SCM SUBMISSION: SPECIFICATION / SCOPE OF WORK	
PURPOSE OF SUBMISSION	**To seek approval to appoint a service provider that will provide cleaning and horticulture services at various stations in the West Area - Corridor 4 South Gauteng Region**
DESCRIPTION OF GOODS / SERVICES / WORK	Provision of cleaning and horticulture services in the West Area - **Corridor 4** of the South Gauteng Region for a period of 6 months
REQUEST FOR QOUTATION NUMBER	SGR/CLEANING-WEST-AREA-CORRIDOR-4/11/26
DIVISION	PRASA: Southern Gauteng Region
USER DEPARTMENT	Facilities Department
DATE SUBMITTED DATE REVIEWED	October 2026

1. **INTRODUCTION**

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

1.2. The provision of cleaning of railway tracks between platforms in the station precinct forms a critical part of the station cleaning service and is incorporated as part of the station cleaning contracts.

1.3. The Southern Gauteng Region consists of 5 corridors with a total of ± 148 stations with 58 of them categorised as Small, 31 Halt Station. The corridor West area has a total of 29 stations and 7 of them categorised as Core stations, 2 Supercore, 11 intermediate, 5 small and 4 Halt Stations and shall be allocated 1 contractor per corridor.

1.4. The combined total ticket issued per month for all the stations in these corridors 172 322 tickets issued per month according to the latest information available. While the patronage cannot be conclusively confirmed the ticket information gives an indication of the total feet that passes through these stations.

1.5. PRASA committed through its *"Passenger Charter"* to provide train service that is safe, reliable and with stations that are functional and clean. This is the commitment of the business objective of providing a train service of the future at modernized stations that will be required maintenance and cleaning of the highest standard.

2. BACKGROUND INFORMATION

2.1. Status quo

2.1.1. Prasa is currently deploying interim measures to undertake the function of cleaning and horticulture at mentioned stations. It has become crucial that Prasa undertake process of procuring RFQ contract to perform cleaning and horticulture at West Rand stations.

2.2. Problem Statement

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

2.2.2. Customers' perception of PRASA hinges on their experiences at stations, making the cleanliness of these facilities exceptionally important. PRASA provides its customers with clean stations, ensuring a commitment to delivering improved facilities.

2.2.3. Dirty stations pose not only health and safety risks, but also environmental concerns and inconvenience to customers, jeopardizing PRASA's business and tarnishing its reputation. Most importantly, station users face the risk of exposure to viruses commonly found in unclean environments.

2.3. Objectives of the Provision of the Service

2.3.1. PRASA aims to attain the highest standard of cleanliness for stations through this service, ensuring they are environmentally friendly and aesthetically pleasing for commuters and customers. Additionally, the objective is to maintain station facilities that are both clean and hygienic.

2.3.2. To ensure that the cleaning processes and methods comply with environmental and safety standards.

2.3.3. PRASA has a legal and statutory obligation to maintain its operating environment in a safe, environmentally sound and responsible manner. Beyond PRASA legal obligation, it is the commitment of PRASA to be a public transport mode of choice and hence PRASA is talking about “a business service of the future” in its modernization state.

3. OBJECTIVES OF THE PROPOSED PROJECT

3.1. Desired outcome for carrying out the proposed project.

The scope of work will encompass daily cleaning and horticulture services for the entire station precinct and its facilities. PRASA's comprehensive RFQ process will solicit bids from professional cleaning companies to provide services for the following corridors in the West Area of South Gauteng:

- **Corridor West 4**: - comprising a total of 12 stations, with 4 categorized as core stations, 1 halt station, 1 small station, and 6 intermediate stations.

3.2. Benefits to PRASA

3.2.1. Maintain cleanliness in PRASA stations and facilities.

3.2.2. Ensure facilities adhere to Occupational Health and Safety Standards.

4. SCOPE OF WORK

4.1. Scope of Desired Solution

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

4.1.2. The required services will primarily focus on, but not be limited to, the following scope of work:

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

a.) The Contractor must strictly adhere to health, safety, and environmental regulations for cleaning the railway tracks and platforms at the station. PRASA will provide training to the successful bidder on the methodology of cleaning tracks. Cleaning of tracks and platforms should only occur during off-peak periods on weekdays, with exceptions for weekends and public holidays.

b.) The Contractor must ensure full compliance with all relevant statutory regulations within the industry. These legislative requirements include, but are not limited to, the following:

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

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

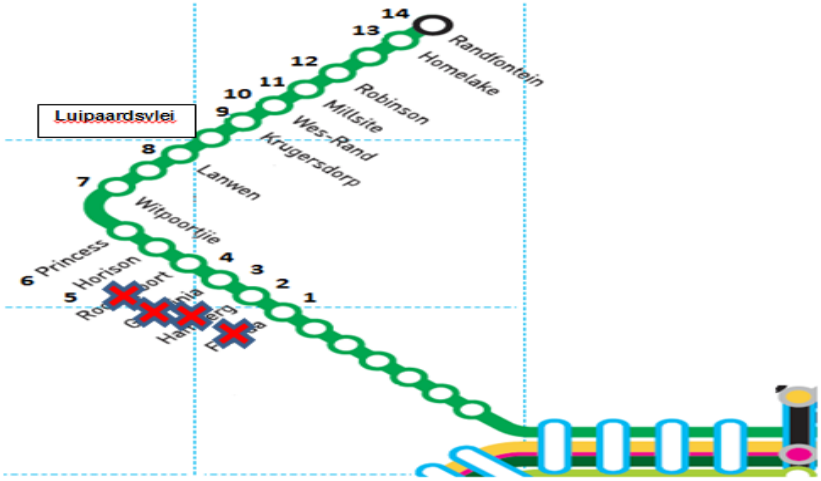
4.1.3. The service provider shall clean the facilities in line with detailed specification of the work and description of service, frequency, and Daily Cleaning Procedure

4.1.4. The service provider shall ensure periodically deep cleaning service is done to enhance the level of cleanliness at the stations.

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

4.2. The stations in *West Corridor 4*

4.2.1. This corridor is clustered according to the portion of the Regional Rail network as illustrated in the diagram below.



4.2.2 The contract will cover the cleaning and horticultural services of various facilities within the station precinct.

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

Station name	Platform	Track Rails	Public Toilets	Ticket Office	Waiting Areas	Staff Offices	Parking area	Access control	Entrances and Walkways
Randfontein	2	3	1	6	6	1	1	2	2
Home Lake	2	2	1	2	2	1	0	1	2
Robinson	2	4	2	2	3	1	0	1	2
Millsite	2	2	0	0	1	0	0	1	1
Wes-Rand	2	2	1	2	2	1	0	1	2
Krugersdorp	6	6	1	6	2	7	1	2	2
Lanwen	1	2	2	0	2	0	0	1	2
Luipaardsvlei	2	4	2	4	4	1	0	1	2
Witpoortie	2	4	3	6	2	2	1	2	2
Princess	2	4	1	4	4	2	0	1	2
Horison	2	4	1	4	2	1	0	1	2
TOTAL	**25**	**37**	**15**	**36**	**30**	**17**	**3**	**14**	**21**

Table 4.4 The extend coverage of the proposed project

Station name	Platform m²	Track Rails m²	Public Toilets m²	Ticket Office	Waiting Areas	Staff Offices	Parking area	Access control
Randfontein	2852	3105	11	81	60	50	180	20
Home Lake	2852	2070	10	60	20	50	0	20
Robinson	2852	4140	13	60	30	60	0	20
Millsite	2852	2070	0	0	10	No	0	10
Wes-Rand	2852	2070	8	60	20	40	180	20
Krugersdorp	8556	6210	10	120	20	120	120	20
Lanwen	1426	2070	8	0	20	0	0	10
Luipaardsvlei	2852	4140	7	70	40	70	0	20
Witpoortie	2852	4140	12	60	20	60	0	20
Princess	2852	4140	8	81	40	50	120	20
Horison	2852	4140	8	81	20	60	No	20
TOTAL	**35650**	**38295**	**95**	**673**	**300**	**560**	**600**	**200**

4.5 The Staffing Plan and Shift System

4.5.1. Staff Deployment

The total cleaning staff/personnel to be provided in this specification is 60 Cleaners including the cleaners and supervisors as per the table below. Contractor to make provision for relivers with an additional 10% of total staff, relivers fill-in should any employees fail to report for duty for whatever reason. It must be noted that PRASA stations operate seven (7) days a week including public holidays, any extended operating hours will be negotiated with the service provider should such requirements be deemed necessary during high peak periods.

Table 4.6 The number of staff required per shift

No.	Station Name	Station Classification	Total Number of Cleaners	Morning Shift	Night Shift	Day Shift	Saturdays , Sundays and Public Holidays
				06H00 to 14H00	13H30 to 20H00	07H00 to 16H00	07H00 to 15H00
1	Randfontein	Core	10	0	0	10	5
2	Home Lake	Small	2	0	0	2	1
3	Robinson	Small	2	0	0	2	1
4	Millsite	Halt	2	0	0	2	1
5	Wes-rand	Small	2	0	0	2	1
6	Krugersdorp	Core	8	0	0	8	4
7	Lanwen	Small	2	0	0	2	1
8	Witpoortjie	Small	2	0	0	2	1
9	Princess	Intermediate	4	0	0	4	2
10	Luipaardsvlei	Core	7	0	0	7	3
11	Horison	Small	2	0	0	2	1
14	Roodepoort		5	0	0	5	2
15	Georginia		2	0	0	2	1
16	Humburg		2	0	0	2	1
17	Florida		6	0	0	6	3
		SUPERVISOR(S)	2	0	0	2	1
		TOTAL NUMBER OF CLEANING STAFF	60	0	0	60	29

TABLE 4.6 The Staffing Plan and Shift for West Corridor

5. SCOPE OF WORK FOR CLEANING SERVICES

5.1 Description of service and frequency

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

	Dusting	Dust surfaces up to 2 meters high.	Alternate days **(Preferably Mon, Wed, Fri)**
		Perform high dusting for areas above 2 meters.	Weekly
	Waste Collection and Disposal	Empty and clean all waste baskets, receptacles	Continuously
		Remove all waste to a specified and designated area	Continuously
Public	*Whole of Ablution*	Empty and clean all waste receptacles	Continuously
Ablution Facilities	*block*	Clean and sanitize all toilet bowls, basins and urinals	Continuously
		Clean all mirrors	Daily
		Damp mop with disinfectant	Daily
		Spot clean walls, doors and partitions	Daily
		Basins – wet wipe with hard surface cleaner	Daily
		Basins – remove mineral deposits	Daily
Platforms & Railway tracks	*Platform areas*	Sweep platforms	daily
		Remove papers and other foreign objects	Continuously
		Sweep the railway tracks.	Every three months
	Railway tracks. ***Note: Commuters work under protection on tracks and only during the off-peak)***	Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms	daily
	Grass and weeds	Remove Grass and Weed	Weekly
Station Concourse Area *(Including Walls, Ceilings and Paintwork – all around the station)*	*Glass and Metal Work*	Spot clean glass doors	As necessary
		Clean and polish all bright metal fittings	Weekly
	Windows	Clean wash windows	Weekly
	Surfaces	Spot clean all low surfaces (finger marks, etc.)	Daily
	Walls and doors	Glass walls, doors and light switches	Daily
	Waiting benches	Clean benches	Daily
	Air vents	dust and wipe air vents once every two months	Every second Month
Station Entrances, Walkways and Corridors	*All areas around entrances, walkways and corridors (Including subways*	Sweep clean building surrounds.	continuous
		Dust/wipe clean walls.	Weekly
		Wipe clean signs and Lettering.	Daily
		Walk-off matting vacuumed and/or clean	Daily

	and bridges)	Corridors to be swept and auto scrubbed/damp mobbed as required	Daily
		Access areas and concourses to be scrubbed.	Daily

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

		Air vents: dust and wipe air vents once every two months	Every second Month
		Remove Grass and Weed	Weekly
Lifts and Escalators (where applicable	*All areas around the lifts*	Wipe Clean landings, removing all dirt butts, etc. from joints and crevices.	Daily
		Wipe clean handrails.	Daily
		Wax - polish handrails.	Monthly
		Spot clean deck panels.	Continuously
		Thoroughly clean side panels.	Daily
		Machines clean the treads.	Monthly

		All cut grass shall be removed from the PRASA site by the service provider. Cut grass shall be removed from the PRASA sites within two (2) days. Cut grass must NOT BE BURNED in any PRASA sites. The cutting of grass will be measured and paid for based on the total size of the area cut.	
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)	Daily and As required
		Wash refuses containers	As required
		Wash floors with chemicals.	Daily
		Disinfect all areas with recommended insecticide.	Weekly
Storm-water Drainage and Channels	*Storm-water drainage channels*	Storm water channels must be cleaned and cleared of dirt.	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	As required
Horticulture	External Areas of the facility/yard	**<u>To cut and remove grass and low growing vegetation</u>** The whole entire PRASA site shall be cleared of all litter and undesirable objects. All material resulting from the clearing process shall be disposed of at approved municipal dumping sites. The service provider shall obtain written approval from the local authorities on who's the dumping sites are situated. The grass and growing vegetation shall be cut and removed from the PRASA sites to the satisfaction of the PRASA representative. The grass shall be cut to an average height from 60mm to 80mm. Grass must be cut by means of brush cutters (weed eater).	

<u>Others</u>

1. **Basins** – wet wipe with hard surface cleaner daily, remove mineral deposits monthly, fill liquid soap holders and paper hand towel dispensers when needed.
2. **Blinds** – vertical: remove dust monthly. Horizontal: damp wipe monthly.
3. **Carpets** – vacuum – high traffic, daily and low traffic, daily. Remove spots and stains as necessary. Interim clean as required. Restorative clean as required.
4. **Ceilings** – dust and wipe air vents once every two months.
5. **Chairs** – cloth: vacuum, daily, spot clean as necessary and shampoo as required. Vinyl and leather – dust, daily and damp wipe fortnightly.
6. **Desks** – natural, unsealed woods – dust daily. Sealed wood – polish weekly. Scaled wood/glass/formica – dust or damp wipe daily and polish weekly.

7. **Doors** – remove finger-marks on glass and push plates daily, dust or damp wipe monthly and damp wipe door handles weekly.
8. **Electrical Equipment** – dust daily, damp wipe weekly. Wet wipe and rinse inside surfaces of microwaves weekly or as necessary.
9. **Mirrors** – in washrooms – wet wipe and dry daily or as necessary. Ornamental – use glass cleaner weekly.
10. **Ovens/Stoves** – wet wipe hot plates with hard surface cleaner daily or as necessary. Use caustic aerosol spray on emancified oven surfaces monthly.
11. **Radiators / Aircon** – dust and damp wipe weekly.
12. **Refrigerators** – damp wipe top daily, damp wipe doors and sides daily.
13. **Rubbish Bins** – empty and damp wipe daily and remove stains and disinfect weekly, or as necessary.
14. **Shelves** – dust those that are empty weekly and damp wipe when shelves are cleared as required.
15. **Sinks** – wet wipe as necessary daily
16. **Skirting** – Wet wipe with hard surface cleaner weekly and remove stains and/or marks when necessary.
17. **Tables** – in canteens wet wipe daily, other areas as for desks.
18. **Taps** – wet wipe with hard surface cleaner daily and remove mineral deposits monthly.
19. **Telephones** – dust and damp wipe with disinfectant weekly.
20. **Floors: Resilient** (vinyl, PVC, linoleum, sealed wood, etc.)

    a. **High Traffic** – remove dust with mop – or disposable cloth sweeper three times weekly. Damp mop for soilage as necessary. Spray clean or burnish using a mechanized system three times weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.

    b. **Low Traffic** – remove dust with mop or disposable cloth sweeper daily. Damp mop for soilage as necessary. Spray clean or burnish using mechanised system weekly. Light scrub and apply maintenance coat as necessary. Strip clean and reseal as required.

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

5.1.2 Daily Cleaning Procedures

Step 1	Step 2
Lobby and entrances	**Offices and Boardrooms**
• Remove all trash debris, cordoning off any areas that may need extensive attention. • Mop flooring/tiled areas using water mixed with cleaning detergent. • Spot clean wall, doors and frames using all-purpose cleaner and use degreaser for heavily soiled areas • Use spot remover to spot clean carpeted areas to remove statins and spillages that may occur • Clean all windows with a glass cleaner and microfiber cloth to remove all marks and fingerprints • Complete thorough cleaning of wiping notice boards and picture frames • Remove all walk off mats and thoroughly vacuum them as well as around and underneath • Remove any trash and place it in a garbage bag and tie it once full and it must be properly disposed in the specified areas • Ensure caution/wet signs left in the place are removed • Make sure all areas are completely dry and safe before removing the signs • All cleaning tools must be cleaned thoroughly and return them to the proper storage	• Visually check the areas offices/boardrooms/meeting rooms for any type of debris, dirt or paper • Sweep debris/dirt into a dust pan • Pick up papers and dispose them into the trash bin • Empty trash cans and must be cleaned and disinfected before replacing garbage bags • mop any dirt or debris on all tiled or hard surfaces that can't be removed by hand • Vacuum all carpeted flooring, starting with mats, runners if any. • Using a vacuum is great way to efficiently clean up around offices/cubicles and boardrooms • Dust all surfaces including desk, filling cabinet, tables, chairs, walls and shelves. • Clean all windows with a glass cleaner and microfiber cloth to remove all marks and fingerprints • Wipe down all blinds using water mixed with detergent • Spots or stains on the carpets, floor, walls, furniture must be wiped off using water mixed with cleaning detergent. • Wipe desks, telephones, computer keyboards thoroughly using a disinfected spray that has been sprayed on the microfiber cloth or disinfected wipe. • Thoroughly wash and rinse cleaning tools until completely clean, hang up and dry them. Remove all wet floor caution signs and properly store them in storage.

Step 3	Step 4
Staff Rest Rooms • Pick up any debris/dirt on the floor, around the sink or toilet urinal areas. • Remove the trash can and clean and disinfect the trash can before place a new bag.	**Staff Rest Rooms** • Pick up any debris/dirt on the floor, around the sink or toilet urinal areas. • Remove the trash can and clean and disinfect the trash can before place a new bag.
• Clean and scrub all interior surfaces of each toilet cubicle urinals using water mixed with disinfectant. • Clean all toilet seats. • Wipe down and disinfect all surfaces including frequently touched areas such as door handles, light switches, countertops, partitions and dispensers. • Clean all mirrors with glass cleaner to remove any fingerprints or marks. • Wash the sink and taps with disinfectant and wipe with microfiber cloth. • NB: sweep and mop the floor using bathroom items only. • Replace all urinal block if necessary. • Remove all trash bags and dispose safely in the identified area. • Do not remove the caution /restroom close signs until all work is completed and all surfaces including floors are completely dry.	• Clean and scrub all interior surfaces of each toilet cubicle urinals using water mixed with disinfectant. • Clean all toilet seats and bowls and disinfect them. • Wipe down and disinfect all surfaces including frequently touched areas such as door handles, light switches, countertops, partitions and dispensers. • Walls must be washed with enough disinfectant solution and allow surface to remain wet and untouched long enough for the disinfectant to inactivate bacteria. • Clean all mirrors with glass cleaner to remove any fingerprints or marks. • Wash the sink and taps with disinfectant and wipe with microfiber cloth. • NB: sweep and mop the floor using bathroom items only. • Replace all urinal block if necessary. • Remove all trash bags and dispose safely in the identified area. • Do not remove the caution /restroom close signs until all work is completed and all surfaces including floors are completely dry.
Step 5	**Step 6**
Access Control Points • Pick up all visible litter, dirt and foreign object. • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant. • Litter must be disposed of in a designated area. • A routine application of disinfectants to all frequently touched areas such as handrails, access gates etc. All glazing in the public areas to be cleaned daily using detergent and clean cloths. • Used ticket lying on the floor at these areas must always be picked up and disposed to an identified area by Metrorail.	**Common Areas** • Pick up all visible litter, dirt and foreign object. • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant. • Litter must be disposed of in a designated area. • There should be continual use of dust mop sweepers all day to remove dust from the floor. • All walls' surfaces shall be always free of dirt and spillage. • All glazing in the public areas to be cleaned daily detergent and clean cloths.

• All surfaces must be cleaned and wiped with water mixed with water and disinfectant to always remove dirt and spillages. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.	• **No** plastic/refuse bags to be kept on the concourses. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.
Step 7	**Step 8**
Waiting Areas/Rooms • Pick up all visible litter, dirt and foreign object. • Regular sweeping and mopping where big spillages occurred should be carried regularly using water mixed with cleaning detergent and disinfectant. • Litter must be disposed in a designated area. • There should be a continual use of dust mop sweepers all day to remove dust from the floor. • All walls' surfaces shall be always free of dirt and spillages. • Waiting chairs must be wiped and cleaned with water mixed detergent and disinfected. • All glazing in the public areas to be cleaned daily using natural soap/detergent and clean cloths. • **No** plastic/refuse bags to be kept on the Access areas and concourses. • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.	**Subway and Bridges** • Pick up all visible litter, paper and foreign objects. • Sweep bridges and subways with hard industrial brooms. • All visible weeds on the bridges must be removed. • Litter must be disposed in a designated area. • Subways and bridges are high traffic areas they must be scrubbed and cleaned with water mixed with cleaning detergent and disinfectant during off peak hours or at night when there is less or no movement at the station.
Step 9	**Step 10**
Platforms • Pick up all visible litter, paper and foreign objects. • Sweep platforms with hard industrial broom. • All visible weeds on the platform must be removed. • Litter must be placed in a designated area. • Platforms must be scrubbed and cleaned with water during off peak hours or at night when there is less or no movement at the station.	**Rail Tracks** • Remove papers and other foreign objects – Clean the railway tracks up to 200m beyond the edges of both sides of the platforms. • ***Note: Employees work under protection on tracks and only during the off-peak and shall exercise extreme safety measures) and employees who have trained for white flagmen who are allowed to clean rail tracks.***

Step 11	**Step 12**
Change Rooms • Walls must be washed with enough disinfectant solution and allow surface to remain wet and untouched long enough for the disinfectant to inactivate bacteria. • Windows must be cleaned with window cleaner and wiped with clean cloth. • Windowsills & frames excess dust must be removed with damp cloth until completely removed. • Mirrors cleaned with damp cloth and wiped with a dry cloth. • Glass shower doors and handles a routine application of disinfectant to all frequently touched areas such as handrails. • Lockers must be dusted and wiped with water mixed detergent and disinfectant. • Shower mats must be removed and washed with scrubbing brush. • Floors must be scrubbed with scrubbing brush afterwards floor must be moped with water mixed disinfected.	**Mess rooms** • Pick up all visible litter and paper and throw it in the trash bin • Sweep and mop floor with water mixed with a cleaning detergent and disinfectant • Wipe tables and chairs with clean water mixed with cleaning detergent and disinfectant. • a routine application of disinfectant to all frequently touched areas such as door handles, light switches • Do not remove the caution /wet floor signs until all work is completed and all surfaces including floors are completely dry.
Step 13	**Step 14**
Parking • Remove and pick up visible litter and papers. • Sweep under the parking bays and remove litter. • Dispose Litter at a designated area. • Empty dust bins when they are full. • Remove weeds on all paved areas. • The chemical to kill the weeds must be used, to permanently kill the weeds.	**Grass Cutting** • The entire PRASA site shall be cleared of all litter and undesirable objects. • All material resulting from the clearing process shall be disposed of at approved municipal dumping sites. • The contractor shall obtain written approval from the local authorities on who's the dumping sites are situated. • The grass and low growing vegetation shall be cut and removed from the
• Footpaths into the station must be kept clean. • Visible dirt on storm water channels must be cleaned and cleared of dirt	• PRASA sites to the satisfaction of the PRASA representative. • The grass shall be cut to an average height from 60mm to 80mm. Grass must be cut by means of brush cutters (weed eater).

	• All cut grass shall be removed from the PRASA site by the contractor. Cut grass shall be removed from the PRASA sites within two (2) days. • Cut grass must NOT BE BURNED in any PRASA sites • The cutting of grass will be measured and paid for based on the total size of the area cut.

5.2 Daily Expectations

General

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

- Tiled surfaces and walls must always remain free of graffiti.
- Ensure all areas, especially the platform area, are devoid of litter and always weed growth.
- Litter bags are strictly prohibited in any area within the precinct except the designated refuse area.
- Maintain cleanliness by ensuring all areas are free of stains, dust, and dirt consistently.
- Ensure cleanliness by removing papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, unpleasant odors, stagnant water, dirt bags, rodents, dead animals, weeds, and overflowing dirt bins from all areas.
- Maintain pleasant conditions in all ablution facilities by keeping them free of bad odors at all times.

<u>Offices/Boardrooms</u>

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

• Maintain the reception area/foyer in pristine condition, ensuring it remains dust-free at all times.
• Use appropriate chemicals and equipment to thoroughly sanitize and remove grease from every surface and item in the kitchen.
• Ensure ablution facilities are kept clean, organized, and free from any unpleasant odors.
• Regularly clean and refill soap dispensers.
• Keep the moist toilet seat wipes holder clean and well-maintained.
• Periodically clean lockable toilet roll holders and restock toilet rolls as necessary.
• Maintain cleanliness and sanitation of hand towel holders.
• Ensure mirrors are consistently sparkling and free from any blemishes.
• Keep carpets clean and devoid of any stains.
• Upholstered and velvet seats should be kept clean and free from any stains.
• Ensure tables are free from dirt and debris.
• Keep glass doors/sliding doors spotless and free from any marks.

Entrances

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

• Garbage containers are kept clean and devoid of dirt, dust, debris, and marks.
• Ensure floors and steps are immaculately clean, with no dirt, dust, debris, or stains present. Floor finishes should gleam, and there should be no water or spillage.
• Tables, chairs, and/or benches should be maintained in a state free from dirt, dust, debris, and stains.
• Ensure all glass and mirrors remain free from dirt, dust, and stains.
• Baseboards should be kept clear of dirt, dust, build-ups, and marks.
• Window coverings should be free from dirt, dust, and stains.
• Light fixtures and lenses should be completely clean and operational, free from any dirt or dust.
• Air vents should be clear of dust, dirt, debris, and stains.
• Walls, doors, shelving, lockers, and electrical switch plates should be kept clean and free from dirt, dust, debris, and marks.
• Carpets should be maintained in a state free from dirt, dust, and stains.
• Ensure all entrances are free from broken glass.

Corridors/Passages

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

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

Access and Concourse areas

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

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

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

External Paved and Tarred areas

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

- Ensure regular sweeping of these areas is conducted using platform brooms, with collected dirt gathered using metal hooded dust pans.
- Maintain cleanliness of footpaths by sweeping and removing dirt with platform brooms and metal hooded dust pans.
- Stormwater channels should be regularly cleaned and kept clear of any dirt or debris.
- All collected dirt should be placed in refuse bags and wheelie bins, then transported to designated refuse areas.
- Surfaces must be always kept free from dirt and spillages.
- Avoid leaving plastic or refuse bags in access areas and concourses.
- Ensure all areas are clear of grass and weeds.

- **PUBLIC ABLUTIONS FACILITIES/TOILETS**

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

- It is essential to maintain public ablution facilities in a clean, tidy, and odor-free state throughout the day.

- The floors of public ablution facilities should undergo nightly scrubbing with detergent.

- A cleaning personnel must be always present in the public ablution facilities.

- A uniformed attendant will be stationed to greet visitors to the toilet facility 24/7.

- Cleaning staff will conduct routine inspections of public ablution facilities, with quality assessments scheduled every **30 minutes** during peak periods and **hourly** checks during off-peak times. During off-peak hours, inspections will be performed by the cleaning supervisor of the contracting company, and the traceable quality inspection checklist will be endorsed.
- The inspection checklist must encompass all defects, including maintenance issues, which must be reported to the facilities manager for maintenance action.
- Graffiti removal from all tiled surfaces should occur daily.
- Public ablution facilities must always remain devoid of dirt and litter.

- Plastic bags are prohibited from being stored in the toilet facilities.

- **Timed air fresheners** should be regularly cleaned and refilled with air freshener to prevent them from being empty at any time.

- Soap dispensers need to be regularly cleaned and refilled with hand soap to ensure they are always stocked.

- The moist toilet seat wipes holder requires regular cleaning.

- Lockable toilet roll holders should be regularly cleaned and restocked with quality toilet rolls to prevent them from being empty.

- Hand towel holders need to be regularly cleaned.
- Mirrors must be cleaned thoroughly and kept spotless at all times.

- Condom holders must be cleaned meticulously and kept spotless at all times.

Access Control Cubicles

<u>Requirements</u>: Access Control Areas will be maintained as required.

- Floors should be scrubbed at least once daily using a potent surface cleaner, or more frequently if current conditions necessitate it.
- Walls should undergo a thorough scrubbing once a week.
- Access Controller cubicles must be kept consistently free of litter, dirt, and dust.
- Stains and bubbles on the floors should be promptly removed.
- Guard rails should be wiped down daily with a sanitizer and polished regularly.
- Access control areas must be maintained free of dirt and litter at all times.
- Plastic bags are not permitted to be stored in the Access Control Areas.

<u>Lounge/waiting areas</u>

Expectations: The lounges within the Station Precinct are deemed to be adequately clean if the specified conditions below are met daily.

- The reception area/foyer must be meticulously maintained, ensuring it remains consistently dust-free.
- Employ appropriate chemicals and equipment to thoroughly cleanse the kitchen, ensuring all grease is effectively removed from every surface and item.
- Always maintain the cleanliness and odor-free environment of ablution facilities.
- Regularly clean and refill soap dispensers.
- Ensure the moist toilet seat wipes holder remains clean.
- Periodically clean lockable toilet rolls holders and replenish toilet rolls as required.
- Keep hand towel holders sanitary and free of any contaminants.
- Ensure mirrors are consistently kept spotless.
- Uphold the cleanliness of carpets, ensuring they are free from stains.
- Maintain upholstered and velvet seats in a clean, stain-free condition.
- Ensure tables remain free from dirt and debris.
- Keep glass doors/sliding doors impeccably clean and spot-free.

<u>Cleaning at Heights - Above 2.4m</u>

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

The service provider shall ensure the following:

- Staff members are properly equipped, trained, and supervised in accordance with legislative standards.
- All relevant requirements are fulfilled, especially concerning regulations regarding work at heights.
- Windows and glass surfaces are thoroughly cleaned to be free of dust, fingerprints, stains, smudges, and markings, achieving a streak-free finish upon completion of each cleaning session.
- Provide suitable cleaning equipment and safety gear tailored to the specific task.

Showers and change rooms

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

- Garbage containers are maintained free from dirt, dust, debris, and any markings.
- Floors are kept clear of dirt, dust, debris, or stains, with a floor finish that exhibits depth and shine.
- Hand soap, feminine hygiene, and paper dispensers are kept clean and devoid of dirt, dust, debris, or marks, and are consistently filled with appropriate hand soap and paper products.
- Tables, chairs, and/or benches are kept clean and free from dirt, dust, debris, or stains.
- All glass and mirrors are kept free from dirt, dust, and stains.
- Baseboards are kept clear of dirt, dust, build-ups, and any marks.
- Lockers are maintained free from dirt, dust, build-ups, and marks.
- Window coverings remain free from dirt, dust, and stains.
- Light fixtures and lenses are kept completely free of dirt/dust and are operating properly.
- Air vents are kept free from dust, dirt, debris, and stains.
- Desks and flat surfaces are kept clear of dirt, dust, debris, and stains.
- Walls, doors, and electrical switch plates are kept free from dirt, dust, debris, and marks.
- Hand basins, partitions, piping, toilets, urinals, and floor drains are maintained free from dirt, dust, debris, marks, and stains, and are sanitized daily.
- Washrooms undergo spot-checks for cleanliness and vandalism, and are restocked as necessary, with corrections made as needed on an hourly basis.

Station platforms and rail track areas

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

- Platform surfaces must be swept and scrubbed regularly to ensure they are free from dirt.
- Scrubbing of platforms should be conducted during off-peak hours, unless written instructions from the Station Manager dictate otherwise.
- The use of hose pipes is prohibited, and service providers must adhere to water restrictions. Consultation with the Facilities Department is required before any hosing can be carried out, and agreement must be reached for each specific instance.
- All platforms within the station precinct must remain clear of dirt, litter, grass, and weeds at all times.
- Track cleaning should be performed during off-peak hours and under strict safety protocols. This task can only be conducted under the protection of Flagmen or Flagwomen.
- All tracks within the station precinct must be kept free from dirt, litter, and spillages.
- Tracks must be regularly blown with a power blower, and any litter must be promptly collected and disposed of in refuse bags.
- Plastic bags are not permitted to be stored on the platform or rail tracks. Agreement on storage locations must be reached between the service provider and the Facilities Department.
- All areas must be maintained free from grass and weeds.

Subways, stairs and all access ways

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

- Utilize a potent surface cleaner for scrubbing the floors.
- Ensure walls are thoroughly scrubbed and devoid of any dirt.
- Regularly sweep stairs and floors according to agreed upon schedules, with approval for occasional hosing.
- Ensure stormwater channels remain unobstructed and clear of debris.
- Maintain cleanliness of footpaths leading to the station consistently.
- Keep subways immaculately clean and free from litter at all times.
- Prohibit storage of plastic bags within the subways.

Parking Areas

Expectations: Parking areas must be consistently maintained free from:

- Papers, peels, cans/bottles, cigarette butts, leaves, excrement, used and unused condoms, unpleasant odors, stagnant water, trash bags, rodents, deceased animals, overflowing waste bins are prohibited in the premises.
- Grass and weeds are not permitted in any area.

Small Business Market

Requirements: Areas will be maintained as required

- All debris must be deposited into refuse bags and wheelie bins and conveyed to specified refuse locations.
- It is necessary to conduct daily sweeping and mopping of floors.
- Floors should receive a comprehensive scrubbing every evening.
- The entirety of the premises must be kept devoid of dirt, debris, or any spills.
- Paved surfaces need to be diligently washed or scrubbed every other day during non-peak hours.
- All debris must be properly disposed of in refuse bags and wheelie bins, then taken to designated refuse sites as agreed upon areas.

5.3 CLEANING MATERIAL, CONSUMABLES, TOOLS AND EQUIPMENT

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

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

Table 4

NO	DESCRIPTION
	Approved list of chemicals to be used
1	Sanitary all-purpose cleaner with pleasant odour that prevents limescale build up leaving a shiny streak free gloss, not corrosive, kind to skin (suitable for all washable stainless steel, plastic, porcelain, ceramic, enamel, glass) 20lt
2	Biological double action cleaner/deodorizer for the cleaning and odour control in sanitary areas, toilets, urinals and odour control in carpets, per 20 lt
3	Viscous acidic toilet bowl cleaner for the removal of limescale and urinary stain, deodorizing and bactericide that removes dirt and limescale after a short period (must be free of hydrochloric acid) per 20 lt
4	Hard wear resistant polymer based self-shining dispersion that form a hard wearing, slip resistant protective film with a high gloss for high speed and ultra-speed polishing per 201t
5	Window cleaner per 20lt
6	Powerful Alkaline cleaning agent for the machine cleaning of floor coverings, low foaming, not perfumed, removes soiling per 20 lt
7	Clear Liquid hand soap per 20lt
8	stainless steel polish read to use cleaner and polish
9	Furniture polish (no oil furniture polish)
10	Spray emulsion containing wax, to remove water solvent soluble solution and scuff marks which forms a protective film which can be polished per 20 lt (Mondo floor cleaner where applicable)
11	Powder for carpets per 20 lt
12	Jeyes Fluid per 25lt
13	Gum removing soluble agent in aerosol cans
14	Ready use abrasive liquid cleaner non scratching or corrosive per 20lt
15	Concentrated tile cleaner for porcelain, tiled areas and all washable surface, based on non-ionic and anionic surfaces. per 20lt
16	60% alcohol based hard surfaces disinfect (rate only)
17	60% alcohol-based floor cleaner (rate only)

Table 5

Consumables/Materials to be used for Cleaning		
N	**DESCRIPTION**	**UNIT OF MEASUREMENT**
1	Clear Hand soaps	**HAND BAC SABS1828**
2	**Toilet paper per Bale -**	**500 Sheet per Roll as per SABS or SANS Regulations.** **Sheet Size: 100mm x 110mm** **19gsm Paper.** **Single ply Toilet paper**
3	Refuse Bags:	**Flat packed made from 90% of recycled and re-processed polythene material.** **Micron: 22** **Dimensions: 750 (L) x 950 (W) mm**
4	300m Maslin Cloth	**45gsm SPUNLACE ROLL - 400m x 24cm x 50cm perforation (ANY COLOUR)**
5	Microfibre Cloths:	**General purpose cloth** **Weight: 370 g/sqm** **Composition: 81% Polyester** **19% Polyamide Window cleaning cloth** **Weight: 400 g/sqm Composition:** **Made of 78% polyester** **22% polyamide** **Textured cleaning cloth** **Weight: 350 g/sm** **Composition: Made of 76% polyester** **24% polyamide** **Dusting cloth** **Weight: 280 g/sqm** **Composition: Made of 79% polyester** **21% polyamide**
6	Microfibre Sleeves	
7	Gloves	**Strong more durable –** **GREEN NITRILE GLOVES SIZE FIT ONE FIT ALL** **Household - YELLOW HOUSEHOLD GLOVES –** **SIZE FIT ONE FIT ALL**
	Vacuum Bags	
8	Industrial/heavy duty (dependent on no. of areas requiring the use thereof	**3 IN 1 MULTI PURPOSE** **DISINFECTANT (QAC) – WASHROOM CLEANER**
9	Dust Mask	**DUST MASKS FFP1**
10	Urinal Matts	**D ANTI SPATTING URINALS MATS PREVENT URINE SPATTER**

5.3.1. CLEANING MACHINERY AND EQUIPMENT

- All the machinery being provided on the contract must still be within its serviceable life.
- The successful bidder will be responsible for the service and maintenance costs of all machinery on the contract.
- The successful bidder must ensure that all staff operators of machinery have received the proper training for the usage of the machinery prior to the commencement of the contract.
- Service Level Agreement pertaining to the provision and use of the machinery on the contract can be found under Section
- The successful bidder is to submit a Machinery and Equipment deployment schedule which will clearly show the number of items and the areas in which they will be deployed on a daily basis. PRASA reserves the right to make changes to the equipment deployment in accordance with a change in requirements or operations.
- Please consider the following when obtaining machinery to be used in the provision of the services herein: a. Carpet machines must, as a minimum dryness of 80% – in the event of spillage / flooding
- High pressure machine up to 150 bar for outside / walkway areas – to be available on site at all times.
- Carpet extractor machines for cleaning of large areas

- All machinery being provided on the contract must still be within its serviceable life and used in accordance with the Service Levels for the duration of contract.
- In the event that any machinery breaks down, the said machinery shall be replaced on time with a temporary alternative machinery.
- Contractor should include service maintenance and consumables costs of the machinery for the duration of the contract as no additional charges will be accepted.

Table 6

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

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

Table 7

NO	DESCRIPTION
	General Cleaning Equipment
1	Colour-coded split buckets on wheels with wringer
2	Microfibre Mops
3	Maslin Tools
4	Aluminium long handle jumbo mops (long hair)
5	Toilet kit (portable) *public areas/high traffic*
6	Janitorial Trolleys (twin bucket)
7	30m x 2mm Extension cords
8	Long Handle Dust Pans including whisk brooms
9	Big outdoor brooms hard and soft bristles
10	Window Squeegees with telepoles
11	Big Rectangular Buckets for Window Squeegees
12	Metal Scrapers
13	Toilet Brushes
14	Scrubbing Brushes & Scourers
15	Wet Floor Signs
16	Long Feather Dusters
17	Short Feather Dusters
18	Spray Bottles 750ml

5.4 Contract Records and Documentation

5.4.1 Health and Safety File

- The contractor shall keep on site a SHE working file where all records generated during the project are kept. This file must always be available on site. The file will include all SHE related records, records of communication with the client (PRASA) tool box talks, Inspection sheets, Site access certificate, risk assessment etc. (Table of checklist below)

- PRASA Cres operates stations within a strict railway operating environment with high commuter flow, particularly during operating peak periods. Safety of commuters is therefore a non-negotiable requirement safety.

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

- **A PRASA CRES supervisor has a right to do the following:**
    - Request the file at any given time
    - Inspect the SHEQ documents at any given time
    - PRASA has the right to stop or terminate the contract when the safety protocols are not adhered to.

Table 8: Safety File Checklist

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

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

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

5.6. SERVICE PROVIDER REQUIREMENS ONSITE

5.6.1 Employee Identification

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

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

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

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

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

5.6.2. Personal Protective Clothing (PPE)

5.6 2. 1 A great attention should be given on how PPE used and handled.

5.6.2.2. Cleaners must always wear mask, gloves when executing their duties

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

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

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

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

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

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

5.6.2.9. The design and fabric of the uniforms will need approval from PRASA.

5.6.2.10. Please account for relief staff when calculating the total number of uniforms needed.

5.7. Maintenance records and reporting

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

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

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

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

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

6.1 PRICING SCHEDULE

IMPORTANT NOTE
NOTE: The RFQ amounts provided must include ALL COSTS for providing daily cleaning and horticultural services, the RQF amount shall further include tools and equipment, uniform, labour, chemicals and all necessary material needed to offer the services. **NOTE: Prospective service provider undertakes to adhere to National Minimum Wage Act, 2018 AND Gazette Vol. No 4331 02 February 2024 No. 50073 or the latest relevant gazette failure to adhere to this law / gazette will result in termination and cancellation of contract.** **NOTE: Prospective service provider to ensure they use the shift schedule and daily staff allocation to work out the correct hours per month and wage rates for their calculations below, including correct labour costs for overtime, weekend and public holidays etc. (The service providers to ensure that Labour rate complies with gazette rate. Failure to comply with the regulated gazette rate will result to disqualification.**

6.1.1 Pricing Schedule for Labour Cost

Labour Rates as per Gazette for the year of tender

Normal Daily Hourly Rate: R……..

Saturday Hourly Rate: R……..

Sunday and Public Holiday Rate: R……..

ANNEXURE 4

TABLE 1(West Corridor 4): Cleaners Rates for Calendar period of 06 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 the Specification document (Staff and Shift Plan).

1. Cleaners Rates for Calander Period of 6 months									
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	Total cost ALL shifts and for ALL Cleaners for the period of 21 July 2025 to 20 July 2026	Monthly Cost for all Cleaners per shift
1.1	Cleaners Shift as per Table 4.6 (07:00 - 15:00)	Weekdays as per Table 5.1	58	R….....	8	R….....	R….....	R….....	R….....
1.2	Cleaners Shift (07:00 - 15:00)	Saturdays	28	R….....	8	R….....	R….....	R….....	R….....
1.3	Cleaners Shift (07:00 - 15:00)	Sundays	28	R….....	8	R….....	R….....	R….....	R….....
1.4	Cleaners Shift (07:00 - 15:00)	Public Holidays	28	R….....	8	R….....	R….....	R….....	R….....
1.5	Total for All Cleaners Excl VAT							R….....	R….....

TABLE 2 (West Corridor 4): Supervisor Rates for Calendar period of 6 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 the Specification document (Staff and Shift Plan).

2. Supervisor Rates for Calander Period of 6 months

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 Supervisors per Shift	Total cost ALL shifts and for ALL Supervisors for the period 6 months	Monthly Cost for all Cleaners per shift
2.1	Supervisor all stations (07:00 - 15:00)	Weekdays (Monday - Friday)	2	R….....	8	R….....	R….....	R….....	R….....
2.2	Supervisor all stations (07:00 - 15:00)	Saturdays	1	R….....	8	R….....	R….....	R….....	R….....
2.3	Supervisor all stations (07:00 - 15:00)	Sundays and Public Holidays	1	R….....	8	R….....	R….....	R….....	R….....
2.4	Supervisor Shift (07:00 - 15:00)	Public Holidays	1	R….....	8	R….....	R….....	R….....	R….....
2.5	Total for All Cleaners Excl VAT							R….....	R….....

TABLE 3: Cleaning Equipment and Consumables

3. Cleaning Equipment and Consumables

Item	Service Description	Unit	Monthly Service Rate	Monthly Services Rate X 6
3.1	Cleaning equipment and Consumables	sum	R….....	R….....
3.2	Total for Cleaning Equipment and Consumables Excl Vat			R….....

TABLE 4: HORTICULTURAL SERVICES

4. Horticultural Services

Item	Service Description	Unit	Monthly Service Rate	Monthly Services Rate X6
4.1	Horticultural Services	sum	R….....	R….....
4.2	Total for Horticultural Services Excl Vat			R….....

TABLE 5: HYGIENE SERVICES

5. Hygiene Services

Item	Service Description	Unit	Monthly Service Rate	Monthly Services Rate X6
5.1	Hygiene Services	sum	R.....	R.....
5.2	Total for Hygiene Services Excl Vat			R.....

TABLE 5(West Corridor 4): Summaries of Rates fed from the Monthly and Annual Totals of Tables 1, 2, 3,4 and 5

Summaries Pricing Schedule

Item No	WEST CORRIDOR 4	TOTAL NUMBER OF CLEANERS	6 Months	
			Monthly Amount	6x months Amount
5.1	Total Price for Cleaners as per Item 1.5	58		
5.2	Total Price for Supervisors as per Item 2.5	2		
5.3	Equipment and Consumables as per Item 3.2	Sum		
5.4	Horticulture Services as per Item 4.2	Sum		
5.5	Hygiene Services as per Item 5.2	Sum		
5.6	Safety File (Once off)			R21 000,00
Sub Total Excluding VAT				
VAT 15%				
Total VAT Included				
Bid Amount (Section 4)				