



prasa
PASSENGER RAIL AGENCY
OF SOUTH AFRICA

REQUEST FOR QUOTATION (RFQ)

RFQ NUMBER: [CLEAN-PSTATION/08/24]

REQUEST FOR QUOTATION (RFQ) FOR THE CLEANING, HYGIENE AND HORTICULTURE SERVICES AT PRETORIA STATION IN NORTHERN GAUTENG REGION FOR A PERIOD OF THREE (3) MONTHS.

SECTION 1: SBD1**PART A INVITATION TO BID****YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF PASSENGER RAIL AGENCY (PRASA)**

BID NUMBER:	CLEAN-PSTATION/08/24	CLOSING DATE:	03 SEPTEMBER 2024	CLOSING TIME:	12:00PM
DESCRIPTION	CLEANING, HYGIENE AND HORTICULTURE SERVICES AT PRETORIA STATION IN NORTHERN GAUTENG REGION FOR A PERIOD OF THREE (3) MONTHS.				

BID RESPONSE DOCUMENTS SHALL BE ADDRESSED AS FOLLOWS:

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS):

546 PAUL KRUGER c/o SCHEIDING STREET

PRASA CRES BUILDING

PRETORIA STATION PRECINCT

PRETORIA

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO

CONTACT PERSON	Thobeka Shabangu
TELEPHONE NUMBER	012 748 7571
E-MAIL ADDRESS	CresNGR.Quotation@prasa.com

SUPPLIER INFORMATION

NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No: MAAA.....

2.1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]	2.2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO

IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B: TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER**
- 1.3. **PRESCRIBED IN THE BID DOCUMENT.**
- 1.4. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER’S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID NVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE:

NB:

- *Quotation(s) must be addressed to PRASA before the closing date and time shown above.*
- *PRASA General Conditions of Purchase shall apply.*

SECTION 2

NOTICE TO BIDDERS

1. RESPONSES TO RFQ

Responses to this RFQ [Quotations] must not include documents or reference relating to any other quotation or proposal. Any additional conditions must be embodied in an accompanying letter.

Proposals must reach the PRASA before the closing hour on the date shown on SBD1 above, and must be enclosed in a sealed envelope.

2 COMMUNICATION

Respondent/s are warned that a response will be liable for disqualification should any attempt be made either directly or indirectly to canvass any SCM Officer(s) or PRASA employee in respect of this RFQ between the closing date and the date of the award of the business.

3 BIDDERS COMPLAINTS PROCESS

3.1 Bidders are advised utilize this email address (SCM.Complaints@prasa.co.za) for lodging of complains to PRASA in relation to this bid process. The following minimum information about the bidder must be included in the complaint:

- 3.1.1 Bid/Tender Description
- 3.1.2 Bid/Tender Reference Number
- 3.1.3 Closing date of Bid/Tender
- 3.1.4 Supplier Name;
- 3.1.5 Supplier Contact details
- 3.1.6 The detailed compliant

4 LEGAL COMPLIANCE

The successful Respondent shall be in full and complete compliance with any and all applicable national and local laws and regulations.

5 CHANGES TO QUOTATIONS

Changes by the Respondent to its submission will not be considered after the closing date and time.

6 PRICING

All prices must be quoted in South African Rand on a fixed price basis, including all applicable taxes.

7 BINDING OFFER

Any Quotation furnished pursuant to this Request shall be deemed to be an offer. Any exceptions to this statement must be clearly and specifically indicated.

8 DISCLAIMERS

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

- Modify the RFQ's goods / service(s) and request Respondents to re-bid on any changes;
- Reject any Quotation which does not conform to instructions and specifications which are detailed herein;
- Reject Quotations submitted after the stated submission deadline or at the incorrect venue ;

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.

PRASA reserves the right to award business to the highest scoring bidder/s unless objective criteria justify the award to another Respondent.

Should the preferred fail to sign or commence with the contract within a reasonable period after being requested to do so, PRASA reserves the right to award the business to the next highest ranked Respondent provided that he/she is still prepared to provide the required goods at the quoted price.

9 LEGAL REVIEW

Proposed contractual terms and conditions submitted by a Respondent will be subjected to review and acceptance or rejection by PRASA's Legal Counsel, prior to consideration for an award of business.

10 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. PRASA is required to ensure that price quotations are invited and accepted from prospective bidders listed on the CSD. Business may not be awarded to a respondent who has failed to register

on the CSD. 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/>.

11 PROTECTION OF PERSONAL DATA

In responding to this bid, PRASA acknowledges that it may obtain and have access to personal data of the Respondents. PRASA agrees that it shall only process the information disclosed by Respondents in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law.

Furthermore, PRASA will not otherwise modify, amend or alter any personal data submitted by Respondents or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Respondents. Similarly, PRASA requires Respondents to process any personal information disclosed by PRASA in the bidding process in the same manner.

12 EVALUATION METHODOLOGY

PRASA will utilise the following criteria [not necessarily in this order] in choosing a Supplier/Service Provider, if so required:

EVALUATION CRITERIA	WEIGHTING
Stage 1 – Compliance	
Stage 1A	Mandatory Requirements
Stage 1B	Other Mandatory Requirements
Stage 2- Technical/Functionality	
Functionality Requirements	Threshold - 60%
Stage 3 - Price and Specific Goals	
Price	80
Specific Goals	20
TOTAL	100

13 ADMINISTRATIVE RESPONSIVENESS

The test for administrative responsiveness will include completeness of response and whether all returnable and/or required documents, certificates; verify completeness of warranties and other bid requirements and formalities have been complied with. Incomplete Bids will be disqualified.

14 VALIDITY PERIOD

14.1 PRASA requires a validity period of **60 Working Days** from the closing date.

14.2 Respondents are to note that they may be requested to extend the validity period of their response, on the same terms and conditions, if the internal processes are not finalized within the validity period. However,

once the delegated authority has approved the process the validity of the successful respondent(s)' bid will be deemed to remain valid until finalization of the of award).

15 PUBLICATION OF INFORMATION ON THE NATIONAL TREASURY E-TENDER PORTAL

Respondents are to note that, bid awards, amendments and cancellations will be published on the e-tender portal and or media used to advertise the bid. For the award of business, PRASA is required to publish the prices and preferences claimed of the successful and unsuccessful Respondents *inter alia* on the National Treasury e-Tender Publication Portal, (www.etenders.gov.za), on CIDB website for construction related RFQ's. (Where applicable).

16 RETURNABLE DOCUMENTS

Returnable Documents means all the documents, Sections and Annexures, as listed in the tables below. There are three types of returnable documents as indicated below and Respondents are urged to ensure that these documents are returned with the quotation based on the consequences of non-submission as indicated below:

16.1. Mandatory Returnable Documents

Failure to provide Mandatory Returnable Documents at the Closing Date and time of this RFQ will result in a Respondent's disqualification. Respondents are therefore urged to ensure that all documents are returned with their Quotations.

SECTION 3

1 EVALUATION CRITERIA:

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

Stage 1A – Mandatory Requirements

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)	Completion of ALL RFP documentation (includes ALL declarations)	
b)	Price Schedule and Pricing form (Section 4) To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule/BOQ and not utilize a different format. Deviation from this pricing schedule will result in a bid being declared non-responsive.	
c)	Joint Venture, Consortium Agreement or Partnering Agreement signed by all parties. The agreement should indicate the leading bidder where applicable.	
d)	Bidders to fill and sign the Closing/ Submission register on submission of bid documents.	

Stage 1B –Other Mandatory Requirements

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

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

No.	Description of requirement	
a)	Valid Letter of Good Standing (COIDA) issued by Department of labour / licensed compensation insurer as contemplated in the COID Act 130	
b)	Supply of valid SARS Pin	
c)	CSD supplier registration number	

Stage 2- Technical/Functionality

Scoring of Functionality:

The minimum threshold for Technical/functionality criteria is 60% and bidders who score below this minimum will not be considered for further evaluation in terms of price and specific goals.

ITEM	CRITERIA	WEIGHT
1.	COMPANY'S TRACK RECORD	30
2.	COMPETENCY AND EXPERIENCE OF KEY PERSONNEL	30
3.	FINANCIAL CAPABILITY	20
4.	SAFETY REQUIREMENTS	20
	TOTAL	100

CRITERIA	SUB-CRITERIA	SCORES	WEIGHT
1. COMPANY'S TRACK RECORD	Bidders should indicate the experience of previous work done within the Cleaning or Cleaning and Hygiene or Cleaning and Horticultural/Gardening sector for the past 15 years (i.e. 2008 – 2023). Evidence required: The bidders are to submit the following documents: Provide Appointment Letter/Contract/Purchase Order for each project.	Bidder(s) will score: 5 points = if Bidder submitted Five (5) sets of signed Appointment Letters/Contracts/Purchase Orders accompanied by Five (5) signed Reference Letters or Five (5) signed Testimonials or Five (5) signed Completion Certificates for either one of the required services (i.e. Cleaning or Cleaning and	30

	AND Provide a Reference Letter or Testimonial or Completion certificate relating to the above appointment Letter/Contract/Purchase Order provided. The Reference Letter to indicate the following: company name, contact person and confirmation that work was completed. NB – One of the provided documents must indicate value of the contract. Points will be awarded only if both documents are submitted.	Hygiene or Cleaning and Horticulture/Gardening services). 4 points = if Bidder submitted Four (4) sets of signed Appointment letters/Contracts/Purchase Orders accompanied by a Four (4) signed Reference Letters or Four (4) signed Testimonials or Four (4) signed Completion Certificates for either one of the required services (i.e. Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening services). 3 points = if Bidder submitted Three (3) sets of signed Appointment letters/Contracts/Purchase Orders accompanied by a Three (3) signed Reference Letters or Three (3) signed Testimonials or Three (3) signed Completion Certificates for either one of the required services (i.e. Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening services). 2 points = if Bidder submitted Two (2) sets of signed	
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		Appointment letters/Contracts/Purchase Orders accompanied by a Two (2) signed Reference Letters or Two (2) signed Testimonials or Two (2) signed Completion Certificates for either one of the required services (i.e. Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening services). 1 point = if Bidder submitted One (1) set of signed Appointment letter/Contract/Purchase Order accompanied by a signed Reference Letter or signed Testimonial or signed Completion Certificate for either one of the required services (i.e. Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening services). 0 point = No submission or generic submission not applicable to the project or the required services (Cleaning or Cleaning and Hygiene or Cleaning and Horticulture/Gardening Services)	

2. COMPETENCY AND EXPERIENCE OF KEY PERSONNEL Experience of Key personnel (Supervisors). The Cleaning or Horticulture or Hygiene experience of the supervisors must clearly be reflected on the CV. Bidders must provide comprehensive CV's that clearly outlines work experience, qualifications, and contactable references.	2.1. Minimum qualifications required are Matric Certificate/ NQF Level 4 or any other higher qualifications (Certified copies not older than six months) 2.2. The number of CV's submitted should be based on Three (3) Supervisors required for Pretoria Station as per the scope. Experience of each supervisor to be clearly specified in the CV, if not specified the bidder will lose points for that specific supervisor, the experience will be averaged. N.B – Submitting less than three (3) supervisors CV's will be equivalent to incomplete submission, bidder will be awarded zero (0) points.	Bidder(s) will score: 5 points = if Supervisors average Years of Experience is Five (5) years and above with CV's and qualifications attached with contactable references. 4 points = if Supervisors average Years of Experience is Four (4) years but less than Five (5) years with CV's and qualifications attached with contactable references. 3 points = if Supervisors average Years of Experience is Three (3) years but less than Four (4) years with CV's and qualifications attached with contactable references. 2 points = if Supervisors average Years of Experience is Two (2) years but less than Three (3) years with CV's and qualifications attached with contactable references. 1 point = if Supervisors average Years of Experience is One (1) year but less than Two (2) years with CV's and qualifications attached with contactable references. 0 point = Incomplete submission or No submission or irrelevant submission not applicable to the project or the required services	30

3. FINANCIAL CAPABILITY The operating cash flow ratio measures a company's short-term liquidity. Use the formula below: Operating cash flow ratio = Net Cash flow from Operations/Current liabilities. Bidders should submit a complete set of recent financial statements for the company. JVs must submit financial statements for all members of the JV.	Recent year's set of financial statements: current and preceding financial year. Financials prepared and signed by an Independent Registered Accounting Professional and signed by the Company Director. Incomplete Financial Statements will not be considered. JVs must submit financial statements for all members of the JV.	5 points = Operating Cash Flow Ratio $X > 1.5$ 4 points = Operating Cash Flows Ratio $1.0 > X \leq 1.5$ 3 points = Operating Cash Flow Ratio $0.5 > X \leq 1.0$ 2 points = Operating Cash Flow Ratio $0 > X \leq 0.5$ 1 point = Operating Cash Flow Ratio $X \leq 0$ 0 point = No Submission/ Statement is not signed by Registered Professional Accountant and Director/ Incomplete Financial Statements	20
4. SAFETY REQUIREMENTS	Bidder will submit the following safety requirements: • Health and Safety plan that is aligned with Project Scope of work on handling and storage of chemicals. • Project Safety structure(Safety officer, First aiders, Flagmen). • PPE Matrix indicating operational areas and their applicable PPE as per the Project Scope of work. • Qualified First Aider in possession of Certified First	Bidder(s) will score: 5 points = if the Bidder submits ALL five of the safety requirements. 4 points = if the Bidder submits four of the safety requirements. 3 points = if the Bidder submits three of the safety requirements.	20

	Aid Certificate (certified copies not older than 6 months). Qualified Safety Officer in possession of Certified SHE Representative Certificate (certified copies not older than 6 months).	2 points = if the Bidder submits two of the safety requirements. 1 point = if the Bidder submits one of the safety requirements. 0 points = No Submission or irrelevant information provided	
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Stage 3- Price and Specific Goals

The following formula, shall be used to allocate scores to the interested bidders :

The maximum points for this tender are allocated as follows:

DETAILS	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:

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Ownership Level	Scoring	Number of points claimed (80/20 system) (To be completed by the tenderer)	Evidence required for specific goals
Black Women Owned	4	100% black women owned	4		Certified Valid BBB-EE Certificate / Original Sworn-Affidavit for EME & QSE/ Certified copies of ID Documents of the Owners For JVs/Trust Deed/Consortiums: Certified Valid Consolidated BBB-EE Certificate for JVs/Consortiums.
		75% -99% black women owned	3		
		60% – 74% black women owned	2		
		51 – 59% black women owned	1		
		0 – 50% black women or irrelevant submission/No submission	0		
Black Youth owned	4	100% black youth owned	4		Certified Valid BBB-EE Certificate / Original Sworn-Affidavit for EME & QSE/ Certified copies of ID Documents of the Owners For JVs/Trust Deed/Consortiums: Certified Valid Consolidated BBB-EE Certificate for JVs/Consortiums.
		75% – 99% black youth owned	3		
		60% – 74% black youth owned	2		
		51 – 59% black youth owned	1		
		0 – 50% black youth owned or irrelevant submission/No submission	0		
Black Persons Living with Disability Owned	4	100% owned by black person living with disabilities	4		Certified copy of ID Documents of the Owner and Doctors Note confirming the disability.
		75% -99% owned by black person living with disabilities	3		

		60% – 74% owned by black person living with disabilities	2		
		51 – 59% owned by black person living with disabilities	1		
		0 – 50% owned by black person living with disabilities or irrelevant submission/No submission	0		
Black Owned	4	100% black owned	4		Certified Valid BBB-EE Certificate / Original Sworn-Affidavit for EME & QSE/ Certified copies of ID Documents of the Owners For JVs/Trust Deed/Consortiums: Certified Valid Consolidated BBB-EE Certificate for JVs/Consortiums.
		75% – 99% black owned	3		
		60% – 74% black owned	2		
		51 – 59% black owned	1		
		0 – 50% black owned or irrelevant submission/No submission	0		
Black Companies operating in rural, underdeveloped, and local communities in Garankuwa/Mabopane/ Soshanguve/Winterveld/ Itsoseng/Mamelodi/ Cullinan/Nellmapius/Atteridgeville/ Lotus Gardens/Saulsville/Salvakop	4	Bidder provided the necessary proof of operational address/ proof of residence	4		Municipal/Eskom bill/ Lease Agreement or Letter from the councillor/induna confirming residential address not older than 3 months
		Bidder DID NOT provide the necessary proof of operational address/ proof of residence	0		
TOTAL	20				

SECTION 4

PRICING AND DELIVERY SCHEDULE

Respondents are required to complete the attached Pricing Schedule

Prices must be quoted in South African Rand, inclusive of all applicable taxes.

1 Price offer is firm and clearly indicate the basis thereof.

- 2 Pricing Bill of Quantity is completed in line with schedule if applicable.
- 3 Cost breakdown must be indicated.
- 4 Price escalation basis and formula must be indicated.
- 5 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.
- 6 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.
- 7 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:
- 8 negotiate a market-related price with the Respondent scoring the highest points;;
- 9 if that Respondent does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the second highest points;
- 10 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;
- 11 If a market-related price is not agreed with the Respondent scoring the third highest points, PRASA must cancel the RFQ.

I / We _____ (Insert Name of Bidding Entity) of

_____ code _____ (Full address) conducting

business under the style or title of: _____ represented by:

_____ in my capacity

as: _____ being duly authorised,

hereby offer to undertake and complete the above-mentioned work/services at the prices quoted in the bills of quantities / schedule of quantities or, where these do not form part of the contract, at a lumpsum, of

R _____ (amount in numbers);

_____ (amount in words) Incl. VAT.

DELIVERY PERIOD: Suppliers are requested to offer their earliest delivery period possible.

Delivery will be effected within working days from date of order. (To be completed by Service provider)

SECTION 5

PRASA GENERAL CONDITIONS OF PURCHASE

General

PRASA and the Supplier enter into an order/contract on these conditions to supply the items (goods/services/works) as described in the order/contract.

Conditions

These conditions form the basis of the contract between PRASA and the Supplier. Notwithstanding anything to the contrary in any document issued or sent by the Supplier, these conditions apply except as expressly agreed in writing by PRASA.

No servant or agent of PRASA has authority to vary these conditions orally. These general conditions of purchase are subject to such further special conditions as may be prescribed in writing by PRASA in the order/contract.

Price and payment

The price or rates for the items stated in the order/contract may include an amount for price adjustment, which is calculated in accordance with the formula stated in the order/contract.

The Supplier may be paid in one currency other than South African Rand. Only one exchange rate is used to convert from this currency to South African Rand. Payment to the Supplier in this currency other than South African Rand, does not exceed the amounts stated in the order/contract. PRASA pays for the item within 30 days of receipt of the Suppliers correct tax invoice.

Delivery and documents

The Supplier's obligation is to deliver the items on or before the date stated in the order/contract. Late deliveries or late completion of the items may be subject to a penalty if this is imposed in the order/contract. No payment is made if the Supplier does not provide the item as stated in order/contract.

Where items are to be delivered the Supplier:

Clearly marks the outside of each consignment or package with the Supplier's name and full details of the destination in accordance with the order and includes a packing note stating the contents thereof; On dispatch of each consignment, sends to PRASA at the address for delivery of the items, an advice note specifying the means of transport, weight, number of volume as appropriate and the point and date of dispatch; Sends to PRASA a detailed priced invoice as soon as is reasonably practical after dispatch of the items, and states on all communications in respect of the order the order number and code number (if any).

Containers / packing material

Unless otherwise stated in the order/contract, no payment is made for containers or packing materials or return to the Supplier.

Title and risk

Without prejudice to rights of rejection under these conditions, title to and risk in the items passes to PRASA when accepted by PRASA.

Rejection

If the Supplier fails to comply with his obligations under the order/contract, PRASA may reject any part of the items by giving written notice to the Supplier specifying the reason for rejection and whether and within what period replacement of items or re-work are required.

In the case of items delivered, PRASA may return the rejected items to the Supplier at the Supplier's risk and expense. Any money paid to the Supplier in respect of the items not replaced within the time required, together with the costs of returning rejected items to the Supplier and obtaining replacement items from a third party, are paid by the Supplier to PRASA.

In the case of service, the Supplier corrects non-conformances as indicated by PRASA.

Warranty

Without prejudice to any other rights of PRASA under these conditions, the Supplier warrants that the items are in accordance with PRASA's requirements, and fit for the purpose for which they are intended, and will remain free from defects for a period of one year (unless another period is stated in the Order) from acceptance of the items by PRASA.

Indemnity

The Supplier indemnifies PRASA against all actions, suits, claims, demands, costs, charges and expenses arising in connection therewith arising from the negligence, infringement of intellectual or legal rights or breach of statutory duty of the Supplier, his subcontractors, agents or servants, or from the Supplier's defective design, materials or workmanship.

The Supplier indemnifies PRASA against claims, proceedings, compensation and costs payable arising out of infringement by the Supplier of the rights of others, except an infringement which arose out of the use by the Supplier of things provided by PRASA.

Assignment and sub-contracting

The successful Respondent awarded the contract may only enter into a subcontracting arrangement with PRASA's prior approval. The contract will be concluded between the successful Respondent and PRASA, therefore, the successful Respondent and not the sub-contractor will be held liable for performance in terms of its contractual obligations.

Governing law

The order/contract is governed by the law of the Republic of South Africa and the parties hereby submit to the non-exclusive jurisdiction of the South African courts.

SECTION 6

SBD4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?
YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) **80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

4.1 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and Specific Goals	100

4.2 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

~~4.3~~ The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

5 DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

6 FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.2. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 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

3.3. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.3.1. POINTS AWARDED FOR PRICE

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

80/20

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. 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:
- 4.2. 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 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

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

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

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in

paragraph 1 of this form;

- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....

SECTION 11

Scope of works / specification

2. SCOPE OF WORKS AND AREAS OF FOCUS

2.2. Description of what needs to be done.

- 2.2.1. The appointed service provider shall be required to provide highest quality cleaning services for Pretoria Station Precinct as well as light train cleaning services during turn around process. **The successful bidder shall be encouraged to employ people within communities that are located adjacent to Pretoria Station.**
- 2.2.2. The provision of this service shall comply with applicable and relevant Laws and Regulations that govern the cleaning sector and Health and Safety Act (Act 85 of 1993) and Railway Safety Act (Act 16 of 2002).

2.3. The Station Facilities and Size

2.3.1. The contract will entail the cleaning of various facilities within the station precinct. Table 2 below illustrate all the facilities available at Pretoria Station.

This station comprises of the following:

EXTERNAL AREAS include:

- Piazza and Surrounding areas
- Parking Driveways
- Parking
- Luxury Bus Terminal (common area – Greyhound, Translux, Intercape, etc).
- Trader's Market
- Recreational Garden
- All the external and paved areas within the station precinct Offices

INTERNAL AREAS include:

- Main Concourse Area
- Walkways & Passages
- Main Concourse Female Toilets
 - Concourse Toilets
 - Water Closet
 - Wash hand basin
- Main Concourse Male toilets
 - Eastern Concourse Male Toilets
 - Water Closets
 - Urinals
 - Wash hand basins
- Metro Platforms 1 ,2,3&4, 5&6 and 7&8
 - Metro toilets
 - Water closets
 - Urinals
 - Wash hand basins

INTERNAL OFFICES

- Business Express Lounge (Ground Floor Platform 1)
 - Express toilets
 - Water closet
 - Wash hand basins
 - Tiled Open Space Office
 - Kitchenette
- Metrorail Offices (Main station Building – Ground, 1st & 2nd Floors)
 - Metrorail Tiled toilets
 - Water closet
 - Urinals
 - Wash hand basins
 - Carpeted Boardrooms

- Carpeted Offices
- Tiled kitchenette
- Balconies, Foyers, & Verandas etc.

INTERNAL OFFICES

- Prasa Cres Offices (Ground & 1st floor – Paul Kruger Str)
 - Tiled Reception Area and Toilets
 - Water closet
 - Urinals
 - Wash hand basins
 - Carpeted boardrooms
 - Carpeted Offices
 - Tiled kitchenette
- Shosholoza Meyl (Ground & Mezzanine Level)
 - Shosholoza Meyl toilets
 - Water closet
 - Urinals
 - Wash hand basins
 - Carpeted Boardrooms
 - Carpeted Offices
 - Tiled kitchenette
- 8 x platforms
- 3 subways
- 12 railway tracks (cleaning of track extend 200m beyond the edges of the platforms)
- 34 x public ablution facilities
- Salvokop bridge x 1
- Station lounge walkway covered with glass roof
- The station is designed and been built with additional facilities, lifts and escalators.

Table 2.2.2

Station name	Platform	Number of Footbridge/Subway	Track Rails	Public Toilets	Ticket Office	Waiting Areas /Shelter	Staff Offices	Parking area	Access control	Concourse	Entrances and Walkways	Waste Area/Facility
Pretoria	8	4	12	34	19	5	168	1	1	1	1	1
TOTAL	8	4	12	34	19	5	168	1	1	1	1	1

illustrate all the facilities at Pretoria Station precinct.

Table 2.2.3

Station Operational interior areas

Station name	Platform (1 to 8)	Subway x 3	Track Rails	Public Toilets	Ticket Office	Access control	Platform shelters	Concourse	Entrances and Walkways
Pretoria	19000m ²	1600m ²	10224 m ²	360m ²	95m ²	200 m ²	n/a	200 m ²	400 m ²
TOTAL	19000m²	1600m²	10224 m²	360m²	95m²	200 m²	n/a	200 m²	400 m²

illustrate the extent and size of the facilities

Table 2.2.4

Station Non-Operational areas					
Station name	Public Toilets	Shosholoza mey! Waiting Areas	Metrorail, Prasa Cres, Auto Pax, Signal house, Scheiding depots, Shosholoza mey! Staff Offices	Luxury bus, Piazza, traders' market, Metrorail Parking, Prasa Cres parking, road surface area, Auto Pax parking	Waste Area/Facility
Pretoria	100m ²	220 m ²	6419 m ²	24000 m ²	200 m ²
TOTAL	100m²	220 m²	6419 m²	24000 m²	200 m²

illustrate the extent and size of non-operational facilities

3. Hygiene Equipment and Services

Hygiene services	Number of equipment to be serviced	Frequency of service for Staff Facilities	Frequency of service for Commuter Facilities
Urinal sanitisers refilling	45	Once a week	Regularly (Duo Blocks)
1 litre Auto instant Hand sanitisers refilling (80% ethanol or 75% isopropyl alcohol based)	20	Regularly	Regularly
Seat sanitisers refilling	35	Regularly	None
Sanitary bins liners	35	Regularly	Regularly
Sanitary bins emptying (A waste transfer/disposal certificate must be provided, as per compliance with South African legislation)	35	Once weekly	Biweekly
Sanitary bins sanitized	35	Regularly	Regularly
Air-freshener Dispensers refilling (readily biodegradable)	20	Regularly	Regularly
Soap Dispensers refilling	45	Regularly	Regularly
Toilet roll (single ply, virgin paper (not recycled paper), SATMA compliant toilet paper, SABS 648:1980 compliant)	60	Regularly	Regularly
Paper Towel Dispensers refilling	20	Regularly	none

Wall bins sanitizer	35	Biweekly	Biweekly
Replacing & installing of broken Hygiene equipment (applicable only for commuter toilets)	N/A	N/A	As & when required

Table 3.1. Hygiene Equipment and Services

N.B:

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

This must be taken into consideration when pricing for Hygiene Services, which comprises both replenishing or refill of equipment and disposal of hygiene waste. The successful bidder will be required submit the Hygiene Waste Disposal Certificate/ Licence prior to Contracting.

3.2. Pictorial



Figure 1 Pretoria Station Building



Figure 2 Shosholoza Meyl Building



Figure 3 PRASA CRES Building



Figure 4 External areas with Garden Areas



Figure 5 1928 Building & Pavings



Figure 6 External Areas with Bus Terminal



Figure 7 Female Toilet in Station Building with Toilet Roll holder, Waste Bin, Seat Sanitiser, SHE Bin, Hygiene Bag dispenser

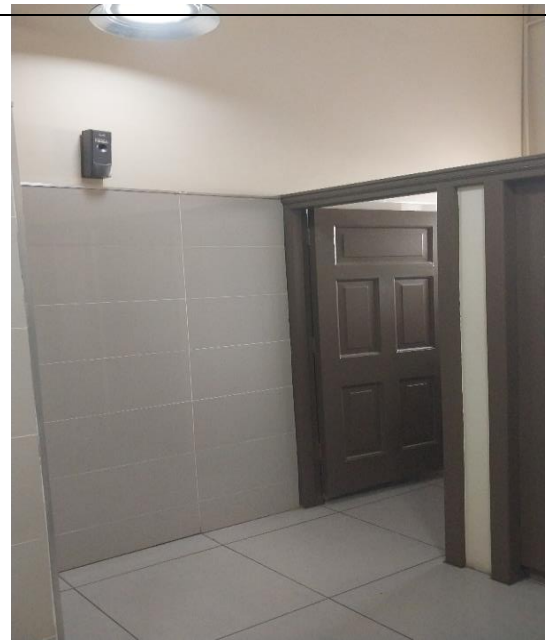


Figure 8 Female Toilet cubicles with tiled walls and floors in Pretoria Station building with Auto Air freshener



Figure 9 Female Toilet in Station Building with Toilet Roll holder, Seat Sanitiser, SHE Bin, Hygiene Bag dispenser



Figure 10 Concourse Female Public Toilet entrance

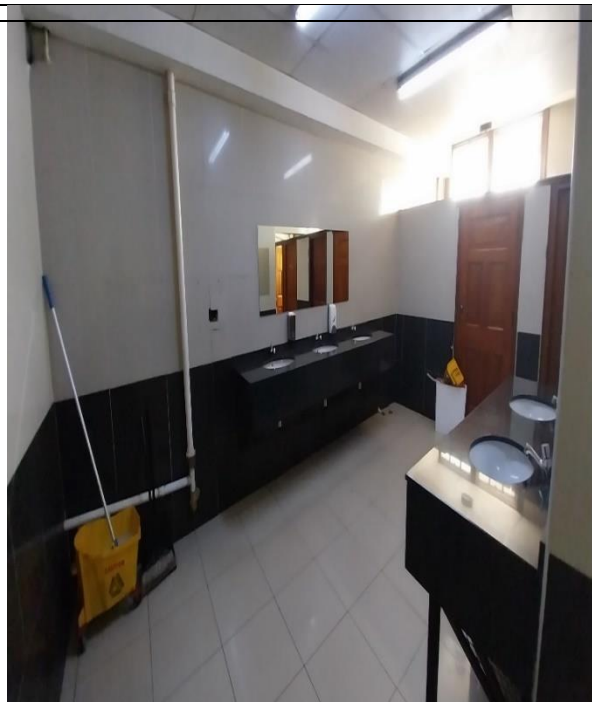


Figure 11 Female Concourse Public Toilet with wash basins and mirrors & soap dispensers



Figure 12 Female Concourse Public Toilet



Figure 15 Access Areas on the Concourse



Figure 16 Male Staff Toilet with Auto Urinary Dispenser, Urinaries, Hand Dryer & Waste Bin



Figure 17 Staff Male Toilet with Basins & Soap dispenser

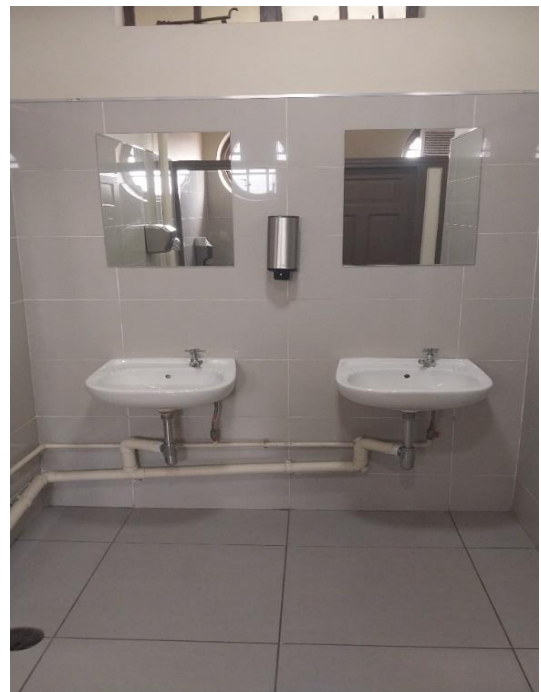


Figure 18 Wash Basins, soap dispenser, Mirrors



Figure 19 Corridor & Hallway in the Station Building

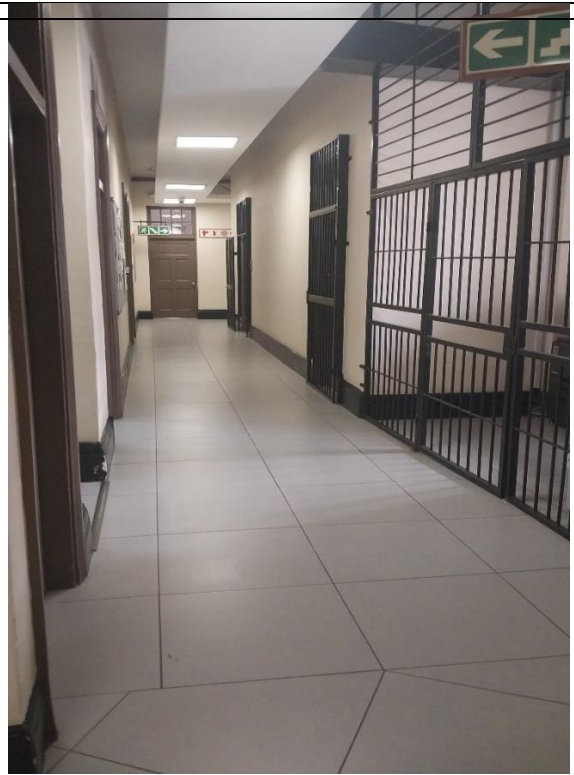


Figure 20 Corridor



Figure 19 Stairway

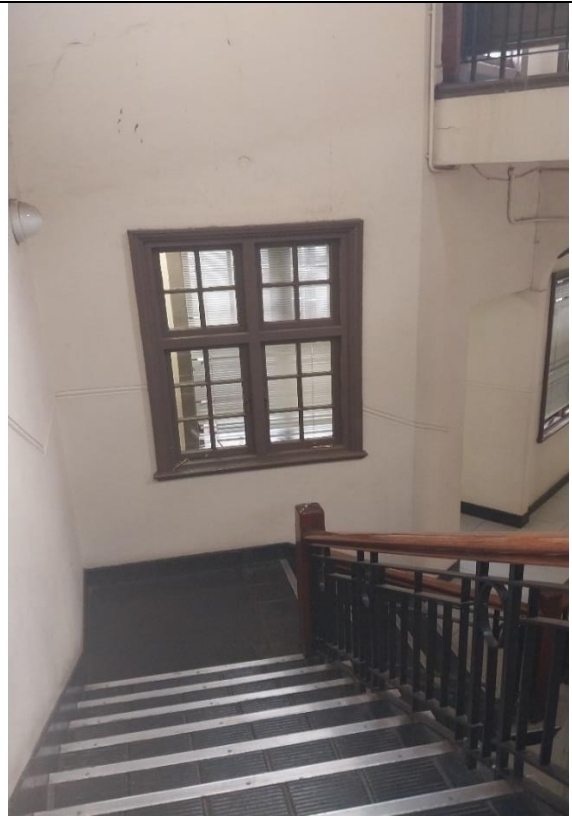


Figure 20 Stairways

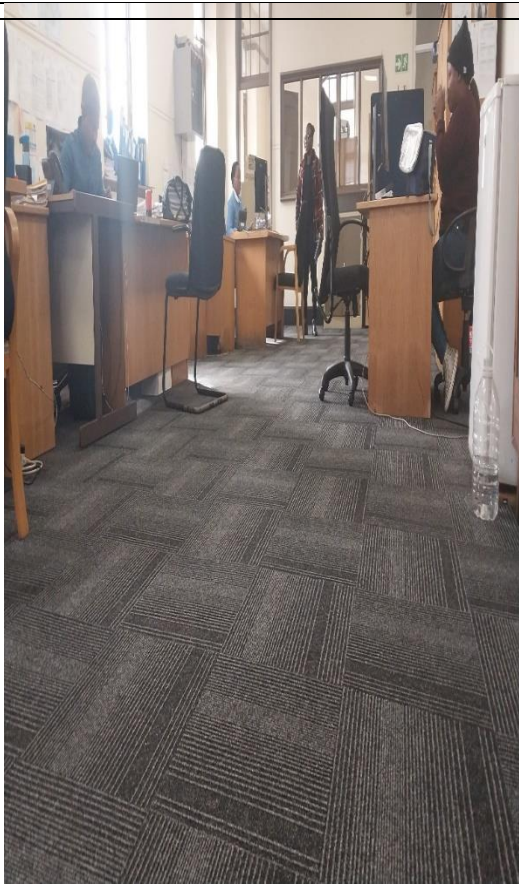


Figure 13 Carpeted Payroll Open area

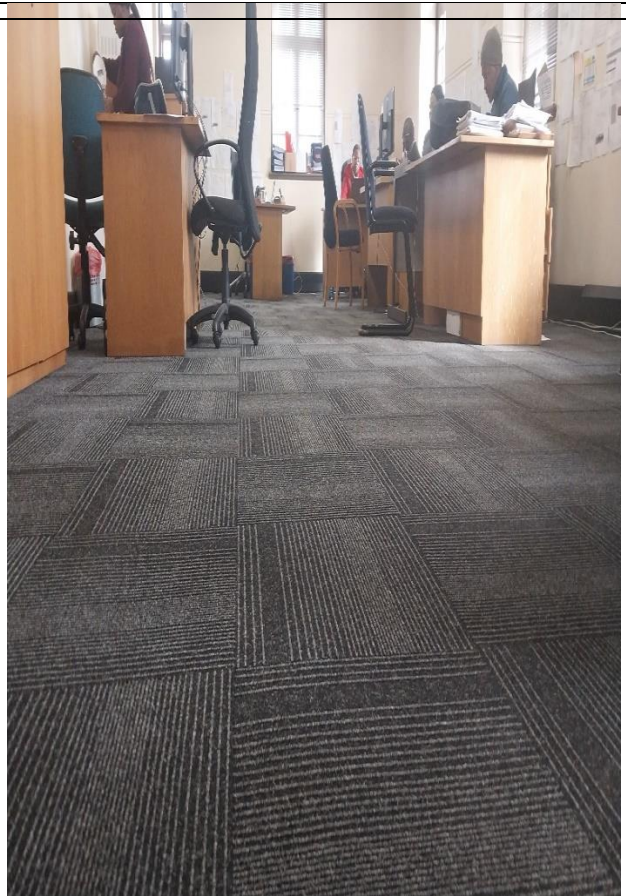


Figure 22 Carpeted Payroll Open space

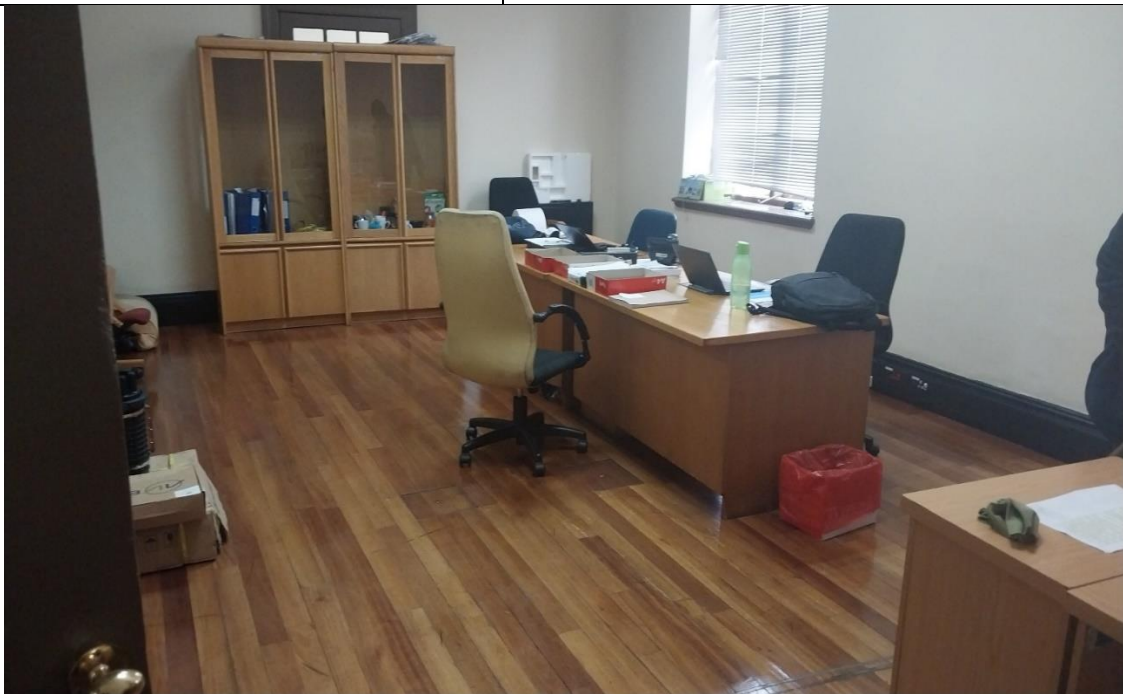


Figure 23 Office with wooden floors



Figure 24 Subways

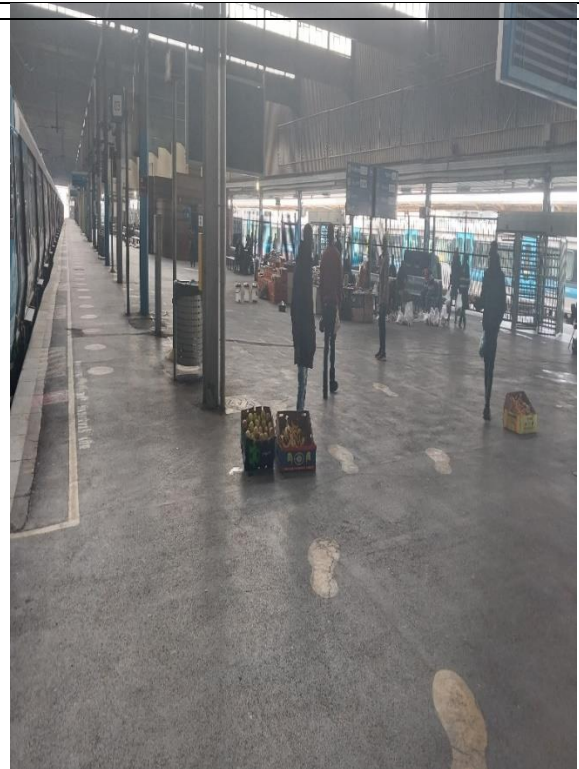


Figure 25 Platform areas

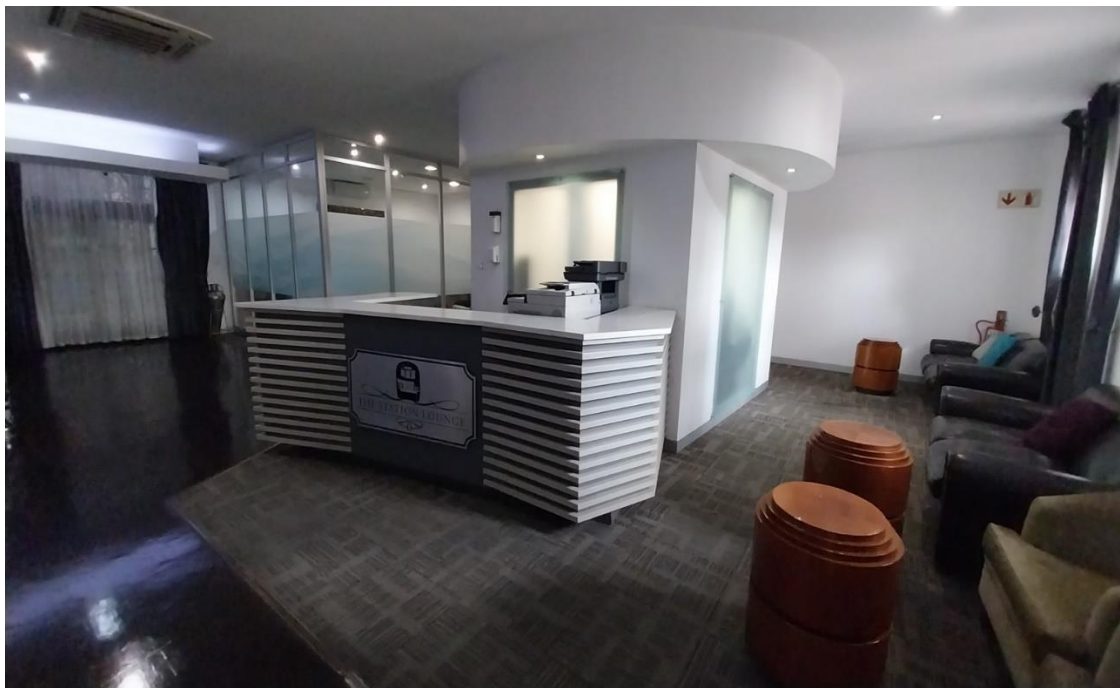


Figure 26 Station Lounge

Reception(Carpeted Floors)



Figure 27 Station Lounge unisex toilet

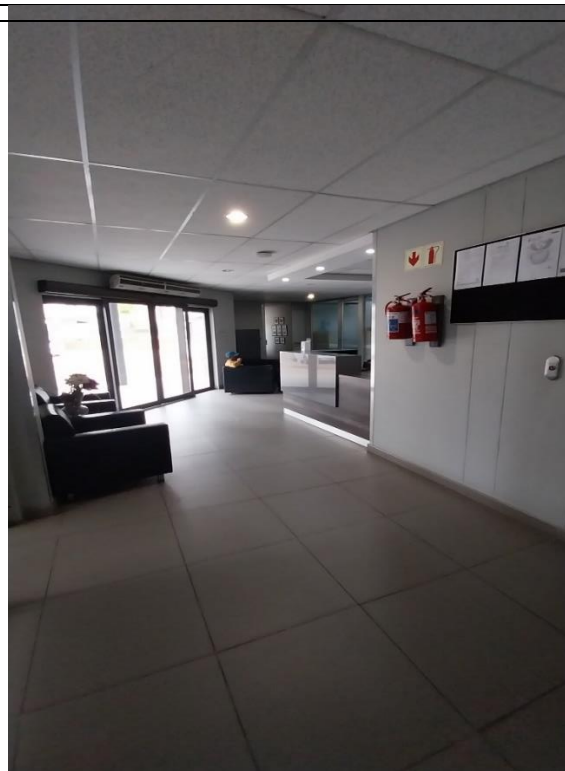


Figure 28 PRASA CRES Reception Area



Figure 29 PRASA CRES Male toilets with Auto Urinaries & Air Freshener Dispensers



Figure 30 Male Toilets



Figure 31 PRASA CRES Passage way



Figure 34 Platforms 1, 2, 3 & 4 and Rail tracks

4. THE STAFFING PLAN AND SHIFT SYSTEM

- 4.1.** The total number of cleaning staff/personnel to be provided in this specification is Sixty-Eight (68) comprising Sixty-five (65) cleaners and Three (3) Supervisors. The below table entails weekday shifts allocation of Sixty-Eight (68) personnel and reduced Saturday, Sunday and/or public holiday shifts

allocation of Forty-Three (43) comprising of Forty (40) cleaners and Three (3) Supervisors on Saturday, Sunday and/or public holiday:

ITEM	Station name	Classification of the Station	Total Number of Personnel (Cleaners & Supervisors)	First Shift (Morning Session) 06:00 – 14:00 (8 Hours)	Office shift Monday to Friday 07:00 – 15:00 (8 Hours)	Second Shift (Afternoon Session) 14:00 - 22:00 (8 Hours)	Third Shift (Night Session) 22:00 - 06:00 (8 Hours)
1	PRETORIA STATION	SUPER CORE (Cleaners)	65	19 Cleaners	10 Cleaners	18 Cleaners	18 Cleaners
2	SUPERVISOR		3	1 Supervisor		1 Supervisor	1 Supervisor
3	TOTAL NUMBER OF STAFF WEEKDAYS		68				
4	PRETORIA	SUPER CORE (Cleaners)	Total Number of Cleaners	First Shift (Morning Session) 06:00 – 14:00 (8 Hours) (Weekends & Public Holidays)	Office shift Monday to Friday 07:00 – 15:00 (8 Hours) (Weekends & Public Holidays)	Second Shift (Afternoon Session) 14:00 - 22:00 (8 Hours) (Weekends & Public Holidays)	Third Shift (Night Session) 22:00 - 06:00 (Weekends and Public Holidays)
			40	14 Cleaners	N/A	12 Cleaners	14 Cleaners
5	SUPERVISOR		3	1 Supervisor		1 Supervisor	1 Supervisor
6	TOTAL NUMBER OF STAFF WEEKENDS & PUBLIC HOLIDAYS		43				

Table 4.1. THE STAFFING PLAN AND SHIFT SYSTEM

N.B:

- The Forty-three (43) weekend staff members are from the total number of Sixty-Eight (68) weekday staff members.

4.2. SPECIAL INSTRUCTION AND GUIDELINE FOR CALCULATING LABOUR RATE FOR PRETORIA STATION:

N.B: LABOUR RATE WILL BE BASED ON THE TOTAL LABOUR RATE PER HOUR FOR CALENDAR PERIOD OF 22 SEPTEMBER – 21 DECEMBER 2024, THAT WILL INCLUDE SATURDAYS, SUNDAYS AND OR PUBLIC HOLIDAYS AS PER OUR SCHEDULE FOR PRETORIA STATION (TABLE 4.1. ABOVE).

Labour Rate Calculation for Calendar Period for Pretoria Station - 23 September – 22 December 2024 (Monthly X 3)	
Period of Appointment	Number of Days
Total Week/ Working Days for Calendar period(23 September – 22 December 2024)	63
Total Saturdays for Calendar period(23 September – 22 December 2024)	13
Total Sundays for Calendar period(23 September – 22 December 2024)	13

Table 4.2. Calendar Days and Months

5. CONTRACTORS' STAFF UNIFORM TO BE USED ON SITE:

- a. Prior to commencement of work on site the Contractors' Staff must:
 - Be inducted by the Prasa SHE Department before working on site and in any Prasa site.
 - Be in possession of and use safety and Personal Protective Equipment (PPE) necessary for the task to be performed on site.
 - Conform to the acceptable standards of behaviour and dress appropriately.
- b. Protective Clothing: The contractor shall provide all forms of safety and protective clothing for their personnel. It will be the responsibility of the contractor to ensure that it is worn. The clothing shall also clearly indicate the name of the company on it in large and clear letters so that the public/staff can clearly identify the company if needed. Full Personal Protective Equipment (PPE) shall be always worn whenever cleaning activities is performed and this shall include, but not be limited to, the following:
 - Safety shoes/boots
 - Overalls
 - **Facemask**
 - Hand hygiene gloves
 - Full length rubber gloves
 - Protective eyewear (*face shields only when performing Horticultural activity*)
 - Protective leg wear (*leggings only when performing Horticultural activity*)
 - Reflector bibs with company name.
 - Rain suits

6. SPECIFICATION FOR HAND TOOLS AND CLEANING APPLIANCES

The contractor shall submit the details of hand tools and cleaning appliances he intends to use for approval of Facilities technical department. The hand tools and cleaning appliances shall be recognized high quality and specification in general to be followed as below: Facilities technical department may reject the proposed consumable by the contractor and direct the contractor to an item at its discretion, the contractor shall follow the technical officer direction.

- | | |
|--------------------------------|--------------------------------|
| a. Long Handle Brush | - recognized High Quality |
| b. Squeegee | - recognized High Quality |
| c. Microfiber cloth | (Colour coded cleaning cloths) |
| d. Hand brush | -recognized High Quality |
| e. Dusters | -recognized High Quality |
| f. Gum remover | –recognized High Quality |
| g. 500g Industrial Mops | - recognized High Quality |
| h. Long handle feather Dusters | |

- i. Two-way cleaning buckets
- j. Brooms
- k. Step ladders
- l. Industrial vacuum cleaner
- m. Industrial Walk behind sweeper
- n. Industrial Walk behind scrubber
- o. Industrial high-pressure cleaner
- p. Garden hosepipe (150m)
- q. Leaf blower
- r. Lawn mower
- s. Wet Floor warning signage
- t. Dish cloth
- u. Extension cord
- v. Caution / Hazard / Wet Floor Sign
- w. Feather dusters



- x. Janitors Cart with Heavy duty bag
- y. Brush cutters

7. LIST OF CONSUMABLES

- Ammoniated Cleaner
- Ammonia stripper / non-ammoniated stripper
- Heavy duty refuse bags
- All-purpose cleaner (for removal of lime and urine deposits on toilet bowls. Thick. Highly foaming. Extremely acidic)
- Toilet scrubber
- Anti-wax
- General degreaser
- Probiotic cleaner
- Floor emulsion polish and wax
- Disposable gloves
- Deep cleaning liquid

- Wood polish
- Window cleaner
- Dishwashing liquid
- Furniture polish
- Mutton cloth
- General disinfectant
- Paper towels
- Anti-dust sprays
- Toilet paper SABS approved
- Antimicrobial fog disinfectants solution
- Multi surface disinfectant cleaner
- 750 ml trigger bottles
- Bleach

8. SPECIFICATION OF THE WORK, PRODUCTS OR SERVICES REQUIRED

Description of Service and Frequency

The specification provides for the provision of the following services and service frequency as a minimum contract and Emerging viruses requirements. However, the service provider may employ the best innovation and best cleaning methods which will assure the highest level of cleanliness of Pretoria station and facilities.

Table 8.1 Cleaning Specification with areas and frequency

Facility	Areas	Description of Service	Frequency
(Metrorail, Prasa Cres, Signal house, Shosholoza meyl) 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
		<i>Disinfect the floor surface an EPA (Environmental Protection Agency) registered household disinfectant</i>	<i>Every 3 hourly</i>
		Vacuum all carpeted floors	Daily
		Vacuum walk-off mats	Daily
		Shampoo	Every two months
		Spot cleaning	When requested and as required
		<i>Disinfect the carpet with an EPA (Environmental Protection Agency) registered household disinfectant.</i>	<i>Weekly</i>
		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

		Replace toilet paper and towel rolls	Continuously
		Replenish hand soap	Continuously
		Basins – wet wipe with hard surface cleaner	Daily
		Disinfect the all toilet bowls, basins and urinals <i>with an EPA (Environmental Protection Agency) registered household</i>	Every 30 minutes
		Basins – remove mineral deposits	Daily
	<i>Kitchen, Boardrooms, Furniture and Lounges</i>	Wash dishes, dry and pack away	Continuously
		Empty and clean all waste receptacles	Continuously
		Clean floors, counters	Continuously
		Polish all wooden furniture	Daily
	<i>Walls, Ceilings, and Paintwork.</i>	Spot clean all low surfaces (finger marks, etc).	Daily
		Glass walls, doors and light switches	Daily
	<i>Windows and Blinds</i>	Clean wash windows	Weekly
		Blinds – remove dust and Damp wipe	Daily
	<i>Dusting</i>	Dust all areas needed to be dusted (up to 2m)	Alternate days (Preferably Mon, Wed, Fri)
		High dusting (above 2m)	Weekly
	<i>Waste Collection and Disposal</i>	Empty and clean all waste baskets, receptacles	Continuously
		Remove all waste to a specified and designated area	Continuously
Public Ablution Facilities	<i>Whole of Ablution block</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
		Replace toilet paper and towel rolls	Continuously
		Replenish hand soap	Continuously
		Basins – wet wipe with hard surface cleaner	Daily
		Disinfect the all toilet bowls, basins and urinals <i>with an EPA (Environmental Protection Agency) registered household</i>	Every 30 minutes
		Basins – remove mineral deposits	Daily
Platforms & Railway tracks	<i>Platform areas</i>	Sweep platforms	Daily
		Remove papers and other foreign objects	Continuously
		Blowing of litters and leaves on railway tracks.	Every three months
	<i>Railway tracks. Note: Employees work under protection on tracks and only during the off-peak)</i>	Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms	Daily
	<i>Grass and weeds</i>	Remove Grass and Weeds	Weekly
Station Concourse Area (Including Walls, Ceilings and Paintwork – all around the station)	<i>Glass and Metal Work</i>	Spot clean glass doors	As necessary
		Clean and polish all bright metal fittings	Weekly
	<i>Windows</i>	Clean wash windows	Weekly
	<i>Surfaces</i>	Spot clean all low surfaces (finger marks, etc).	Daily
	<i>Walls and doors</i>	Glass walls, doors and light switches	Daily
		Disinfect the common surface an EPA (Environmental Protection Agency) registered household disinfectant	Continuous
	<i>Station signage</i>	Spot clean Signage	Weekly
	<i>Waiting benches</i>	Clean benches	Daily
Station Entrances, Walkways and Corridors	<i>All areas around entrances, walkways and corridors</i>	dust and wipe air vents once every two months	Every second Month
		Sweep clean building surrounds.	Continuous
		Dust/wipe clean walls.	Weekly
		Wipe clean signs and Lettering.	Daily

	(Including subways and bridges)	Walk-off matting vacuumed and/or clean	Daily
		Corridors to be swept and auto scrubbed/damp mobbed as required	Daily
	(High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks	Disinfect the high touch surface an EPA (Environmental Protection Agency) registered household disinfectant	Continuous
		Access areas and concourses to be scrubbed.	Daily
		Air vents: dust and wipe air vents once every two months	Every second Month
		Remove Grass and Weeds	Weekly
	Lifts and Escalators (where applicable)	All areas around the lifts	Wipe Clean landings, removing all dirt butts, etc. from joints and crevices.
Wipe clean handrails.			Daily
Wax - polish handrails.			Monthly
Spot clean deck panels.			Continuously
Thoroughly clean side panels.			Daily
Disinfect the high touch surface with an EPA (Environmental Protection Agency) registered household disinfectant			Continuous
Machines clean the treads.			Monthly
Waste Collection Facility	Refuse Room and Collection Area	Sort the waste and isolate recyclable waste from disposal waste	Daily
		Coordinate the processes of collection of waste (disposal and recyclable) - Call the collection Company and Maintain Records	Daily and as required
		Wash refuse containers	As required
		Wash floors with chemicals.	Daily
		Disinfect all areas with recommended insecticide and with an EPA (Environmental Protection Agency) registered household disinfectant	Weekly
Storm-water Drainage and Channels	Storm-water drainage channels	Storm water channels must be cleaned and cleared of dirt.	Weekly
Glass area	The Piazza and concourse glass roof	Clean wash the glass roof	Weekly
Parking Area and Common External Areas of the facility	All common areas and parking	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	Weekly

Table 8.2 Horticulture services and frequencies

Facility	Areas	Description of Service	Frequency
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**Table
8.3**

Horticulture Activity	<i>The Station precinct areas</i>	Standard Tree Maintenance The feathering up / crown lifting of low hanging branches that may impede staff flow or be a public risk.	Weekly
		Clearing of dead, diseased branches that may cause a risk.	
		Prune branches away from the property line of station.	
		Clear any branch that may become a risk encroaching over any facilities within the scope range.	
		Shape any tree that may have grown into an unbalanced deformed shape.	
		Contractors will be required to do collection (clearing, chipping) of all branches, logs and debris from any work site within the Prasa Cres sites.	As and when required
		This also to include the sweeping and raking up of all work sites and leave them in a clean and acceptable state.	
		This work of clearing branches, logs and debris will be in Pretoria Station precinct where tree pruning operations have been carried out.	
	<i>All Tarred and Paved surface/Platform surface around the Station precinct</i>	Weeds eradication on paved surfaces: The contractor shall ensure that all the paved and tarred area are weeded out.	Weekly
	<i>Garden</i>	Removal of weeds (or unwanted vegetation as shall be confirmed by Environmental Department)	Weekly
		Trimming or pruning of plants and grass. Rehabilitation of gardens (e.g. mulching, soil loosening and related works), as and when required.	

Hygiene services

Hygiene services	<i>Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, , Air fresheners refilling; Wall bins sanitisers.</i>	The Contractor shall ensure that the hygiene consumables are always stocked, but not limited to: Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers etc. at all times.	Continuously
		The Contractor shall ensure that all hygiene equipment is clean and free of obstructions.	Continuously
		The contractor shall supply and install hygiene equipment for all public ablutions	As and when required
		<i>Disinfect the common surface an EPA (Environmental Protection Agency) registered household disinfectant</i>	Regularly
		The Contractor shall report any broken or Malfunctioning hygiene equipment immediately and replace within 72 hours.	As & required

Table 8.4 Train light cleaning

Train light Cleaning	EMU Interior coach	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. The trains at the station will spend between 10 – 15 minutes before a return trip commences. NB: A set working schedule will be made available to the successful bidder that clearly indicates the arrival and departure time of all train sets. Where there is blood splattered or body fluid contamination (e.g. spills of vomit or fiscal matter), or water spills those should be cleaned immediately and any contaminated surfaces cleaned and disinfected	As and when required
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Table 8.5 Deep cleaning Emerging viruses' areas

Deep Cleaning Emerging viruses	Workplace Facilities with Suspected/Confirmed virus	Close off areas visited by the ill persons. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection. Cleaning staff should clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment used by the ill persons, focusing especially on frequently touched surfaces.	As and when required
		Cold/thermal fogging of the interior facilities and external surface including painted, paved, tar, tiles, station operational, staff offices areas	As and when required

9. SPECIFICATION REQUIREMENTS AND EXPECTATIONS

9.1. The Contractor shall ensure full compliance with all applicable Statutory Regulations of the industry. The following Specific Legislative Requirement will be strictly complied with when performing Cleaning, Hygiene and Horticultural services at Pretoria Station;

- The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)
- The Labour Relations Act, 1995 (Act no 66 of 1995)
- The Occupational Health 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).
- Disaster management Act (no 27/2002)
- Emerging viruses Safety Regulations

Access and Concourse areas

Requirements: Concourses within the precinct will be maintained as required below:

1. All access areas and concourses to be scrubbed using an automatic/electronic scrubber and are free of dirt.

2. Spot Cleaning should be done regularly using 750ml poly spray bottles with natural soap/detergent that is SABS approved and with neat mops.
3. Regular mopping where big spillages occurred should be carried regularly using double bucket trolleys with wringer and a neat mop.
4. There should be continual use of dust mop sweepers all day to remove dust from the floor surfaces.
5. All glazing in the public areas to be cleaned daily using natural soap/detergent and clean cloths.
6. No plastic/refuse bags to be kept on the Access areas and concourses.

Expectations:

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

External Paved and Tarred areas

Requirements: Concourses within the precinct will be maintained as required below:

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

Expectations:

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

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

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

1. Public ablution facilities must be always kept in a clean and tidy condition and free of bad odour.
2. Public ablution Facilities floors to be scrubbed using an approved and environmentally sensitive detergent.
3. There shall be an inspection sheet and schedule at each ablution facility.
4. Public ablution facilities must be inspected regularly for cleanliness by the cleaning supervisor/staff and quality inspected, ***on 30 minutes basis during the peak period*** and ***hourly during off-peak period***, by the cleaning supervisor of the contracting company.
5. Inspection checklist to include all defects including maintenance defects and these must be elevated to the Area/Station Manager for maintenance response. Inspection checklist shall be signed-off.
6. The ablution facilities shall be free of graffiti from all tiled and painted surfaces.

7. ~~All public ablution facilities must be always free of dirt and litter.~~
8. No plastic bags to be stored in the toilet facilities.
9. **Timed air fresheners** must be cleaned and replenished with air freshener on regular basis; under no circumstance should the timed air fresher be found empty.
10. **Soap dispensers** must be cleaned and replenished with hand soap on regular basis, under no circumstance should the soap dispenser be found empty.
11. **Moist toilet seat wipes holder** must be cleaned replenished with toilet seat wipes on regular basis, under no circumstance should the holder be found empty.
12. **Lockable toilet roll holders** must be cleaned and replenished with quality toilet roll on regular basis; under no circumstance should the toilet roll holder be found empty.
13. **Hand towel holder** must be cleaned and replenished with a hand towel on regular basis, under no circumstance should the hand towel holder be found empty.
14. Waste must be removed on the waste, and SHE bins at all times.
15. Mirrors must be always cleaned and spotless.
16. Condom holders must be always cleaned and spotless.

Expectations:

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

Access Control Cubicles

Requirements: Access Control Areas will be maintained as required.

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

Expectations:

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

Lounge within Station Precinct

The lounge will be maintained as follows:

1. Reception area/foyer- must be always kept spotless clean, free from dust.
2. Scrub and thoroughly clean the kitchen with appropriate chemicals and equipment suitable to remove grease in all areas including all items within the kitchen.
3. Ablution facilities must be always kept in a clean and tidy condition and free of bad odour. 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.
4. Soap dispensers must be cleaned and replenished with hand soap on regular basis; under no circumstance should the soap dispenser be found empty.
5. Moist toilet seat wipes holder must be cleaned replenished with toilet seat wipes on regular basis, under no circumstance should the holder be found empty.
6. 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.
7. Hand towel holder must be cleaned and replenished with a hand towel on regular basis; under no circumstance should the hand towel holder be found empty.
8. Waste must be removed from the wastebin, and SHE bins at all times.
9. Mirrors must be always cleaned and spotless.
10. Carpets must be clean and stain free.
11. Seats (upholstery/Velvet) must be clean and stain free.
12. Tables must be dirt free.
13. Glass doors/sliding door must be spotless clean.

Expectations:

- a. Reception area/foyer spotless and free of dust.
- b. Ablution facilities must be free of all bad odour.
- c. All Dispensers cleaned, operational and replenished.
- d. No waste in waste and SHE bins.
- e. No marks and spots on mirrors.
- f. Carpets, Seats (Upholstery/Velvet), Tables, Glass doors free of stains and spots.

Cleaning at Heights - Above 2.4m

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

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

The service provider shall ensure the following:

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

Expectations:

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

Station platforms and rail track areas

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

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

Expectations:

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

Subways, stairs and all access ways

Requirements: Subways and stairs will be maintained as required below:

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

Expectations:

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

Parking Areas

Requirements: Parking areas must always be kept free of:

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

Others

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

Expectations:

- a. All blinds must be free of dust.
- b. Carpets must always free of stain and spots.
- c. No finger marks and spots on glass doors and handles always.

- d. Rubbish bins must always be emptied and free of litter.
- e. Mirrors, Tables, Refrigerators, Skirtings must always be free of marks and stains.
- f. Walls and windowsills free of spots always.
- g. No bags of litter in any other area within the precinct, other than the allocated refuse area.
- h. All areas are always free of stains and dust/dirt.
- i. All areas are free of papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, bad smells, stagnant water, dirt bags, rodents, dead animals, weeds, overflowing dirt bins.

Station lounge Glass roof and concourse glass roof

Requirements: Station lounge Glass roof and concourse glass roof will be maintained as required.

1. Get all your materials ready and secure your work area. Set up your step ladder on the ground area and ensuring good balance is maintained. Get someone to help you by acting as a ladder support and passing you necessary tools to perform the activities.
2. Apply a liberal amount of soap and warm water to loosen residue and stubborn dirt.
3. Rub harder to shift stains continuously where needed until all dirt has been removed. Don't be tempted to use anything abrasive on the glass –removing tough stains requires persistence.
4. Rinse thoroughly and wipe down being careful to avoid smears.
5. Extendable sponges with a squeegee attachment are especially good for this.
6. Ensure that the roof is sparkling clean.
7. All areas shall be free of dirt.

Expectations:

- a. All areas shall be free of dirt, stains and smears.

Horticulture services

1. The cleaning contractor shall be responsible for horticultural service around Pretoria Station precinct.
2. Standard Street Tree Maintenance. The scope of work to be done is:
 - The feathering up / crown lifting of low hanging branches that may impede staff flow or be a public risk. Clearing of dead, diseased branches that may cause a risk.
 - Prune branches away from the property line of Station.
 - Clear any branch that may become a risk encroaching over any facilities within the scope range.
 - Shape any tree that may have grown into an unbalanced deformed shape.
 - Contractors will be required to do collecting (clearing, chipping) of all branches, logs and debris from any work site within the Prasa Cres sites. This also to include the sweeping and raking up of all work sites and leave them in a clean and acceptable state. This work of clearing branches, logs and debris will be in a station, where tree pruning operations have been carried out.
 - Contractors will be responsible for provision of all transport for their workers / employees to all stipulated work sites.
 - Any work undertaken by the contractor that is not stipulated in the tender must in the first instance be discussed and agreed to in writing with the delegated Prasa Cres Project Manager.
 - Weeds eradication on paved surfaces: The contractor shall ensure that all the paved and tarred area are weeded out.
3. Maintenance of gardens shall comprise of:
 - Removal of weeds (or unwanted vegetation as shall be confirmed by Environmental Department),
 - Trimming or pruning of plants,
 - Rehabilitation of gardens (e.g. mulching, soil loosening and related works), as and when required.

Expectations:

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

Hygiene services

Requirements:

1. The Contractor shall provide a sanitary waste collection and disposal service, whereby sanitary bins are used to collect and store sanitary waste hygienically and safely.
2. All sanitary services are to be performed in line with National Environmental Waste Management Act, 59 of 2008 and the By-laws of the Tshwane Municipality in which the site is Located.
3. All bins, liners and cleaning materials/consumables must be provided by the Contractor as part of the service.
4. The bins are to be cleaned and disinfected to kill all bacteria and the bin liner needs to be replaced with each service.
5. Hygiene Dispensers must be well stocked or replenished always.

Expectations:

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

GENERAL

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

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

ENTRANCES

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

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

CORRIDORS

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

1. Garbage containers are free of dirt/dust, debris and marks.
2. Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine.
3. Tables, chairs and/or benches are free of dirt/dust, debris and stains.
4. All glass and mirrors are free of dirt/dust, and stains.
5. Carpets are free of dirt/dust, and stains.
6. Base boards are free of dirt/dust, build-ups and marks.

7. Window coverings are free of dirt/dust, and stains.

8. Light fixtures and lenses are free of all dirt/dust.

9. Air vents are free of dust/dirt, debris and stains.

Showers and change rooms.

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

1. Garbage containers are free of dirt/dust, debris and marks.

2. Floors are free of dirt/dust, debris or stains. Floor finish has depth and shine.

3. Hand soap, feminine hygiene and paper dispensers are free of dirt/dust, debris and marks and filled with appropriate hand soap and paper product.

4. Tables, chairs and/or benches are free of dirt/dust, debris and stains.

5. All glass and mirrors are free of dirt/dust, and stains.

6. Base boards are free of dirt/dust, build-ups and marks.

7. Lockers are free dirt/dust, build ups and marks.

8. Window coverings are free of dirt/dust, and stains.

9. Light fixtures and lenses are free of all dirt/dust.

10. Air vents are free of dust/dirt, debris and stains.

11. Desks and flat surfaces are free of dirt/dust, debris and stains.

12. Walls, doors, electrical switch plates are free of dirt/dust, debris and marks.

13. Hand basis, partitions, piping, toilets, urinals, floor drains, are free of dirt/dust, debris, marks and stains and sanitized daily.

14. Washrooms are spot-checked for cleanliness and vandalism as well as re-stocked as needed. Corrections made as needed after on an hourly basis.

10. MEASUREMENT OF PERFORMANCE

The successful service provider's performance of cleaning service will be formally measured monthly according to the measurement criteria listed below:

AREAS	FOCUS CLEANLINESS ITEMS	MEASUREMENT
<u>PLATFORMS:</u>	Papers, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, stagnant water, dirt bags, leaking sewage, rodents, animals (dead or alive)	1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).2 = POOR (Has not been swept in the last 1-2 hours. Visible signs of accumulated dirt). 3 = GOOD (Few of elements present. Obvious sign that the place is cleaned). 4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent).
	Litter and hygiene e.g. papers, peels, cans/bottles, cigarette butts, leaves, general dirt, cobwebs, dust, excrement, bad	1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect).

<u>WAITING ROOMS AND SHELTERS:</u>	smells, water pools, plastic bags.	2 = POOR (Has not been swept in the last 1-2 hours. Visible signs of accumulated dirt). 3 = GOOD (Minimum of elements present or visible sign that place is cleaned). 4 = EXCELLENT (No litter and an extra effort was put in to make the place look more attractive e.g. floor was washed with detergent or polished).
<u>TRACKS:</u>	E.g. papers, peels, cans/bottles, cigarette butts, leaves, plastic bags,	1 = UNACCEPTABLE (Most elements present and a general sense of neglect). 2 = POOR (Visible signs of dirt that has accumulated). 3 = GOOD (Few of elements present/visible sign that tracks are cleaned). 4 = EXCELLENT (No litter. Tracks are cleaned at least once per day).
<u>TOILETS:</u>	Papers, dust, cobwebs, peels, cans/bottles, cigarette butts, excrement on floor, bad smells, water pools, leaking sewage, rodents, animals (dead or alive), overflowing sanitary bins.	1 = UNACCEPTABLE (Toilets out of order, no record that cleaners have reported the incident. Floors dirty, Toilet(s) cistern(s) dirty, Urinal(s) smelly and unclean, Wash basins smudgy and not cleaned on daily basis). 2 = POOR (Toilets cleaned, but still visible signs of dirt, e.g. dust, cobwebs). 3 = GOOD (Obvious sign that toilets are cleaned daily). 4 = EXCELLENT (Extra effort is put in to ensure cleanliness, smelling fresh e.g. using detergents).
<u>SUBWAYS AND BRIDGES:</u>	E.g. papers, general dirt, dust, mud, water pools, peels, cans/bottles, cigarette butts, leaves, excrement, bad smells, plastic bags, leaking sewage, rodents, animals (dead or alive).	1 = UNACCEPTABLE (Most elements present and a general sense of neglect and no cleaning maintenance). 2 = POOR (Has not been swept in the last 8-12 hours, visible signs of dirt). 3 = GOOD (Few of elements present or visible). 4 = EXCELLENT (No litter, extra effort was put in to make the place more attractive). NOTE: If papers and leaves etc. are present due to wind, this factor will be considered.

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

		4 = EXCELLENT (No litter and extra effort was put in to make the place look more attractive e.g. (Tree pruned, No overgrown grass /weeds, No debris /tree cut off and disposed from site) NOTE: If any of the above elements like leaves, etc. is present due to the wind / wind blowing, this factor will be considered.
<u>HYGIENE SERVICES</u>	Urinal sanitisers refilling, Hand sanitisers refilling, Seat sanitisers, Sanitary bins liners, Sanitary bins sanitisers, Toilet paper; Paper hand towels, Air fresheners refilling; Wall bins sanitisers	1 = UNACCEPTABLE (Most or ALL the dispensers empty and not stocked or replenished, and there is a general sense of no maintenance and neglect). 2 = POOR (Failure to provide Hygiene services in line with the specified frequency will be deemed as a non-compliance) 3 = GOOD (Majority or 90% of Hygiene dispensers are stocked and replenished, and are in working condition) 4 = EXCELLENT (ALL or 100% of Hygiene dispensers are stocked and replenished, and are in working condition) NOTE: If the sanitary disposal certificate is not submitted the sanitary service claims will not be processed.
<u>TRAIN SET LIGHT CLEANING</u>	Removal of all visible dirt from floors, seats and windowsills: All papers, tins, dust, bottles, sand, cigarettes butts, sweet papers, peanut shells, bubble gum on floors	1 = UNACCEPTABLE (Most elements present and there is a general sense of no maintenance and neglect). 2 = POOR (Has not been swept in the last train trip, visible signs of dirt that has accumulated). 3 = GOOD (Few of elements present and obvious signs that the Train sets is maintained). 4 = EXCELLENT (No litter and extra effort was put in to make the Train look more attractive) NOTE: If any of the above elements like mud, water etc. is present due to the rain, the factor will be considered.

<u>DISINFECTANT SERVICE</u>	Disinfect frequently touched surfaces, Disinfect contaminated surface, Disinfect common areas, Disinfect floor surface, Disinfect Ablutions, Disinfect carpeted area, Disinfect Electronics surface, Fogging activity, checklist.	1 = UNACCEPTABLE – Response time of between 12 – 24 Hours 2 = POOR – Response time of between 6 - 12 Hours 3 = GOOD – Response time of between 3 – 6 Hours 4 = EXCELLENT – Response time of between 1 – 3 Hours (Disinfectants service is being performed timeously in line with the EMERGING VIRUSES disinfection checklist and extra effort is applied into ensuring the frequency at which it is performed.)
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11. SPECIAL CONDITIONS OF CONTRACT

- a. This shall be a **performance-based contract** and shall be for a term of Three (3) months commencing from the date of signature of agreement.
- b. The performance of the contractor **shall be evaluated and assessed on month-to-month basis** and may be terminated on the ground of poor performance and/or non-responsiveness.
- c. Either party may terminate the Contract by giving the other party a 30-day calendar month written termination notice.
- d. The Contractor shall undertake to provide and use **Totally Degradable Plastic Refuse Bags (TDP)** for daily refuse collection.
- e. The Contractor shall undertake to provide and use environmentally friendly (SABS approved) products/detergents/material as required by PRASA.
- f. The monthly report must at least include the following: consumable stock-count report; staff attendance report; equipment breakdowns; and rectification report, schedules and duties performed, quality control report, staff turnover, customer complaints / compliments, staff disciplinary issues, as well as action plans to rectify any deficiencies.
 - The format of the report should be discussed and agreed upon with the Soft Service Manager. The service provider should provide relevant information in a clear and legible format.
- g. The Contractor shall report all personnel shortages to Prasa Cres Representative and provide replacement staff:
 - Personnel shortages must be reported prior to the commencement of any duty shift, or if such shortages only come to light during a shift, such shortage must be reported within 15 (fifteen) minutes of the *Contractor* becoming aware of such shortage. Replacement staff must be delivered to site within 2 hours of the shortage being reported to Prasa Cres.

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

- PRASA shall ensure availability of supply point for water supply and electricity, in the event where the water supply is disrupted or PRASA runs out of water the service provider needs to provide alternative means to get water to ensure all facilities are kept cleaned.
- All safety precautions stipulated by the client shall be strictly adhered to.

12. DEFAULT

If the Contractor:

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

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

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

13. INSPECTION AND REJECTION

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

14. SAFETY AND HOUSEKEEPING

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

- the Contractor ***shall submit a Health & Safety Plan 2 weeks before commencement***, which will include Risk Assessment with proposed work method and request for approval for site access (for PRASA CRES's approval). Only when approval is granted shall the Contractor be granted access to the site for the duration of the contract. *Please refer to the attached Contractor Safety Checklist.*
- Good safety and housekeeping practices shall be entrenched in working methods and practices.
- Compliance with Environmental, Health and Safety Regulations as well as any such regulation prescribed by PRASA. It is the Contractors responsibility to know and understand them properly.
- Regular and routine or ad-hoc inspections of compliance with safety and housekeeping shall be undertaken and all necessary corrective actions immediately implemented.

15. MAINTENANCE OF RECORDS AND REPORTING

- The **CONTRACTOR** shall ensure that ***proper records of equipment, consumables, toilet paper consumption; inspection lists and staff attendance registers are maintained***. These records must be in the station/ticket office and made available on request.

- The **CONTRACTOR** shall **produce monthly reports** indicating the daily resource deployment for the month, ad-hoc costs, and costs depicting the monthly contract fee, consumable allocation per facility with costing, walk-about findings, non-conformances and all actions taken.
- **Continual improvement**: This contract encourages the analysis of operations, to identify deficiencies, to introduce new technologies and provide proposals. This is the primary reason why proper record keeping and monthly reporting is prescribed in this contract.
- **Control Documents**: Control documents shall be placed at the Station Office to confirm that all activities have been carried out as per specifications. These documents are to be signed by the Contractors' cleaning staff daily and must accompany the payment invoice each month. This is to enable the Project Manager to determine the details of the cost drivers for this critical function at stations.
- The Contractor shall also provide the Station Office with documentation indicating the daily activities, i.e. starting, tea, lunch and finishing time, of the cleaning staff.
- Checking or inspection schedules to be always signed and placed at the cleaner's room.
- The Contractor shall comply strictly with requirements for the Cleaning of the Railway Tracks between platforms at each station. The tracks and railway operating tunnel shall only be cleaned during the operating off-peak period during weekdays. This requirement will not apply to weekends and public holidays. The track cleaning shall be done **UNDER PROTECTION** and with approved Health and Safety Plan.

16. RATES OF WAGES AND PAYMENT OF WAGES

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

17.1. LABOUR LAW & OBLIGATION OF CONTRACTOR

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

- Payment of wages must not be later than the 3rd or the 18th of every month, and wages must be paid through the bank only. Confirmation of payments may be submitted to Prasa Cres by the contractor and verified by Prasa Cres in compliance with the Minimum wages Act.

- b. ~~Providing First Aid facilities to contract workers at work sites.~~
- c. Maintaining Register of workers employed and shall ensure that all the workers sign on /off daily in the Prasa Cres Supervisors office without failure.
- d. Issuing employment card to contract workers.
- e. Providing all personal protection equipment at its own cost.
- f. Training of employees on MSDS of chemicals and all Safety procedures (refer to the below Safety checklist).

18. SAFETY CHECK LIST

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

Name of the Contractor :

Project :

Safety File Assessor and Date :

#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
1	Scope of works and Project Duration		
2	Notification to DOL (If applicable and as defined in the 2014 Construction Regulations)		
3	Registration of the project with DOL for the construction permit (If applicable and as defined in the 2014 Construction Regulations)		
4	Valid Letter of Good Standing		
5	Employee List and Certified Copies of their Identity Documents (RSA Citizens) or Passports and Work Permits for foreign Nationals. Employee register to include home address; Contact Numbers; Residential Address; Name of Next of kin with Contacts		
6	Approved Organizational Structure		
7	Approved S/HE Policy		

#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
8	Approved S/HE Plan		
9	Risk Assessments for the projects as per project scope, approved by the Risk Assessor. These should cover any prevalent communicable diseases at the time.		
10	Proof of medical fitness of employees who will be working on the project, from an Occupational Health Practitioner not a General Practitioner (Provide completed Annexure 3 of the Construction Regulations).		
11	All applicable Statutory Appointments e.g. First Aider, SHE Officer, etc. (Signed by the appointer and accepted by appointee's, include CV's and competency certificates)		
12	Tool inspections Checklists and Register		
13	PPE Matrix and Issue Records		
14	Safe Working Procedures or Method Statements for the scope of work and the following: - Waste management protocols - Incident reporting procedures - Emergency procedures - Protocols for reporting any prevalent communicable diseases		
15	Toolbox Talks Templates and contractor's induction material		
16	Equipment Maintenance (Calibrations, Safe Working load certificates, etc). if applicable		
17	Chemicals substances list and Safety Data Sheets (SDSs) for chemicals to be used (14-point format). Include Proof of training on SDSs if applicable.		

#	Requirement(s)	Compliance Status (Yes / No)	Comment(s)
18	Excavation plan (when applicable)		
19	Fall Protection plan, including scaffolding plan (when applicable)		
20	Declaration of Sub-contractors (when applicable)		
21	Proof of Third-Party Liability Cover (Not older than 1 year)		
22	Conclusion / Statement of Compliance		

Note:

- Contents of the file to be overseen by the SHE Coordinator of Prasa.
- This document should be used as the standard guideline and all contractors should comply with this guideline.
- It is the responsibility of the SHE Coordinator of Prasa to ensure that all required documents are on file prior to approval.
- It is the responsibility of the Department that is overseeing the whole contract process to ensure that:
 - A Safety File is implemented at the site where the contractor works,
 - **No contractor's duties are to commence without this file being approved.**
 - The scope of work is discussed with the risk department. This is to ensure that all special details and requirements are addressed when compiling this file.
- The approved file will be kept at the Site office over the duration of the Contract.
- For record keeping after the end of project, the file must be handed over to the Project Manager.
- This file should always be readily available.

The contractor must implement a SHE-working file where all records generated during the project will be filed. This file must always be available on site. The file will include, SHE Related records, Records of communication with the Client (Prasa), toolbox talks, Inspections, Risk Assessments, etc.

- The Risk Department, Prasa Management and/or Representatives has the right to:
 - Request for the file at any given time.
 - Inspect the contractor documents at any given time.
 - Stop the work if he or she finds it necessary or is convinced that Safety, Health, and Environment is compromised.

19. NON-COMPLIANCE TO SPECIFICATION

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

- a. If a Team Leader or Supervisor, cleaning staff are, found absent or short, a deduction at the rate equivalent to **daily wage per employee shall be implemented.**
- b. If during inspection, the workers are not found in uniform, a penalty of **R 200.00** per employee per day will be imposed.
- c. If during inspection, the workers are not found in proper PPE (Personnel Protective Equipment) a penalty up to **R 200.00** per employee per day shall be imposed.
- d. In the case of unavailability of proper chemicals for described usage, a penalty of up to **R1 000.00** per day shall be imposed.
- e. In case of unavailability of Hygiene services and disposal for described usage, a penalty of up to **R 1 000.00** per day shall be imposed.
- f. In the case of unavailability or use of improper hand tools and equipment e.g. mops, duster, sweeper scrubber, carpet deep cleaning machine, leave blower and vacuum cleaner etc. a penalty of **R 1 000.00** per incident per day shall be imposed.
- g. In the case where the contractor at the prescribed site does not do disposal of cleaning waste, a penalty of **R 1 000.00** per incident shall be imposed.
- h. In the case where the contractor has not performed cleaning at the prescribed site, a penalty of **R 3 000.00** per incident shall be imposed.
- i. In the case where contractor's employees embark on a strike, a penalty of **R 3 000.00 per Station** shall be imposed.
- j. In the case of unavailability of consumables, e.g. Toilet paper, Room Freshener, Liquid Hand Wash etc. a penalty of **R 500.00** per incident shall be imposed.
- k. In the case where the toilet(s) are found smelling bad, not spot cleaned, no signed inspection checklist and toilets are dirty, a penalty of **R 1 000.00** per incident shall be imposed.
- l. In the case the removal of vegetation and/or tree pruning not done by the contractor as the prescribed schedule, a penalty of **R 2 000.00** per incident shall be imposed.
- m. In the case where weeds **removal is** not done by the Contractor at the prescribed site, a penalty of **R 1 000.00** per incident shall be imposed.
- n. In the case **deep cleaning services are** not done as per the specification, a penalty of **R 1 000.00** per incident shall be imposed.
- o. If during inspection the toilet attendant is not at his/her post a penalty of **R 1 000.00** shall be imposed
- p. In the case where **emerging virus disinfectant services** are not done as per specification, a penalty of **R 2 000.00** per incident shall be imposed.
- q. If during inspection the toilet monitoring checklist is not filled or not available a penalty of **R 200.00** shall be imposed.

19.1. CONTRACTOR NON-COMPLIANCES

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

Table 1: Cleaners Rates for Calendar period of 23 September 2024 to 22 December 2024(Refer to Table 4.2. for Calendar Days and Months)

N.B The minimum rate per hour for this tender shall be as per the latest updated notification/ circular of the gazetted labour rate issued by Department of Labour. The minimum labour rate must comply exclusive of vat, Bidders who quote below the minimum labour rate per hour exclusive vat will be disqualified at pricing stage, Labour hours for weekends, Sundays and or public holidays must be factored where applicable as per Table 4.1.(Staff and Shift Plan).

1. Cleaners Rates for period 23 September 2024 to 22 December 2024 of Tender:									
Item	Cleaners Shifts Description		Number of Cleaners Per Shift	Rate per Hour per Cleaner	Number of Hours per Shift	Daily Rate per Cleaner	Total Cost for All Cleaners per Shift	Cost for ALL shifts and for ALL Cleaners for the Calendar period 23 September 2024 to 22 December 2024 (Refer to Table 4.2.)	Monthly Cost for All Cleaners per Shift
1.1.	Cleaners First Shift (06:00 - 14:00)	Weekdays as per Table 4.1.	19	R.....	8	R.....	R.....	R.....	R.....
1.2.		Saturdays as per Table 4.1.	18	R.....	8	R.....	R.....	R.....	R.....
1.3.		Sundays and Public Holidays per Table 4.1.	18	R.....	8	R.....	R.....	R.....	R.....
1.4.	Cleaners Second Shift	Weekdays as per Table 4.1.	14	R.....	8	R.....	R.....	R.....	R.....

1.5.	(14:00 - 22:00)	Saturdays as per Table 4.1.	12	R.....	8	R.....	R.....	R.....	R.....
1.6.		Sundays and Public Holidays per Table 4.1.	14	R.....	8	R.....	R.....	R.....	R.....
1.7.	Cleaners Third Shift (22:00 - 06:00)	Weekdays as per Table 4.1.	14	R.....	8	R.....	R.....	R.....	R.....
1.8.		Saturdays as per Table 4.1.	12	R.....	8	R.....	R.....	R.....	R.....
1.9.		Sundays and Public Holidays per Table 4.1.	14	R.....	8	R.....	R.....	R.....	R.....
1.10.	Cleaners Office Shift (07:00 - 15:00)	Hourly Rate for Office Shift as per Table 4.1.	10	R.....	8	R.....	R.....	R.....	R.....
1.11.	Total for ALL Cleaners Excl Vat (Feeder to Item 6.1. in Summaries Table 6)							R.....	R.....

Table 2: Supervisors Rates for Calendar period of 23 September 2024 to 22 December 2024(Refer to Table 4.2. for Calendar Days and Months)

N.B The minimum rate per hour for this tender shall be as per the latest updated notification/ circular of the gazetted labour rate issued by Department of Labour. The minimum labour rate must comply exclusive of vat, Bidders who quote below the minimum labour rate per hour exclusive vat will be disqualified at pricing stage, Labour hours for weekends, Sundays and or public holidays must be factored where applicable as per Table 4.1.(Staff and Shift Plan).

2. Total Supervisors Rates for Calendar period 23 September 2024 to 22 December 2024:									
Item	Supervisor Shifts Description		Number of Supervisors Per Shift	Rate per Hour per Supervisor	Number of Hours Per Shift	Daily Rate per Supervisor per Shift	Total Cost for All Supervisors per Shift	Cost for ALL Shifts and for ALL Supervisors for the Calendar period 23 September 2024 to 22 December 2024 (Refer to Table 4.2.)	Monthly Cost for ALL Shifts and ALL Supervisors
2.1.	Cleaners First Shift (06:00 - 14:00)	Weekdays as per Table 4.1.	1	R.....	8	R.....	R.....	R.....	R.....
2.2.		Saturdays as per Table 4.1.	1	R.....	8	R.....	R.....	R.....	R.....
2.3.		Sundays and Public Holidays per Table 4.1.	1	R.....	8	R.....	R.....	R.....	R.....
2.4.	Cleaners Second Shift (14:00 - 22:00)	Weekdays as per Table 4.1.	1	R.....	8	R.....	R.....	R.....	R.....
2.5.		Saturdays as per Table 4.1.	1	R.....	8	R.....	R.....	R.....	R.....

2.6.		Sundays and Public Holidays per Table 4.1.	1	R.....	8	R.....	R.....	R.....	R.....
2.7.	Cleaners Third Shift (22:00 - 06:00)	Weekdays as per Table 4.1.	1	R.....	8	R.....	R.....	R.....	R.....
2.8.		Saturdays as per Table 4.1.	1	R.....	8	R.....	R.....	R.....	R.....
2.9.		Sundays and Public Holidays per Table 4.1.	1	R.....	8	R.....	R.....	R.....	R.....
2.10.	Total for ALL Supervisors Excl Vat (Feeder to Item 6.2. in Summaries Table 6)							R.....	R.....

Table 3: Hygiene services Pricing Schedule(Listed under Table 3.1.)

3. Hygiene services Monthly & Monthly X 3 BOQ				
Item	Service description	Unit	Monthly service Rate as listed under Table 3.1.	Monthly X 3 service Rate as listed under Table 3.1.
3.1.	Hygiene maintenance services as listed under Table 3.1.	Sum	R.....	R.....
3.2.	Total for Hygiene Services Excl Vat (Feeder to Item 6.3. in Summaries Table 6)		R.....	R.....

Table 4: Cleaning Consumables Pricing Schedule (Listed under Heading/Paragraph 7)

4. Cleaning Consumables Monthly & Monthly X 3 BOQ				
Item	Description	Unit	Monthly Rate as listed under Consumables in Heading/Paragraph 7	Monthly X 3 Rate as listed under Consumables in Heading/Paragraph 7
4.1.	Cleaning consumables as listed under Heading/Paragraph 7	Sum	R.....	R.....
4.2.	Total for Cleaning Consumables Excl Vat (Feeder to Item 6.4. in Summaries Table 6)		R.....	R.....

Table 5: Cleaning Equipment Pricing Schedule (Listed under Heading/Paragraph 6)

5. Cleaning Equipment Monthly & Monthly X 3 BOQ				
Item	Description	Unit	Monthly Rate as listed under Cleaning equipment in Heading/Paragraph 6	Monthly X 3 Rate as listed under Cleaning equipment in Heading/Paragraph 6
5.1.	Cleaning Equipment as listed under Heading/Paragraph 6	Sum	R.....	R.....
5.2.	Total for Cleaning Equipment Excl Vat (Feeder to Item 6.5. in Summaries Table 6)		R.....	R.....

TABLE 6(PRETORIA STATION): SUMMARIES OF RATES FED FROM THE MONTHLY AND MONTHLY X 3 TOTALS OF TABLES 1, 2, 3, 4 & 5

PROVISION OF CLEANING, HYGIENE AND HORTICULTURE SERVICES AT PRETORIA STATION IN THE NORTHERN GAUTENG REGION PRICING SCHEDULE

ITEM NO.	NAME PRETORIA STATION	TOTAL NUMBER OF CLEANERS	MONTHLY X 3	MONTHLY
6.1.	Total Price for Cleaners as per item 1.11. of Table 1 for Cleaners Rates	65		
6.2.	Total Price for Supervisors as per item 2.10. of Table 2 for Supervisors Rates	3		
6.3.	Total Price for Hygiene Services as per the item 3.2. of Table 3 for Hygiene services	Sum		
6.4.	Total Price for Consumables as per item 4.2. of Table 4 for Cleaning Consumables	Sum		
6.5.	Total Price for Cleaning Equipment as per item 5.2. of Table 5 for Cleaning Equipment	Sum		
6.6.	Provisioned Safety file amount for Three (3) Months		R 35, 000.00	No Monthly Cost
Sub Total Excluding VAT				
Vat @15%				
Total VAT Included				