenderer</i> (and his tender) if it is established that the <i>tenderer</i> offered an inducement to any person with a view to influencing the placing of a contract arising from this invitation to tender. |
| Test for responsiveness | 7 | Determine before detailed evaluation, whether each tender properly received <ul style="list-style-type: none"> • meets the requirements of these Conditions of Tender, • has been properly signed, and • is responsive to the requirements of the <i>tender documents</i>. |
| | 8 | Judge a responsive tender as one which conforms to all the terms, conditions, and specifications of the <i>tender documents</i> without material deviation or qualification. A material deviation or qualification is one which, in PRASA 's opinion would |

BID DESCRIPTION: REQUEST FOR PROPOSAL (RFP) - PROVISION OF CLEANING, HYGIENE AND HORTICULTURAL SERVICES FOR PRASA RAIL STATIONS EARMARKED FOR CO-OPERATIVES IN NORTHERN GAUTENG REGION (NGR) BID NUMBER: RE-CRES/NGR/64/09/2022	 prasa <small>PASSENGER RAIL AGENCY OF SOUTH AFRICA</small>
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		<ul style="list-style-type: none"> • detrimentally affect the scope, quality, or performance of the works, services or supply identified in the Contract Data, • change PRASA's or the <i>tenderer's</i> risks and responsibilities under the contract, or • affect the competitive position of other <i>tenderers</i> presenting responsive tenders, if it were to be rectified.
Non-responsive tenders	10	Reject a non-responsive tender, and not allow it to be subsequently made responsive by correction or withdrawal of the non-conforming deviation or reservation.
Arithmetical errors	11	<p>Check responsive tenders for arithmetical errors, correcting them as follows:</p> <ul style="list-style-type: none"> • Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern. • If a bill of quantities applies and there is a discrepancy between the rate and the line-item total, resulting from multiplying the rate by the quantity, the rate as quoted shall govern. Where there is an obviously gross misplacement of the decimal point in the rate, the line-item total as quoted shall govern, and the rate will be corrected. • Where there is an error in the total of the Prices, either as a result of other corrections required by this checking process or in the <i>tenderer's</i> addition of prices, the total of the Prices, if any, will be corrected.
	12	Reject a tender if the <i>tenderer</i> does not accept the corrected total of the Prices (if any).
Evaluating the tender	13	Evaluate responsive tenders in accordance with the procedure stated in the RFP / Scope of work/ specification. The evaluated tender price will be disclosed only to the relevant PRASA tender committee and will not be disclosed to <i>tenderers</i> or any other person.
Clarification of a tender	14	Obtain from a <i>tenderer</i> clarification of any matter in the tender which may not be clear or could give rise to ambiguity in a contract arising from this tender if the matter were not to be clarified.
Acceptance of tender	15	Notify PRASA's acceptance to the successful <i>tenderer</i> before the expiry of the <i>validity period</i> or agreed additional period. Providing the notice of acceptance does not contain any qualifying statements, it will constitute the formation of a contract between PRASA and the successful <i>tenderer</i> .

Notice to unsuccessful tenderers	16	After the successful <i>tenderer</i> has acknowledged PRASA's notice of acceptance, notify other <i>tenderers</i> that their tenders have not been accepted, following PRASA's current procedures.
Prepare contract documents	17	Revise the contract documents issued by PRASA as part of the <i>tender documents</i> to take account of <ul style="list-style-type: none"> • Addenda issued during the tender period, • inclusion of some of the <i>tender returnables</i>, and • other revisions agreed between PRASA and the successful <i>tenderer</i>, before the issue of PRASA's notice of acceptance (of the tender).
Issue final contract	18	Issue the final contract documents to the successful <i>tenderer</i> for acceptance within one week of the date of PRASA's notice of acceptance.
Sign Form of Agreement	19	Arrange for authorised signatories of both parties to complete and sign the original and one copy of the Form of Agreement within two weeks of the date of PRASA's notice of acceptance of the tender. If either party requires the signatories to initial every page of the contract documents, the signatories for the other party shall comply with the request.
Provide copies of the contracts	20	Provide to the successful <i>tenderer</i> the number of copies stated in the Scope of work/ specification of the signed copy of the contracts within three weeks of the date of PRASA's acceptance of the tender.