

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



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REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

CLOSING DATE	17 August 2026
CLOSING TIME	12:00
BRIEFING SESSION	COMPULSORY
	VENUE: CAPE TOWN STATION (SHOSHOLOZA MELY WAITING AREA)
	DATE: 28 July 2026
	TIME: 10H00
BID DOCUMENTS DELIVERY ADDRESS	PASSENGER RAIL AGENCY OF SOUTH AFRICA PRASA TENDER DROP OFF OFFICE 3 OLD MARINE DRIVE CAPE TOWN 8000
BIDDERS NAME	

Disclaimer

This document is provided solely for the purpose set out in this RFP and is not intended to form any part or basis of any investment decision by Respondents. The recipient should not consider the document as an investment recommendation by PRASA or any of its advisers.

Each person to whom this document (and other later documents) is made available must make his own independent assessment of the Project after making such investigation and taking such professional advice as he/she or it deems necessary. Neither the receipt of this document or any related document by any person, nor any information contained in the documents or distributed with them or previously or subsequently communicated to any Respondent or its advisers, is to be taken as constituting the giving of an investment advice by PRASA or its advisers.

Whilst reasonable care has been taken in preparing this RFP and other documents, they do not purport to be comprehensive or true and correct. Neither PRASA nor any of its advisers accept any liability or responsibility for the adequacy, accuracy, or completeness of any of the information or opinions stated in any document.

They acquaint themselves with this RFP and take note that no representation or warranty, express or implied, is or will be given by PRASA, or any of its officers, employees, agents or advisers with respect to the information or opinions contained in any document or on which any document is based. Any liability in respect of such representations or warranties, howsoever arising is hereby expressly disclaimed.

If any recipient, or its employees, advisers or agents make or offer to make any gift to any of the employees of PRASA or consultant to PRASA on the RFP either directly or through an intermediary then such recipient, Respondent will be disqualified forthwith from participating in the RFP.

Each recipient of this RFP agrees to keep confidential any information of a confidential nature which may be contained in the information provided by PRASA, or any of its officers, employees, agents or advisers (the "Confidential Information Provided"). The Confidential Information provided may be made available to Respondent's subcontractors, employees and professional advisers who are directly involved in the appraisal of such information (who must be made aware of the obligation of confidentiality) but shall not, either in the whole or in part, be copied, reproduced, distributed or otherwise made available to any other party in any circumstances

without the prior written consent of PRASA, nor may it be used for any other purpose than that for which it is intended.

These requirements do not apply to any information, which is or becomes publicly available or is shown to have been made available (otherwise than through a breach of a confidentiality obligation). Respondents, Key Contractors and their constituent members, agents and advisers, may be required to sign confidentiality Contracts/undertakings (in such form as PRASA may require from time to time).

All Confidential Information Provided (including all copies thereof) remains the property of PRASA and must be delivered to PRASA on demand. Further, by receiving this RFP each Respondent and each of its members agree to maintain its submission in Bid to this RFP confidential from third parties other than PRASA and its officials, officers and advisers who are required to review the same for the purpose of procurement of the RFP.

Any recipient residing outside the Republic of South Africa is urged to familiarise themselves with and to observe any regulatory requirements relevant to the proposed transaction (whether these derive from a regulatory authority within or outside the Republic of South Africa).

Any requirement set out in this RFP regarding the content of a response to the RFP is stipulated for the sole benefit of PRASA, and serves as expressly stated to the contrary, may be waived at its discretion at any stage in the procurement process.

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

- Modify the RFP's goods / service(s) / works and request Respondents to re-bid on any changes;
- Withdraw, amend the RFP at any time without prior notice and liability to compensate or reimburse any Respondent;
- Reject any Proposal which does not conform to instructions and specifications which are detailed herein;
- Disqualify Proposals submitted after the stated submission deadline;
- Call a Respondent to provide additional documents which PRASA may require which have not been submitted to PRASA;

- Withdraw the RFP on good cause shown;
- Award a contract in connection with this Proposal at any time after the RFP's closing date;
- Make no award at all;
- Validate any information submitted by Respondents in response to this bid. This would include, but is not limited to, requesting the Respondents to provide supporting evidence. By submitting a bid, Respondents hereby irrevocably grant the necessary consent to PRASA to do so;
- Request annual financial statements prepared and signed off by a professional accountant or other documentation for the purposes of a due diligence exercise; and/or
- Not accept any changes or purported changes by the Respondent to the bid rates after the closing date and/or after the award of the business, unless the contract specifically provided for it.

To adopt any proposal made by any Bidders at any time and to include such proposal in any procurement document which may or may not be made available to other Bidders.

All costs and expenses incurred by Bidders in submitting responses to this RFP shall be borne by the Respondents and PRASA shall not be liable for any costs or expenses whatsoever or any claim for reimbursement of such costs or expenses.

Should a contract be awarded on the strength of information furnished by the Respondent, which after conclusion of the contract, is proved to have been incorrect, PRASA reserves the right to cancel the contract and/or place the Respondent on PRASA's list of Restricted Suppliers.

PRASA reserves the right to negotiate market-related price with the Bidder scoring the highest points or cancel the bid; if the Bidder does not agree to a market related price, negotiate a market related price with the Bidder scoring the second highest points or cancel the bid; if the Bidder scoring the second highest points does not agree to a market related price, negotiate a market related price with the scoring the third highest points or cancel the bid. If the market related price is not agreed as envisaged in this paragraph, PRASA will cancel the bid.

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PRASA reserves the right to negotiating the Best and Final Offer (BAFO) with selected Respondents where none of the Proposals meet RFP requirement, are affordable and demonstrate value for money and there is no clear preferred response to the RFP.

PRASA will not reimburse any Respondent for any preparatory costs or other work performed in connection with its Proposal, whether or not the Respondent is awarded a contract.

SCHEDULE OF BID DOCUMENTS

SECTION NO	PAGE
SECTION 1 : NOTICE TO BIDDERS	
<u>1 INVITATION TO BID</u>	12
<u>2 FORMAL BRIEFING</u>	13
<u>3 PROPOSAL SUBMISSION</u>	13
<u>4 DELIVERY INSTRUCTIONS FOR RFP</u>	13
<u>5 BROAD-BASED BLACK ECONOMIC EMPOWERMENT AND SOCIO-ECONOMIC OBLIGATIONS</u>	14
<u>6 COMMUNICATION</u>	14
<u>7 CONFIDENTIALITY</u>	15
<u>8 INSTRUCTIONS FOR COMPLETING THE RFP</u>	17
<u>9 RFP TIMETABLE</u>	19
<u>10 LEGAL COMPLIANCE</u>	20
<u>11 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE</u>	20
<u>12 TAX COMPLIANCE</u>	20
<u>13 PROTECTION OF PERSONAL DATA</u>	21
<u>SECTION 2 : BACKGROUND, OVERVIEW AND SCOPE OF REQUIREMENTS</u>	22
<u>1 INTRODUCTION AND BACKGROUND</u>	22
<u>2 OVERVIEW</u>	22
<u>3 KEY OBJECTIVES OF THE RFP</u>	23
<u>4 SCOPE OF WORK</u>	25
<u>5 EVALUATION METHODOLOGY</u>	33
<u>6 POST TENDER NEGOTIATIONS (IF APPLICABLE)</u>	41
<u>7 FINAL CONTRACT AWARD</u>	42
<u>8 FAIRNESS AND TRANSPARENCY</u>	42

<u>SECTION 3 : PRICING AND DELIVERY SCHEDULE</u>	43
<u>1 PRICING</u>	43
<u>2 DISCLOSURE OF PRICES QUOTED</u>	44
<u>3 PERFROMANCE AND BID BONDS (WHERE APPLICABLE)</u>	44
<u>4 OWNERSHIP OF DESIGN</u>	44
<u>5 SERVICE LEVELS</u>	44
<u>6 TOTAL COST OF OWNERSHIP AND CONTINUOUS IMPROVEMENT INITIATIVES</u>	45
<u>7 FINANCIAL STABILITY</u>	45
<u>8 VALIDITY OF RETURNABLE DOCUMENTS</u>	47
<u>9 CERTIFICATE OF ACQUAINTANCE WITH RFP TERMS AND CONDITIONS</u>	48
<u>10. GENERAL CONDITIONS</u>	49
<u>11 CONDITIONS OF TENDER</u>	55

LIST OF BID DOCUMENTS

INVITATION TO BID PART A	Form A
TERMS AND CONDITIONS FOR BIDDING PART B	Form B
TENDER FORM (PRICING SCHEDULE)	Form C
SITE INSPECTION CERTIFICATE / PRE-TENDER BRIEFING SESSION	Form D
STATEMENT OF WORK SUCCESSFULLY CARRIED OUT BY RESPONDENT	Form E
SECURITY SCREENING FORM	Form F
ACKNOWLEDGEMENT	Form G
SPECIAL CONDITIONS: FUNDING CONTINGENCY	Form H
SBD 4 BIDDER'S DISCLOSURE	
SBD 6.1 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022	

1 LIST OF ANNEXURES TO THE RFP

APPENDICES

ANNEXURE A

DRAFTED CONTRACT

ANNEXURE B

PRICING SCHEDULE

ANNEXURE C

RFP CLARIFICATION FORM

ANNEXURE D

2 ACRONYMS

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

3 INTERPRETATION

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

- 3.1** headings have been inserted for convenience only and should not be taken into account in interpreting the RFP;
- 3.2** any reference to one gender shall include the other gender;
- 3.3** words in the singular shall include the plural and vice versa;
- 3.4** any reference to natural persons shall include legal persons and vice versa;
- 3.5** words defined in a specific clause have the same meaning in all other clauses of the RFP, unless the contrary is specifically indicated;
- 3.6** any reference to the RFP, schedule or appendix, shall be construed as including a reference to any RFP, schedule or appendix amending or substituting that RFP, schedule or appendix;
- 3.7** the schedules, appendices and Briefing Notes issued pursuant to this RFP, form an indivisible part of the RFP and together with further clarifying and amending information provided by PRASA, constitute the body of RFP documentation which must be complied with by Respondents;
- 3.8** in the event of any inconsistency between this RFP or other earlier information published with regard to the Project, the information in this RFP shall prevail; and
- 3.9** this RFP shall be governed by and applied in accordance with South African law.

4 DEFINITIONS

In this RFP and in any other project documents (as defined below) which so provides, the following words and expressions shall have the meaning assigned to them below and cognate expressions shall have a corresponding meaning, unless inconsistent with the context:

- 4.1** “Accounting Authority” means the Board of PRASA;
- 4.2** “Contract” means the Contract to be entered between PRASA and the successful Bidder for the provision of the *services* procured in this RFP;
- 4.3** “Bid” means the Bid(s) to the RFP submitted by Bidder(s);
- 4.4** “Bidders Briefing Session” means the compulsory briefing session to be held at the offices of PRASA, in order to brief the Respondents about this tender;
- 4.5** “Black Enterprise” means an enterprise that is at least 51% beneficially owned by Black People and in which Black People have substantial Management Control. Such beneficial ownership may be held directly or through other Black Enterprises;
- 4.6** “Black Equity” means the voting equity held by Black People from time to time;
- 4.7** “Black People” has the same meaning as ascribed to the Broad-Based Black Economic Empowerment Act, 2003, as amended;
- 4.8** “Black Woman” means African, Coloured and Indian South Africa Female citizen;
- 4.9** “Briefing Note” means any correspondence to Bidders issued by the PRASA;
- 4.10** “Business Day” means any day except a Saturday, Sunday or public holiday in South Africa;
- 4.11** “Bidders” means individuals, organisations or consortia that have been submitted responses to the RFP in respect of the tender;
- 4.12** “Consortium” means any group of persons or firms jointly submitting a Bid as Bid to this RFP and “Consortia” means more than one Consortium;
- 4.13** “Contractor” the successful Bidders who has signed a Contract with PRASA in terms of this RFP.
- 4.14** “Closing Date” means the closing date for submission of bids/ Proposals by bidders which is **17 August 2026**.
- 4.15** “Project” means this project for the ***REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.***
- 4.16** “RFP” means the Request for Proposal issued by PRASA for this tender; and

4.17 “Scope of Work” means the scope of work for this project as detailed out in the RFP technical specifications.

SECTION 1

NOTICE TO RESPONDENTS

1 INVITATION TO BID

You are hereby invited to submit a bid to meet the requirements of the Passenger Rail Agency of South Africa. Responses to this RFP [hereinafter referred to as a **Bid** or a **Proposal**] are requested from persons, companies, close corporations, or enterprises [hereinafter referred to as an **entity**, **Bidder**].

BID DESCRIPTION	THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.
BID ADVERT	This RFP may be downloaded directly from National Treasury’s e-Tender Publication Portal at www.etenders.gov.za free of charge. With effect from 14 July 2026
ISSUE DATE	14 July 2026
COLLECTION DATE DEADLINE (if applicable)	This RFP may be downloaded directly from National Treasury’s e-Tender Publication Portal at www.etenders.gov.za free of charge. With effect from 14 July 2026
BRIEFING SESSION	28 July 2026
CLOSING DATE	17 August 2026 Bidders must ensure that bids are delivered timeously to the correct address. As a general rule, if a bid is late or delivered to the incorrect address, it will not be accepted for consideration.
VALIDITY PERIOD	90 Working Days from Closing Date Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period.
CLOSING DATE FOR QUESTIONS	31 July 2026
CLOSING DATE FOR RESPONSES	04 August 2026
CONTACT PERSON	Ntombikhona Lurani

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

2. FORMAL BRIEFING

A compulsory pre-proposal RFP briefing will be conducted at **Cape Town Station (Shosholozana Mely waiting area)** on the **28 July 2026**, at **10h00**. [Respondents to provide own transportation and accommodation]. The briefing session will start punctually, and information will not be repeated for the benefit of Respondents arriving late.

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

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

- PRASA will issue briefing session minutes or notes together with the response to the clarification questions within 3 days from the date of briefing session.
- Clarifications will be issued to all Respondents to this RFP utilizing the contact details provided at receipt of the responses to the RFP documentation, after submission to the authorised representative.
- Bidders / Respondents are requested to promptly confirm receipt of any clarifications sent to them.
- Bidders / Respondents must ensure responses to the clarifications are received on or before the deadline date stated.

3. PROPOSAL SUBMISSION OF RFP RESPONSE

Proposal Responses should be submitted to PRASA in a sealed envelope addressed as follows:

The Secretariat / Tender Office

RFP No: **WCR/06/06/2026**

Description of Bid: **REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.**

Closing date and time: **17 August 2026 AT 12H00**

4. DELIVERY INSTRUCTION FOR RFP

Delivery of Bid

The Bid envelopes should be deposited in the PRASA tender box which is located at the Prasa Tender Office Drop Off Point and should be addressed as follows:

**Closing address: Passenger Rail Agency of South Africa
Prasa Tender Drop Off Office
3 Old Marine Drive
Cape Town
8000**

5. B-BBEE JOINT VENTURES OR CONSORTIUMS

Respondents who would wish to respond to this RFP as a Joint Venture [**JV**] or consortium with B-BBEE entities, should state their intention to do so in their RFP submission. Such Respondents should also submit a signed JV or consortium agreement between the parties clearly stating the percentage [%] split of business and the associated responsibilities of each party. If such a JV or consortium agreement is unavailable, the partners should submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by PRASA through this RFP process. This written confirmation should clearly indicate the percentage [%] split of business and the responsibilities of each party. In such cases, award of business will only take place once a signed copy of a JV or consortium agreement is submitted to PRASA.

6. COMMUNICATION

- a) For specific queries relating to this RFP during the RFP process, Respondents are required to adhere strictly to the communication structure requirements. An RFP Clarification Form should be submitted to Ntombikhona.Lurani@prasa.com before end of business on **31 July 2026**, substantially in the form set out in Annexure D hereto.
- b) In the interest of fairness and transparency PRASA's response to such a query will be made available to the other Respondents who have attended a compulsory briefing session. For this purpose, PRASA will communicate with Respondents using the contact details provided at the compulsory briefing session.

- c) After the closing date of the RFP, a Bidder may only communicate in writing with the Bid Secretariat, at telephone number 021 818 7276, Nomsikelelo.Ncamane@prasa.com on any matter relating to its RFP Proposal.
- d) Respondents are to note that changes to its submission will not be considered after the closing date.
- e) Respondents are warned that a response will be liable for disqualification should any attempt be made by a Respondent either directly or indirectly to canvass any officer(s) or employee of PRASA in respect of this RFP between the closing date and the date of the award of the business. Furthermore, Respondents found to be in collusion with one another will automatically be disqualified and restricted from doing business with PRASA in future.
- f) Respondents are advised to utilize this email address (SCM.Complaints@prasa.co.za) for lodging of complaints to PRASA in relation to this bid process. The following minimum information about the Respondent must be included in the complaint:

6.6.1 Bid/Tender Description;

6.6.2 Bid/Tender Reference Number;

6.6.3 Closing date of Bid/Tender;

6.6.3 Supplier Name;

6.6.4 Supplier Contact details; and

6.6.5 The detailed compliant.

7. CONFIDENTIALITY

- a. PRASA shall ensure all information related to this RFP is to be treated with strict confidence. In this regard Respondents / Bidder are required to certify that they have acquainted themselves with the Non-Disclosure Agreement. All information related to a subsequent contract, both during and after completion thereof, will be treated with strict confidence. Should the need however arise to divulge any information gleaned from provision of the Services, which is either directly or indirectly related to PRASA's business, written approval to divulge such information should be obtained from PRASA.
- b. Respondents must clearly indicate whether any information submitted or requested from PRASA is confidential or should be treated confidentially by PRASA. In the absence of any such clear indication in writing, PRASA shall deem the response to the RFP to have waived any right to confidentiality and treat such information as public in nature.

8. INSTRUCTIONS FOR COMPLETING THE RFP

- a. All responses to the RFP should be submitted in two sealed envelopes/boxes; the first envelop/box shall have the technical, compliance and Specific goal response, the second envelop/box shall only have the financial response (Tender Form C and Price schedule).
- b. Respondents are required to package their response/Bid as follows:

Volume 1 (Envelop 1/Package 1)

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

Volume 2 (Envelop 2/ Package 2)

- **Part C:** Financial Proposal (Tender Form C and Price schedule).

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

- c. Bidders must submit 1 original response and may submit copies and an electronic version which must be contained in a Memory Card/External hard drive etc clearly marked in the Respondents name. PRASA reserves the right to consider information provided in all formats irrespective the format i.e original/copy/electronic.
- d. Bidders should ensure that their response to the RFP is in accordance with the structure of this document.
- e. Where Bidders are required to sign forms, they are required to do so using preferably black ink pen.
- f. Any documents forming part of the original responses to RFP but which are not original in nature, should be certified as a true copy by a Commissioner of Oaths.
- g. Each response to RFP must be in English and submitted in A4 format, except other graphic illustrations, which may not exceed A3 format, unless the contrary is specifically allowed for in this RFP. Responses to RFP should be neatly and functionally bound, preferably according to their different sections.
- h. The original responses to RFP must be signed by a person duly authorized by each consortium member and Subcontractor to sign on their behalf, which authorization must form part of the responses to RFP as proof of authorization. By signing the

responses to RFP the signatory warrants that all information supplied by it in its responses to RFP is true and correct and that the responses to RFP and each party whom the responses to RFP signatory represents, considers themselves subject to and bound by the terms and conditions of this RFP.

- i. The responses to RFP formulation should be clear and concise and follow a clear methodology which responses to RFP should explain upfront in a concise Executive Summary and follow throughout the responses to RFP.
- j. Responses to RFP must provide sufficient information and detail in order to enable PRASA to evaluate the responses to RFP, but should not provide unnecessary detail which does not add value and detracts from the ability of PRASA to effectively evaluate and understand the responses to RFP. The use of numbered headings, bullet points, sections, appendices and schedules are encouraged.
- k. Information submitted as part of a responses to RFP should as far as possible, be orderly according to the order of the required information requested by PRASA. All pages should be consecutively numbered.
- l. Responses to RFP should ensure that each requirement contained in the RFP is succinctly addressed. Responses to RFP should as far as possible use the terms and definitions applied in this RFP and should clearly indicate its interpretation of any differing terminology applied.
- m. Response to RFP documents are to be submitted to the address specified in **this RFP**, and Respondents should ensure that the original and copies (where applicable) are identical in all respects as PRASA will not accept any liability for having disqualified a Respondent for failing to provide a mandatory returnable document.
- n. Unless otherwise expressly stated, all Proposals furnished pursuant to this RFP shall be deemed to be offers. Any exceptions to this statement must be clearly and specifically indicated.
- o. Any additional conditions must be embodied in an accompanying letter. Subject only to clause 16 [Alterations made by the Respondent to Bid Prices] of the General Bid Conditions, alterations, additions or deletions must not be made by the Respondent to the actual RFP documents.

- p. Respondents are required to review the Contract. Respondents may further amend and/ or delete any part of the Draft Contract where they deem fit to do so. Where Respondents have amended and or deleted any part of the Contract, it must be clearly visible by using track changes and must ensure that the disc copy of their bid submission for the Draft Contract is in word version and not password protected. **It must be noted that the marked-up Contract will form part of contract negotiations processes with the preferred Respondent.**

9. RFP TIMETABLE

PRASA may at its sole discretion amend any of the milestone dates indicated in the table below. Respondents will be informed of any amendments to the timeline through the issue of the Addendum/ Briefing Notes.

RFP PROCESS	MILESTONE DATES
Bid issue date	14 July 2026
Briefing Session for Respondents	28 July 2026
Closing date for Questions	31 July 2026
Closing date for Responses	04 August 2026
Closing Date for Submission of final Bid	17 August 2026
Evaluation of Proposals (Respondents note that PRASA may call for Presentation of Respondents offers at any stage of the evaluation process)	TBA
Appointment of the successful Respondent	TBA
Contract Negotiations	TBA
Signing of Contract	TBA
Contract Commencement	TBA

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

10. LEGAL COMPLIANCE

- a. Respondents should ensure that they comply with all the requirements of the RFP and if Respondents fail to submit any of the required documents, such Bids may, at the sole discretion of PRASA, be disqualified. PRASA reserves the right to call a Respondent to provide additional documents which may have not been submitted.
- b. The successful Bidder [hereinafter referred to as the **Service Provider**] shall be in full and complete compliance with any and all applicable laws and regulations.

11. NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Respondents are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. Only foreign suppliers with no local registered entity need not register on the CSD. The CSD can be accessed at <https://secure.csd.gov.za>. Respondents are required to provide the following to PRASA in order to enable it to verify information on the CSD:

Supplier Number: _____ **unique registration reference number:** _____.

12. TAX COMPLIANCE

- A. Respondents must be compliant when submitting a proposal to PRASA and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) as amended and Value Added Tax Act, 1991 (Act No. 89 of 1991) as amended.
- b. It is a condition of this RFP that the tax matters of the successful Respondent be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the Respondent's tax obligations.
- c. The Tax Compliance status requirements are also applicable to foreign Respondents/ individuals who wish to submit bids.
- d. Respondents are required to be registered on the Central Supplier Database (CSD) as indicated in paragraph 12 and the National Treasury shall verify the Respondent's tax compliance status through the Central Supplier Database (CSD).

- e. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database (CSD) and their tax compliance status will be verified through the Central Supplier Database (CSD).

For this purpose, the attached SBD 1 must be completed and submitted as an essential returnable document by the closing date and time of the bid.

New Tax Compliance Status (TCS) System

- f. SARS has implemented a new Tax Compliance Status (TCS) system in terms of which a taxpayer is now able to authorise any 3rd party to verify its compliance status in one of two ways: either through the use of an electronic access PIN, or through the use of a Tax Clearance Certificate obtained from the new TCS system.
- g. Respondents are required to provide the following to PRASA in order to enable it to verify their tax compliance status:

Tax Compliance Status (TCS) Pin:_____.

13. PROTECTION OF PERSONAL DATA

In responding to this bid, PRASA acknowledges that it may obtain and have access to personal data of the Respondents or any of its/his/her/their officers, employees, agents or advisers. 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.

SECTION 2

BACKGROUND OVERVIEW AND SCOPE REQUIREMENTS

1. INTRODUCTION

The WC Region hubs a fleet long distance and local operational trains sets. These train sets are used by both Metrorail for the suburban rail service. There are additional train sets that are reserved as spare coaches in different staging yards.

An estimated 620 000 commuters and 4500 staff members make use of these trains. Given the numbers handled by these trains it becomes primary to maintain the cleanliness and hygiene of trains to ensure statutory compliance and provide a better customer experience.

With the trains being for public usage, exposure to various soilage and environment, it is necessary to have suitably qualified contractor to ensure this trains / workmanship restores the highest level of cleanliness and that there is minimal interruption to the public at large.

2. BACKGROUND INFORMATION

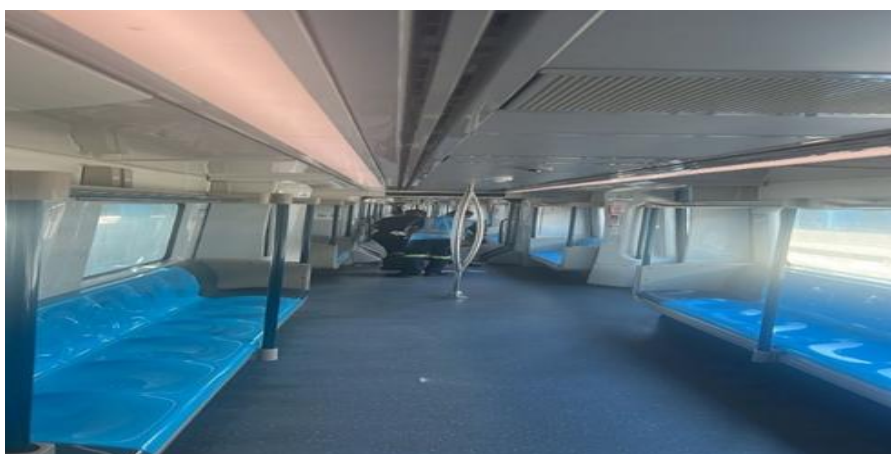
2.1 STATUS QUO

Currently there is no contractor in place

2.2 PROBLEM STATEMENT

At present we don't have a permanent service provider to provide coach cleaning that covers operational services / support for Metrorail.

PICTORIALS





3. OBJECTIVE OF THE PROPOSED PROJECT

The objective of this contract is to perform semi-intensive and light coach cleaning, for our applicable clients, Metrorail and improve service turnaround times to ultimately provide a better commuter experience and will uphold PRASA to be a public transport mode of choice.

3.1 CURRENT MECHANISMS IN PLACE TO ADDRESS THE PROBLEM

Currently there is no contractor in place

3.2 DESIRED OUTCOMES FOR CARRYING OUT THE PROPOSED PROJECT

A new service provider that will provide better semi-intensive and light coach cleaning services at Turnaround stations on a performance-based contract for a period of 36 months. Appointed service provider will be subjected to daily, weekly, and monthly evaluation by PRASA contract manager / supervisors.

3.3 PROJECT BENEFITS TO PRASA

- Continuation of semi-intensive and light coach cleaning services by experienced cleaning service provider.
- Compliance on health and safety of commuters and employees utilizing Prasa's train services.
- Receiving a service from companies that the services are their area of expertise and are experienced in performing the tasks safely and thus can accomplish them efficiently.

4. SCOPE OF WORK AND AREAS OF FOCUS

a. SCOPE OF THE DESIRED SOLUTION

The appointed service provider shall be required to provide highest cleanliness service to Metrorail trains.

The provision of this service shall comply with applicable and relevant regulations and laws that governs the cleaning sector as well as Health and Safety Act (Act 85 of 1993) and Railway safety Act (Act 16 of 2002)

Service provider that will be providing semi intensive cleaning services will focus but not limited to below scope of work and areas focus:

- ✓ Semi-intensive and light coach cleaning services

b. EXTENT AND COVERAGE OF THE PROPOSED PROJECT

The required service shall be undertaken at Turnaround stations but not limited to and Prasa normal train schedule has the fleet of +/- 80 EMU in the next 36 months: However the trains that will be in service daily will +/- 47 EMU, including 1(one Malmsbury train).

Service providers are required and encouraged to familiarize themselves with the requirements of the semi-intensive and light coach cleaning services, Indicative and waterless cleaning procedure for EMU sets and its facilities to be able to give accurate price. **(Refer to schedule of trains),NEL -REPORT and Set working summary**

5. CLEANING STANDARD

General cleaning specifications as required and differs between Light and Semi-Intensive Cleaning where applicable.

a. Interior Semi-Intensive Cleaning

- i. Windows: Squeegee clean with a scrubber dipped in soapy solution to remove dust and marks including Train Driver and Guard compartments windows.
- ii. Floors: Remove dirt from seats, behind heaters, in between seats, luggage racks and window sills. Sweep clean the floor to be free of papers, tins, bottles, cigarettes butts, sweet papers, peanut shells, scrap bubble gum. Damp mop with a multi-purpose cleaner and disinfectant to remove dirt and eliminate bad odour.
- iii. Where there is known blood or bodily fluid contamination (e.g. spills of vomit) spills should be cleaned immediately and any contaminated surfaces cleaned and disinfected. A deodorant must be used to counteract possible smells.
- iv. All visible dirt must be removed.
- v. Floors must be swept and mopped.
- vi. The panels must be cleaned with a terry cloth dipped in soapy solution.
- vii. All windows (inside and outside) must be cleaned (this includes the middle cabs).
- viii. The instruments in the Train Driver and Guard compartments must be dusted.
- ix. Only a damp cloth dipped in a soapy solution is to be used in the driver's cabs and on controls.
- x. Dusting: Seats, window panels, walls, arm-rests, driver and guard's cabs and heaters to be dust free. Follow with a damp cloth dipped in clean water mixed with detergent to remove stains.
- xi. Ceilings and Walls: dust light fixtures of the ceiling and spot clean regularly with water mixed with a detergent in areas where grime tends to build up. Damp wipe luggage racks with a cloth dipped in cleaning solution. Wipe dry with clean cloth.
- xii. Driver and Guard compartments (cabs)

xiii. Rubble must be removed behind the heaters and the floor must be scrubbed.

xiv. Heaters must be wiped with a wet cloth.

b. Light Cleaning

- i. Removal of dirt from floors, seats and window sills: All papers, tins, dust, bottles, sand, cigarettes butts, sweet papers, peanut shells, bubble gum on floors must be removed from the coaches by picking it up and sweeping the coaches. Sweeping must be carried out by using a soft haired broom.
- ii. The luggage racks and panels must be cleaned by means of a damp cloth, soaked and rinsed in clean water mixed with an appropriate cleaning chemical.
- iii. Dusting to be done on seats, window sills, panels using feather dust.
- iv. Where there is blood or bodily fluid contamination (e.g. spills of vomit) spills should be cleaned immediately and any contaminated surfaces cleaned and disinfected.
- v. Driver and Guard compartments (cabs).
- vi. All visible dirt must be removed, and windows, seats and surfaces dusted.
- vii. Rubble must be removed wherever applicable

Interior cleaning / Sweeping / Picking up litter	Removal of dirt inside coaches on floors, seats, window seals. All forms of dirt including papers/tins/dust/bottles/sand/cigarette butts etc are to be removed. Floors: using a degreaser and scrub floors (vinyl) to remove dirt builds up around seats, heaters, corners and traffic patterns normally in the kitchen area where there is build-up of grease. Ceilings and Walls: clean around light fixtures mixed with an appropriate cleaning chemical leaving the surface scratch-free / undamaged and in areas where grime tends to build up. Wipe dry with clean cloth and where necessary apply polish.
Dusting/Wiping	A wet cloth soaked in a surface cleaner/disinfectant must be used to wipe seats and luggage racks and panels. All visible dirt must be removed NB: on rainy days, wet seats are to be wiped dry
Mopping	Mopping of the floor from end to end. Where there is known blood or bodily fluid contamination (e.g. spills/vomit/faecal matter) these should be cleaned immediately and contaminated surfaces disinfected.
Driver/Guard compartments	All visible dirt to be removed. Clean all panels, windows, and control seats, floors to be swept and mopped and all instruments dusted. The whole cab must be cleaned with a terry cloth dipped in a soapy solution. (No water is allowed in the drivers cabs)
Windows	Drivers and Guard windows must be cleaned inside and outside with a damp cloth. The contractor must ensure that all windows are closed after cleaning. All windows that cannot be closed must be recorded on the COC.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



STAFF REQUIREMENT / OPERATING TIMES – WEEKDAYS (MON-FRIDAY)

	SHIFT PLAN AND SHIFT OPERATION TIMES				NUMBER OF CLEANERS PER SHIFT				TOTAL STAFF
	SHIFT 1 06:00 to 15:00 [8 HRS]	SHIFT 2 10:00 to 19:00 [8HRS]	SHIFT 3 19:30 -23:30 [4HRS]	SHIFT 4 21:00 – 06: 00 [8HRS]	SHIFT 1	SHIFT 2	SHIFT 3	SHIFT 4	
Mon - Fri									
Cape Town Station	YES	YES	NO	YES	8	7	0	7	22
Malmesbury train	NO	NO	YES	NO	0	0	2	0	2
Worcester train	NO	NO	YES	NO	0	0	2	0	2
Wellington Station	YES	NO	NO	NO	2	0	0	0	2
Kraaifontein Station	YES	YES	YES	NO	2	1	2	0	5
Belville	YES	YES	YES	NO	2	2	2	0	6
Fishhoek Station	YES	NO	NO	NO	2	0	0	0	2
Strand Station	YES	NO	NO	NO	2	0	0	0	2
Chris Hani Station	YES	NO	NO	NO	2	0	0	0	2
Kapteinsklop Station	YES	NO	NO	NO	2	0	0	0	2
The above schedule and roster is inclusive of 2 supervisors per shift that will be based in Cape Town Station									47

STAFF REQUIREMENT / OPERATING TIMES – WEEK-ENDS (SAT & SUN)

	SHIFT PLAN AND SHIFT OPERATION TIMES		NUMBER OF CLEANERS PER SHIFT			TOTAL STAFF
	SHIFT 1 07:00 to 14:00 [7 HRS]	SHIFT 2 16:00 to 19:00 [4HRS]	Sat SHIFT 1	Sat SHIFT 2	Sun SHIFT 3	
Sat & Sun						
Cape Town Station	YES	NO	7	0	7	14
Malmesbury train	NO	YES	0	2	0	2
Worcester train	NO	YES	0	2	0	2
The above schedule and roster is inclusive of 1 supervisor cape Town Station						18

NOTE: Supervisor will be based in Cape Town Station at day and night

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



Requirements

CHEMICALS AND EQUIPMENT REQUIRED

All equipment shall be fit for purpose. The service Provider shall supply all cleaning consumable and equipment required to render the daily cleaning services. The service Provider shall be responsible for the maintenance of the equipment. The service Provider shall ensure that they have properly maintained equipment all times.

Equipment

Industrial Mops (wooden handles/PVC)	For drivers cab and coaches when raining
20L Buckets	
Flagged Synth Broom (wooden handles/PVC)	
Dust pan	
Terry cloth	
Squeegee (wooden handles/PVC)	For drivers cab windows
Scraper (e.g paint)	For removal of gum etc
Head lamps with rechargeable batteries	For use by the night shift team
30m hose pipes	To fill water tanks of the Worcester train/Malmesbury

Chemicals/Consumables

Window cleaner	For drivers cab
General purpose cleaner	For soaking cloths and use in drivers cab
Sanitol	Disinfectant
Metsolve or Similar approved	Cleaning of the coach exterior
Actisolve plus or Similar approved	Cleaning of the coach interior
Dirt bags	For collection of rubbish
Dust masks	Hand gloves

INDICATIVE CLEANING PROCEDURE FOR EMU SETS

(Please note, only light cleaning/semi- intensive cleaning are applicable in this contract)

Note: All consumables listed below must be used, if not available alternatives must be approved before use

Foreword

The purpose of this specification is to provide information to enable the train cleaning staff to ensure that the trains are clean and fit for service.

The specification contains a cleaning task period chart; this programme shall be followed to provide trains that are clean and fit for service.

PRECAUTIONS AND SAFE PRACTICES

General

Personnel must, at all times, observe all safety regulations while performing cleaning operations. Sewage is a common mode of transmission for parasitic micro-organisms such as bacteria, fungi, protozoa, viruses and worms. Some of these may be pathogenic, meaning they have the capability of causing serious communicable diseases, and even death. Most diseases associated with sewage result from hand-to-mouth transfer of the pathogenic organisms.

Infections such as HIV, hepatitis etc. can be transmitted by blood or certain body fluids of a sufferer or carrier contaminating a skin wound. Hygiene precautions are necessary when dealing with spilled blood from any source. Extra care and protection is required when cleaning up blood, vomit or excrement. When this type of hazard is encountered the cleaner must report it immediately to the Supervisor.

Personal Hygiene

Many of the micro-organisms can enter the body through the mouth, nose, open cuts etc. Personal hygiene is a crucial factor in avoidance of biological hazards.

Cleaning staff must not eat or smoke in the cars where incidental messes are found. Personnel with open cuts, sores etc. should not clean up incidental messes, but if asked to do so they must ensure that open wounds are covered by a waterproof dressing. Rubber or Neoprene gloves, rubber boots and a disposable overall with elasticised hood, cuffs and legs will be provided for staff.

Staff who has dealt with spilled blood, vomit or excrement must thoroughly wash their hands and face with soap and water as soon as possible. This precaution is an absolute must before eating, drinking or smoking.

Any skin abrasion, puncture or other wound received during cleaning requires immediate and proper medical attention.

Avoidance of Injuries from Contaminated Sharps

Cleaning staff must take care to avoid injuries from discarded syringes and cuts from broken glass, razor blades etc. If such an injury occurs, free bleeding should be encouraged and the wound washed with soap and running water, then dressed. The casualty must be referred to a hospital, accident unit (or local doctor) as soon as possible and the details drawn to the attention of the examining doctor.

Any prevention treatment for Hepatitis B must be given within 24 hours of the injury.

Disinfectant

The cleaning up of incidental messes i.e. blood, vomit and excrement, requires the use of disinfectant fluid suitable for dealing with biological hazards. Response disinfectant cleaner, from Response UK Ltd, is suitable for this purpose.

Disclaimer

This manual is to be used by competent personnel. The instructions and information provided are as explicit as is reasonably practical, however, competency and expertise are necessary to ensure reliable and trouble-free operation.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



Term Definition

Clean	Means meeting the standards set out in this Specification. "Cleaned" and "cleaning" shall be construed accordingly.
Soiling	Means grime, dirt, grease, chewing gum, liquids, dust.
Marks	Means scuffs, graffiti, unauthorised stickers.
Litter	Means anything disposed of, abandoned, unwanted or surplus irrespective of whether it is capable of being recovered or recycled or has any value.
Function	Means performance consistent with design.
Damage	Means breakage, tear, crack or disfigurement or dis-colourisation.
Smear	Means grease, fingerprints on polished or glass surface.
Uniform Colour	Means the panel or area is the same colour and shade with no variation.
Ambience	Means atmosphere, fragrance or smell.

Cleaning Task Periodicity

DESCRIPTION OF TASK	PERIODICITY					
	TASK No.	D CLEAN	P CLEAN	AS REQUIRED		
Machine wash train exterior (where applicable)	2	X	X			
Hand wash train exterior & body side windows (if required)	3	X	X			
Hand wash cab front exterior – windscreen and light covers (if required).	4	X	X			
Empty CET tanks (where applicable)	5	X	X			
Hand clean vehicle ends, remove dirt & stains from around the door	6		X			
Remove external graffiti (when required and to be charged as an additional service)	7	X	X	X		

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



DESCRIPTION OF TASK	PERIODICITY					
	TASK No.	D CLEAN	P CLEAN	AS REQUIRED		
Vacuum all carpets	8	X	X			
Soil extract carpets / upholstery panels	9		X			
Empty and reline saloon litter bins	10	X	X			
Clean interior trim ceiling, and non-upholstered walls	11		X			
Check and if necessary spot clean interior trim ceiling, side and wall panels	12		X			
Clean tables and seat back tables	13	X	X			
Clean saloon partitions and mirrors	14	X	X			
Clean luggage racks	15	X	X			
Clean internal and external doors	16	X	X			
Clean seat frames including arm rests and grab handles	17		X			
Clean windows	18	X	X			
Clean lights fittings / diffusers	19	X	X			
Check and clean seat covers	20		X			
Vacuum wall coverings	21		X			
Clean vestibule surfaces	22		X			
Damp mop non carpeted floors including drivers cabs	23	X	X			
Remove chewing gum and sticky labels	24	X	X			
Clean heating / air con grills	25		X			
Vacuum heating / air con grills	26	X	X			
Remove internal graffiti	27	X	X	X		
Post incident cleaning	28			X		

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



DESCRIPTION OF TASK	PERIODICITY					
	TASK No.	D CLEAN	P CLEAN	AS REQUIRED		
Replace damaged or dirty seat covers / cushion assemblies	29	X	X			
Sanitise toilet floor	30	X	X			
Clean toilet floor	31		X			
DESCRIPTION OF TASK	PERIODICITY					
	TASK No.	D CLEAN	P CLEAN	AS REQUIRED		
Sanitise grab rails, including panels / window mirror / hand basin and fittings	32	X	X			
Clean walls / ceiling / doors / shelves and light diffusers	33		X			
Empty / reline litter bin	34	X	X			
Clean and disinfect litter bin	35	X	X			
Clean and disinfect sanitary bin	36	X	X			
Restock toilet consumables	37		X			
Clean toilet lid / seat and bowl	38	X	X			
De-scale toilet bowl	39		X			
Wipe cab desk / clean panels / internal surfaces, wipe, seat frame / clean and disinfect litter bin	40	X	X			

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



CLEANING MACHINERY USED ON PRASA ROLLING STOCK

Automated Trainwash

Carpet / Upholstery Cleaner

Heavy Duty Floor Scrubber

Steam Gun

Vacuum Cleaner

Cleaning Materials used on PRASA Project

MATERIAL	TASK No.
Sol-Vent Traincare 4, Uniteg Overseas Solvents Ltd. Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, SG1 2DX	3, 4, 6, 11,12, 13, 15, 17, 19, 22, 23, 25 & 36.
Germfree Fab, Arrow Chemicals, Rawdon Road, Moira, Swadlincote, Derbyshire DE12 6DA	30,31, 32, 33,35 & 38.
Up-N-Away Ecosafe Upholstery & Carpet / Cleaner Forward Chemicals Ltd. PO Box 12 Tanhouse Lane, Widnes, Cheshire WA8 0RD	9 & 20.
Resolv Graffiti remover Graffiti Solutions, Unit 4, Red House Farm, Brighton Road, Hassocks, Sussex, BN6 9BS	7 & 27.
Sanitare Emergency Clean Up Powder	28.
Desolv Chewing Gum Remover Graffiti Solutions, Unit 4, Red House Farm, Brighton Road, Hassocks, Sussex, BN6 9BS	24.
Microfibre Cloth - Red	33, 38 & 39.
Microfibre Cloth - Yellow	32, 35, 36 & 40.
Microfibre Cloth - Blue	10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 22, 25 & 40.
Simonize Transclean 2 Holt Lloyd Ltd, Alderley Road, Wilmslow, Cheshire, SK9 1QT	2.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



MATERIAL	TASK No.
Greenline Toilet Cleaner, Prime Source, Gravelly Park, Birmingham B24 8TB	39.

TASK No 3

Hand Wash Train Exterior (Including Windows)

TOOLS/ MATERIALS	
Item	Description
1	LONG HANDLED BRUSH
2	BUCKET
3	SOLV-ENT TRINCARE – DILUTE 5-10:1
4	CLEAN WATER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Apply *soapy mix* to the train exterior using a long handled (carriage washing) brush. Pay special attention to anybody side recesses, which are not accessible to the carriage washing machine.

- Agitate the solution with the brush and leave for several minutes.
- Rinse the area with clean water and leave to dry.

STANDARD

Body sides shall be free of contamination and smearing. Includes cab fronts, windows, vehicle inner end panelling, door / window recesses and the roof and skirt panelling.

1 TASK No 4

Hand Wash Cab Front Exterior – Windscreen and Light Covers

TOOLS/ MATERIALS	
Item	Description
1	LONG HANDLED BRUSH
2	BUCKET
3	SOLV-ENT TRINCARE – DILUTE 5-10:1
4	CLEAN WATER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

TRACTION CURRENT IN AREA TO BE ISOLATED AS PER LOCAL PROCEDURES.

Procedure

- 1 Apply Solvent Traincare to the cab front using a long handled (carriage washing) brush. Pay special attention to the windscreen, light covers and yellow warning panel.
- 2 Agitate the solution with the brush and leave for several minutes.
- 3 Rinse the area with clean water and leave to dry.

STANDARD

Cab front exterior to be free of contamination, stains, foreign matter etc.

2 TASK No 5

Empty Cet Tanks

TOOLS/ MATERIALS	
Item	Description
1	CET TANK DISCHARGE EQUIPMENT
2	RUBBER GLOVES
3	OVERALLS
4	EYE PROTECTION (GOGGLES OR FULL FACE MASK)

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Procedure

1. Wearing the rubber gloves, overalls and eye protection, find the effluent discharge connection at the no. 2 end of the vehicle on the under-frame below the passenger door.
2. Open the effluent tank vent-pipe valve by pulling the handle until it aligns with the pipe.
3. Remove the cap from the vehicle effluent pipe by releasing the locking handles.
4. Connect the CET tank discharge equipment to the vehicle effluent pipe.
5. Open the valve on the vehicle effluent pipe by pulling the handle until it aligns with the Pipe.
6. Operate the CET tank discharge equipment and empty the vehicle effluent tank.
7. Switch off the CET discharge equipment

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



8. Close the valve on the vehicle effluent pipe.
9. Disconnect the CET tank discharge equipment from the vehicle effluent pipe.
10. Immerse the end of the CET tank discharge pipe in disinfectant
11. Clean any contamination from the end of the vehicle effluent pipe.
12. Fit the cap to the vehicle effluent pipe and lock it securely with the locking handles.
13. Close the effluent tank vent-pipe valve by pulling the handle until it is at 90° to the pipe and the end of the handle is over the effluent pipe cap.

STANDARD

The tank shall be emptied to the designated level of the discharge equipment.

TASK No 6

Hand Clean Vehicle Ends / Remove Dirt & Stains around Door Entrance

TOOLS/ MATERIALS	
Item	Description
1	LONG HANDLED BRUSH
2	BUCKET
3	SOLV-ENT TRINCARE – DILUTE 5-10:1
4	CLEAN WATER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Apply SOLV-ENT TRINCARE to the vehicle ends using a long handled (carriage washing) brush. Pay special attention to the ends and windows.
- 2 Agitate the solution with the brush and leave for several minutes.
- 3 Rinse the area with clean water and leave to dry

STANDARD

Window glass shall have clear visibility and be clean and free from oil, stains and smears. Vehicle ends shall have no contamination, stains, foreign matter etc.

TASK No 7

REMOVE External Graffiti

TOOLS/ MATERIALS	
Item	Description
1	RESOLV GRAFFITI REMOVER
2	CLOTH (Non Abrasive)
3	CLEAN WATER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Procedure

- 1 Apply the selected agent to the affected area in accordance with the manufacturer's instructions.
- 2 Remove the residue.
- 3 Wash the affected area with water.
- 4 Repeat the treatment if necessary

NOTE No abrasive pads to be used at any stage during the task.

STANDARD

All traces of graffiti shall be removed; the affected areas should be cleaned to the original condition.

TASK No 8

Vacuum All Carpets

TOOLS/ MATERIALS	
Item	Description
1	VACUUM
2	RUBBISH BAG

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD

SHARPS HAZARD

Procedure

1. Pick up all large litter and put in rubbish bag
2. Vacuum carpet floor covering

STANDARD

Areas shall have no dust, debris or litter.

Note: If Chewing gum is present refer to Task No 24

TASK No 9

Soil Extract Carpets / Upholstery Panels

TOOLS/ MATERIALS	
Item	Description
1	SOIL EXTRACTION MACHINE
2	UP-N AWAY UPHOLSTERY CLEANER / CARPET CLEANER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Ensure Task No 8 has been completed.
- 2 Operate the water extraction / shampoo system equipment in accordance with the manufacturer's instructions, using the selected upholstery and carpet shampoo.

STANDARD

All traces of litter, dust, spillages and ingrained dirt.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



TASK No 10

Empty and Reline Saloon and Drivers Cabs Litterbins

TOOLS/ MATERIALS	
Item	Description
1	CARRIAGE KEY
2	MICROFIBRE CLOTH – BLUE
3	BIN LINER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Open the bin liner receptacle.
- 2 Remove the bin liner from the cradle.
- 3 Remove litter from the receptacle
- 4 Fit new bin liner in the cradle.
- 5 Close and secure the bin liner receptacle.

STANDARD

All litterbins shall be emptied and relined using the correct type of bag and fitted correctly. Litterbins shall be checked for damage or breaks, to ensure they do not leak onto the adjoining area. All litter / debris to be removed.

Note: If Graffiti is present refer to Task No 27

Note: If Chewing gum is present refer to Task No 24

TASK No 11

Clean Interior Trim Ceiling and Non-Upholstered Walls

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRAINCARE – DILUTE 10-50:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Spray SOLV-ENT Train care onto the surface or the cloth as appropriate
- 2 Wipe the surface.

STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 12

Check and if Necessary Spot Clean Interior trim Ceiling, Side and Wall Panels

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRINCARE DILUTE 20:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

1. Spray SOLV-ENT Train care onto the surface or microfibre cloth as appropriate.
2. Wipe the surface.

STANDARD

Shall be free from dust and stains.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



TASK No 13

Clean Tables and Seat Back Tables

TOOLS/ MATERIALS	
ITEM	DESCRIPTION
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRINCARE – DILUTE 20:1
3	SPRAY BOTTLE
4	RUBBISH BAG

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

SHARPS HAZARD.

Procedure

- 1 Remove litter and put in rubbish bag
- 2 Spray areas with SOLV-ENT Traincare
- 3 Wipe the table with the microfibre cloth

STANDARD

Shall be free from dust, stains and ingrained dirt. All litter / debris to be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 14

Clean Glass Saloon Partitions and Mirrors

TOOLS/ MATERIALS	
ITEM	DESCRIPTION
1	MICROFIBRE CLOTH - BLUE
2	CLEAN WATER
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



BIO HAZARD.

Procedure

- 1 Spray water on to the cloth.
- 2 Wipe clean the surfaces with the microfibre cloth

STANDARD

Shall be clean, with no evidence of any marks, runs, dust or smears. Old labels, stickers and their residue shall be removed.

Note: if there is any Chewing gum present refer to Task No 24

Note: If there is any Graffiti present refer to Task No 27

TASK NO 15

Clean Luggage Racks

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRINCARE – 20:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

Procedure

- 1 Remove litter / debris from areas
- 2 Spray the SOLV-ENT Traincare onto the cloth
- 3 Wipe the surface.

STANDARD

Shall be free from dust and dirt which would soil passengers clothing / belongings. All litter / debris to be removed.

Note: if there is any Chewing gum present refer to Task No 24

Note: If there is any Graffiti present refer to Task No 27

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



TASK No 16

Clean Internal and External Doors

TOOLS/ MATERIALS	
ITEM	DESCRIPTION
1	MICROFIBRE CLOTH - BLUE
2	CLEAN WATER
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

Procedure

- 1 Spray water onto the microfibre cloth.
- 2 Wipe the surfaces with the microfibre cloth.

STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present, refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 17

Clean Seat Frames Including Arms Rests and Crab Handles

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRAINCARE DILUTE 5:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Procedure

- 1 Spray SOLV-ENT onto the microfibre cloth.
- 2 Wipe clean the surfaces.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present, refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 18

Clean Windows

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	WATER
3	SPRAY BOTTLE

SAFETY

- **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**
- **BIO HAZARD.**

Procedure

- 1 Spray water onto the microfibre cloth.
- 2 Wipe the windows with the microfibre cloth

STANDARD

Shall be clean, with no evidence of any marks, runs, dust or smears. Old labels, stickers and their residue shall be removed.

Note: If Chewing gum is present, refer to Task No 24

Note: If Graffiti is present refer to Task No 27

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



TASK No 19

Clean Light Fittings and Diffusers

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRINCARE – DILUTE 20:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

Procedure

- 1 Spray SOLV-ENT TRINCARE onto the cloth.
- 2 Wipe the surfaces with the microfibre cloth.

STANDARD

Shall be free from visible attached dirt / dust particles.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 20

Check and Clean Seat Covers including Drivers Cab

TOOLS/ MATERIALS	
Item	Description
1	UP-N-AWAY UPHOLSTERY CLEANER
2	CLOTH

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

BIO HAZARD.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



Procedure

1. Ensure task to vacuum seat upholstery has already been carried out.
2. Use a dry cloth to remove any excess liquid.
3. Apply UP-N-AWAY from the trigger spray bottle allow time to dwell for two minutes.
4. Wipe residue from area and repeat process 3 if required.
5. Should the stain still be visible the cover should be replaced.

STANDARD

Shall be free of dust, soiling or ingrained dirt. Damaged covers, i.e. torn more than 2cms in length or marked due to cigarette burns, shall be replaced. Soiled seat covers, i.e. to such an extent that they would soil passengers' pale coloured clothing shall also be replaced. All seat covers must be fitted correctly and be tidy in appearance, i.e. not crumpled etc.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to task no 27

TASK No 21

Vacuum Wall Coverings

TOOLS/ MATERIALS	
Item	Description
1	VACUUM CLEANER WITH UPHOLSTERY TOOLS

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.

Procedure

- 1 Vacuum coverings using the appropriate upholstery tool. Pay particular attention to any crevices or difficult to access areas.

STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 22

Clean Vestibule Surfaces

TOOLS/ MATERIALS	
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	SOLV-ENT TRINCARE – DILUTE TO 5:1
3	SPRAY BOTTLE

SAFETY

- **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**
- **BIO HAZARD.**

Procedure

1. Spray SOLV-ENT TRINCARE onto the microfibre cloth
2. Wipe the surfaces with the microfibre cloth.

STANDARD

Shall be free from dust, stains and ingrained dirt.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 23

Damp Mop Non-Carpeted Area Including Drivers Cabs

TOOLS/ MATERIALS	
Item	Description
1	MOP
2	BUCKET
3	SOLV-ENT TRINCARE DILUTE 5:1

SAFETY

- **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**
- **BIO HAZARD**
- **PROCEDURE**

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



- ☞ Mop the floor areas.
- ☞ Mop up any excess spillages / liquid.

STANDARD

Shall be clean and free from soiling and all litter removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti present refer to Task No 27

TASK No 24

Remove Chewing Gum / Sticky Labels

TOOLS/ MATERIALS	
Item	Description
1	RESOLV CHEWING GUM REMOVER
2	CHEWING GUM SCRAPER

SAFETY

- **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**
- **BIO HAZARD.**
- **SHARPS HAZARD.**

Procedure

- 1 Apply gum remover to the wad of chewing gum.
- 2 On hard surfaces and carpets, use a scraper to cut the wad of gum, allow the chemical to penetrate the gum then scrape away with the sharp edge of the scraper.
 - ☞ On upholstery, use of a scraper may damage the fabric.
 - ☞ Dispose of plastic rubbish sack at an authorised disposal point.

STANDARD

All traces of chewing gum and sticky label residue to be removed. Care must be taken not to damage any of the vehicle or interior fittings.

TASK No 25

Clean Heating / Air Con Grills

TOOLS/ MATERIALS	
Item	Description
1	RUBBISH BAG
2	MICROFIBRE CLOTH - BLUE
3	SOLVENT TRINCARE – DILUTE 10:1
4	SPRAY BOTTLE

SAFETY

- **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**

Procedure

- 1 Ensure that task vacuum heater grills has been carried out.
- 2 Spray SOLV-ENT onto the microfibre cloth.
- 3 Wipe the surfaces.

STANDARD

Shall be free from visible attached dirt / dust particles. Pay particular attention to any potential risk where litter cannot be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti present refer to Task No 27

TASK No 26

Vacuum Heating Air Con Grills

TOOLS/ MATERIALS	
Item	Description
1	VACUUM CLEANER WITH UPHOLSTERY TOOLS

SAFETY

- **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



Procedure

- 1 Remove any obvious litter / debris
- 2 Vacuum using the appropriate upholstery tool paying particular attention to any crevices

STANDARD

Shall be free from visible attached dirt / dust particles.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 27

Remove Interior Graffiti and Biro Marks

TOOLS/ MATERIALS	
Item	Description
1	RESOLV GRAFFITI REMOVER
2	CLOTH
3	WATER

SAFETY

- **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**

Procedure

- 1 Apply Graffiti Remover to the contaminated surface using a white cloth
- 2 Use Graffiti Remover to remove any graffiti 'ghosting'.
- 3 Thoroughly rinse the area with water and wipe dry.

STANDARD

Interior hard surfaces to be free of graffiti and biro with no damage to the surfaces i.e. shadowing.

TASK No 28

Post Incident Cleaning

Conducted when the train has struck a person or animal and body tissue and/or body fluid has to be cleaned from the train.

TOOLS/ MATERIALS	
Item	Description
1	RESPONSE BODY FLUID DISPOSAL KIT: comprising of Rubber Apron, Rubber Gloves, Arm Bands, Disinfectant Spray, Body fluid Gelling Powder, Paper or Plastic

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS.

BID NUMBER: WCR/06/06/2026



	Scraper, Bio-Hazard Bag, Disposable Cloth, Disposable Disinfectant Wipe (RESPONSE UK LTD)
2	OVERALLS
3	PROTECTIVE FOOTWEAR
4	EYE PROTECTION (GOGGLES OR FULL FACE MASK)

SAFETY

- **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**
- **AVOID SKIN CONTACT WITH BODY TISSUE OR FLUID.**
- **DO NOT EAT, DRINK OR SMOKE DURING POST INCIDENT CLEANING.**

IF YOUR SKIN IS PUNCTURED DURING POST INCIDENT CLEANING, YOU MUST IMMEDIATELY SEEK EMERGENCY MEDICAL TREATMENT AND ENTER DETAILS OF THE INJURY IN THE ACCIDENT BOOK.

Procedure

1. Put on overalls, protective footwear, eye protection and from the body fluid disposal kit, rubber apron, rubber gloves and arm bands.
2. Clean and disinfect the affected area using the materials in the body fluid disposal kit then wash the area.
3. Place any large pieces of tissue in the yellow biohazard bag.
4. When the task is complete remove disposable protective equipment and place in yellow Biohazard bag; seal the bag.
5. Clean hands with disinfectant wipe.
6. Dispose of yellow biohazard bag at an authorized disposal point. If overalls have become contaminated, change overalls.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

TASK No 29

Replace Damaged or Dirty Seat Covers / Cushion Assemblies

TOOLS/ MATERIALS	
Item	Description
1	REPLACEMENT SEAT COVER

SAFETY

- **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**

Procedure

- 1 Ensure that the task to clean the cover has been carried out for a cleaning issue and was not able to correct the stain.
- 2 Replace the old cover with a new / clean cover obtained from local stores as per the manufacturer's instructions. Make sure the cover is correctly fitted.

STANDARD

Shall be free of dust, soiling or ingrained dirt. Damaged covers, i.e. torn more than 2cms In length or marked due to cigarette burns, shall be replaced. Soiled seat covers, i.e. to such an extent that they would soil passengers' pale coloured clothing shall also be replaced. All seat covers must be fitted correctly and be tidy in appearance, i.e. not crumpled etc.

Note: If Chewing gum is present refer to Task No 24

TASK No 30

Sanitise Toilet Floor

TOOLS/ MATERIALS	
Item	Description
1	MOP
2	BUCKET
3	GERMFREE FAB – DILUTE TO 5:1

SAFETY

- 3 **LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH.**

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

Procedure

- 1 Mop the floor area with Germfree Fab
- 2 Allow time to dwell
- 3 Clean off with clean water / mop.

STANDARD

Shall be clean and free from soiling. All litter / debris to be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti present refer to Task No 27

TASK No 31

Clean Toilet Floor

4	5 TOOLS/ MATERIALS	
6 Item	7 Description	
8 1.	9 GERMFREE FAB DILUTE 5:1	
10 2.	11 STEAM GUN (IF REQUIRED)	
12 3.	13 MOP	
14 4.	15 BUCKET	

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- ☞ Ensure task to mop the floor has been carried out.
- ☞ Pay particular attention to any build up in crevices / corners of the floor area.
- ☞ Use steam gun if there is any visible signs of any build up.

STANDARD

Shall be clean and free from soiling. All litter / debris to be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

TASK No 32

Sanitise Grab Rails, Handles Including Panels / Window / Mirror / Hand Basin And Fittings

	Tools/ Materials
Item	Description
1	MICROFIBRE CLOTH – YELLOW
2	GERMFREE FAB – DILUTE 10:1
3	SPRAY BOTTLE

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- 1 Spray Germfree Fab onto the microfibre cloth
- 2 Wipe clean the grab rails, handles / panels / window / mirror / hand basin and fittings.

STANDARD

Shall be cleaned, leaving no traces of marks, staining or smears.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 33

Clean Walls / Ceiling / Doors / Shelves and Light Diffusers

	Tools/ Materials
Item	Description
1	MICROFIBRE CLOTH - RED
2	GERMFREE FAB – DILUTE 10:1

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

1. Spray Germfree Fab onto the microfibre cloth.
2. Wipe clean all internal panels / doors / shelves and light diffusers.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

STANDARD

Shall be free from dust, stains and ingrained dirt. All litter / debris to be removed.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti present refer to Task No 27

TASK No 34

Empty / Reline Litter Bin

	Tools/ Materials
Item	Description
1	RUBBISH BAG
2	BIN LINER
3	CARRIAGE KEY

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- 1 Open the bin liner receptacle.
- 2 Remove the bin liner from the cradle
- 3 Remove any litter / debris from receptacle
- 4 Fit new bin liner in the cradle (correctly).
5. Close and secure the bin liner receptacle

STANDARD

All litterbins shall be emptied and relined using the correct type of bag and fitted correctly. Litterbins shall be checked for damage or breaks, to ensure that they do not leak onto the adjoining area. All litter / debris to be removed.

Note: If Chewing gum present refer to Task No 24

Note: if Graffiti present refer to Task No 27

TASK No 35

CLEAN AND DISINFECT LITTER BIN

	Tools/ Materials
Item	Description
1	CARRIAGE KEY
2	MICROFIBRE CLOTH - YELLOW

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	
WCR/06/06/2026	

3	GERMFREE FAB – DILUTE 10:1
4	SPRAY BOTTLE
5	BIN LINER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- 1 Open the bin liner receptacle.
- 2 Remove the bin liner from the cradle.
- 3 Remove litter from the receptacle.
- 4 Spray Germfree Fab onto the microfibre cloth
- 5 Wipe clean the inside of the receptacle with the microfibre cloth.
- 6 Fit new bin liner in the cradle (correctly).
7. Close and secure the bin liner receptacle.

STANDARD

All litterbins shall be emptied and relined using the correct type of bag fitted correctly. Litterbins shall be checked for damage or breaks, to ensure that they do not leak onto the adjoining area. All litter / debris to be removed.

Note: If Chewing gum present refer to Task No 24

Note: If Graffiti present refer to Task No 27

TASK No 36

Clean and Disinfect Sanitary Bin

Tools/ Materials	
Item	Description
1	CARRIAGE KEY
2	MICROFIBRE CLOTH – YELLOW
3	GERMFREE FAB – DILUTE 10:1
4.	SPRAY BOTTLE
5.	BIN LINER

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

1. Open the bin liner receptacle.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

2. Remove the bin liner from the cradle.
3. Remove litter from the receptacle.
4. Spray Germfree Fab onto the microfibre cloth.
5. Wipe clean the inside of the receptacle with the microfibre cloth.
6. Fit new bin liner in the cradle.
7. Close and secure the bin liner receptacle.

STANDARD

Litterbin shall be emptied and relined with the correct type bag fitted correctly. All litter / debris to be removed.

Note: If Chewing gum present refer to Task No 24

Note: If Graffiti present refer to Task No 27

TASK No 37

Restock Toilet Consumables

	Tools/ Materials
Item	Description
1	CARRIAGE KEY
2	TOILET TISSUE – BIODEGRADABLE
3	LIQUID SOAP - ANTIBACTERIAL

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

BIO HAZARD Procedure

1. Open the soap dispenser access panel.
2. Replenish soap dispenser.
3. Close and secure soap dispenser panel
4. Open the toilet tissue dispenser
5. Replenish the toilet tissue
6. Close the tissue dispenser.

STANDARD

The toilet must be fully replenished with soap, toilet tissue, paper towels air freshener inserts etc.

TASK No 38

Clean Toilet Lid / Seat and Bowl

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS

WCR/06/06/2026



	Tools/ Materials
Item	Description
1	MICROFIBRE CLOTH – RED
2	GERMFREE FAB – DILUTE 10:1
3	TOILET BRUSH

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

Procedure

- 1 Spray Germfree Fab onto the microfibre cloth.
- 2 Wipe around the seat and lid areas.
- 3 Clean the toilet bowl and water jets and sensors with the toilet brush.
Flush the toilet.

STANDARD

Shall be cleaned and disinfected, leaving no trace of marks, staining or smears.

Note: If and Chewing gum is found refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 39

De-Scale Toilet Bowl

	Tools/ Materials
Item	Description
1	GREENLINE TOILET CLEANER
2	TOILET BRUSH
3	MICROFIBRE CLOTH - RED

SAFETY

LOCAL SAFETY INSTRUCTIONS SHALL BE COMPLIED WITH

BIO HAZARD

Procedure

- 1 Apply Greenline Toilet Cleaner to the inside of the toilet bowl.
- 2 Allow time to sufficiently dwell
- 3 Agitate the area with the brush
4. Use the microfibre cloth if required.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

STANDARD

Shall be cleaned and disinfected, leaving no trace of marks, staining or smears. Pay particular attention to any lime scale deposits.

Note: If Chewing gum is present refer to Task No 24

Note: If Graffiti is present refer to Task No 27

TASK No 40

Clean Cab Desk / Panels / Internal Surfaces, Wipe Seat Frame And Clean / Disinfect Litter Bin

	Tools/ Materials
Item	Description
1	MICROFIBRE CLOTH - BLUE
2	MICROFIBRE CLOTH - YELLOW
3	SOLV-ENT TRINCARE – DILUTE 20:1
4	GERMFREE FAB – DILUTE 10:1
5	SPRAY BOTTLE X 2
6	CARRIAGE KEY
7	BIN LINER

SAFETY

**LOCAL SAFETY INSTRUCTIONS SHALL BE ADHERED TO
BIO HAZARD**

Procedure

1. Remove the litterbin liner from cradle.
2. Spray Germfree Fab onto the blue microfibre cloth.
3. Wipe the cradle area.
4. Fit new bin liner into cradle (correctly)
5. Spray Solv-ent Trincare onto the green microfibre cloth.
6. Wipe all areas including desk, panels, seat frame and internal surfaces.
7. Spray Germfree Fab onto the green microfibre cloth.
8. Wipe the crew telephones with the microfibre cloth

STANDARD

Shall be free from dust, stains and ingrained dirt. Litterbin shall be emptied and relined using correct type of bag and fitted correctly.

Note: if Chewing gum present refer to Task No 24

Note: If Graffiti present refer to Task No 27

6. SPECIFICATION OF THE WORK OR PRODUCTS OR SERVICES REQUIRED

- a. This specification for the provision of coach cleaning services will ensure that PRASA requirements are met. It does not however disempower the contractor from employing the best innovation in the industry.

The contractor is required to furnish all materials(except where indicated), labour, tools, administration, transportation, incidentals and accessories required to complete every details and leave in working order all items of Work as requested or shown in drawings (where applicable). This may include minor items necessary to provide a complete and fully operational service.

b. Plant and Materials

The appointed contractor shall undertake to make themselves familiar with the material used as required in this contract.

Based on the above, such material as might reasonably be expected to be used by the contractor should be readily available to the contractor when he responds.

All materials and labour performed shall be subject to approval of and shall be used in accordance with manufacturer's specifications.

c. CONTRACTORS OBLIGATIONS

- All workmanship shall be of the highest quality and in accordance with the best practices of the trade.
- The contractor shall make all measurement on site and shall be responsible for correct fittings
- All equipment shall be fit for purpose.
- The contractor shall provide a Material Safety Data Sheet (MSDS) for all chemicals brought onto PRASA facilities for this contract. The MSDS shall verify the contractor's compliance with OHSA standards.
- Complete installations shall conform to all relevant legislation.(National Fire standards/Building code)
- Significant deviations from work agreed upon/scope of work must be approved by the Facilities Manager
- Site clearance and rubble removal on site after completion.
- The contractor shall take all reasonable precautions to protect existing services during his activities on the site. Any known service damaged as a result of the contractors operations, shall be repaired and reinstated by the contractor, all at the expense of the contractor and to the satisfaction of the Facilities Controller.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

d. PERFORMANCE EVALUATION

Adherence to contract deliverables will be monitored in the following way:

- Daily attendance registers
- Weekly report(containing train sets/coaches cleaned)
- Certificate of Compliance (Contractors must certify that train sets have been cleaned according to the specifications by completing the COC document daily. A copy of each must be handed to the PRASA supervisor on site, daily by 10am)
- Inspections by contractor and Verification by PRASA supervisor
- Contractor Monthly meetings
- Monthly staff safety meetings minutes

All services performed under this contract shall be subjected, before payment, to inspection by Prasa which may affect penalties for any service not performed in accordance with the requirements of the contract.

Should the contractor supervisor not be available during inspections conducted by PRASA and work found to be of a poor standard, the contractor will be informed by either email or fax of the penalties incurred.

e. GENERAL HOUSEKEEPING

Rubbish collected from trains and its removal

- Waste collected from trains must be placed in dirt bags (black bags).
- Under no circumstances may waste be swept onto the tracks, or between platforms.
- All collected waste must be removed from the platforms at intervals to the designated area.
- The contractor shall keep the operational area clean and free from litter at all times, including the allocated change rooms and eating areas.
- Dirt collected from trains must be removed from site by the contractor.

f. STAFF IDENTIFICATION / PROTECTIVE CLOTHING/ SAFETY

- The Service Provider shall ensure compliance in all statutory and regulations applicable to the industry where the service is rendered, including but not limited to:
 - The Basic Conditions of Employment Act 1997 (Act no 75 of 1993)
 - The Labour Relations Act, 1995 (Act no 66 of 1995)
 - The Occupational and Safety Act, 1993 (Act no 85 of 1993)
 - The National Environmental Management Act (Act no 107 of 1998)

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	
WCR/06/06/2026	

- National Railway Safety Regulator Act (16/2002)
- All contractor staff working at the station specified shall wear distinctive uniform clothing reflecting the contractor company name. The contractor shall provide any personal protective items required for the safe performance of work. Protective clothing, equipment and devices shall, as a minimum conform to OHS standards.
- The contractor shall ensure that staff is fully trained in the safety of the environment in which they work.
- Any employee of Prasa reserves the right to halt the service provider from performing the work, if there is proof of unsafe working conditions, procedure/ methods. The service provider can only be permitted to proceed with the work after implementation of safe working conditions/ methods/ procedures.
- Site Access Certificate, This will be issued to the contractor upon the contractors health and safety file and programme is approved by the Risk officer. No work on site shall commence without a site access certificate.
- The use of earphones is prohibited in the operational area.
- Detailed restrictions and penalties would be applicable with regards to non-performance and or non-compliance to safety regulations etc as noted in the detailed specifications and bid documents.

MINIMUM REQUIREMENTS	
• Overalls and gloves	• Safety boots
• Reflector bibs with company name	• First Aid kit on site
• Appointed/Trained First Aider	• Safety File
• Rainsuits	• Identification cards

STAFF PERSONAL GROOMING AND BEHAVIOUR

The contractor is to submit a policy/document for good practice on staff grooming and behaviour. All staff allocated to this contract must have read and signed for the contents, proof of which must be forwarded to PRASA as part of the safety file.

7. TECHNICAL SPECIFICATIONS RELATED TO THIS PROJECT

N/A

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

8. EVALUATION AND SCORING METHODOLOGY

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

LEVEL	DESCRIPTION
Verify completeness	The Bid is checked for completeness and whether all required documentation, certificates verify completeness warranties and other Bid requirements and formalities have been complied with. Incomplete Bids will be disqualified.
Verify compliance	The Bids are checked to verify that the essential RFP requirements have been met. Non-compliant Bids will be disqualified.
Detailed Evaluation of Technical	Detailed analysis of Bids to determine whether the Bidder is capable of delivering the Project in terms of business and technical requirements. The minimum threshold for technical evaluation is [70%], any bidder who fails to meet the minimum requirement will be disqualified and not proceed with the evaluation of Price and Specific Goals.
Specific Goals	Evaluate Specific Goals
Price Evaluation	Bidders will be evaluated on the price offered.
Scoring	Scoring of Bids using the Evaluation Criteria.
Recommendation	Report formulation and recommendation of Preferred and Reserved Bidders
Best and Final Offer	PRASA may go into the Best and Final Offer process in the instance where no bid meets the requirements of the RFP and/or the Bids are too close in terms of points awarded.
Approval	Approval and notification of the final Bidder.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

8.1 EVALUATION CRITERIA

Qualifying bidders for this project shall be evaluated in terms of their business credentials, financial standing, empowerment, technical capacity and experience. The evaluation committee shall use the following Evaluation Criteria depicted in the table below for the selection of the Qualifying bidder that shall render Construction services for the project.

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	
WCR/06/06/2026	

8.1.1 STAGE 1A: COMPLIANCE REQUIREMENTS

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

8.1.1.1 Stage 1A- Mandatory Requirements

Should a bidder not submit the following mandatory documents/requirements, your bid **will be** automatically disqualified:

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

Mandatory Returnable Documents		
No.	Description of requirement	
a)	Price Schedule/Bill of Quantities (BOQ) and Tender Form C must be submitted as volume 2 in Envelope 2 .	
b)	Valid certified copy of the NCCA (national Contract Association) or NCA (National Cleaning association) or BEECA Cleaning Associations certificates which must be valid on closing date of tender or any other association /federation's certificate that are recognized by cleaning sector submission	
c)	Briefing Session Certificate (Form D) completed, signed and submitted and Bidders must also reflect on the Compulsory Briefing Session Attendance Register	

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

8.1.1.2 Stage 1B – Other Mandatory Requirements

Should a bidder not submit the following Other Mandatory documents/requirements, PRASA may request the Bidder to submit the information within three (3) working days at pre-award stage, Should this information not be provided, your bid proposal will be disqualified.

Only bidders who comply with **stage 1B** at pre-award will be evaluated further.

Other - Mandatory Returnable Document		
No.	Description of requirement	
a)	Valid Letter of Good Standing COIDA	
b)	Supply of Valid Sars Pin	
c)	CSD Supplier Registration Number	
d)	Completion and Submission of All RFP Documentation (Includes All Declaration)	
e)	Bidders to Fill and Sign the closing/submission register at PRASA Tender drop office, 3 Old Marine Drive on submission of the RFP documents	
f)	Proof of Bank Account (I.E. Letter Issued by The Bank)	
g)	Proof of Company Registration Documents, (Certificate of Incorporation)	
h)	Joint Venture / Consortium Agreement / Trust Deed/ Confirmation in Writing of Intention to Enter into a JV or Consortium Agreement Should They be Awarded Business by Prasa Through This RFP Process (If Applicable) Signed by All Parties	
i)	Certified copy of ID Documents of the Owners	
j)	Provide proof of offices and or Builders yard / workshop within Western Cape Metropolitan area. Telephone Bill / Municipal Bill / Bank Account / Lease Agreement, each or all Noting the Address of the Offices / Workshops in the Region. The Bid evaluation team may choose to visit the contractor's premises to ascertain the address.	

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

8.1.2 STAGE 1C - DOCUMENTS REQUIRED FOR SCORING

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

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

8.2 TECHNICAL / FUNCTIONALITY REQUIREMENTS

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

ITEM	CRITERIA	WEIGHT
1.1	Cleaning Implementation Plan and Resources	30
1.2	Level of Adequacy of the Risk Assessment and Safety Plan	20
1.3	Financial Capability	20
1.4	Track record of tender on similar type and experience	30
	TOTAL	100

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

8.2.1 TECHNICAL EVALUATION CRITERIA

The minimum threshold for the technical/functionality requirements is 70%. Bidders who score below this minimum requirement shall not be considered for further evaluation.

CRITERIA	DESCRIPTION	SCORING / APPLICATION	WEIGHTING
Cleaning Implementation Plan and Resources	-Supply resource allocation Plan indicating number of personnel to be assigned to this contract, their duties, and responsibilities. -CV's of Supervisor(s) indicating their experience, supervisory skills and management. -Contingency plan on staff -Training schedule including formal and on the job training on but not limited to, Occupational Health & Safety, hygiene, and housekeeping, -Cleaning schedule. -Waste Management Schedule.	0- No Submission/irrelevant information 1- Cleaning Implementation Plan and Resources only. 2- Cleaning Implementation Plan and Resources with (1) or (2) requirement fully addressed with the listed areas 3- Cleaning Implementation Plan and Resources with three (3) requirements fully addressed with the listed areas 4- Cleaning Implementation Plan and Resources with four (4) requirements fully addressed with the listed areas 5- Cleaning Implementation Plan and Resources with five (5) requirements fully addressed with the listed areas	30%
Health and Safety Plan	A safety plan to be submitted in accordance with the OHSA1993 and Passenger Rail Agency of South Africa Health and Safety Specification. Including but not limited to - Safe working Procedures reflecting rail environment, - Safety meetings schedule,	0: No Submission/irrelevant information 1: Submitted an incomplete Health and Safety Plan. +1 Item as specified is addressed 2: Submitted an incomplete Health and Safety Plan. +2 Item as specified is addressed 3: 3 - 4 of the items as specified are addressed	

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

	-PPE to be used by Cleaning Personnel - Detailed risk management plan reflecting rail environment risk assessment matrix. -Project specific Method Statement : reflecting operational rail environment. -Certificate for Health and safety (first aid training/Firefighting certificate).	4: 5 -6 of the items as specified are addressed 5: more than 6 related items are addressed	20%
Financial Capability: Operating Cash-flow (Cash flow and Financial statements to be submitted)	Provide two (2) recent year's annual financial statements Signed and prepared by the registered professional which reflect the company financial capability to manage the project. Required components of financial statement: Statement of financial position) Balance sheet (Statement of cash flow), income statement (Profit and Loss) Formula: Operating Cash Flows Ratio = Cash Flows from Operations / Current Liabilities	0: No Submission/irrelevant information 1: Contractor submitted incomplete financial statements 2: Operating Cash flow ratio $x < 0$ 3: Operating Cash flow ratio $x < 0.5$ 4: Operating Cash flow ratio $x < 0.5$ $x < 1$ 5: Operating Cash flow ratio $x \geq 1$	20%

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS

WCR/06/06/2026



Track record of tender on similar type and Experience	Organizational Experience of the Contractor on similar type of work and sizes of projects previously executed. Proof of Projects executed in cleaning environment prior. Project must still fall within the 2019-2025 period. Full points are allocated for Organisational Experience of projects of similar type (cleaning environment) executed and completed by tenderer in consideration in the last 6 years (2019-2025). All the below items 1 and 2 must be provided for all projects presented under the scoring. 1. Appointment letter from client, on client letterhead or signed contract from client 2. Practical Completion certificates or Letter of reference from the client,	0. Projects not of similar scope and scale or No Submission. 1. Proof of Projects totalling to a combined value of below R2,000,000.00 of similar type of scope. 2. Proof of Projects totalling to a combined value of between R2,000,000.01 – R3,000,000.00 of similar type of scope. 3. Proof of Projects totalling to a combined value of between R3,000,000.01 – R4,000,000.00 projects of similar type of scope. 4. Proof of Projects totalling to a combined value of between R4,000,000.01 – R5,000,000.00 of similar type of scope. 5. Proof of Projects totalling above the value of R5,000,000.00 of similar type of scope	30%
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REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS

WCR/06/06/2026



	on client letterhead, signed or stamped either one of the above must include the value of the project as well the start and finish dates.		
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Note: Bidders that fail to achieve the minimum overall qualifying score of 70% on functional/technical requirements will not be considered for further Price and Specific Goals (Stage 3) evaluation.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

8.3 STAGE 3: PRICING AND SPECIFIC GOAL

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

The following formula shall be used by the Bid Evaluation Committee to allocate scores to the qualifying bidder from the provided proof for specific goals.

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	100

FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

POINTS AWARDED FOR PRICE

THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

POINTS AWARDED FOR SPECIFIC GOALS

In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

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 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 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system: or
- (b) any other invitation for tender, that either the 80/20 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both and 80/20 preference point system.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

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

(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.)

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

The specific goals allocated points in terms of this tender	Acceptable evidence	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
51 % Black Owned	CIPC Documents / B-BBEE Certificate/ Affidavit	5	
QSE 51 % Black Owned	Audited Annual Financial Statements/ B-BBEE Certificate / Affidavit	5	
51% Black Women Owned	Certified copy of ID Documents of the Owners	4	
51% Black Youth owned.	Certified copy of ID Documents of the Owners	4	
Entities with a B-BBEE Contributor status of a least level 2	Audited Annual Financials/B-BBEE Certificate/Affidavit	2	
TOTAL		20	

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

9. VALIDITY PERIOD

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

10. POST TENDER NEGOTIATION (IF APPLICABLE)

PRASA reserves the right to conduct post tender negotiations with a shortlist of Respondent(s). The shortlist could comprise of one or more Respondents. Should PRASA conduct post tender negotiations, Respondents will be requested to provide their best and final offers to PRASA based on such negotiations. A final evaluation will be conducted in terms of 80/20 or / 90/10.

11. FINAL CONTRACT AWARD

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

12. FAIRNESS AND TRANSPARENCY

PRASA views fairness and transparency during the RFP Process as an absolute on which PRASA will not compromise. PRASA will ensure that all members of evaluation committees declare any conflicting or undue interest in the process and provide confidentiality undertakings to PRASA. The evaluation process will be tightly monitored and controlled by PRASA to assure integrity and transparency throughout, with all processes and decisions taken being approved and auditable.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

SECTION 3

PRICING AND DELIVERY SCHEDULE

Bidders are required to complete the Pricing Schedule/ BOQ (Annexure C) and Price in words (Tender Form C) (Volume 2 /Envelop 2)

1 PRICING

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

2 DISCLOSURE OF PRICES QUOTED

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

3 PERFORMANCE AND BID BONDS (WHERE APPLICABLE)

N/A

4 OWNERSHIP OF DESIGN

N/A

5 SERVICE LEVELS

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

Acceptance of Service Levels:

YES	
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6 TOTAL COST OF OWNERSHIP (TCO)

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

7 FINANCIAL STABILITY

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

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

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	
WCR/06/06/2026	

8 VALIDITY OF RETURNABLE DOCUMENTS

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

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

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

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

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

1. PRASA's General Bid Conditions*
2. Standard RFP Terms and Conditions for the supply of Goods or Services or Works to PRASA

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

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

The Respondent understands that his/her Bid will be disqualified if this Certificate of Acquaintance with RFP documents included in the RFP as a returnable document, is found not to be true and complete in every respect. SIGNED at _____ on this ____ day of _____ 20....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

10. GENERAL CONDITIONS

10.1 ALTERNATIVE BIDS

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

10.2 PRASA'S TENDER FORMS

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

10.3 PRECEDENT

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

10.4 RESPONSE TO RFP-CONFIDENTIALITY

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

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

- PRASA shall confirm with the Respondent whether the raising of confidentiality applies to the entire response to the RFP or only specific elements or sections of the response;
- Where confidentiality is maintained by the Respondent and PRASA is of the opinion that the information or response to RFP if made publicly available would affect the commercial interests

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

of the Respondent or is commercially sensitive information, PRASA shall not release such information to other Respondents if providing such information or response to the RFP would prejudice the competitiveness and transparency of the RFP Process;

- Where PRASA is of the opinion that information provided is not commercially sensitive or would have no impact on the commercial interests of the relevant Respondent if released and fairness and transparency requires that such information be released to all Respondents, PRASA may:
 - i. inform the relevant Respondent of the necessity to release such information and/or response to RFP and request the Respondent to consent to the release thereof by PRASA; or
 - ii. obtain legal advice regarding the confidentiality of the relevant information and/or response to RFP and the legal ability of PRASA to release such information; or
 - iii. refrain from releasing the information and/or response to RFP, in which event PRASA shall not take account of the contents of such information in the evaluation of the relevant response to RFP.

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

10.5 RESPONSE TO THE RFP – RFP DISQUALIFICATION

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

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

10.6 CORRUPTION, GIFTS AND PAYMENTS

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

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

10.7 INSURANCE

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

10.8 NO CONTACT POLICY

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

10.9 CONFLICT OF INTEREST

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

10.10 COLLUSION AND CORRUPTION

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

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

10.11 CONSORTIUM CHANGES

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

- The Response to RFP must notify PRASA in writing of the proposed changes supported by complete details of the material reasons for the changes, the parties impacted by the changes and the impact on the response to RFP.

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS

WCR/06/06/2026



- PRASA shall evaluate the reasons advanced by the Respondent for the requested changes to the Respondent structure and where PRASA is not satisfied that the reasons advanced are reasonable or material, refuse to accept the change and disqualify the response to RFP, or notify the Respondent in writing of its non-acceptance of the changes and require the Respondent to propose a suitable alternative to PRASA within 10 (TEN) days of its receipt of the decision of PRASA, upon receipt of which PRASA shall -
 - i. Evaluate the alternative proposed for suitability to PRASA, and where the alternative is accepted by PRASA, inform the Respondent in writing of such acceptance and PRASA shall reassess the response to RFP against the RFP requirements and criteria; or
 - ii. Where the alternative is not accepted by PRASA, inform the Respondent in writing of such non-acceptance as well as its disqualification from the RFP Process.
 - iii. Where PRASA is satisfied that the changes requested under (i) above are reasonable and material, the response to RFP, shall be allowed to effect the required changes and PRASA shall reassess the response to RFP against the RFP requirements and criteria.

10.12 COSTS OF RESPONSE TO THE RFP SUBMISSION

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

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

10.13 RESPONSE TO THE RFP WARRANTY

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

11 CONDITIONS OF TENDER

General

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

Tenderer's obligations

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

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

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

Note:

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

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

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

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

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

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

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| | 31 | Undertake to check the final draft of the contract provided by PRASA's <i>Representative</i> , and sign the Form of Agreement all within the time required. |
| | 32 | Where an agent on behalf of a principal submits a tender, an authenticated copy of the authority to act as an agent should be submitted with the tender. |
| Fulfil BEE requirements | 33 | Comply with PRASA's requirements regarding BBBEE Suppliers. |

12 PRASA'S UNDERTAKINGS

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

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| Respond to clarification | 1 | Respond to a request for clarification received earlier than the <i>closing time for clarification of queries</i> . The response is notified to all <i>tenderers</i> . |
| Issue Addenda | 2 | If necessary, issue to each <i>tenderer</i> from time to time during the period from the date of the Letter of Invitation until the <i>closing time for clarification of queries</i> , Addenda that may amend, amplify, or add to the <i>tender documents</i> . If a <i>tenderer</i> applies for an extension to the <i>deadline for tender submission</i> , in order to take Addenda into account in preparing a tender, PRASA may grant such an extension and PRASA's <i>Representative</i> shall notify the extension to all <i>tenderers</i> . |
| Return late tenders | 3 | Return tenders received after the <i>deadline for tender submission</i> unopened to the <i>tenderer</i> submitting a late tender. Tenders will be deemed late if they are not in the designated tender box at the date and time stipulated as the deadline for tender submission. |
| Non-disclosure | 4 | Not disclose to <i>tenderers</i> , or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tenders and recommendations for the award of a contract. |
| Grounds for rejection | 5 | Consider rejecting a tender if there is any effort by a <i>tenderer</i> to influence the processing of tenders or contract award. |
| Disqualification | 6 | Instantly disqualify a <i>tenderer</i> (and his tender) if it is established that the <i>tenderer</i> offered an inducement to any person with a view to influencing the placing of a contract arising from this invitation to tender. |

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

Test for responsiveness	7	Determine before detailed evaluation, whether each tender properly received - meets the requirements of these Conditions of Tender, - has been properly signed, and - is responsive to the requirements of the <i>tender documents</i>.
	8	Judge a responsive tender as one which conforms to all the terms, conditions, and specifications of the <i>tender documents</i> without material deviation or qualification. A material deviation or qualification is one which, in PRASA 's opinion would - detrimentally affect the scope, quality, or performance of the works, services or supply identified in the Contract Data, - change PRASA's or the <i>tenderer's</i> risks and responsibilities under the contract, or - affect the competitive position of other <i>tenderers</i> presenting responsive tenders, if it were to be rectified.
Non-responsive tenders	10	Reject a non-responsive tender, and not allow it to be subsequently made responsive by correction or withdrawal of the non-conforming deviation or reservation.
Arithmetical errors	11	Check responsive tenders for arithmetical errors, correcting them as follows: - Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern. - If a bill of quantities applies and there is a discrepancy between the rate and the line item total, resulting from multiplying the rate by the quantity, the rate as quoted shall govern. Where there is an obviously gross misplacement of the decimal point in the rate, the line item total as quoted shall govern, and the rate will be corrected. - Where there is an error in the total of the Prices, either as a result of other corrections required by this checking process or in the <i>tenderer's</i> addition of prices, the total of the Prices, if any, will be corrected.
	12	Reject a tender if the <i>tenderer</i> does not accept the corrected total of the Prices (if any).
Evaluating the tender	13	Evaluate responsive tenders in accordance with the procedure stated in the RFP / Scope of work/ specification. The evaluated tender price

REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF SEMI INTENSIVE AND LIGHT COACH CLEANING SERVICES FOR TURNAROUND STATIONS IN THE WESTERN CAPE REGION FOR A PERIOD OF 36 MONTHS	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
WCR/06/06/2026	

will be disclosed only to the relevant PRASA tender committee and will not be disclosed to *tenderers* or any other person.

Clarification of a tender	14 Obtain from a <i>tenderer</i> clarification of any matter in the tender which may not be clear or could give rise to ambiguity in a contract arising from this tender if the matter were not to be clarified.
Acceptance of tender	15 Notify PRASA's acceptance to the successful <i>tenderer</i> before the expiry of the <i>validity period</i> , or agreed additional period. Providing the notice of acceptance does not contain any qualifying statements, it will constitute the formation of a contract between PRASA and the successful <i>tenderer</i> .
Notice to unsuccessful tenderers	16 After the successful <i>tenderer</i> has acknowledged PRASA's notice of acceptance, notify other <i>tenderers</i> that their tenders have not been accepted, following PRASA's current procedures.
Prepare contract documents	17 Revise the contract documents issued by PRASA as part of the <i>tender documents</i> to take account of: • Addenda issued during the tender period; • inclusion of some of the <i>tender returnables</i>; and • other revisions agreed between PRASA and the successful <i>tenderer</i>, before the issue of PRASA's notice of acceptance (of the tender).
Issue final contract	18 Issue the final contract documents to the successful <i>tenderer</i> for acceptance within one week of the date of PRASA's notice of acceptance.
Sign Form of Agreement	19 Arrange for authorised signatories of both parties to complete and sign the original and one copy of the Form of Agreement within two weeks of the date of PRASA's notice of acceptance of the tender. If either party requires the signatories to initial every page of the contract documents, the signatories for the other party shall comply with the request.
Provide copies of the contracts	20 Provide to the successful <i>tenderer</i> the number of copies stated in the Scope of work/ specification of the signed copy of the contracts within three weeks of the date of PRASA's acceptance of the tender.