

SCM SUBMISSION: SPECIFICATION / SCOPE OF WORK

PURPOSE OF SUBMISSION	To seek approval to appoint a cleaning service provider to Semi-intensive cleaning, light cleaning and intensive cleaning of PRASA trains and sanitization (Metro yellow sets, EMU trains) at Naledi staging yard in South Gauteng Region (SGR)
DESCRIPTION OF GOODS / SERVICES / WORK	Provision of Rolling Stock cleaning services
REQUEST FOR PROPOSAL NUMBER	
DIVISION	PRASA CRES (SGR)
USER DEPARTMENT	FACILITIES DEPARTMENT
DATE SUBMITTED	06 February 2025

1. INTRODUCTION

PRASA's mission is to provide a dignified travel experience that makes a lasting impression and build brand loyalty – both internally (employees) and externally (customers) – that adds benefit to the passenger. PRASA CRES's objective is always to provide commuters with clean Rolling Stock coaches. The bidder could tender for cleaning of Rolling Stock as set out in the specification below for period of **(24) twenty-four months**.

- 1.1. PRASA aims to provide a safe, comfortable and efficient transport system to its commuters. Cleanliness of the Naledi Rolling Stock at international standards is of paramount importance.
- 1.2. PRASA CRES cleans Rolling Stock daily from Naledi staging yard. However, there will be instances where operations require to clean more than what is scheduled daily depending on operational requirements.
- 1.3. PRASA CRES requires a service for all PRASA train sets which are staged within South Gauteng Region at Naledi train yard. These Rolling Stock must be at highest level of cleanliness and hygiene and must be cleaned regularly to provide better travelling environment for the commuters.
- 1.4. PRASA committed through its *"Customer service 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 modernised stations that will require maintenance and cleaning of the highest standard.

2. BACKGROUND INFORMATION

2.1. Status quo

- 2.1.1. The cleaning of PRASA coaches has always been done by our own staff, until the business took a decision to transfer the cleaning of Rolling Stock to PRASA CRES. Since PRASA CRES took over, there has been the practice of appointing service providers

through quotations. The latter process will be undertaken until finalisation of the tendering. The Naledi staging yard is operational currently with trains 4 trains at a frequency of 8 trips per day 40 minutes headway. Additionally, the business has taken a decision to add more trains on this corridor due to high commuter demands.

2.2. PROBLEM STATEMENT

The cleaning contract is imperative to address dirty trains on interior part and overall, semi and intensive cleaning. If this submission is not approved, the level coach cleaning service required will drop and will result in dirty trains, Health and safety hazard component will be glaring, environmentally unfriendly and inconvenience to commuters are a risk to business of PRASA and have potential to reputational damage of PRASA brand. Most importantly, commuters will be exposed to the viruses as we learned that COVID19 and other variants commonly found in filthy environments and one of the methods to contribute the fight against global pandemics as an organisation is to ensure trains are thoroughly cleaned and sanitized every day.

3. OBJECTIVES OF THE PROPOSED PROJECT

3.1. (Desired outcome for carrying out the proposed project)

- 3.1.1. PRASA intends through the provision of this service to achieve highest quality standard of cleanliness of the trains.
- 3.1.2. To ensure that trains are environmentally friendly and pleasing for commuters and customers, and that trains are clean and hygienic.
- 3.1.3. To ensure that the cleaning processes and methods complies with environmental and safety standards.
- 3.1.4. As we are faced with the global pandemic it is imperative to ensure that trains are cleaned daily to mitigate the risk of the spread of virus that might affect anyone who is train user including PRASA employees.

3.2. Project benefits to PRASA

- 3.2.1. Clean PRASA trains and staging yards
- 3.2.2. Being in compliance with Occupational Health and Safety Standards

3.3. CURRENT TECHNICAL MECHANISM TO ADDRESS THE PROBLEM

3.3.1 The current coach cleaning contractor in Braamfontein is covering the Naledi trains. Currently, four trains operate from Naledi as staging yard. Three of these trains stage at Braamfontein metro yard. Therefore, these train are cleaned at Braamfontein at night. The other trains are cleaned at Naledi at night. In anticipation of increased number of trains in Naledi in few weeks, it is imperative that Naledi staging to have a stand-alone contract that solely focus on Naledi due to the increase of number of trains.

3.4. PRASA TRAINS



4. SCOPE OF WORK

4.1. Scope of desired solution

- 4.1.1 The scope of work shall cover daily train cleaning services at Naledi staging yard. PRASA through tender process will invite professional cleaning companies hereinafter called “the Tenderers” to submit a tender for providing cleaning services for all train sets staged at Naledi staging yard during the day and night.
- 4.1.2 Subject to the acceptance of the Tender and any counteroffer by PRASA, the successful Tenderer hereinafter called “the Contractor” shall under a contract, which consist of Specifications, terms and conditions and Form of Tender, clean all train sets.
- 4.1.3 The contractor shall clean the train sets in line with cleaning Standard Operating Procedures as outlined on Table 4 of specification.
- 4.1.4 The service provider shall provide Semi-intensive cleaning services both during the day and night. The semi-intensive cleaning is done to enhance level of cleanliness on all PRASA trains.

4.2 The contract will cover the cleaning of various train sets at Naledi yard

4.2.1. The table below illustrates the number of train sets cleaned per day

NB: The location and hours of work, schedule and shift is subject to change.

A set working schedule will be made available to the successful bidder that clearly indicates the arrival and departure time of all train sets. The table below serve as guideline for expected trains for Semi-intensive cleaning.

Table 1

Staging Yard	Shifts	Service Required	No of cleaners	No of trains per day
Naledi yard	Day	Semi intensive/Light cleaning	5	7 trains per day
Naledi yard	Night	Semi and intensive Cleaning	10	

Table 2

The extent coverage of the proposed project

Train Timetable (Semi intensive)			
Staging yard	Train sets	Receiving times	Hand over times
Naledi yard	Train set 1	19h00	04h00
Naledi Yard	Train set 2	7h00	16h00

4.3 The staffing Plan and Shift system

4.3.1. It must be noted that PRASA operates 7 days a week and including public holidays, any extended operating hours will be negotiated with the service provider should such requirements be deemed necessary during (HPP) High Peak Periods. The total cleaning staff/personnel to be provided as per this specification is 15 including (1) supervisor as per the table below.

Table 3. Number of staff required per shift per day/night (Monday to Saturdays)

Staging yard name	Total Number of Cleaners	Hours of Work	Shifts
Naledi			
Night Cleaners	10	19H00 – 04H00	Night shift
Day Cleaners	4	07H00-16H00	Day Shift
Supervisor	1	Roving between shifts	Roving between shifts
	15		

NB: 1 Supervisor required

5.SPECIFICATION OF THE WORK, PRODUCTS OR SERVICES REQUIRED

5.1 Description of service and frequency

5.1.1. Semi intensive - It is the sweeping of the train and making sure that the train is fully cleaned. The moping of train is compulsory and the removing of dust and dirt from the coach floors, seats, panels, door frames, door handles and removing of the stuck gum's should be on daily basis.

5.1.2. Intensive Cleaning - It is the sweeping of the train and making sure that the train is fully cleaned in and outside. The moping of train is compulsory and the removing of dust and dirt from the coach floors, seats, panels, door frames, door handles and removing of the stuck gum's should be on daily basis. The train will be cleaned the exterior body using correct chemical and bristle brushes to ensure that there is no dust or marks on the coaches.

5.1.3. Sanitizations- The correct disinfectant chemical shall be used before departure of the train and at the end staging yards. Use spray backpack and seats must be wiped afterwards and dilution rate must be user friendly

5.1.4 The specification below provides for the provision of the following services and service frequency as a minimum contract requirement. However, the service provider may employ the best cleaning innovation solutions and best cleaning methods which will assure the highest level of cleanliness of train sets.

6. CLEANING STANDARD OPERATING PROCEDURES (SOP)

Table 4

6.1	Semi cleaning	
		Frequency
a.	Wet Microfiber cloth having water and specified cleaning agent. No area should be left	Daily
b.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
c.	Clean all corners and no area shall be left. Special tools may be required for cleaning non-accessible areas. Wipe all the interior panel with wet microfiber cloth	Daily
d.	Ensure that there is no water mark, dust, fingerprint; bubble gum should be left behind.	Daily
NB	- <i>Do not spray the water due to danger of high voltage equipment e.g. Heaters</i> - <i>25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i>	
6.2	Semi cleaning	
a.	Wet Microfiber cloth/long handle brush broom having water and specified cleaning agent. No area should be left	Daily
b.	Scrub the area with microfiber cloth /long handle brush broom such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
c.	Wipe the motor coach /plain trailer external body thoroughly with wet cloth.	Daily
d.	The Cab-internal should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface.	Daily
e.	Clean all corners and no area shall be left. Special tools may be required for cleaning non-accessible areas. Wipe the entire interior body panel with wet microfiber cloth / long handle brush broom.	Daily

f.	Wipe off the coach body and leave to dry but do not use hose pipes	Daily
NB	- <i>The chemical to be used shall not be detrimental to the paint. The Contractor to acquaint himself/herself with the specifications of the Client preferred chemical list. Any other chemical shall be approved by the Client prior to being used.</i> - <i>Use only insulated material handle of mop and squeegee.</i> - <i>Do not spray the water due to danger of high voltage.</i> - <i>25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i>	
6.2 Drivers/Guard Cab Interior Panels, Door Panels, Coach Interior Panels and Window Glasses/Screens		
a.	Ensure all windows and doors are closed before and after cleaning.	Daily
b.	Wet all the interior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily
c.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily
d.	Clean all corners and no area shall be left.	Daily
e.	Wipe all interior panels with wet microfiber cloth.	Daily
f.	Ensure that no grease, no dust, no water, no gum, no graphite, no black spot, and no dirty marks should be left behind.	Daily
g.	All the interior panel and window glasses should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface.	Daily
NB	- <i>No sharp knife for gum removal</i> - <i>25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i>	
6.3 Interior Drivers Cab and Windscreen		
a.	Wet the surface with microfiber mop soaked into water and specified cleaning agent.	Daily
b.	Squeegee the water with window squeegee.	Daily

c.	Use only insulated material handle of mop and squeegee.	Daily
6.4 Interior Floor Cleaning (Driver's cab and Interior Coach body)		
a.	Clean the dust with broom / long feather duster to remove dirt from seats, behind heaters, in between seats, luggage racks and windowsills. Sweep clean the floor to be free of papers, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum.	Daily
b.	Wet area with water and diluted specified cleaning agent.	Daily
c.	Scrub the floor thoroughly; wipe off the cleaning solution and dirt.	Daily
d.	Mop the floor with mop soaked with clean water.	Daily
e.	Ensure that no tissue, litter, footprint, bubble gum, dirt mark, water traces should be left behind.	Daily
f.	Apply the high shine Floor Polish with a clean mop and let it dry.	Daily
NB	- <i>The chemical to be used shall not be detrimental to the paint. The Contractor to acquaint himself/herself with the specifications of the Client preferred chemical list. Any other chemical shall be approved by the Client prior to being used.</i> - <i>No sharp knife for gum removal.</i> - <i>No stripes on the floor after cleaning.</i> - <i>Please avoid any water or detergent penetrating heaters and other electrical equipment</i> - <i>25 litres of water is only allowed to be used for only 2 coaches- after every 2 coaches water need to be changed</i>	
6.5 Exterior Window glasses / Cab Windscreens		
a	Ensure all windows and doors windows are closed before and after cleaning.	Daily
b	Wet all the exterior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily
c	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily

6.6 Seats, Grab Holes, Luggage racks and Handles (Driver's cab and Interior Coach body)		
a.	Clean the dust with broom / long feather duster to remove dirt from seats, behind heaters, in between seats, luggage racks and windowsills. Sweeps clean the floor to be free of papers, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum.	Daily
b.	Wet the areas with water and specified cleaning agent.	Daily
c.	Scrub the seats/grab holes/handles with hand soft scrubbing pad and wipe off the seats with microfiber cloth	Daily
d.	Ensure that grease, dust, fingerprint, water trace, bubble gum, black spot, dirt marks should be left behind.	Daily

Semi intensive cleaning

6.7 Semi cleaning		
a.	Ensure all windows and doors are closed before and after cleaning.	Daily
b.	Wet all the interior panels, window glasses with wet microfiber cloth having water and specified cleaning agent. No area should be left.	Daily
c.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and surface is cleaned.	Daily
d.	Clean all corners and no area shall be left.	Daily
e.	Wipe all interior panels with wet microfiber cloth.	Daily
f.	Ensure that no grease, no dust, no water, no gum, no graphite, no black spot, and no dirty marks should be left behind.	Daily
g.	All the interior panel and window glasses should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface.	Daily

NB	<i>No sharp object for gum removal rather uses scrappers</i>	
6.6 Semi intensive Cleaning		
		Frequency
a.	Clean the dust with broom / long feather duster to remove dirt from seats, behind heaters, in between seats, luggage racks and windowsills. Sweeps clean the floor to be free of papers, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum.	Daily
b.	Wet area with water and diluted specified cleaning agent.	Daily
c.	Scrub the floor thoroughly; wipe off the cleaning solution and dirt.	Daily
d.	Mop the floor with mop soaked with clean water.	Daily
e.	Ensure that no tissue, litter, footprint, bubble gum, dirt mark, water traces should be left behind.	Daily
f.	The specified polishing shall be done after Internal intensive Cleaning is done	Daily
g.	Apply the polish and polish the surface. The surface should be shining after the application of polish.	Daily
NB	<i>The chemical to be used shall not be detrimental to the paint. The Contractor to acquaint himself/herself with the specifications of the Client preferred chemical list. Any other chemical shall be approved by the Client prior to being used.</i> <i>No sharpening knife for gum removal.</i> <i>Please avoid any water or detergent penetrating heaters and other electrical equipment</i>	
6.7 Semi-intensive cleaning (Drivers Coach/Motor Coaches)		
a.	Wet the areas with water and specified cleaning agent.	Daily

b.	Scrub the seats/grab holes/handles with hand soft scrubbing pad and wipe off the seats with microfiber cloth	Daily
c.	Ensure that grease, dust, fingerprint, water trace, bubble gum, black spot, dirt marks should be left behind.	Daily
d.	Where there is known blood or bodily fluid contamination (e.g. spills of vomit or faecal matter) spills should be cleaned immediately and any contaminated surfaces cleaned and disinfected.	Daily
e.	All gauges and meter instrument in the drivers' cabs should be dusted and follow with a damp cloth dipped in clean water mixed with detergent to remove stains.	Daily
NB	<i>No sharp object for gum removal</i>	

6.8 Semi intensive cleaning		
a.	Wet Microfiber cloth having water and specified cleaning agent. No area should be left	Daily
b.	Scrub the area with microfiber cloth such that adamant marks, dirt are removed, and the surface is cleaned.	Daily
c.	Clean all corners and no area shall be left. Special tools may be required for cleaning non-accessible areas. Wipe all the interior panel with wet microfiber cloth	Daily
d.	Ensure that there is no water mark, dust, fingerprint; bubble gum should be left behind.	Daily
NB	<i>Do not spray the water due to danger of high voltage equipment e.g. Heaters</i> <i>Coaches to be sanitized before and Semi-intensive cleaning of coaches</i>	

7.CLEANING MATERIAL, CONSUMABLES AND EQUIPMENTS

7.1 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 service provider can use any equipment, tools and material which will assure the highest level of cleanliness of the trains.

Cleaning Chemicals	Tools and Equipment
Cleaning detergents	Scrappers
Pine gel	Industrial Carpet cleaning machine
All-purpose liquid cleaner 25ltr (per week)	Buckets
Floor Polish liquid	Hose Pipes (Industrial)
Refuse bags (40 micron)	Carpet hoovers
Stripper	Steel Wool
Air freshener	Dust Musk's
Grease remover	Mutton cloth
Deo Block	Step ladders
Windowlene	Caution Wet Sign 10 in a box
Brasso	Soft brooms/Bristle brushes
Reocid	Wheelbarrow
Jeyes Fluid	Mop sticks
Auto wash	Mop heads (industrial)
Bleach	Carpet Brooms and squeegee cleaners
Sunlight liquid	Protective gloves
GP chemicals	Industrial toilet brush 10 in a box
	Window brushes
	Feather dusters
	Wash down soft brushes

8. DAILY EXPECTATIONS

8.1 General: (Interior the train set)

Expectations: The train sets will be considered at acceptable level of cleanliness the following conditions apply both Day and Night on the inside of the train.

- Clean floors
- Clean seats
- Clean handrails
- Clean ceiling
- Clean racks
- Clean walls
- Clean panels
- Clean heaters
- Clean Windows
- Clean doors

8.2 General: (Exterior of the train set) Intensive Cleaning

Expectations: The train sets will be considered at acceptable level of cleanliness the following conditions apply both Day and Night on the inside of the train

- . Clean Windows
- . Clean exterior of the coach
- . Clean doors and door handles
- . Free from marks
- . Clean external steps of coaches

9.TENDER REQUIREMENTS

9.1. Equipment, Consumable and Tools

9.2 The Contractor shall undertake to provide and use environmentally friend (and SABS approved) products/detergents/material as required by PRASA.

9.3 All electrical and non-electrically operated equipment should be SABS approved.

9.4 The Contractor shall supply its own cleaning equipment and chemicals at their own cost.

9.5 The Contractor shall maintain and ensure availability of Material Safety Data Sheets (MSDS) to be available.

9.6. All cleaning material approved by the client shall always be available for execution of work.

9.7 All safety precautions stipulated by the client shall be strictly adhered to.

9.8 PRASA will inspect the condition of the cleaning material and equipment.

9.9The Contractor shall provide all necessary machinery, tools and materials for the proper execution of the work. Such machinery and materials shall be of a high standard and reliable for use in the environment.

10. EMPLOYEES IDENTIFICATION

10.1 The Contractor employees cleaning PRASA stations under this Contract 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.

- a) The photo of the employee
- b) The Name of the Employee
- c) The position he or she occupies
- d) The Name of the Cleaning Company
- e) The Number of the Site Access operating under
- f) The Name of the Station of deployment.

10.2 name list of all employees, who are to be employed on this contract as well as their replacement must be furnish before hand

PRASA reserves the rights to monitor time and attendance of the Contractor's employees as well as to give working instruction directly to the Contractor's employees

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

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

11. Compliance with act and regulations

11. 1 The Contractor's employees must observe all reasonable instruction of the PRASA Delegated Contract's Manager. The Contractor shall ensure full compliance with all applicable Statutory Regulations of the industry. The following Specific Legislative Requirement will be strictly complied with.

- The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)
- The Labour Relations Act, 1995 (Act no 66 of 1995)
- The Occupational and Safety Act, 1993 (Act no 85 of 1993)
- The National Environmental Management Act (Act no 107 of 1998)
- National Railway Safety Regulator Act (16/2002)

12. PENALTIES

12.1 If the Contractor fails to deliver any or all the goods or to perform the services as required in the contract, PRASA shall, without prejudice to any rights/ remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of unperformed services for each day of the occurrence of the failure of performance. PRASA may also consider termination of the contract pursuant to General Condition of the Contract.

13. NON-PAYMENT OF EMPLOYEES

- a) The tender amounts provided below must include **ALL COSTS** for providing Rolling Stock cleaning in Naledi staging yard, the tendered amount shall further include tools and equipment, uniform, labour, chemicals and all necessary material needed to offer the services. Contractor undertakes to adhere in terms of section 6 (5) of the National Minimum Wage Act of No. 9 of 2023 and the amended National Minimum Wage contained in schedule 1 and schedule 2 of the National Minimum Wage Act, published under Government Notice No 48094 of 01 March 2024, in accordance with the schedules here to and fix the 1 March 2024 as the date on which amendment shall be come binding, failure to adhere to this law / gazette will result in termination and cancellation of contract.
- b) The contractor shall ensure all employees are paid according to the gazetted labour rate on or before the last of every month through bank, and the proof of payment of salaries shall be submitted to PRASA to verify the compliance of Minimum Wage.
- c) The tender amounts provided below must include **ALL COSTS** for providing coach cleaning in Naledi, the tendered amount shall further include tools and equipment, uniform, labour, chemicals and all necessary material needed to offer the services. Contractor undertakes to adhere in terms of section 6 (5) of the National Minimum Wage Act of No. 9 of 2023 and the amended National Minimum Wage contained in schedule 1 and schedule 2 of the National Minimum Wage Act, published under

Government Notice No 48094 of 01 March 2024, in accordance with the schedules here to and fix the 1 March 2024 as the date on which amendment shall be come binding, failure to adhere to this law / gazette will result in termination and cancellation of contract.

- d) If the contractor fails to pay his/her employees on the agreed date for a period, they have worked. PRASA will issue a warning letter to refrain from that practice, failing which PRASA may also consider terminating the contract.
- e) Penalty for poor quality of work shall be imposed subject to maximum of 10 % of Contract value. The decision regarding Penalty & Imposing Penalty shall be of PRASA CRES. This is in addition to the proportional amount to be deducted for non-completion or not carrying out the work.
- f) If Team Leader or Supervisor, cleaning staff are found absent or short, a deduction at the rate of equivalent to daily wage per cleaner.
- g) If during inspection, the workers are not found in uniform, a penalty of R500 per cleaner per day will be imposed.
- h) If during inspection, the workers are not found in proper PPE (Personnel protective equipment) a penalty up to R1000.00 per cleaner per day will be imposed.
- i) In case of unavailability of proper chemicals for described usage, penalty up to R1000.00 per day will be imposed.
- j) In case of unavailability of cleaning services for described usage, penalty up to R500.00 per day will be imposed.
- k) In case of unavailability or use of improper hand tools and equipment e.g. mops, duster, and vacuum cleaner etc. a penalty of R 500.00 per incident per day shall be imposed.
- l) In case disposal of cleaning waste is not done by the contractor at the prescribed site, a penalty of R 500.00 per incident will be imposed.
- m) In case contractor's cleaners embarked on strike, a penalty of R 500.00 per facility will be imposed.
- n) In case of unavailability of consumables e.g. Toilet paper, Room Freshener, Liquid Hand Wash etc. a penalty of R500.00 per incident shall be imposed.
- o) In case of toilet found smelling bad, not spot cleaned, no inspection checklist and dirty a penalty of R500.00 per incident shall be imposed.
- p) In cases the removal of vegetation is not done by the contractor as prescribed, a penalty of R 2500.00 per incident will be imposed.

14.INSPECTION AND REJECTION

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

14.2 SAFETY AND HOUSEKEEPING

14.3 The Contractor shall submit a Health & Safety Plan, which will include Risk Assessment with proposed work method and request for approval for site access (for PRASACRES's approval). Only when approval is granted shall the Contractor be granted access to the site for the duration of the contract.

14.4 Good safety and housekeeping practices shall be entrenched in working methods and practices.

14.5 Compliance with Environmental, Health and Safety Regulations as well as any such regulation prescribed by PRASA. It is the Contractors responsibility to know and understand them properly.

14.6 Regular and routine or ad-hoc inspections of compliance with safety and housekeeping shall be undertaken and all necessary correction actions immediately implemented.

15. CLEANING MAINTENANCE AND REPORTING

15.1. The CONTRACTOR shall ensure that proper records of equipment, consumables, consumption; inspection lists/CHECLIST and staff attendance registers are maintained. These records and reports detailing how many trains were cleaned per month must be submitted to Project Manager every last day of the month as part of POE. Failure to submit will result in invoice not being approved and paid. The invoice can only be approved once there is data and portfolio of evidence to prove the work was done as per specification and contract obligations.

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

15.3 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.

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

15.5 The Contractor shall also provide PRASA CRES with documentation indicating the daily activities, i.e. starting, tea, lunch and finishing time, of the cleaning staff. Checking or inspection schedules to be always signed and placed at the cleaner's room.

16. STAFF REQUIRED AND HOURS OF WORK

It must be noted that PRASA staging yards operate 7 days a week and public holidays, any extended operating hours will be negotiated with the service provider should such requirement be deemed necessary during high peak periods. PRASA requires employees to be deployed 26 days a month. However, in instances where operations requires extended hours and to some extent even days, Project manager and Service provider can work out roster to offset off days but not compromising operations and cost factors.

16.1 The total cleaning staff/personnel to be provided in this specification is nineteen (19) excluding one (1) supervisor as per table 3 above.

17. DAILY SAFETY MEETINGS

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

- All employees will be screened, and their individual temperatures will be recorded on the attendance register.
- A cleaner who is found to have a high unacceptable temperature as stipulated will be sent home
- All cleaners will be observed if they are wearing proper Personal Protective Clothing
- The meetings must be documenting for record keeping and reporting

17.2 Personal Protective Clothing

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

- Cleaners must always wear mask, gloves when executing their duties
- Where there is visible contamination with body fluids, additional PPE to protect the cleaner's eyes, mouth and nose must be used.
- All disposable PPE should be removed after each use and discarded in sealable bags and bins with lids.
- Hands should be washed with soap and water for 20 seconds after PPE has been removed following the cleaning and disinfection.
- 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.

17.3 CLEANING MATERIAL AND PROCES FLOW

- 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).

18. Table 5

Daily standard operating procedure for coach cleaning

Step 1	Step 2
Coaches • Remove all trash debris, cordoning off any areas that may need extensive attention • Mop flooring 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	Locomotives/Motor Coaches • Sweep debris/dirt into a dustpan • Pick up papers and dispose them into the trash bin • Empty trash cans and must be cleaned and disinfected before replacing garbage bags • mop any dirt or debris on all floors and hard surfaces that can't be removed by hand • 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 • Wipe dashboards and seats with wet cloth
Step 3	Step 4

Tracks where trains are staged • Pick up any debris/dirt on the floor and put them in the plastic bag • Plastic bag must be thrown in the bin after every shift • No litter must be left on the railway tracks	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 • Windowsills & frames excess dust must be removed with damp cloth until completely removed. • Mirrors cleaned with damp cloth and wiped with a dry cloth • Glass shower doors and handles 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
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19. DAILY COACH CLEANING EXPECTATIONS

General

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

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

19.1 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.

19 .2 Showers and change rooms

Expectations: Washrooms, 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 hour.

The contractor shall keep on SHE file where all records generated during the project are kept. This file must always be available on site. The file will include all SHE related records, records of communication with the client (PRASA) toolbox talks, Inspection sheets, risk assessment etc.

The Contractor shall submit a SHE files according to the attached safety checklist.

20. PRASA REPRESENTATIVE:

- Request the safety file at any given time.
- Inspect the SHEQ documents at any given time.
- Stop the work if he/she finds necessary or convinced that SHE is compromised.

#	Description	Comments – Requirement	Requirement on file	
			Yes	No
1	Scope of work	<i>The detailed documents explaining the work to done.</i>		
2	Letter of Good Standing	<i>Valid letter of Good Standing to be on file, Letter to be on the contractor's company name.</i>		
3	Employee List	• <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 PRASASHE specifications and relevant to the scope of work.</i> • <i>To be acknowledged by PRASA project team leader.</i>		

7	Risk Assessments	• Department to provide a baseline risk assessment for the project to the contractor as per CR 2014. • Contractor to provide a detailed risk assessment based on scope of work. (activity based) 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		
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#	Description	Comments – Requirement	Requirement on file	
			Yes	No
8	Tool Registers	<i>The list of all tool and equipment's 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</i> • <i>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.</i> • <i>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	Toolbox 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)	To be on file		
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 Sub-contractors	<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>		

N: B PRASA CRES pays for the service rendered ONLY, weekly schedule will be furnished to potential bidder by PRASA CRES and Train operations. In case Train operation shunt one train or nothing at all, the credit note will be calculated and required from service provider.

BILL OF QUANTITIES (BOQ)

The contract price must include coaches as per specification as well as staffing, operations, uniform, and materials

Year 1 (12 months)

Staging yards/stations	No of Personnel to be Deployed	Monthly Labor Cost	Monthly Material and Equipment's Cost	Total Monthly Cost (Labor + Equipment)	Annual Total Cost
Naledi	15	R	R	R	R
Totals (Excl. VAT):					R
VAT:					R
Totals (Incl. VAT):					R

- Disclaimer: Compliance with minimum wage in the form of hourly rates on (R31.21) and yearly escalations as per BOQ is mandatory.** Contractor undertakes to adhere in terms of section 6 (5) of the National Minimum Wage Act of No. 9 of 2023 and the amended National Minimum Wage contained in schedule 1 and schedule 2 of the National Minimum Wage Act, published under Government Notice No 48094 of 01 March 2024, in accordance with the schedules here to and fix the 1 March 2024 as the date on which amendment shall be come binding, failure to adhere to this law / gazette will result in termination and cancellation of contract. Failure to quote based on the National Minimum Wage expressed above will result in automatic disqualification.

Year 2 (12 months) with 6.5% Escalation

Staging yards/stations	No of Personnel to be Deployed	Monthly Labor Cost	Monthly Material and Equipment's Cost	Total Monthly Cost (Labor + Equipment)	Annual Total Cost
Naledi	15	R	R	R	R
Totals (Excl. VAT):					R
VAT:					R
Totals (Incl. VAT):					R

1. Disclaimer: Compliance with minimum wage in the form of hourly rates on (R31.21) and yearly escalations as per BOQ is mandatory. Contractor undertakes to adhere in terms of section 6 (5) of the National Minimum Wage Act of No. 9 of 2023 and the amended National Minimum Wage contained in schedule 1 and schedule 2 of the National Minimum Wage Act, published under Government Notice No 48094 of 01 March 2024, in accordance with the schedules here to and fix the 1 March 2024 as the date on which amendment shall be come binding, failure to adhere to this law / gazette will result in termination and cancellation of contract. Failure to quote based on the National Minimum Wage expressed above will result in automatic disqualification.

Staging yards/stations	Year 1	Year 2	Total contract Value (Y1 +Y2)
Naledi	R	R	R
Totals (Excl. VAT):			R
VAT:			R
Totals (Incl. VAT):			R

N.B. The contract value quotation must reflect on Section 4 of the returnable documents.

