

BID DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD 36 MONTHS (CLUSTER 6 & 7 IN THE NORTHERN AND SOUTHERN LINE)



BID NUMBER: WCR/CRES/05/08/2023

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD 36 MONTHS (CLUSTER 6 & 7 IN THE NORTHERN AND SOUTHERN LINE)

CLOSING DATE	25 OCTOBER 2023
CLOSING TIME	12:00
BRIEFING SESSION	COMPULSORY
	DATE: 05 OCTOBER 2023
	TIME: 10H00
BID DOCUMENTS DELIVERY ADDRESS	PASSENGER RAIL AGENCY OF SOUTH AFRICA PRASA CRES 1 ST FLOOR CIMOCC BUILDING, TOWER BLOCK CAPE TOWN STATION CAPE TOWN
BIDDER NAME	

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.

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;
- 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.

SCHEDULE OF BID DOCUMENTS

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LIST OF BID DOCUMENTS

INVITATION TO BID PART A	Form A
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TENDER FORM (PRICE IN WORDS)	Form C
SITE INSPECTION CERTIFICATE / PRE-TENDER BRIEFING SESSION	Form D
STATEMENT OF WORK SUCCESSFULLY CARRIED OUT BY BIDDER	Form E
SECURITY SCREENING FORM	Form F
ACKNOWLEDGEMENT	Form G
SBD 4 BIDDER'S DISCLOSURE	
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1 LIST OF ANNEXURES TO THE RFP

APPENDICES

ANNEXURE A

PRICING SCHEDULE

ANNEXURE B

RFP CLARIFICATION FORM

ANNEXURE C

2 ACRONYMS

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

3 INTERPRETATION

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

- 3.1 headings have been inserted for convenience only and should not be taken into account in interpreting the RFP;
- 3.2 any reference to one gender shall include the other gender;
- 3.3 words in the singular shall include the plural and vice versa;
- 3.4 any reference to natural persons shall include legal persons and vice versa;
- 3.5 words defined in a specific clause have the same meaning in all other clauses of the RFP, unless the contrary is specifically indicated;
- 3.6. 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;
- 3.7 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;
- 3.8 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
- 3.9 this RFP shall be governed by and applied in accordance with South African law.

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:

- 4.1 “Accounting Authority” means the Board of PRASA;
- 4.2 “Contract” means the Contract to be entered between PRASA and the successful Bidder for the provision of the *services* procured in this RFP.
- 4.3 “Bid” means the Bid to the RFP submitted by Bidders;
- 4.4 “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;
- 4.5 “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;
- 4.6 “Black Equity” means the voting equity held by Black People from time to time;
- 4.7 “Black People” has the same meaning as ascribed to the Broad-Based Black Economic Empowerment Act, 2003, as amended .
- 4.8 “Black Woman” means African, Coloured and Indian South Africa Female citizen;
- 4.9 “Briefing Note” means any correspondence to Bidders issued by the PRASA;
- 4.10 “Business Day” means any day except a Saturday, Sunday or public holiday in South Africa;
- 4.11 “Bidders” means individuals, organisations or consortia that have been submitted responses to the RFP in respect of the tender;
- 4.12 “Consortium” means any group of persons or firms jointly submitting a Bid as Bid to this RFP and “Consortia” means more than one Consortium;
- 4.13 “Contractor” the successful Bidders who has signed a Contract with PRASA in terms of this RFP.
- 4.14 “Closing Date” means the closing date for submission of bids/ Proposals by Bidders which is 25 October 2023**
- 4.15 “Project” means this project for the APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD 36 MONTHS (CLUSTER 6 & 7 IN THE NORTHERN AND SOUTHERN LINE)**
- 4.16 “RFP” means the Request for Proposals issued by PRASA for this tender; and
- 4.17 “Scope of Work” means the scope of work for this project as detailed out in the RFP technical specifications.

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	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD 36 MONTHS (CLUSTER 6 & 7 IN THE NORTHERN AND SOUTHERN LINE)
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 21 September 2023
ISSUE DATE	21 SEPTEMBER 2023
COLLECTION DATE DEADLINE (if applicable)	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 21 SEPTEMBER 2023
COMPULSORY BRIEFING SESSION	05 October 2023
CLOSING DATE	25 October 2023 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	10 OCTOBER 2023
CLOSING DATE FOR RESPONSES	12 OCTOBER 2023
CONTACT PERSON	Asanda Sidali

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 **PINELANDS STATION** on the **05th of OCTOBER 2023**, at **10h00**. [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.

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 may 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 within 3 days from the date of briefing session.

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

RFP NO: WCR/CRES/05/08/2023

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS (CLUSTER 6 AND 7 IN THE NORTHERN AND SOUTHERN LINE)

CLOSING DATE AND TIME: 25 OCTOBER 2023 AT 12H00

5 DELIVERY INSTRUCTION FOR RFP

The Bid envelopes should be deposited in the PRASA tender box which is located at the 1st Floor CCMOC Building and should be addressed as follows:

Closing address: Passenger Rail Agency of South Africa, Corporate Real Estate

The Secretariat /Tender Office

Prasa Cres WCR

1st Floor CCMOC Building

Tower Block

Cape Town Station

Cape Town

8000

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 [\[Asanda.Sidali@prasa.com\]](mailto:Asanda.Sidali@prasa.com) before 10 October 2023 on 021 449 6430, substantially in the form set out in Annexure C hereto.
- 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 After the closing date of the RFP, a Respondent may only communicate in writing with the Bid Secretariat, at telephone number 021 449 6430, email Nomsikelelo.Ncamane@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 complaint

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 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 two sealed envelopes/boxes; the first envelop/box shall have the technical and compliance response, the second envelop/box shall only have the financial response.

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

Volume 1 (Envelop 1/Package 1)

- **Part A:** Mandatory Compliance Response and Specific goals response
- **Part B:** Technical or Functional Response (response to scope of work)

Volume 2 (Envelop 2/ Package 2)

- **Part C:** Financial Proposal

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

- 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.
- 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.
- 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	21 September 2023
Briefing Session for Bidders at the Pinelands Station]	05 October 2023
Closing date for Questions	10 October 2023
Closing date for Responses	12 October 2023
Closing Date for Submission of final Bid	25 October 2023
Evaluation of Proposals (Bidders note that PRASA may call for Presentation of bidders offers at any stage of the evaluation process)	10 November 2023
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 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 11 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).

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

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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.

SECTION 2

BACKGROUND OVERVIEW AND SCOPE REQUIREMENTS

1. INTRODUCTION AND BACKGROUND

PRASA requires a full station cleaning service for a mix of facilities which are found at various Commuter Railway Stations. The facilities include staff offices, mess rooms, staff and public ablutions facilities, commuter waiting rooms, platform areas, bridges and subways, access roads and concourse areas. The facilities must be at kept high standard level of cleanliness and must be cleaned regularly to provide better environment for the commuters.

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 contracts.

The Western Cape Region consist of 4 corridors with a total of ± 124 stations 5 of them categorised as super-core stations, 24 Core stations, 28 immediate, 40 small and 27 Halt Stations.

The combined total ticket issued per month for all the stations in these corridors 736 656 tickets issued per month 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.

PRASA committed through its “Passenger Charter” to providing train service that is safe, reliable and 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 will be required maintenance and cleaning of the highest standard.

OVERVIEW

PRASA seeks to benefit from this partnership in the following ways: **(Project / Events Specific)**

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

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

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

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

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

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

2.2 STATUS QUO

The Region has appointed a cleaning & horticulture service provider through an open tender process to provide cleaning services in the specified corridor for a period of (3) years. The current contract is coming to an end on 31 October 2023.

2.3 PROBLEM STATEMENT

PRASA considers stations as crucial entry points into its business environment, and they provide a crucial representation of its image.

The impression that customers have of PRASA depends on their experience of stations and therefore cleanliness of the stations and their facilities is extremely important in this regard. PRASA customers deserve clean stations and PRASA is committed in delivering cleaner facilities to its customers.

3. OBJECTIVE OF THE PROPOSED PROJECT

3.1 DESIRED OUTCOMES FOR CARRYING OUT THE PROPOSED PROJECT

- PRASA intends through the provision of this service to achieve highest quality standard of cleanliness of the stations. To ensure that stations are environmentally friendly and pleasing for commuters and customers, and that station facilities are clean and hygienic.
- To ensure that the cleaning processes and methods comply with environmental and safety standards.
- PRASA has a legal and statutory obligation to maintain its operating environment in a safe, environmentally sound, and responsible manner. Beyond PRASA's legal obligation, it is the commitment of PRASA to be a public transport mode of choice hence PRASA is talking about "a business service of the future" in its modernization statement.

3.2 PROJECT BENEFITS TO PRASA

- Clean PRASA stations and facilities
- Facilities that are in compliant with Occupational Health and Safety Standards

3.3 CURRENT MECHANISMS IN PLACE TO ADDRESS THE PROBLEM

- The Region has appointed a Cleaning & Horticulture service provider through an open tender process to provide cleaning services in the specified corridor for a period of (3) years. The current contract is coming to an end on 31 October 2023.

4. KEY OBJECTIVES OF THE RFP

This RFP has been prepared for the following purposes:

- 4.1 to set out the rules of participation in the Bid process referred to in this RFP.**
- 4.2 To disseminate information on the Project contemplated in this RFP.**
- 4.3 To give guidance to Bidders on the preparation of their RFP Bids.**
- 4.4 To gather information from Bidders that is verifiable and can be evaluated for the purposes of appointing a successful Bidder.**
- 4.5 To enable PRASA to select a successful Bidder that is:**
 - a) technically qualified and meet the empowerment criteria described in this RFP;
 - b) Carry all the obligations of the Contract.

5. SCOPE OF WORKS AND AREAS OF FOCUS

5.1 SCOPE OF THE DESIRED SOLUTION

The scope of work shall cover daily **cleaning and horticulture services** of the entire station precinct and the facilities of the station. PRASA thorough tender will invite professional cleaning companies to submit a tender providing cleaning and horticultural services for the following corridors in the Western Cape Region.

Cluster 6 and 7 (Southern line and Northern line)

Northern line corridor:

- Cluster 6 has total number of 5 stations four (4) small and one (1) Core stations.
- Cluster 7 has total number of 6 stations, three (3) of them are categorised as intermediate and three (3) Small.

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

- General cleaning and horticultural services
- Deep cleaning services
- Covid-19 disinfecting and decontamination of surfaces.

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

b) The Contractor shall ensure full compliance with all applicable Statutory Regulations of the industry. The legislative requirements to be complied with but not limited to the below:

- i. The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)
- ii. The Labour Relations Act, 1995 (Act no 66 of 1995)
- iii. The Occupational Health and Safety Act, 1993 (Act no 85 of 1993)
- iv. The National Environmental Management Act (Act no 107 of 1998)
- v. National Railway Safety Regulator Act (16/2002)
- vi. Bargaining Council for cleaning industry

- c) The service provider may employ the innovation and best cleaning methods which will ensure the highest level of cleanliness of Station facilities.

5.1.1 The service provider shall clean the facilities in line with detailed specification of the work and description of service, frequency, and Daily Cleaning Procedure.

5.1.2 The service provider shall ensure periodical deep cleaning service is done to enhance the level of cleanliness at the station.

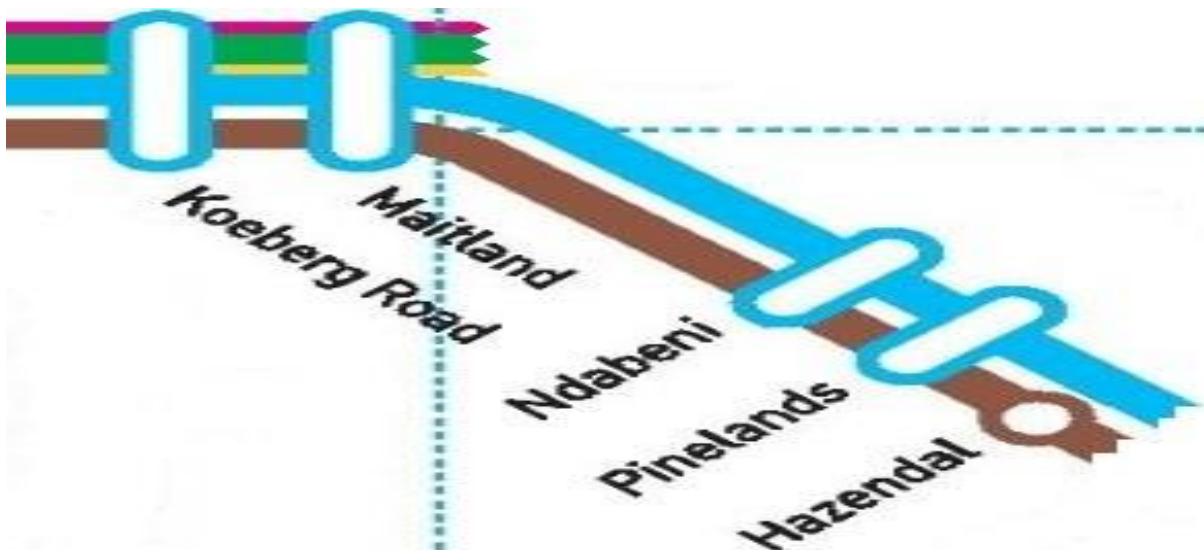
5.1.3 The Service provider shall ensure that the washing of carpets and furniture with upholstery is provided on an as and when required basis.

5.2 THE STATION CLUSTERING

The stations are clustered according to the portion of the WCR network as illustrated in the diagram below.

Station Details Cluster 6

Cluster 6 Cluster 6 has total number of 5 stations four (4) small and one (1) Core station.



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

BID DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD 36 MONTHS (CLUSTER 6 & 7 IN THE NORTHERN AND SOUTHERN LINE)



Table 4.3 The table below illustrates the targeted areas within the station precinct.

Station name	Platform	Number of Footbridge/S subway	Railway Tracks	Public Toilets	Ticket Office	Waiting Areas	Staff Offices	Parking area	Access control	Concourse	Entrances and Walkways	Lifts	Waste Area/ Facility
Koeberg	3	2	4	4	1	6	2	1	1	1	1	0	0
Maitland	3	2	6	8	1	6	4	1	1	1	1	0	0
Ndabeni	2	1	4	5	1	6	2	1	1	1	1	0	0
Pinelands	2	1	4	5	1	4	2	1	1	1	1	0	0
Hazendal	2	1	2	0	1	2	1	0	0	1	2	0	0
TOTAL	12	7	20	22	5	24	11	4	4	5	6	0	0

Table 4.4 the extend coverage of the proposed project.

Station name	Platform (m ²)	Footbridge /Subway (m ²)	Track Rails (m ²)	Public Toilets (m ²)	Ticket Office (m ²)	Waiting Areas (m ²)	Staff Offices (m ²)	Parking area (m ²)	Access control (m ²)	Concourse (m ²)	Entrances and Lifts	Waste Area/ Facility	
Koeberg	3488	250	1163	56	32	503	15	1277	42	70	70	0	0
Maitland	7839	120	3297	90	35	317	226	109	70	112	112	0	0
Ndabeni	4400	150	2200	70	80	268	24	0	64	70	70	0	0
Pinelands	4923	174	2200	70	80	268	24	1155	64	70	70	0	0
Hazendal	24037	69	886	0	70	60	24	0	0	24	60	0	0
TOTAL	44687	763	9746	286	297	1416	313	2541	240	346	382	0	0

5.2.2 The Staffing Plan and Shift System

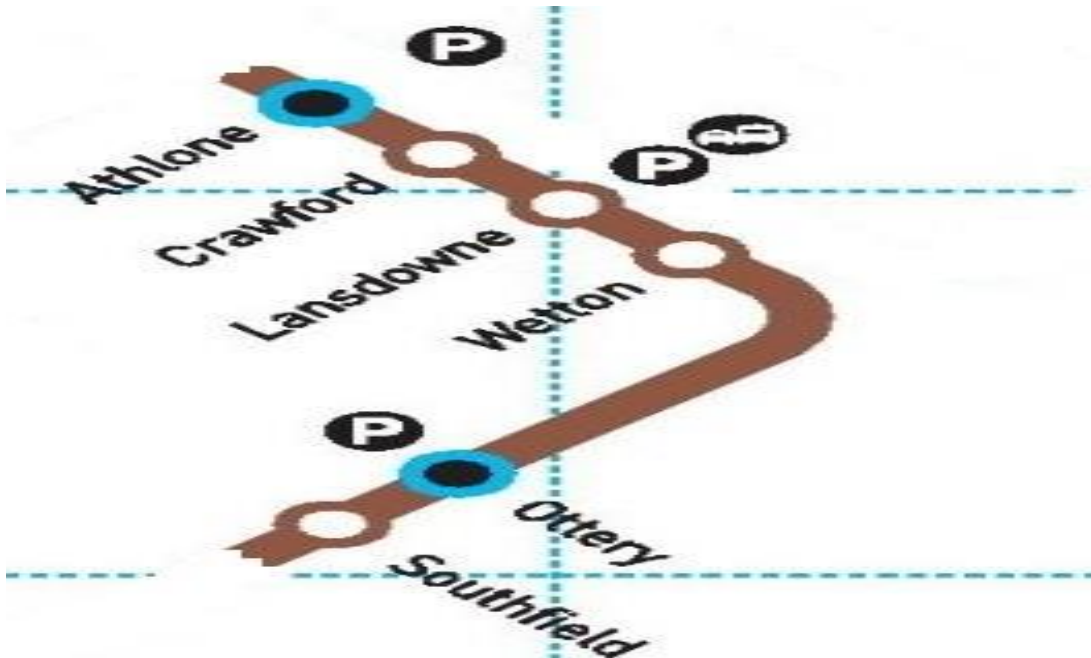
5.2.2.1. Staff Deployment

The total cleaning staff/personnel to be provided in this specification is 19 including the cleaners and supervisors as per the table below. Contractor to make provision for relivers with an additional 10% of total staff, relivers fill-in should any employees fail to report for duty for whatever reason. 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 4.5 The number of staff required per shift.

				OPERATING TIMES		
No.	Station Name	Station Classification	Total Number of Cleaners	Morning Shift	Day Shift	Saturdays, Sundays & Public Holidays
				06H00 to 14H00	10H00 to 18H00	07H00 to 16H00
1	Koeberg	Small	3	2	1	1
2	Maitland	Core	5	3	2	2
3	Ndabeni	Small	3	2	1	1
4	Pinelands	Small	3	2	1	1
5	Hazendal	Small	3	2	1	1
SUPERVISOR(S)			2	1	1	N/A
TOTAL NUMBER OF CLEANING STAFF ON THE CLUSTER PER SHIFT			19	12	7	6

5.2.3 **Cluster 7** has total number of 6 stations, three (3) of them are categorised as intermediate and three (3) Small



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

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Table 4.5 The table below illustrates the targeted areas within the station precinct.

Station name	Platform	Number of Footbridge/Subway	Railway Tracks	Public Toilets	Ticket Office	Waiting Areas	Staff Offices	Parking area	Access control	Concourse	Entrances and Walkways	Lifts	Waste Area/Facility
Athlone	2	1	2	3	1	6	2	1	2	0	1	0	0
Crawford	2	2	2	3	1	4	2	1	1	0	1	0	0
Lansdowne	2	2	2	3	1	4	2	1	1	0	1	0	0
Wetton	2	2	2	8	1	5	2	1	2	0	2	0	0
Ottery	2	2	2	7	1	5	2	1	4	0	1	0	0
Southfield	2	2	2	4	1	4	3	1	1	0	1	0	0
TOTAL	12	11	12	28	6	28	13	6	11	0	7	0	0

Table 4.6 The extend coverage of the proposed project.

Station name	Platform (m ²)	Footbridge/Subway (m ²)	Track Rails (m ²)	Public Toilets (m ²)	Ticket Office (m ²)	Waiting Areas (m ²)	Staff Offices (m ²)	Parking area (m ²)	Access control (m ²)	Concourse (m ²)	Entrances and Walkways	Lifts	Waste Area/Facility
Athlone	3536	45	884	36	42	228	32	990	16	0	56	0	0
Crawford	2056	100	888	48	42	167	36	1270	16	0	16	0	0
Lansdowne	3552	100	888	48	42	167	24	0	18	0	32	0	0
Wetton	2400	100	600	90	56	216	74	1127	15	0	90	0	0
Ottery	3600	100	900	90	56	190	18	2500	35	0	140	0	0
Southfield	3480	100	870	60	48	220	257	700	28	0	102	0	0
TOTAL	18624	545	5030	372	286	1188	441	6587	128	0	436	0	0

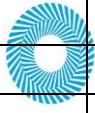
5.2.5. The Staffing Plan and Shift System

5.2.5.1. Staff Deployment

The total cleaning staff/personnel to be provided in this specification is 22 including the cleaners and supervisors as per the table below. Contractor to make provision for reliefs with an additional 10% of total staff, reliefs fill-in should any employees fail to report for duty for whatever reason. 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 4.3 The number of staff required per shift.

				Operating times		
No.	Station Name	Station Classification	Total Number of Cleaners	Morning Shift	Day Shift	Saturdays, Sundays & Public Holidays
				06H00 to 15H00	09H00 to 18H00	07H00 to 16H00
1	Athlone	Intermediate	4	2	2	2
2	Crawford	Small	3	2	1	1
3	Lansdowne	Intermediate	4	2	2	2
4	Wetton	Small	3	2	1	1
5	Ottery	Small	3	2	1	1
6	Southfield	Intermediate	3	2	1	1
SUPERVISOR(S)			2	1	1	N/A
TOTAL NUMBER OF CLEANING STAFF ON THE CLUSTER PER SHIFT			22	13	9	8

	Dusting	Dust all areas needed to be dusted (up to 2m)	Alternate days (Preferably Mon, Wed, Fri)
BID DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD 36 MONTHS (CLUSTER 6 & 7 IN THE NORTHERN AND SOUTHERN LINE)		High dusting (above 2m)	Weekly
			
	Waste Collection and Disposal	Empty and clean all waste baskets, receptacles	Continuously
		Remove all waste to a specified and designated area	Continuously
Public	Whole of Ablution	Empty and clean all waste receptacles	Continuously
Ablution Facilities	block	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
Platforms & Railway tracks	Platform areas	Sweep platforms	daily
		Remove papers and other foreign objects	Continuously
		Sweep the railway tracks.	Every three months
	Railway tracks. Note: Commuters work under protection on tracks and only during the off-peak)	Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms	daily
	Grass and weeds	Remove Grass and Weed	Weekly
Station Concourse Area (Including Walls, Ceilings and Paintwork – all around the station)	Glass and Metal Work	Spot clean glass doors	As necessary
		Clean and polish all bright metal fittings	Weekly
	Windows	Clean wash windows	Weekly
	Surfaces	Spot clean all low surfaces (finger marks, etc.)	Daily
	Walls and doors	Glass walls, doors and light switches	Daily
	Waiting benches	Clean benches	Daily
	Air vents	dust and wipe air vents once every two months	Every second Month
Station Entrances, Walkways and Corridors	All areas around entrances, walkways and corridors (Including subways and bridges)	Sweep clean building surrounds.	continuous
		Dust/wipe clean walls.	Weekly
		Wipe clean signs and Lettering.	Daily
		Walk-off matting vacuumed and/or clean	Daily
		Corridors to be swept and auto scrubbed/damp mobbed as required	Daily
		Access areas and concourses to be scrubbed.	Daily

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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	Every three months
		Spot cleaning	When requested and as required
		Clean seats, scrub/vacuum	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, counters	Continuously
		Polish all wooden furniture	Daily
	<i>Walls, Ceilings, and Paintwork.</i>	Spot clean all low surfaces (finger marks, etc.)	Daily
		Glass walls, doors and light switches	Daily
	<i>Windows and Blinds</i>	Clean wash windows	Weekly
		Blinds – remove dust and Damp wipe	Daily
		Air vents: dust and wipe air vents once every two months	Every second Month
		Remove Grass and Weed	Weekly
Lifts and Escalators (where applicable)	<i>All areas around the lifts</i>	Wipe Clean landings, removing all dirt butts, etc. from joints and crevices.	Daily
		Wipe clean handrails.	Daily
		Wax - polish handrails.	Monthly
		Spot clean deck panels.	Continuously
		Thoroughly clean side panels.	Daily
		Machine clean the treads.	Monthly
Waste Collection	<i>Refuse Room and Collection Area</i>	Sort the waste and isolate recyclable waste from disposal waste	Daily

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Facility		Coordinate the processes of collection of waste (disposal and recyclable)	Daily and As required
		Wash refuse containers	As required
		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
Horticulture	External Areas of the facility/yard	<u>To cut and remove grass and low growing vegetation</u> The whole entire PRASA site shall be cleared of all litter and undesirable objects. All material resulting from the clearing process shall be disposed of at approved municipal dumping sites. The service provider shall obtain written approval from the local authorities on who's the dumping sites are situated. The grass and growing vegetation shall be cut and removed from the PRASA sites to the satisfaction of the PRASA representative. The grass shall be cut to an average height from 60mm to 80mm. Grass must be cut by means of brush cutters (weed eater).	

Others

1. **Basins** – wet wipe with hard surface cleaner daily, remove mineral deposits monthly, fill liquid soap holders and paper hand towel dispensers when needed.
2. **Blinds** – vertical: remove dust monthly. Horizontal: damp wipe monthly.
3. **Carpets** – vacuum – high traffic, daily and low traffic, daily. Remove spots and stains as necessary. Interim clean as required. Restorative clean as required.
4. **Ceilings** – dust and wipe air vents once every two months.
5. **Chairs** – cloth: vacuum, daily, spot clean as necessary and shampoo as required. Vinyl and leather – dust, daily and damp wipe fortnightly.
6. **Desks** – natural, unsealed woods – dust daily. Sealed wood – polish weekly. Scaled wood/glass/formica – dust or damp wipe daily and polish weekly.
7. **Doors** – remove finger-marks on glass and push plates daily, dust or damp wipe monthly and damp wipe door handles weekly.
8. **Electrical Equipment** – dust daily, damp wipe weekly. Wet wipe and rinse inside surfaces of microwaves weekly or as necessary.
9. **Mirrors** – in washrooms – wet wipe and dry daily or as necessary. Ornamental – use glass cleaner weekly.

10. **Ovens/Stoves** – wet wipe hot plates with hard surface cleaner daily or as necessary. Use caustic aerosol spray on emancipated oven surfaces monthly.
11. **Radiators / Aircon** – dust and damp wipe weekly.
12. **Refrigerators** – damp wipe top daily, damp wipe doors and sides daily.
13. **Rubbish Bins** – empty and damp wipe daily and remove stains and disinfect weekly, or as necessary.
14. **Shelves** – dust those that are empty weekly and damp wipe when shelves are cleared as required.
15. **Sinks** – wet wipe as necessary daily
16. **Skirting** – Wet wipe with hard surface cleaner weekly and remove stains and/or marks when necessary.
17. **Tables** – in canteens wet wipe daily, other areas as for desks.
18. **Taps** – wet wipe with hard surface cleaner daily and remove mineral deposits monthly.
19. **Telephones** – dust and damp wipe with disinfectant weekly.
20. **Floors: Resilient** (vinyl, PVC, linoleum, sealed wood, etc.)
 - a. **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.
 - b. **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.
21. **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.
22. **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.
23. **Walls/Window sills** – Spot clean as necessary. Wet wipe and dry washable surfaces twice annually.
24. **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.
25. **Paving areas/tar areas/walk ways** – – 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

5.3 Typical Daily Cleaning Procedures

Step 1	Step 2
Lobby and entrances - 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 - Remove any trash and place it in a garbage bag and tie it once full and it must be properly disposed in the specified areas - 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 return them to the proper storage	Offices and Boardrooms - Visually check the areas offices/boardrooms/meeting rooms for any type of debris, dirt or paper - Sweep debris/dirt into a dust pan - 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. - 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
Staff Rest Rooms - 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 place a new bag.	Staff Rest Rooms - 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 place a new bag.

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• 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.	• 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
Access Control Points • 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 • 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 ticket lying on the floor at these areas must always be picked up and disposed to an identified area by Metrorail.	Common Areas • 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 be free of dirt and spillages at all times. • All glazing in the public areas to be cleaned daily detergent and clean cloths.
• All surfaces must be cleaned and wiped with water mixed with water and disinfectant to remove dirt and spillages at all times. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.	• 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

BID DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD 36 MONTHS (CLUSTER 6 & 7 IN THE NORTHERN AND SOUTHERN LINE)



Waiting Areas/Rooms • 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 be free of dirt and spillages at all times. • 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.	Subway and Bridges • 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 8	Step 9
Platforms • 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	Rail Tracks • Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms • Note: Employees work under protection on tracks and only during the off-peak and shall exercise extreme safety measures) and employees who have trained for white flagmen who are allowed to clean rail tracks.
Step 10	Step 11
Change Rooms • 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 • Window sills & 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 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 moped with water mixed disinfected	Mess rooms • 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.

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Step 12	Step 13
Parking - 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.	Grass Cutting - 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 who's the dumping sites are situated. - The grass and low growing vegetation shall be cut and removed from the
- Footpaths into the station must be kept clean - Visible dirt on storm water channels must be cleaned and cleared of dirt	- PRASA sites to the satisfaction of the PRASA representative. - The grass shall be cut to an average height from 60mm to 80mm. Grass must be cut by means of brush cutters (weed eater). - All cut grass shall be removed from the PRASA site by the contractor. Cut grass shall be removed from the PRASA sites within two (2) days. - Cut grass must NOT BE BURNED in any PRASA sites - The cutting of grass will be measured and paid for based on the total size of the area cut.

5.4 Daily 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 weed growth (especially the platform area) *at all times*.
- No bags of litter in any other area within the precinct, other than the allocated refuse area.
- All areas are free of stains and dust/dirt *at all times*
- 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 odour and smell *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 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 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 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 mops.
- 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 cleaning 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 be free of dirt and spillages *at all times*.
- **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 odor 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 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 on a daily basis.
- All public ablution facilities must be free of dirt and litter at all times.
- 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 be cleaned and spotless at all times
- Condom holders must be cleaned and spotless at all times

- 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 at all times.
- Remove stains and bubble from the floors.
- Guard rails to be wiped clean daily with a sanitizer and must be polished
- Access control areas must be free of dirt and litter at all times.
- No plastic bags to be stored in the Access Control Areas.

Lounge/waiting areas

Expectations: Lounge within Station Precinct are at an acceptable level of cleanliness when the following conditions apply DAILY.

- Reception area/foyer- must be kept spotless clean at all times, free from dust.
- Scrub and thoroughly clean the kitchen with appropriate chemicals and equipment suitable to remove grease in all areas including all items within the kitchen.
- Ablution facilities must be kept in a clean and tidy condition and free of bad odour *at all times*.
- **Soap dispensers** must be cleaned and replenished at all times
- **Moist toilet seat wipes holder** must be cleaned
- **Lockable toilet roll holders** must be cleaned and toilet roll replenished
- **Hand towel holder** must be cleaned
- Mirrors must be cleaned and spotless at all times
- Carpets must be clean and stain free
- Seats (upholstery/Velvet) must be clean and stain free
- Tables must be dirt free
- Glass doors/sliding door must be spotless clean

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 Staff trained and supervised as per legislative
- All applicable requirements 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: Wash rooms, change rooms and showers 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
- 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 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 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 off peak, unless otherwise instructed *in writing* by the Station Manager.
- Using of hose pipes are not allowed, service provider is to familiarize himself/herself with new water restrictions and consult with the Facilities Department on this decision. The hosing can only be done with consultation and agreement with the Facilities Department for that particular instance.
- 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 and *under strict safe operating condition*. This work can **ONLY be done under PROTECTION** by Flagmen or Flagwomen.
- 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 kept clean *at all times*.
- Subways must be free of dirt and litter *at all times*.
- No plastic bags to be stored in the subways.

Parking Areas

Expectations: Parking areas must at all times 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, overflowing dirt bins.
- All areas shall be free of grass and weed.

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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
- All dirt must be put in refuse bags and wheelie bins and transported to agreed refuse areas

5.5 CLEANING MATERIAL, CONSUMABLES, TOOLS AND EQUIPMENT

NB: This section provides **ONLY** guideline for the type of cleaning material and consumables and type of equipment and tools which will guarantee that the requirements by PRASA can be satisfied. The Contractor 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 bidder is encouraged to offer PRASA continuous improvement efforts which are aimed at enhancing cleaning efficiency and cleaning standards at the best price at all times.
- All chemicals must be SABS and/or SANS approved and must not be harmful to the environment

Table 4

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, not corrosive, kind to skin (suitable for all washable stainless steel, plastic, porcelain, ceramic, enamel, glass) 20lt
2	Biological double action cleaner/deodorizer for the cleaning and odour control in sanitary areas, toilets, urinals and odour control in carpets, per 20 lt
3	Viscous acidic toilet bowl cleaner for the removal of limescale and urinary stain, deodorizing and bactericide that removes dirt and limescale after a short period (must be free of hydrochloric acid) per 20 lt
4	Hard wear 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 per 20lt
5	Window cleaner per 20lt
6	Powerful Alkaline cleaning agent for the machine cleaning of floor coverings, low foaming, not perfumed, removes soiling per 20 lt
7	Clear Liquid hand soap per 20lt
8	stainless steel polish 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 per 20 lt (Mondo floor cleaner where applicable)
11	Powder for carpets per 20 lt
12	Jeyes Fluid per 25lt
13	Gum removing soluble agent in aerosol cans
14	Ready use abrasive liquid cleaner non scratching or corrosive per 20lt
15	Concentrated tile cleaner for porcelain, tiled areas and all washable surface, based on non-ionic and anionic surfaces. per 20lt
16	60% alcohol based hard surfaces disinfect (rate only)
17	60% alcohol-based floor cleaner (rate only)

Consumables/Materials to be used for Cleaning		
	DESCRIPTION	UNIT OF MEASUREMENT
1	Clear Hand soaps	HAND BAC SABS1828
2	100mm x 110mm 19gsm Paper. Single ply Toilet paper	500 Sheet per Roll as per SABS or SANS Regulations.
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	CE ROLL - 400m x 24cm x 50cm perforation (ANY COLOUR)
5		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	Hand Sleeves	
7	Gloves	Strong more durable – GREEN NITRILE GLOVES SIZE FIT ONE FIT ALL Household - YELLOW HOUSEHOLD GLOVES – SIZE FIT ONE FIT ALL
	Vacuum Bags	
8	Industrial/heavy duty (dependent on no. of areas requiring the use thereof)	URPOS F (QAC) – WASHROOM CLEANER
9	Dust Mask	DUST MASKS FFP1
10	Urinal Mats	ANTI SPATTING URINALS MATS PREVENT URINE SPATTER

5.5.1 CLEANING MACHINERY AND EQUIPMENT

- All the machinery being provided on the contract must still be within its serviceable life.
- The successful bidder will be responsible for the service and maintenance costs of all machinery on the contract.
- The successful bidder must ensure that all staff operators of machinery have received the proper training for the usage of the machinery prior to the commencement of the contract.
- Service Level Agreement pertaining to the provision and use of the machinery on the contract can be found under Section

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- The successful bidder is to submit a Machinery and Equipment deployment schedule which will clearly show the number of items and the areas in which they will be deployed on a daily basis. PRASA reserves the right to make changes to the equipment deployment in accordance with a change in requirements or operations.
- Please consider the following when obtaining machinery to be used in the provision of the services herein: a. Carpet machines must, as a minimum dryness of 80% – in the event of spillage / flooding
- High pressure machine up to 150 bar for outside / walkway areas – to be available on site at all times.
- Carpet extractor machines for cleaning of large areas
- All machinery being provided on the contract must still be within its serviceable life and used in accordance with the Service Levels for the duration of contract.
- In the event that any machinery breaks down, the said machinery shall be replaced on time with a temporary alternative machinery.
- Contractor should include service maintenance and consumables costs of the machinery for the duration of the contract as no additional charges will be accepted.

Table 6

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

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

Table 7

NO	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	Toilet kit (portable) <i>public areas/high traffic</i>
6	Janitorial Trolleys (twin bucket)
7	30m x 2mm Extension cords
8	Long Handle Dust Pans including whisk brooms
9	Big outdoor brooms hard and soft bristles
10	Window Squeegees with telepoles
11	Big Rectangular Buckets for Window Squeegees
12	Metal Scrapers
13	Toilet Brushes
14	Scrubbing Brushes & Scourers
15	Wet Floor Signs
16	Long Feather Dusters
17	Short Feather Dusters
18	Spray Bottles 750ml

5.4 Contract Records and Documentation

5.4.1 Health and Safety File

- The contractor shall keep on site a SHE working file where all records generated during the project are kept. This file must be available at all times on site. The file will include, all SHE related records, records of communication with the client (PRASA) tool box talks, Inspection sheets, risk assessment etc. (Table of checklist below)
- PRASA Cres operates stations within a strict railway operating environment with high commuter flow, particularly during operating peak periods. Safety of commuters is therefore a non-negotiable requirement safety should be strictly complied with
- The Contractor shall submit a SHE file according to the attached safety checklist.
- **A representative from PRASA has a right to do the following:**
 - Request the file at any given time
 - Inspect the SHEQ documents at any given time
 - Stop the work if he/she finds necessary or convinced that SHE is compromised.

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BID NUMBER: WCR/CRES/05/08/2023	

#	Description	Comments – Requirement	Requirement on file	
			Yes	No
1	Scope of work	<i>The detailed documents explaining the work to done.</i>		
2	Letter of Good Standing	<i>Valid letter of Good Standing to be on file, Letter to be on the contractor's company name.</i>		
3	Employee List	• <i>Only employees who will be working in Metrorail premises under the project.</i> • <i>ID Copies to be provided. (persons without SA Citizenship to provide a valid work permit)</i> • <i>Next of kins information to be provided (name, contact, address, etc.)</i>		
4	Organization Structure	• <i>Organization structure to be in line with the specific project. (Cleaning of facilities/Buildings)</i> • <i>To start with the CEO/MD and followed by workers</i>		
5	SHE Policy	<i>To be signed by company most senior manager.</i>		
6	SHE Plan	• <i>SHE Plan to be in line with PRASA SHE specifications and relevant to the scope of work.</i> • <i>To be acknowledged by PRASA project team leader.</i>		
7	Risk Assessments	• <i>Department to provide a baseline risk assessment for the project to the contractor as per CR 2014.</i> • <i>Contractor to provide a detailed risk assessment based on scope of work. (activity based)</i> <i>Note: prior to commencement of the work, PRASA Project team leader together with the contractor must conduct a start-up risk assessment taking into consideration the risk identified on the baseline and on the contractor risk assessment</i>		

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

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

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5.6. TENDER REQUIREMENTS

5.6.1 Employee Identification

5.6.1.1. The Service provider employees cleaning PRASA stations shall be identifiable (ID) with appropriate Company's badge and access card displayed all the time whilst on premises with the following information on it;

- The photo of the employee
- The Name of the Employee
- The position he or she occupies
- The Name of the Cleaning Company
- The Number of the Site Access operating under
- The Name of the Station of deployment.

5.6.2.2. A name list of all employees, who are to be employed to clean stations as well as their replacement must be furnish beforehand. PRASA reserves the rights to monitor time and attendance of the Service provider's commuters as well as to give working instruction directly to the Service provider's commuters

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

5.6.2.4 Subject to the final agreement made by the parties, the Service provider shall be remunerated by PRASA monthly in accordance with the price agreed.

5.7.1. Personal Protective Clothing (PPE)

5.7. 1. 1 A great attention should be given on how PPE and is handled

5.7.1.2 Cleaners must always wear mask, gloves when executing their duties

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

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

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

5.7.1.6 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.

5.7.1.7 UNIFORM Please use the replacement cycle specified i.e. **2 pairs per person every 18 months**.

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

5.7.1.9 The uniform design and fabric will require PRASA approval

5.7.1.10 Please allow for relievers in calculation of the number of uniforms

5.8. Maintenance records and reporting

5.8.1. The service provider shall ensure that proper records of equipment, consumables, consumption; inspection lists and staff attendance registers are maintained. These records must in the Stations Managers office and made available on request.

5.8.2. The service provider shall produce monthly reports indicating the daily resource deployment for the month, ad-hoc costs, and costs depicting the monthly contract fee, consumable allocation per facility with costing, walk-about findings, non-conformances and all actions taken.

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

5.8.4. Control Documents: Control documents shall be placed at the Station Managers Office to confirm that all activities have been carried out as per specifications. These documents are to be signed by the Service providers' cleaning staff daily and must accompany the payment invoice each month.

5.8.5. The Service provider shall also provide the Station Managers Office with documentation indicating the daily activities, i.e. starting, tea, lunch and finishing time, of the cleaning staff. Checking or inspection schedules to be signed and placed at the cleaner's room at all times.

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5.9 SPECIAL CONDITIONS FOR TENDERS

5.9.1 Limitation and Discretionary

PRASA reserves the right to limit the appointment to not more than **TWO (2) clusters/ Corridors** per service provider.

Negotiations will be conducted with the second (2nd) and third (3rd) highest scoring bidders when necessary, in line with the limitation clause above

6. 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.

6.1 EVALUATION AND SCORING METHODOLOGY

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

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

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6.2 EVALUATION CRITERIA

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

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

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

6.2.1 STAGE 1: COMPLIANCE REQUIREMENTS

Bidders are to comply with the following requirements and failure to comply may lead to disqualification.

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

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

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

No.	Description of requirement	
a)	Price Schedule/Bill of Quantities (BOQ) and Tender Form C must be submitted as Volume 2 in Envelope 2 .	
b)	Completion and submission of ALL RFP documentation which includes SBD Documents/Forms (includes ALL declarations)	
c)	Joint Venture / Consortium agreement / Trust Deed/ Confirmation in writing of intention to enter into a JV or consortium agreement should they be awarded business by PRASA through this RFP process (if applicable)	
d)	Bidders to fill and sign the Submission register at reception / security on submission of tender documents	
e)	Attendance Certificate of Compulsory Briefing or proof of attendance of briefing session (Signing of attendance register).	

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

If you do not submit/meet the following other-mandatory documents/requirements, at Pre-award stage 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 at pre-award

No.	Description of requirement	
a)	Proof of Company Registration Documents, (Certificate of Incorporation or CK1 or CK2)	
b)	Copies of Directors' ID documents;	
c)	Valid Tax Pin letter (must be valid on closing date of submission of the proposal) issued by SARS.	
d)	CSD Summary report / CSD reference number	
e)	Proof of Bank Account (i.e. letter issued by the bank)	
f)	Valid Letter of Good Standing (i.e COIDA from Department of Labour)	

Stage 1C – Documents required for Scoring

Documents required for Scoring - The following Other-Mandatory Documents used for purposes of scoring a bid. If not submitted by the closing date and time of this bid will not result in a Respondent's disqualification. However, Bidders will receive a score of zero for the applicable evaluation criterion: -

Certified copy of ID Documents of the Owners
Audited Annual Financials/ B-BBEE Certificate/Affidavit
CIPC Documents / B-BBEE Certificate/Affidavit

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6.2.2 STAGE 2: TECHNICAL / FUNCTIONALITY REQUIREMENTS (To be submitted in envelope 1)

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

6.2.2.1 Functional Evaluation Criteria

Bidders are evaluated based on the functional criteria set out in this RFP. Only those Bidders which score [70] points or higher (out of a possible 100) during the functional evaluation will be evaluated at stage 3 of the Bid evaluation process.

Details of the scoring methodology presented above are outlined in Table below.

Sub-Criteria	Description			Weightings
Proposal including Project plan	The Tenderer <i>must provide PRASA with the cleaning implementation plan</i> for cleaning services. Please outline how the cleaning operation at the stations will be managed daily to ensure all areas level of cleanliness is consistently maintain at highest level.			35%
	The cleaning implementation plan must demonstrate staff deployment including tools and equipment, shift schedule, daily cleaning plan, peak hour plan that includes deep cleaning schedule (quarterly, monthly, annually)			
		No plan submitted	0	
		No plan submitted or a plan not related to the works or activities of the cleaning functions	1	
		A plan submitted with:	2	

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Sub-Criteria	Description	Weights
	- Staff Deployment should include tools and equipment allocation - Shifts Schedules - Daily Cleaning plan - Peak hours plan that includes detailed deep cleaning Schedules(Monthly, Quarterly and Annually) Plan submitted with any of the one of theabove requirements = 2 points	
	A plan submitted with: - Staff Deployment should include tools and equipment allocation - Shifts Schedules - Daily Cleaning plan - Peak hours plan that includes detaileddeep cleaning Schedules (Monthly, Quarterly and Annually) Plan submitted with any of the two of the above requirements = 3 points	3
	A plan submitted with: - Staff Deployment should include toolsand equipment allocation - Shifts Schedules - Daily Cleaning plan - Peak hours plan that include detaileddeep cleaning Schedules (Monthly, Quarterly and Annually) Plan submitted with any of the three of theabove requirements = 4 points	4

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		A plan submitted with: - Staff Deployment should include tools and equipment allocation - Shifts Schedules - Daily Cleaning plan - Peak hours plan that includes detailed deep cleaning Schedules (Monthly, Quarterly and Annually)	5	
		Plan submitted with all of the above four requirements = 5 points		

Sub-Criteria	Description	Weightings
Track record of tender on similar type and Experience	<i>Bidders that have provided similar services type of contracts, with contactable references.(works or projects must be last recent 5 years) from 2019</i> - Attach letters of appointment clearly indicating the period of the contract and references letters indicating level of performance. - All letters submitted should be on the client's company letterheads signed and stamped. (where service is and or was rendered). - Points will only be awarded if both documents are submitted.	25%
	No submission or irrelevant information	0
	Appointment and reference letters with a value adding up to R0 to R500 000	1
	Appointment and reference letters with a value adding up between R500 001 to R1 000 000	2
	Appointment and reference letters with a value adding up between R1 000 001 to R1 500 000	3
	Appointment and reference letters with a value adding up between R1 500 000 to R2 000 000	4

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	Appointment and reference letters with a value adding up between R2 000 001 and above	5	
	Previous Experience of Key personnel (Supervisors) Reference: Comprehensive CV's that detail combined work experience of supervisors and contactable references. (The following formula to be used in calculating the experience): Number of combined years of Supervisors / Number of Supervisors = Average Number of Combined Years		10%
	Average combined Experience or experience of one (1) year but less than two (2) years in Supervisory capacity with CV attached	1	
	Average combined Experience of between two (2) years but less than three (3) years in Supervisory capacity with CV attached	2	
	Average combined Experience of between three (3) years but less than four (4) years in Supervisory capacity with CV attached	3	

Sub-Criteria	Description	Weightings
	Average Combined Experience of four (4) years but less than 5 years in Supervisory capacity with CV attached	4
	Average Combined Experience of five (5) years and above in Supervisory capacity with CV attached	5

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Financial Capability	Financial Capability: Cash-flow Operating cash flow ratio measures a company's short-term liquidity. Formula: Operating Cash Flows Ratio = Cash Flows from Operations/Current Liabilities (Submit Latest/most recent (not more than 5 years old) financial statement signed off by registered professional Accountant)				10%
		No Submissions of financial Statement	0		
		Submission of incomplete or irrelevant of financialStatement	1		
		Operating Cash Flows Ratio $X < 0$	2		
		Operating Cash Flows Ratio $0 < X < 0.5$	3		
		Operating Cash Flows Ratio $0.5 < X < 1$	4		
		Operating Cash Flows Ratio $X \geq 1$	5		
Level of Adequacy of the Risk Assessment and Safety Plan	The bidder to submit a safety plan that is in accordance with the OHS ACT OF 1993 but not limited to: 1. Safe working Procedures, 2.Frequency of the safety meetings, 3.PPE to be used by Cleaning Personnel 4. Risk management plan reflecting functional risk assessment matrix. 5.(first aid training): Qualified safety officer –first aid certificate				20%
		No submission	0		
		Bidder submitted only 1 requirement	1		

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Sub-Criteria	Description	Weightings
	Bidder submitted an incomplete health and safety plan, with only two items as specified submitted	2
	Three (3) of the items as specified are submitted	3
	Four (4) of the items as specified are submitted	4
	Five (5) of the specified items and more are submitted	5
Total		100%

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

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6.2.3 STAGE 3: PRICING AND SPECIFIC GOALS

Bidders should provide their price proposal in envelope 2, which should include Form C (Financial Offer). 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

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

- 3.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 3.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 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

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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 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 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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

The specific goals allocated points in terms of this tender	Acceptable Evidence	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
51% Black Women Owned	Certified copy of ID Documents of the Owners	4	
51% Black Youth Owned	Certified copy of ID Documents of the Owners	4	
EME 51% Black Owned	Audited Annual Financials/ B-BBEE Certificate / Affidavit	6	
51% Black Owned	CIPC Documents / B-BBEE Certificate/Affidavit	6	
Total		20	

7 VALIDITY PERIOD

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

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8. 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 / 90/10.

9. 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).

10. 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.

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SECTION 3

PRICING AND DELIVERY SCHEDULE

**Respondents are required to complete the PRICING SCHEDULE (Annexure C) and BID Form C
(Volume 2 /Envelop 2)**

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.

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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.

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.

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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	
-----	--

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 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 _____

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Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

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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: _____

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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.

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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 _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

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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;

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- 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 require 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

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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 –

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- 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

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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.

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11 CONDITIONS OF TENDER

General

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.

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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-tender</i> website and CIDB website. |

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| 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> . |
| 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. |

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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 *PRASA Tender Forms and SBD forms provided with the tender. Failure to submit all the required documentation will lead to disqualification***

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.

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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> |

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| 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> |

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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 | <p>Determine before detailed evaluation, whether each tender properly received</p> <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>. |

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| | 8 | <p>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</p> <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 | <p>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.</p> |
| 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 | <p>Reject a tender if the <i>tenderer</i> does not accept the corrected total of the Prices (if any).</p> |
| Evaluating the tender | 13 | <p>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.</p> |

BID DESCRIPTION: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING AND HORTICULTURE SERVICES IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS (CLUSTER 6 AND CLUSTER 7 IN THE NORTHERN AND SOUTHERN LINE)	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: WCR/CRES/05/08/2023	

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 • 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.