REQUEST FOR PROPOSAL [RFP]

REQUEST FOR PROPOSAL ("RFP") FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

RFP NUMBER: GSM/17/07/1550
ISSUE DATE: 17 August 2017
CLOSING DATE: 05 September 2017
CLOSING TIME: 12:00
BID VALIDITY PERIOD: 120 Business Days from Closing Date

PREQUALIFICATION CRITERIA - ONLY RESPONDENTS FALLING IN THE FOLLOWING CATEGORIES MAY RESPOND TO THIS RFP:

- RESPONDENTS WITH A MINIMUM B-BBEE STATUS LEVEL OF 4
## SCHEDULE OF BID DOCUMENTS

<table>
<thead>
<tr>
<th>Section No</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>SECTION 1 : NOTICE TO BIDDERS</td>
<td>3</td>
</tr>
<tr>
<td>1 INVITATION TO BID</td>
<td>3</td>
</tr>
<tr>
<td>2 FORMAL BRIEFING</td>
<td>4</td>
</tr>
<tr>
<td>3 PROPOSAL SUBMISSION</td>
<td>4</td>
</tr>
<tr>
<td>4 DELIVERY INSTRUCTIONS FOR RFP</td>
<td>4</td>
</tr>
<tr>
<td>5 BROAD-BASED BLACK ECONOMIC EMPOWERMENT AND SOCIO-ECONOMIC OBLIGATIONS</td>
<td>5</td>
</tr>
<tr>
<td>6 COMMUNICATION</td>
<td>8</td>
</tr>
<tr>
<td>7 CONFIDENTIALITY</td>
<td>8</td>
</tr>
<tr>
<td>8 INSTRUCTIONS FOR COMPLETING THE RFP</td>
<td>9</td>
</tr>
<tr>
<td>9 COMPLIANCE</td>
<td>9</td>
</tr>
<tr>
<td>10 DISCLAIMERS</td>
<td>9</td>
</tr>
<tr>
<td>11 LEGAL REVIEW</td>
<td>10</td>
</tr>
<tr>
<td>12 SECURITY CLEARANCE</td>
<td>10</td>
</tr>
<tr>
<td>13 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE</td>
<td>11</td>
</tr>
<tr>
<td>14 TAX COMPLIANCE</td>
<td>11</td>
</tr>
<tr>
<td>15 PROTECTION OF PERSONAL DATA</td>
<td>12</td>
</tr>
<tr>
<td>SECTION 2 : BACKGROUND, OVERVIEW AND SCOPE OF REQUIREMENTS</td>
<td>13</td>
</tr>
<tr>
<td>SECTION 3: PRICING AND DELIVERY SCHEDULE</td>
<td>26</td>
</tr>
<tr>
<td>SECTION 4 : PROPOSAL FORM AND LIST OF RETURNABLE DOCUMENTS</td>
<td>29</td>
</tr>
<tr>
<td>SECTION 5 : CERTIFICATE OF ACQUAINTANCE WITH RFP, TERMS &amp; CONDITIONS &amp; APPLICABLE DOCUMENTS</td>
<td>34</td>
</tr>
<tr>
<td>SECTION 6: RFP DECLARATION AND BREACH OF LAW FORM</td>
<td>36</td>
</tr>
<tr>
<td>SECTION 7 : RFP CLARIFICATION REQUEST FORM</td>
<td>38</td>
</tr>
<tr>
<td>SECTION 8 : B-BBEE PREFERENCE POINTS CLAIM FORM</td>
<td>39</td>
</tr>
<tr>
<td>SECTION 9 : SUPPLIER DEVELOPMENT INITIATIVES</td>
<td>45</td>
</tr>
<tr>
<td>SECTION 10 : B-BBEE IMPROVEMENT PLAN</td>
<td>49</td>
</tr>
</tbody>
</table>

**RFP ANNEXURES:**

- ANNEXURE A : DECLARATION OF SUPPLIER DEVELOPMENT COMMITMENTS
- ANNEXURE B : TECHNICAL PREQUALIFICATION CRITERIA
- ANNEXURE C : SUPPLIER DEVELOPMENT VALUE SUMMARY
- ANNEXURE D : SUPPLIER DEVELOPMENT PLAN
- ANNEXURE E : B-BBEE IMPROVEMENT PLAN
- ANNEXURE F : TECHNICAL QUESTIONNAIRE
- ANNEXURE G : NATIONAL FOOTPRINT
### RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

#### Section 1: NOTICE TO BIDDERS

1. **INVITATION TO BID**
   
   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, Respondent or Bidder].

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BID FEE</td>
<td>This RFP may be downloaded directly from National Treasury's e-Tender Publication Portal at <a href="http://www.etenders.gov.za">www.etenders.gov.za</a> free of charge.</td>
</tr>
<tr>
<td><strong>INSPECT / COLLECT DOCUMENTS FROM</strong></td>
<td>Documents will be available to download from 17 August 2017. Bidders wishing to collect a hard copy of such RFP documents from the Transnet issuing office, are required to inform that office at the contact numbers listed in paragraph 6 below on the day before collection in order to allow for timeous reproduction of the documentation. Bidders are to note that the RFP may also be downloaded directly from the National Treasury eTender Publication Portal free of charge. If Bidders download the RFP off the Portal, they are required to send their contact details to the following address: <a href="mailto:Zandile.Mthethwa@transnet.net">Zandile.Mthethwa@transnet.net</a> by 29 August 2017. This is to ensure that any required communication (e.g. addenda to the RFP) in relation to this RFP reaches those intending to respond. Transnet will not be held liable if Bidders do not respond by this date and do not receive the latest information regarding this RFP with the possible consequence of either being disadvantaged or disqualified as a result thereof.</td>
</tr>
<tr>
<td>EMAIL ADDRESS FOR COMMUNICATION</td>
<td>Bidders who intend to submit a clarification question relating to this RFP must submit their clarification questions to <a href="mailto:Zandile.Mthethwa@transnet.net">Zandile.Mthethwa@transnet.net</a> on or before 29 August 2017. No clarification requests will be entertained after this date. Clarifications (if any) will only be sent those bidders who submitted correct contact details.</td>
</tr>
<tr>
<td>COMPULSORY/NON COMPULSORY BRIEFING SESSION</td>
<td>Refer to paragraph 2 for details.</td>
</tr>
</tbody>
</table>
| CLOSING DATE | **12:00 on Tuesday 05 September 2017**  
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 | **120 Business Days from Closing Date (05 September 2017)**  
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. However, once the adjudication body has approved the process and award of the business to the successful bidder(s), the validity of the successful bidder(s)' bid will be deemed to remain valid until a final contract has been concluded. With regard to the validity period of short-listed bidders, please refer to Section 1, paragraph 10. |

Any additional information or clarification will be faxed or emailed to all Respondents, if necessary.
2 FORMAL BRIEFING

A formal briefing session will not be held but should Respondents have specific queries they should email these to the Transnet employee(s) indicated in paragraph 6 [Communication] below.

3 PROPOSAL SUBMISSION

Proposals must be submitted in a sealed envelope addressed as follows:

The Secretariat, Transnet Acquisition Council
RFP No: GSM/17/07/1550
Description: RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS.
Closing date and time: 05 September 2017, 12:00
Closing address [Refer to options in paragraph 4 below]

All envelopes must reflect the return address of the Respondent on the reverse side.

4 DELIVERY INSTRUCTIONS FOR RFP

4.1 Delivery by hand

If delivered by hand, the envelope is must be deposited in the Transnet tender box which is located at the main entrance of the Office Block, Carlton Centre, 150 Commissioner Street, Johannesburg, and must be addressed as follows:

THE SECRETARIAT
TRANSNET ACQUISITION COUNCIL
CARLTON CENTRE
TENDER BOX
OFFICE BLOCK FOYER
150 COMMISSIONER STREET
JOHANNESBURG 2001

a) The measurements of the "tender slot" are 400mm wide x 100mm high, and Respondents must please ensure that response documents or files are no larger than the above dimensions. Responses which are too bulky [i.e. more than 100mm thick] must be split into two or more files, and placed in separate envelopes, and must be marked accordingly, e.g. Bid 1 of 3, to avoid the submission of sub files being accepted as separate bid submissions, each such envelope to be addressed as required in paragraph 4.1 above.

b) It should also be noted that the above tender box is located at the street level outside the main entrance in Commissioner Street and is accessible to the public 24 hours a day, 7 days a week.

4.2 Dispatch by courier

If dispatched by courier, the envelope must be addressed as follows and delivered to the Office of The Secretariat, Transnet Acquisition Council and a signature obtained from that Office:

THE SECRETARIAT
TRANSNET ACQUISITION COUNCIL
4.3 If responses are not delivered as stipulated herein, such responses will not be considered.

4.4 No email or faxed responses will be considered, unless otherwise stated herein.

4.5 The responses to this RFP will be opened as soon as possible after the closing date and time. Transnet shall not, at the opening of responses, disclose to any other company any confidential details pertaining to the Proposals / information received, i.e. pricing, delivery, etc. The names and locations of the Respondents will be divulged to other Respondents upon request.

4.6 Envelopes must not contain documents relating to any RFP other than that shown on the envelope.

5 BROAD-BASED BLACK ECONOMIC EMPOWERMENT AND SOCIO-ECONOMIC OBLIGATIONS

As explained in more detail in the BBBEE Preference Points Claim Form in Section 8 and as prescribed in terms of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its Regulations, Respondents are to note that Transnet will award preference points to companies who provide valid proof of their B-BBEE status using either the latest version of the generic Codes of Good Practice or Sector Specific Codes (if applicable).

The value of this bid is estimated to exceed R50 000 000 (all applicable taxes included); and therefore the 90/10 system shall be applicable. Despite the stipulated preference point system, Transnet shall use the lowest acceptable bid to determine the applicable preference point system in a situation where all received acceptable bids are received outside the stated preference point system.

Respondents are required to complete Section 8 [the B-BBEE Preference Point Claim Form] and submit it together with valid proof of their B-BBEE Status as stipulated in the Claim Form in order to obtain preference points for their B-BBEE status. Respondents are required at all times to comply with the latest B-BBEE legislation and/or instruction notes as issued from time to time by the DTI.

Note: Failure to submit valid and original (or a certified copy of) proof of the Respondent’s compliance with the B-BBEE requirements stipulated in Section 8 of this RFP (the B-BBEE Preference Points Claim Form) at the Closing Date of this RFP, will result in a score of zero being allocated for B-BBEE.

5.1 B-BBEE Joint Ventures or Consortiums

Respondents who would wish to respond to this RFP as a Joint Venture [JV] or consortium with B-BBEE entities, must state their intention to do so in their RFP submission. Such Respondents must 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 must submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by Transnet through this RFP process. This written confirmation must 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 Transnet.
Respondents are to note the requirements for B-BBEE compliance of JVs or consortiums as required by Section 8 [the B-BBEE Preference Point Claim Form] and submit it together with proof of their B-BBEE Status as stipulated in the Claim Form in order to obtain preference points for their B-BBEE status.

**Note:** Failure to submit a valid and original B-BBEE certificate for the JV or a certified copy thereof at the Closing Date of this RFP will result in a score of zero being allocated for B-BBEE.

### 5.2 Subcontracting

Transnet fully endorses Government’s transformation and empowerment objectives and when contemplating subcontracting Respondents are requested to give preference to Exempted Micro Enterprises (EMEs), Start-up companies and Qualifying Small Enterprises (QSEs) which are Black Owned, Black Women Owned, Black Youth Owned, companies owned by Black People with Disabilities, including any companies designated as B-BBEE Facilitators.

Respondents are to note that it is their responsibility to select competent subcontractors that meet all requirements of the bid so that their bid is not jeopardised by the subcontractor when evaluated. Respondents are responsible for all due diligence on their subcontractors.

If contemplating subcontracting, please note that a Respondent will not be awarded points for B-BBEE if it is indicated in its Proposal that such Respondent intends subcontracting more than 25% [twenty-five percent] of the value of the contract to an entity/entities that do not qualify for at least the same points that the Respondent qualifies for, unless the intended subcontractor is an EME with the capability to execute the contract.

Respondent/s are discouraged from subcontracting with their subsidiary companies as this may be interpreted as subcontracting with themselves and / or using their subsidiaries for fronting. Where a Respondent intends to subcontract with their subsidiary this must be declared in their bid response.

The successful Respondent awarded the contract may only enter into a subcontracting arrangement with Transnet’s prior approval.

The contract will be concluded between the successful Respondent and Transnet, therefore, the successful Respondent and not the sub-contractor will be held liable for performance in terms of its contractual obligations.

A person awarded a contract may not subcontract more than 25% [twenty-five percent] of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

In terms of Section 8 of this RFP [the B-BBEE Preference Point Claim Form] Respondents are required to indicate the percentage of the contract that will be subcontracted as well as the B-BBEE status of the subcontractor/s.

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1 The Minister of the Department of Trade and Industry has the power to designate certain Organs of State or Public Entities as B-BBEE Facilitators. For example, the South African National Military Veterans’ Association (SANMVA) has been designated as a B-BBEE Facilitator. As such they will be treated as having rights of ownership held 100% by Black People, 40% by Black Women and 20% by Black designated groups.
5.3 **Minimum B-BBEE level**

Transnet has decided to set a minimum B-BBEE threshold for participation in this RFP process. The minimum B-BBEE threshold in this instance is a B-BBEE Level 4 and Respondents who do not have at least this B-BBEE status or higher will be disqualified.

5.4 **Prequalification criteria for Preferential Procurement**

Respondents are to note that they are eligible to participate in this RFP should they meet all of the prequalification criteria for preferential procurement stipulated in paragraph 5.3.

5.5 **B-BBEE Improvement Plan**

Transnet encourages its Service Providers to constantly strive to improve their B-BBEE rating. Whereas Respondents will be allocated points in terms of a preference point system based on its B-BBEE scorecard to be assessed as detailed in paragraph 5 above, in addition to such scoring, Transnet also requests that Respondents submit a B-BBEE improvement plan. Respondents are therefore requested to indicate the extent to which they will maintain (only if the Respondent is a Level 1) or improve their B-BBEE status over the contract period.

Respondents are requested to submit their B-BBEE Improvement Plan as an essential document with their Proposals by completion of **Annexure E** appended hereto. [Refer to Section 10 for further instructions]

5.6 **Supplier Development Initiatives**

Historically in South Africa there has been a lack of investment in infrastructure, skills and capability development and inequality in the income distribution and wealth of a significant portion of the population. There have been a number of Government initiatives developed to address these challenges. In particular, the New Growth Path [NGP] and New Development Plan [NDP] aligns and builds on previous policies to ensure the achievement of Government’s development objectives for South Africa.

Transnet fully endorses and supports Government’s economic policies through its facilitation of Supplier Development [SD] initiatives. Hence Respondents are required to submit their commitments with regard to Supplier Development Initiatives over the duration of this contract.

As a prequalification criterion to participate in this bid, Respondents are required to indicate commitment that the monetary value of all SD initiatives to be undertaken by them will not be less than 10% (EMEs) / 15% (QSEs) / 20% (LEs) of the contract value being spent cumulatively on the following Supplier Development Initiatives as outlined in the Supplier Development Value Summary [Annexure B]:

- Technology Transfer and Intellectual Property;
- Skills development;
- Job Creation
- Enterprise and Supplier Development; and
- Job Preservation (For statistical purposes).

Although specific Supplier Development initiatives, as outlined in the Supplier Development Value Summary [Annexure B], have been suggested by Transnet, this will be open for discussion with the preferred bidder(s) prior to the conclusion of the contract. However, the prequalification commitment percentages for
Supplier Development remains a mandatory requirement for a Respondent to be considered for further evaluation.

All Respondents must refer to Section 9 for instructions and complete Annexure A [Declaration of Supplier Development Commitments as this is a mandatory returnable document. In addition, Respondents are required to submit a Supplier Development Plan and SD Value Summary, Annexure D and C as these are required as essential returnable documents.

Note: Should a JV be envisaged the principal respondent is required to submit the required responses as indicated above.

The commitments made by the successful Respondents will be incorporated as a term of the contract and monitored for compliance.

6 COMMUNICATION

6.1 For specific queries relating to this RFP, an RFP Clarification Request Form should be submitted to [Zandile Mthethwa – Zandile.Mthethwa@transnet.net] before 12:00 on 29 August 2017, substantially in the form set out in Section 7 hereto. In the interest of fairness and transparency Transnet’s response to such a query will then be made available to the other Respondents who have collected RFP documents. For this purpose Transnet will communicate with Respondents using the contact details provided to the Secretariat on issue of the bid documentation to the Respondent. Kindly ensure that you provide the Secretariat with the correct contact details, as Transnet will not accept responsibility for being unable to contact a bidder who provided incorrect contact details.

6.2 After the closing date of the RFP, a Respondent may only communicate with the Secretariat of the Transnet Acquisition Council, at telephone number 011 308 3528/3522 or email TAC.SECRETARIAT@transnet.net on any matter relating to its RFP Proposal.

6.3 Respondents are to note that changes to its submission will not be considered after the closing date. Respondents are warned that a Proposal will be liable to disqualification should any attempt be made by a Respondent either directly or indirectly to canvass any officer or employee of Transnet 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 be automatically disqualified and restricted from doing business with Transnet in the future.

Note: Should a JV be envisaged the principal respondent is required to submit the required responses as indicated above.

7 CONFIDENTIALITY

7.1 All information related to this RFP is to be treated with strict confidence. In this regard Respondents 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 Transnet’s business, written approval to divulge such information must be obtained from Transnet.
8 INSTRUCTIONS FOR COMPLETING THE RFP

8.1 Proposals must be submitted in duplicate hard copies [1 original and 1 copy] and must be bound.

8.2 Sign one set of original documents [sign, stamp and date the bottom of each page]. This set will serve as the legal and binding copy. A duplicate set of documents is required. This second set must be a copy of the original signed Proposal.

8.3 Both sets of documents are to be submitted to the address specified in paragraph 4 above, and Bidders must ensure that the original and copies (where applicable) are identical in all respects as Transnet will not accept any liability for having disqualified a bidder for failing to provide a mandatory returnable document in either the original or the copy of the RFP albeit that it was included in the other.

8.4 A CD copy of the RFP Proposal must be submitted. Please provide files in MS Word / Excel format, not PDF versions, noting that the signed original set will be legally binding.

8.5 All returnable documents tabled in the Proposal Form [Section 4] must be returned with your Proposal.

8.6 Unless otherwise expressly stated, all Proposals furnished pursuant to this RFP shall be deemed to be offers. Any exceptions to this statement must be clearly and specifically indicated.

8.7 Any additional conditions must be embodied in an accompanying letter. Subject only to RFP Appendix (ii) - General Bid Conditions [Alterations made by the Respondent to Bid Prices], alterations, additions or deletions must not be made by the Respondent to the actual RFP documents.

9 COMPLIANCE

The successful Respondent [hereinafter referred to as the Service Provider] shall be in full and complete compliance with any and all applicable laws and regulations.

10 DISCLAIMERS

Respondents are hereby advised that Transnet is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of Proposals. In particular, please note that Transnet reserves the right to:

10.1 modify the RFP’s Services and request Respondents to re-bid on any such changes;
10.2 reject any Proposal which does not conform to instructions and specifications which are detailed herein;
10.3 disqualify Proposals submitted after the stated submission deadline [closing date];
10.4 not necessarily accept the lowest priced Proposal or an alternative bid;
10.5 reject all Proposals, if it so decides;
10.6 withdraw the RFP on good cause shown;
10.7 award a contract in connection with this Proposal at any time after the RFP’s closing date;
10.8 award a contract for only a portion of the proposed Services which are reflected in the scope of this RFP;
10.9 split the award of the contract between more than one Service Provider, should it at Transnet’s discretion be more advantageous in terms of, amongst others, cost or developmental considerations;
10.10 make no award of a contract;
10.11 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 Transnet to do so;

10.12 request audited financial statements or other documentation for the purposes of a due diligence exercise; and/or

10.13 not accept any changes or purported changes by the Respondent to the Tender rates after the closing date and/or after the award of the business, unless the contract specifically provided for it.

- 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, Transnet reserves the right to cancel the contract and/or place the Respondent on Transnet’s list of Restricted Suppliers.

- Transnet reserves the right to undertake post-tender negotiations [PTN] with selected Respondents or any number of short-listed Respondents, such PTN to include, at Transnet’s option, any evaluation criteria listed in this RFP document. In the event of any Respondent being notified of such short-listed/preferred bidder status, his bid, as well as any subsequent negotiated best and final offers (BAFO), will automatically be deemed to remain valid during the negotiation period and until the ultimate award of business.

- Transnet reserves the right to award the business to the highest scoring bidder/s unless objective criteria justify the award to another bidder. The specific objective criteria to be used in the context of this RFP can be listed as follows:
  - Risks associated with receiving unrealistic and/or financially non-viable priced offers from Respondents; and
  - Risks associated with general business operations specific to this service offering.

- Should the preferred bidder fail to sign or commence with the contract within a reasonable period after being requested to do so, Transnet reserves the right to award the business to the next ranked bidder, provided that he/she is still prepared to provide the required goods at the quoted price. Under such circumstances, the validity of the bids of the next ranked bidder(s) will be deemed to remain valid, irrespective of whether the next ranked bidder(s) were issued with a Letter of Regret. Bidders may therefore be requested to advise whether they would still be prepared to provide the required goods at their quoted price, even after they have been issued with a Letter of Regret.

- Kindly note that Transnet 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.

10.14 Transnet reserves the right to monitor and evaluate SD commitments apportioned to subcontractors.

11 LEGAL REVIEW

A Proposal submitted by a Respondent will be subjected to review and acceptance or rejection of its proposed contractual terms and conditions by Transnet’s Legal Counsel, prior to consideration for an award of business. A material deviation from the Standard terms or conditions could result in disqualification.

12 SECURITY CLEARANCE

Acceptance of this bid could be subject to the condition that the Successful Respondent, its personnel providing the goods and its subcontractor(s) must obtain security clearance from the appropriate authorities (i.e. National
Intelligence Agency) to the level of CONFIDENTIAL/SECRET/TOP SECRET. Obtaining the required clearance is the responsibility of the Successful Respondent. Acceptance of the bid is also subject to the condition that the Successful Respondent will implement all such security measures as the safe performance of the contract may require.

13 NATIONAL TREASURY 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. Respondents must register on the CSD prior to submitting their bids. Business may not be awarded to a Respondent who has failed to register on the CSD. The CSD can be accessed on the following link: https://secure.csd.gov.za/.

Respondents are required to provide Transnet with the following in order to enable it to verify information on the CSD:
Supplier Number: ______________________________

Unique registration reference number: ______________________________

14 TAX COMPLIANCE

Respondents must be compliant when submitting a proposal to Transnet and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

It is a condition of this bid that the tax matters of the successful Respondents be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the Respondents tax obligations.

It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder’s tax compliance status and by submitting this bid such confirmation is deemed to have been granted.

Respondents are required to be registered on the Central Supplier Database as indicated in paragraph 13 and the National Treasury shall verify the bidder’s tax compliance status through the Central Supplier Database.

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

14.1 NEW TAX COMPLIANCE STATUS (TCS) SYSTEM

SARS has implemented a new Tax Compliance Status (TCS) system in terms of which a taxpayer is now able to authorise any 3rd party to verify its compliance status in one of two ways: either through the use of an electronic access PIN, or through the use of a Tax Clearance Certificate obtained from the new TCS system.

Respondents are required to provide the following to Transnet in order to enable it to verify their tax compliance status:

Tax reference number: ______________________________

Tax Clearance Certificate & TCC Number: ______________________________ and PIN: ________________.
15 PROTECTION OF PERSONAL DATA

In responding to this bid, Transnet acknowledges that it may obtain and have access to personal data of the Respondents. Transnet 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, Transnet 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, Transnet requires Respondents to process any personal information disclosed by Transnet in the bidding process in the same manner. The detailed mutual duties of Transnet and the Respondents to protect personal information is contained in paragraph 37 of the General Bid Conditions.

Transnet urges its clients, suppliers and the general public

to report any fraud or corruption to

TIP-OFFS ANONYMOUS: 0800 003 056
Section 2 : BACKGROUND, OVERVIEW AND SCOPE OF REQUIREMENTS

1 EXECUTIVE OVERVIEW

Transnet seeks to appoint a Service Provider for the provision of administration services to Transnet and its benefit funds (Transnet’s intention is to award a three (3) year contract to one (1) service provider). The selected Service Provider will share in the mission and business objectives of Transnet. These mutual goals will be met by meeting contractual requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communications. The spirit of partnership should underpin service-rendering, with the aim of enhancing current practices, support processes and systems. Processes as currently designed, should be reviewed and enhanced where relevant.

Specifically, Transnet seeks to benefit from this partnership in the following ways:

1.1 Transnet must receive reduced costs and improved service benefits resulting from economies of scale and streamlined service processes;

1.2 Transnet must achieve appropriate availability that meets user needs while reducing the costs.

1.3 Transnet must receive proactive improvements from the service provider with respect to the provided services and related processes;

1.4 The efficiency of the change management capability training services must be strengthened by the service provider’s leading edge technology and service delivery systems; and

1.5 Transnet’s end-users must be able to rely on the service provider’s personnel for service enquiries, recommendations and expertise.

2 BACKGROUND

The Trustees of the Transnet Second Defined Benefit Fund (the “Fund”) and Transnet SOC Limited (“the Company”) have commenced a process of reviewing the administration services for the Transnet Second Defined Benefit Fund (details under Part 1) and for the administration of various Company-paid benefits and subsidies (details to Part 2).

2.1. Part 1

BACKGROUND INFORMATION TO THE TRANSNET SECOND DEFINED BENEFIT FUND

- The Fund is a closed defined benefit pension fund, consisting of pensions and possible post-retirement medical payments for SATS pensioners.

- The Fund’s membership comprises some 52,260 pensioners as at 31 July 2017, with corresponding assets of some R15bn as at 30 June 2017.

- There are currently approximately 900 new spouses’ pensions arising each year through the deaths of pensioners.

- Although the Fund does not fall under the Pension Funds Act (it is governed under the Transnet Pension Funds Act), the Trustees require the Fund to maintain the same standards as is required by the Pension Funds Act.

- Pensions are increased by 2.0% per annum on the anniversary of the commencement of the pension.
Bonuses are determined by the Trustees on an ad-hoc basis.

The Fund investments are managed by external asset managers, taking instructions from the Trustees on the advice of the Investment Committee. The Fund’s investment strategy is a single strategy consisting of both a matching asset and unmatched assets (there is no investment choice administration required).

The Fund does not have any contingency reserve accounts set out in the rules detailing the financial operation of the Fund. The actuary of the Fund does however hold a solvency reserve.

The fund is managed by a board of 8 trustees (4 Pensioner elected and 4 appointed by the Company). Four trustee meetings are normally held each year. Trustee meetings are held in Johannesburg.

The Principal Officer’s office prepares the agenda packs with the assistance of the administrator.

Executive (Administration) Committee meetings are held monthly with the administrator reporting on service deliveries and compliance with performance standards.

Investment Committee meetings are held monthly. A representative of the administrator is required to attend these meetings.

Risk and Compliance Committee Meetings and Audit Committee meetings are normally held quarterly. A representative of the administrator is required to attend these meetings.

The fund is subject to annual audit and actuarial valuations.

SCOPE OF REQUIREMENTS

REQUIRED SERVICES – TRANSNET SECOND DEFINED BENEFIT FUND

The administrator is required to provide the following services in respect of the Fund.

Data management services:

2.1.1. Pensioner data management;
   - creation of new records;
   - maintenance of existing records;
   - verification of changing banking details;
   - All other data necessary in the administration of pension payments;
   - Linking multiple records, if required;

2.1.2. Apply any pension increases to the pension amounts payable as directed by the Fund.

2.1.3. Verify through Home Affairs or a certificate of existence approach, the existence of pensioners on a regular basis, ceasing the payment of pensions on confirmation of non-existence or non-compliance.

2.1.4. Re-instate arrear pension instalments and deductions.

2.1.5. Store pensioner information in an electronic, indexed manner.

2.1.6. Ensure appropriate data back-up and disaster recovery procedures are in place.

2.1.7. The Administrator is expected to provide membership data for the annual AC116 valuation performed by Transnet during the course of the contract period.

Benefit payment services:

2.1.8. Pay the amount due to pensioners (after deducting any taxes payable and medical aid contributions) as directed by the Fund.

2.1.9. Pay the required tax (to both SARS and the Namibian Revenue Authority) and medical aid contributions.

2.1.10. Pay arrear pension instalments and deductions after re-instatement.

2.1.11. Payment of bonuses as declared by the Fund from time to time.

2.1.12. Any other payments that may be required in the course of operation of the Fund.
2.1.13. Have a process in place for the recovery of monthly over-payments which may arise after the demise of pensioners.

2.1.14. The distribution / payment of benefits to the beneficiaries will be funded from the assets of the TSDBF and Transnet via the information technology system of the administrator.

2.1.15. Payslips and tax certificates are required to be distributed electronically where electronic contacts are available.

**Communication services:**

2.1.16. Issue monthly payment slips, to pensioners.

2.1.17. Issue an IRP 5 in respect of each pensioner, to the address as notified by the pensioner in writing.

2.1.18. Preparation and distribution of bi-annual newsletters.

2.1.19. Distribute pension increase and Fund communication, to the address as notified by the pensioner in writing.

2.1.20. Provide a call centre service for pensioner enquiries, with staff suitably qualified to answer queries in this regard.

2.1.21. There’s approximately 100 pensioners located outside of South Africa.

2.1.22. Provide client walk-in contact centres nationally.

2.1.23. Assist with annual information sharing sessions. The Administrator arranges the venue, create high level awareness for the sessions and could be required to present some aspects of the Agenda. The sessions are held in the major centres of the country and the costs are carried by the Fund.

2.1.24. Conduct interviews nationally (no more than 100 per annum) with beneficiaries, if required, on a national basis and prepare summaries for the Executive Committee thereof (the cost must be included in the quotation).

2.1.25. The administrator will be required to liaise with the principal of the funds on an ad hoc and when required basis.

**Financial operation:**

2.1.26. Maintain records of all financial transactions, including relevant cashbooks and ledgers.

2.1.27. Preparation of bank reconciliations on a daily basis.

2.1.28. Preparation of annual financial statements for review by the Fund’s auditors.

2.1.29. Preparation of quarterly management accounts for review by the Fund’s Executive Committee.

2.1.30. Preparation of annual budgets and forecasts for the Fund.

2.1.31. Cashflow management in terms of the agreed investment mandate.

**Provision of information:**

2.1.32. Prepare all reports and documents required for the audit process, so that the audited financial statements are completed with 3 months of the financial year end, being 31 March.

2.1.33. Provision of actuarial valuation data to the Fund’s valuator.

2.1.34. Submission of all required statutory documents, including tax submissions and reconciliations.

**Assistance to the Principal Officer and the Trustees:**

2.1.35. Assist the Principal Officer in the preparation of Board of Trustees meeting agenda and packs.

2.1.36. Preparation of administration reports.

2.1.37. Packs to include reports on service deliveries and adherence with time standards.

2.1.38. Maintain and manage administration and risk registers.
Legal and compliance:
2.1.39. Ensure compliance with Fund’s rules.
2.1.40. Draft rule amendments, as required.
2.1.41. Manage litigation processes, as required. The administrator facilitate obtaining of legal opinions in respect of benefit payment disputes, disputes arising from service provider contracts and assist in the legal aspects and drafting of rule amendments. The cost for the above must be included in the quotation. Legal fees in respect of external counsel will be carried by the Fund.
2.1.42. Assist with complaints against the Fund.

Attendance at meetings:
2.1.43. Trustee Board Meetings (quarterly).
2.1.44. Executive Committee Meetings (monthly).
2.1.45. Investment Committee Meetings (monthly).
2.1.46. Risk and Compliance Committee Meetings and Audit Committee meetings (quarterly). The administrator is expected to table quarterly management accounts at the Audit Committee meetings.
2.1.47. Ad-hoc meetings that the funds may convene.

Other:
2.1.48. Compliance with all regulatory requirements of administrators.
2.1.49. Host Trustee Board Meetings and other meetings as required (i.e. a room capable of holding 16 people - minimal catering is required).

2.2. Part 2

BACKGROUND INFORMATION TO THE TRANSNET UNFUNDED BENEFIT AND SUBSIDY PAYMENTS
- The Company has a number of unfunded benefit and subsidy payments it makes on a monthly basis to beneficiaries. There is some overlap between the pensioners receiving these payments and the pensioners of the Transnet Second Defined Benefit Fund (this relates to Transmed subsidies to the SATS pensioners, in some instances certain former management employees now pensioners of the TSDBF receive an additional monthly payment from Transnet channelled through the TSDBF and pension payments in respect of the Workman’s Compensation Act). To this end the Company, is looking for an administrator to facilitate the payment of these pensions in conjunction with the administration of the Fund in order to achieve efficient maintenance of data and reduced combined costs.
- The benefits and subsidies to be paid include:
  (i) Transmed pensioners administration (medical subsidies paid by Transnet to Transmed). The approximate number of monthly payments is currently 10 760– this is a closed group of payments.
  (ii) Workers Compensation Act pensions and Retired Management Beneficiaries administration (benefits and top-up pensions paid by Transnet to qualifying employees). The approximate number of monthly payments is currently 1 368 – this is a closed group of payments.

REQUIRED SERVICES FOR THE TRANSNET UNFUNDED BENEFIT AND SUBSIDY PAYMENTS
The administrator is required to provide the following services in the payment of the unfunded benefits.

Data management services:
2.2.1. Pensioner data management;
- creation of new records;
- maintenance of existing records;
• verification of changing banking details;
• All other data necessary in the administration of the subsidy and benefit payments;
• Linking multiple records, if required;

2.2.2. Apply any benefit and subsidy increases as directed by the Company.

2.2.3. Verify through Home Affairs or a certificate of existence approach, the existence of pensioners on a regular basis, ceasing the payment of pensions on confirmation of non-existence or non-compliance.

2.2.4. Re-instate arrear instalments and deductions.

2.2.5. Store pensioner information in an electronic, indexed manner.

2.2.6. Ensure appropriate data back-up and disaster recovery procedures are in place.

**Benefit payment services:**

2.2.7. Pay the amount due to beneficiaries as directed by the Company.

2.2.8. Pay the required tax (to both SARS and the Namibian Revenue Authority).

2.2.9. Pay arrear instalments and deductions after re-instatement.

2.2.10. Any other payments that may be required in the course of operation of the Fund.

2.2.11. Have a process in place for the recovery of over-payments.

**Communication services:**

2.2.12. Issue monthly payment slips, to pensioners.

2.2.13. Issue an IRP 5 in respect of each pensioner, to the address as notified by the pensioner in writing.

2.2.14. Provide a call centre service for pensioner enquiries, with staff suitably qualified to answer queries in this regard.

2.2.15. Provide client walk-in contact centres nationally.

**Financial operation:**

2.2.16. Maintain a bank account into which the subsidy and benefit amounts can be paid by the Company and from which the various payments can be made.

2.2.17. Maintain records of all financial transactions, including relevant cashbooks and ledgers.

2.2.18. Preparation of bank reconciliations on a daily basis.

**Provision of information:**

2.2.19. Prepare all reports and documents required for an audit, to be conducted at the discretion of the Company.

2.2.20. Submission of all required tax submissions and reconciliations.

**Other:**

2.2.21. Compliance with all regulatory requirements of administrators.

### 2.3. General Confirmations

Respondents are required to indicate their confirmation to the following conditions:

a) Transnet requires approximately 6 month handover period prior to the commencement of the new contract. Are you willing to commit your time and resources, at no additional cost to Transnet, to honour this request?

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>
b) Would there be any actual or perceived conflicts of interest and/or risks if your company provides administration services to the Transnet Benefit funds?

[ ] YES  [ ] NO


c) Can Transnet contact the Principal Officers of retirement funds to whom your company has previously provided administration services for? If Yes, please provide the contact details of the Principal Officer at each fund.

[ ] YES  [ ] NO

The questions above are considered a prequalification requirement and should a Respondent respond negatively to any of the above mentioned questions then Transnet reserves the right to determine a Respondent's further participation in the tender process and may disqualify a Respondent at its sole discretion.

Respondents must complete and submit Annexure B and Annexure F which include a Technical Prequalification and Technical Questionnaire

A Respondent’s compliance with the minimum functionality/technical threshold will be measured by their responses to Annexure B and F.

3 GREEN ECONOMY / CARBON FOOTPRINT

Transnet wishes to have an understanding of your company’s position with regard to environmental commitments, including key environmental characteristics such as waste disposal, recycling and energy conservation. Please submit details of your entity's policies in this regard.

4 GENERAL SERVICE PROVIDER OBLIGATIONS

4.1 The Service Provider(s) shall be fully responsible to Transnet for the acts and omissions of persons directly or indirectly employed by them.

4.2 The Service Provider(s) must comply with the requirements stated in this RFP.
5 EVALUATION METHODOLOGY

Transnet will utilise the following methodology and criteria in selecting a preferred Service Provider, if so required:

<table>
<thead>
<tr>
<th>Stage 1</th>
<th>Stage 2</th>
<th>Stage 3</th>
<th>Stage 4</th>
<th>Stage 5</th>
<th>Stage 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Responsiveness</td>
<td>Substantive Responsiveness</td>
<td>60% Minimum Threshold</td>
<td>Weighted Scoring / 100</td>
<td>Post tender negotiation (if applicable) requesting a revised final offer.</td>
<td>Negotiation of final terms &amp; conditions of contract including SD, B-BBEE Improvement Plan with successful bidder</td>
</tr>
<tr>
<td>Returnable documents/schedules</td>
<td>Prequalification</td>
<td>Functionality/Technical</td>
<td>Price/TCO (90)</td>
<td>B-BBEE (10) Scorecard</td>
<td></td>
</tr>
<tr>
<td>- Minimum B-BBEE Level 4</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- *SD commitment of 10% / 15% / 20% of the contract value</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Technical pre-qualification</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NB:** Evaluation of the various stages will normally take place in a sequential manner. However, in order to expedite the process, Transnet reserves the right to conduct the different stages of the evaluation process in parallel. In such instances the evaluation of bidders at any given stage must therefore not be interpreted to mean that bidders have necessarily passed any previous stage(s).

5.1 STAGE ONE: Test for Administrative Responsiveness

The test for administrative responsiveness will include the following:

<table>
<thead>
<tr>
<th>Administrative responsiveness check</th>
<th>RFP Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whether the Bid has been lodged on time</td>
<td>Section 1 paragraph 3</td>
</tr>
<tr>
<td>Whether all Returnable Documents and/or schedules [where applicable] were completed and returned by the closing date and time</td>
<td>Section 4</td>
</tr>
<tr>
<td>Verify the validity of all returnable documents</td>
<td>Section 4, pages 31 - 33</td>
</tr>
</tbody>
</table>

*The test for administrative responsiveness [Stage One] must be passed for a Respondent’s Proposal to progress to Stage Two for further prequalification*
### 5.2 STAGE TWO: Test for Substantive Responsiveness to RFP

The test for substantive responsiveness to this RFP will include the following:

<table>
<thead>
<tr>
<th>Check for substantive responsiveness</th>
<th>RFP Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Whether any general prequalification criteria set by Transnet, have been met</td>
<td>Section 4 – validity period, General Bid Conditions clause 20</td>
</tr>
<tr>
<td>2. Whether the Bid contains a priced offer</td>
<td>Section 3</td>
</tr>
<tr>
<td>3. Whether the Bid materially complies with the scope and/or specification given</td>
<td>All Sections</td>
</tr>
<tr>
<td>4. Whether any Technical prequalification set by Transnet have been met</td>
<td>Section 2 paragraph 2.3 (a to c)</td>
</tr>
<tr>
<td>5. Whether any Technical prequalification set by Transnet have been met</td>
<td>Annexure B [Technical Prequalification Criteria]</td>
</tr>
<tr>
<td>6. Whether any set prequalification criteria for preferential procurement have been met:</td>
<td>Section 1 paragraph 5.3 and 5.4</td>
</tr>
<tr>
<td>a) Indicate the minimum B-BBEE threshold of Level 4</td>
<td></td>
</tr>
<tr>
<td>7. Whether the Bid contains a Prequalification commitment that the monetary value of all SD initiatives to be undertaken by the Respondent will not be less than:</td>
<td>Section 10 – Supplier Development Initiatives and Annexure A</td>
</tr>
<tr>
<td>a) EMEs (10% [ten percent]),</td>
<td></td>
</tr>
<tr>
<td>b) QSEs (15% [fifteen percent]) or</td>
<td></td>
</tr>
<tr>
<td>c) LEs (20% [twenty percent]) of the contract value.</td>
<td></td>
</tr>
</tbody>
</table>

*The test for substantive responsiveness [Stage Two] must be passed for a Respondent’s Proposal to progress to Stage Three for further evaluation*
5.3 **STAGE THREE: Minimum Threshold of 60% for Technical Criteria**

The test for the Technical and Functional threshold will include the following:

<table>
<thead>
<tr>
<th>Quality Criteria</th>
<th>Weightings</th>
<th>Scoring Guideline</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Company Capability</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.1 Approach and methodology</strong></td>
<td>20%</td>
<td>0. Non-responsive</td>
</tr>
<tr>
<td>Respondents must provide a detailed methodology and approach on how the required services will be provided to the Funds. The methodology and approach must be aligned to the scope of requirements detailing the following:</td>
<td></td>
<td>1. High level methodology and approach submitted with little to no detail provided on deliverables</td>
</tr>
<tr>
<td>• Data management services;</td>
<td></td>
<td>2. Methodology and approach submitted with detailed information on three (3) of the deliverables</td>
</tr>
<tr>
<td>• Benefit payment services;</td>
<td></td>
<td>3. Methodology and approach submitted with detailed information on five (5) of the deliverables</td>
</tr>
<tr>
<td>• Communication services;</td>
<td></td>
<td>4. Methodology and approach submitted with detailed information provided for all eight (8) deliverables</td>
</tr>
<tr>
<td>• Financial operation;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Provision of information;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Assistance to the Principal Officer and the Trustees;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Legal and compliance;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Attendance at meetings; and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Other.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.2 Size of Company</strong></td>
<td>5%</td>
<td>0. None-responsive.</td>
</tr>
<tr>
<td>Respondents must provide their company organogram detailing the roles in the retirement fund division.</td>
<td></td>
<td>2. Information provided but not sufficient</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Retirement fund division organogram provided with details of roles in the retirement fund division.</td>
</tr>
<tr>
<td><strong>2 System capabilities and processes</strong></td>
<td>15%</td>
<td>0. Non-responsive.</td>
</tr>
<tr>
<td>Respondent must provide detailed description of their administration system:</td>
<td></td>
<td>1. High level information with little to no detail provided</td>
</tr>
<tr>
<td>• Name and whether it has been purchased or developed in-house;</td>
<td></td>
<td>2. Detailed information provided for three (3) of the requirements listed</td>
</tr>
<tr>
<td>• Date of purchased or written;</td>
<td></td>
<td>3. Detailed information provided for five (5) of the requirements listed</td>
</tr>
<tr>
<td>• Maintenance and upgrade plan;</td>
<td></td>
<td>4. Detailed information provided for all seven (7) requirements listed.</td>
</tr>
<tr>
<td>• The approach adopted on the administration system for dealing with suspended pensioners, in particular, how their pensions are treated and the arrears payments are dealt with;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The system’s capabilities for dealing with varying levels of increases, bonus payments and other non-standard increases (e.g. inflation-related catch-ups) for different categories of pensioners;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The system’s capabilities for cross referencing and checking pensioner records with statutory organs such as the Department of Home Affairs and SARS;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• A disaster recovery plan and systems back up procedure if any disaster should occur on your business premises.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Quality Criteria

<table>
<thead>
<tr>
<th>3 Track record of Administrator</th>
<th>Weightings</th>
<th>Scoring Guideline</th>
</tr>
</thead>
</table>
| Respondent must provide detailed description of their track record covering the following: | 20% | 0. Non-responsive  
1. High level information with little to no detail provided  
2. Detailed information submitted with descriptions provided for two (2) of the requirements listed  
3. Detailed information submitted with descriptions provided for four (4) of the requirements listed  
4. Detailed information submitted with descriptions provided for all six (6) of the requirements listed |
|  | | Number of retirement funds and total membership of those funds under administration by the company. Any funds which are directly linked to the company should be excluded from this analysis.  
Number of retirement funds and total membership and assets of those funds under the team earmarked to administer the fund.  
Listing of all retirement funds being administered with a membership of more than 5,000 members, together with the contact details of the Principal Officer of each fund and the period they have been under your administration.  
Details of any retirement funds with a membership of more than 500 members who have terminated administration services in the last 3 years.  
Details of any new retirement fund administration appointments for funds with more than 2,500 members in the last 3 years.  
Confirm whether you administer any other unfunded schemes similar to those described in "RFP, Section 2, Scope of Work, Part 2". If "yes", confirm how many and the membership involved. |

<table>
<thead>
<tr>
<th>4 Team Capacity</th>
<th>Weightings</th>
<th>Scoring Guideline</th>
</tr>
</thead>
</table>
| Respondent must provide detailed description of their Team Capacity covering the following: | 10% | 0. Non-responsive  
1. High level information with little to no detail provided  
2. Detailed information submitted with descriptions provided for two (2) of the deliverables  
3. Detailed information submitted with descriptions provided for four (4) of the deliverables  
4. Detailed information submitted with descriptions provided for all five (5) of the deliverables |
|  | | Describe the general administration approach, i.e. multi-skilled client-focused teams or divided on functional lines  
Name the person (together with a brief CV) who would be the primary contact for all fund related issues  
Names of other staff (together with brief CVs) who would be allocated to the fund  
Would member queries be addressed by a call centre or by the administration team administering the fund  
Confirmation of the typical turn-around times for queries raised. For example, queries by pensioners / queries by the Principal Officer / queries by the valuator. |

<table>
<thead>
<tr>
<th>5 Team Experience</th>
<th>Weightings</th>
<th>Scoring Guideline</th>
</tr>
</thead>
</table>
| Respondent must provide a minimum of three (3) CVs of the proposed resources that would be responsible for the ongoing management of this mandate. CVs to demonstrate relevant experience in benefit funds and administration services.  
(Experience will be evaluated and scored by calculating the average of the combined total number of years’ experience of the key resources assigned to this project) | 10% | 1. <3 years’ relevant combined experience of the team  
2. 3 to 5 years’ relevant combined experience of the team  
3. 5 to 7 years’ relevant combined experience of the team  
4. >7 years’ relevant combined experience of the team |

---
### Quality Criteria

<table>
<thead>
<tr>
<th>Quality Criteria</th>
<th>Weightings</th>
<th>Scoring Guideline</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6  Geographical footprint/ Member access</strong></td>
<td>10%</td>
<td>0. Non responsive</td>
</tr>
<tr>
<td>Respondent must indicate their representation of administration offices throughout the designated provinces that would be used to service the fund (e.g. walk-ins) or willingness and ability to offer the required services in the designated provinces (Please complete Annexure G: Geographical Footprint).</td>
<td></td>
<td>1. Presence in 1-2 designated provinces only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Presence in 3-5 designated provinces only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Presence in 6-8 designated provinces only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Presence in all 9 designated provinces</td>
</tr>
<tr>
<td><strong>7  Call Centre</strong></td>
<td>5%</td>
<td>0. No evidence of a call centre provided</td>
</tr>
<tr>
<td>Respondents must have a Call Centre which is a physical location with a minimum of 5 call centre agents</td>
<td></td>
<td>1. Call centre telephone number and physical address must be provided as evidence</td>
</tr>
<tr>
<td><strong>8  Fidelity Cover</strong></td>
<td>5%</td>
<td>0. None provided or information provided on fidelity cover is inconclusive</td>
</tr>
<tr>
<td>Respondent must provide detailed description of their Fidelity cover as follows:</td>
<td></td>
<td>4. Fidelity cover provided with detailed information in all areas</td>
</tr>
<tr>
<td>- Details of fidelity cover held by the company which would be directly applicable to the administration services;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Details of any fidelity claims against the company in the last 3 years; and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Details of any other material complaints against the company which have been raised or settled in the last 3 years</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Weighting:** 100%

**Minimum qualifying score required:** 60%

Respondents are to note that Transnet will round off final technical scores to the nearest 2 (two) decimal places for the purposes of determining whether the technical threshold has been met.

Respondents are encouraged to structure responses in accordance with criteria as listed above.

*The minimum threshold for technical/functionality [Stage Three] must be met or exceeded for a Respondent’s Proposal to progress to Stage Four for final evaluation*
5.4 STAGE FOUR: Evaluation and Final Weighted Scoring

a) Price Criteria [Weighted score 90 points]:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>RFP Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial offer</td>
<td>Section 3</td>
</tr>
</tbody>
</table>

Transnet will utilise the following formula in its evaluation of Price:

\[
PS = 90 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)
\]

Where:
\[
PS = \text{Score for the Bid under consideration}
\]
\[
Pt = \text{Price of Bid under consideration}
\]
\[
Pmin = \text{Price of lowest acceptable Bid}
\]

b) Broad-Based Black Economic Empowerment criteria [Weighted score 10 points]

- B-BBEE - current scorecard / B-BBEE Preference Points Claims Form

Preference points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table indicated below:

<table>
<thead>
<tr>
<th>B-BBEE Status Level of Contributor</th>
<th>Number of Points [Maximum 10]</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Non-compliant contributor</td>
<td>0</td>
</tr>
</tbody>
</table>

2.2 SUMMARY: Applicable Thresholds and Final Evaluated Weightings

<table>
<thead>
<tr>
<th>Thresholds</th>
<th>Minimum Percentage [%]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical / functionality</td>
<td>60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Final Weighted Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price</td>
<td>90</td>
</tr>
<tr>
<td>B-BBEE - Scorecard</td>
<td>10</td>
</tr>
<tr>
<td><strong>TOTAL SCORE:</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
2.3 STAGE FIVE and SIX Post Tender Negotiations and final award

- Transnet reserves the right to conduct financial due diligence exercises at its own discretion, prior to entering into post tender negotiations, should it deem necessary by virtue of unrealistic and/or non-financially viable priced offers being submitted by Respondents who have successfully passed the previous stages.

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

- Transnet will negotiate the final terms and conditions of the contract with the successful Respondent(s). This may include aspects such as Supplier Development, the B-BBEE Improvement Plan, price and delivery. Thereafter the final contract will be awarded to the successful Respondent(s). The aim of the negotiations is to improve on the initial initiatives and firm up the commitment of the supplier. The Supplier Development Criteria commitment will form part of the Master Services Agreement with the supplier.

**IMPORTANT NOTICE TO RESPONDENTS**

Transnet has appointed a Procurement Ombudsman to investigate any material complaint in respect of RFPs exceeding R5 million [five million S.A. Rand] in value. Should a Respondent have any material concern regarding an RFP process which meets this threshold, a complaint may be lodged with the Ombudsman for further investigation. The Ombudsman reserves the right to refer the complaint to an external service provider for investigation.

It is incumbent on the Respondent to familiarise himself/herself with the Terms of Reference OF the Ombudsman which are available for review at Transnet’s website [www.transnet.net](http://www.transnet.net).

An official complaint form may be downloaded from this website and submitted, together with any supporting documentation, within the prescribed period, to procurement.ombud@transnet.net.

For transactions below the abovementioned threshold, a complaint may be lodged with the Chief Procurement Officer of the relevant Transnet Operating Division/Specialist Unit.

Respondents are to note that a complaint must be made in good faith. If a complaint is made in bad faith, Transnet reserves the right to place such a Bidder on its List of Excluded Bidders.
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

CLOSING VENUE: 48th Floor, Carlton Centre, 150 Commissioner Street, Johannesburg, 2001

CLOSING DATE: 05 September 2017

CLOSING TIME: 12:00 pm

VALIDITY PERIOD: 120 business days

Section 3: PRICING AND DELIVERY SCHEDULE

Respondents are required to complete the table below:

<table>
<thead>
<tr>
<th>No.</th>
<th>Description of Service</th>
<th>Unit of Measure</th>
<th>Estimated Members&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Unit Cost</th>
<th>Total Monthly Cost (excl. VAT)</th>
<th>Total Cost for Year 1 (excl. VAT)</th>
<th>Total Cost for Year 2 (excl. VAT)</th>
<th>Total Cost for Year 3 (excl. VAT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Transnet Second Defined Benefit Fund Administration Fees</td>
<td>Per person</td>
<td>52 260</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Transmed Pensioners Administration Fee (SATS)</td>
<td>Per person</td>
<td>10 034</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Transmed pensioners Administration Fee (Transnet)</td>
<td>Per person</td>
<td>1127</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Workers Compensation Act pensions</td>
<td>Per person</td>
<td>1032</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Retired Management Beneficiaries Administration Fee</td>
<td>Per person</td>
<td>350</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Reporting</td>
<td>Each</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Management Fee</td>
<td>Each</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sub Total (excl. VAT)

Disbursements

Discount(s)

Total Cost (excl. VAT)

---

<sup>2</sup> Membership numbers are based on a best estimate as at 31 July 2017. Membership numbers are subject to change upon conclusion of this tender process but a Respondent’s proposed unit cost per member is expected to remain static until the expiration of the bid validity period.
Notes to Pricing:

a) Respondents are to note that if the price offered by the highest scoring bidder is not market-related, Transnet may not award the contract to that Respondent. Transnet may-
   i) negotiate a market-related price with the Respondent scoring the highest points or cancel the RFP;
   ii) 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;
   iii) 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; or
   iv) if a market-related price is not agreed with the Respondent scoring the third highest points, Transnet must cancel the RFP.

b) Prices must be quoted in South African Rand;

c) Disbursements must be based on actual disbursements but shall not exceed 10% of the total contract value;

d) The pensioner mortality rate across all of the funds decreases by an average of 7% (seven percent) each year. Respondents must take this into account when providing a cost for years 2 and 3;

e) Fee escalations shall be allowed after a 12 month period and fee escalations shall be equal to or below CPI for years 2 and 3;

f) To facilitate like-for-like comparison bidders must submit pricing strictly in accordance with this pricing schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being declared non-responsive. Additional rows may be added where necessary; and

g) Please note that should you have offered a discounted price(s), Transnet will only consider such price discount(s) in the final evaluation stage if offered on an unconditional basis.

1 DISCLOSURE OF PRICES TENDERED

1.1 Respondents are to note that, on award of business, Transnet 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), as required per National Treasury Instruction Note 01 of 2015/2016.

2 SERVICE LEVELS

2.1. An experienced national account representative(s) is required to work with Transnet’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.

2.2. Transnet will have monthly reviews with the Service provider’s account representative on an on-going basis.

2.3. Transnet reserves the right to request that any member of the Service provider’s team involved on the Transnet account be replaced if deemed not to be adding value for Transnet.

2.4. The Service provider guarantees that it will achieve a 95% [ninety-five per cent] service level on the following measures:
   a) Random checks on compliance with quality/quantity/specifications
   b) On-time delivery
3 RISK

Respondents must elaborate on the control measures put in place by their entity, which would mitigate the risk to Transnet pertaining to potential non-performance by a Service provider, in relation to:

3.1 Quality and specification of Services delivered:

________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

Continuity of supply:

________________________________________________________________________

________________________________________________________________________

__________________________________________________________________________________

3.2 Compliance with the Occupational Health and Safety Act, 85 of 1993:

________________________________________________________________________

________________________________________________________________________

__________________________________________________________

4 REFERENCES

Please indicate below a minimum of three (3) company names and contact details of previous and/or existing customers, other than Transnet, whom Transnet may contact to seek third party evaluations of your service levels:

<table>
<thead>
<tr>
<th>NAME OF COMPANY</th>
<th>CONTACT PERSON</th>
<th>TELEPHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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: __________________________

________________________________       ________________________
Respondent’s Signature       Date & Company Stamp
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

Section 4: PROPOSAL FORM AND LIST OF RETURNABLE DOCUMENTS

I/We__________________________________________________________________________________

[full address]

______________________________________________________________________________________

I/We hereby offer to supply the abovementioned Services at the prices quoted in the schedule of prices in accordance with the terms set forth in the documents listed in the accompanying schedule of RFP documents.

I/We agree to be bound by those conditions in Transnet’s:

(i) Terms and Conditions of Contract - Services;

(ii) General Bid Conditions – Services; and

(iii) Any other standard or special conditions mentioned and/or embodied in this Request for Proposal.

I/We accept that unless Transnet should otherwise decide and so inform me/us in the letter of award/intent, this Proposal [and, if any, its covering letter and any subsequent exchange of correspondence], together with Transnet’s acceptance thereof shall constitute a binding contract between Transnet and me/us.

Should Transnet decide that a formal contract should be signed and so inform me/us in a letter of intent [the Letter of Intent], this Proposal [and, if any, its covering letter and any subsequent exchange of correspondence] together with Transnet’s Letter of Intent, shall constitute a binding contract between Transnet and me/us until the formal contract is signed.

I/We further agree that if, after I/we have been notified of the acceptance of my/our Proposal, I/we fail to enter into a formal contract if called upon to do so, or fail to commence the supply of Services within 4 [four] weeks thereafter,
Transnet may, without prejudice to any other legal remedy which it may have, recover from me/us any expense to which it may have been put in calling for Proposals afresh and/or having to accept any less favourable Proposal.

I/We accept that any contract resulting from this offer will be for a period of three (3) years with an option to extend for two (2) years

Furthermore, I/we agree to a penalty clause/s to be negotiated with Transnet, which will allow Transnet to invoke a penalty against us for non-compliance with material terms of this RFP including the delayed delivery of the Services due to non-performance by ourselves, failure to meet Supplier Development and/or B-BBEE Improvement Plan commitments.

**ADDRESS FOR NOTICES**

The law of the Republic of South Africa shall govern any contract created by the acceptance of this RFP. The *domicilium citandi et executandi* shall be a place in the Republic of South Africa to be specified by the Respondent hereunder, at which all legal documents may be served on the Respondent who shall agree to submit to the jurisdiction of the courts of the Republic of South Africa. Foreign Respondents shall, therefore, state hereunder the name of their authorised representative in the Republic of South Africa who has the power of attorney to sign any contract which may have to be entered into in the event of their Proposal being accepted and to act on their behalf in all matters relating to such contract.

Respondent to indicate the details of its *domicilium citandi et executandi* hereunder:

Name of Entity:

Facsimile:

Address:


**NOTIFICATION OF AWARD OF RFP**

As soon as possible after approval, the successful Respondent [the Service provider] will be informed of the acceptance of its Proposal. Unsuccessful Respondents will be advised in writing of the name of the successful Service provider and the reason as to why their Proposals have been unsuccessful, for example, in the category of price, delivery period, quality, B-BBEE status or for any other reason.

**VALIDITY PERIOD**

Transnet requires a validity period of 120 Business Days [from closing date – 05 September 2017] against this RFP.

**NAME(S) AND ADDRESS / ADDRESSES OF DIRECTOR(S) OR MEMBER(S)**

The Respondent must disclose hereunder the full name(s) and address(s) of the director(s) or members of the company or close corporation [C.C.] on whose behalf the RFP is submitted.

(i) Registration number of company / C.C. ________________________________

(ii) Registered name of company / C.C. ________________________________

(iii) Full name(s) of director/member(s)  Address Addresses  ID Number(s)
RETURNABLE DOCUMENTS

All Sections, as indicated in the footer of each page, must be signed, stamped and dated by the Respondent. Returnable Documents means all the documents, Sections and Annexures, as listed in the tables below.

a) Manditory Returnable Documents

Failure to provide all Mandatory Returnable Documents at the closing date and time of this tender will result in a Respondent’s disqualification. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.

Please confirm submission of the mandatory Returnable Documents detailed below by so indicating [Yes or No] in the table below:

<table>
<thead>
<tr>
<th>MANDATORY RETURNABLE DOCUMENTS</th>
<th>SUBMITTED [Yes/No]</th>
</tr>
</thead>
<tbody>
<tr>
<td>SECTION 3 : Pricing and Delivery Schedule</td>
<td></td>
</tr>
<tr>
<td>ANNEXURE A : Declaration of Supplier Development Commitments</td>
<td></td>
</tr>
<tr>
<td>Respondent must provide evidence of registration as 13B Registered Administrator</td>
<td></td>
</tr>
<tr>
<td>Respondent must provide a minimum of three (3) CVs of the proposed resources demonstrating relevant experience in benefit funds and administration services</td>
<td></td>
</tr>
<tr>
<td>Respondent must provide a valid fidelity cover certificate with a minimum level of R400m</td>
<td></td>
</tr>
<tr>
<td>ANNEXURE B: Technical Prequalification Criteria</td>
<td></td>
</tr>
<tr>
<td>Section 2: Background, Overview And Scope Of Requirements – paragraph 2.3</td>
<td></td>
</tr>
<tr>
<td>Valid and original (or a certified copy) proof of Respondent’s compliance to B-BBEE requirements stipulated in Section 9 of this RFP</td>
<td></td>
</tr>
</tbody>
</table>

b) Essential Returnable Documents

In addition to the requirements of section (a) above, Respondents are further required to submit with their Proposals the following essential Returnable Documents as detailed below.

Essential Returnable Documents required for evaluation purposes:

Failure to provide all essential Returnable Documents used for purposes of scoring a bid, by the closing date and time of this bid will not result in a Respondent’s disqualification. However, Bidders will receive an automatic score of zero for the applicable evaluation criterion. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.

__________________________________________________________________________________________
| Respondent’s Signature | Date & Company Stamp |
Please confirm submission of these essential Returnable Documents by so indicating [Yes or No] in the table below:

<table>
<thead>
<tr>
<th>ESSENTIAL RETURNABLE DOCUMENTS USED FOR SCORING</th>
<th>SUBMITTED [Yes or No]</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANNEXURE F : Technical Submission/Questionnaire</td>
<td></td>
</tr>
<tr>
<td>Respondents must provide a detailed methodology and approach on how the required services will be provided to Transnet</td>
<td></td>
</tr>
<tr>
<td>Respondent must provide their company organogram detailing the roles in the retirement fund division</td>
<td></td>
</tr>
<tr>
<td>Respondent must provide detailed description of their system</td>
<td></td>
</tr>
<tr>
<td>Respondent must provide detailed description of their track record</td>
<td></td>
</tr>
<tr>
<td>Respondent must provide detailed description of their Team Capacity</td>
<td></td>
</tr>
<tr>
<td>Annexure G : National Footprint</td>
<td></td>
</tr>
</tbody>
</table>

**Other Essential Returnable Documents:**

*Failure to provide all essential Returnable Documents may result in a Respondent's disqualification at Transnet's sole discretion. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.*

Please confirm submission of these essential Returnable Documents by so indicating [Yes or No] in the table below:

<table>
<thead>
<tr>
<th>OTHER ESSENTIAL RETURNABLE DOCUMENTS &amp; SCHEDULES</th>
<th>SUBMITTED [Yes/No]</th>
</tr>
</thead>
<tbody>
<tr>
<td>SECTION 4 : Proposal Form and List of Returnable documents</td>
<td></td>
</tr>
<tr>
<td>In the case of Joint Ventures, a copy of the Joint Venture Agreement or written confirmation of the intention to enter into a Joint Venture Agreement</td>
<td></td>
</tr>
<tr>
<td>Latest Financial Statements signed by your Accounting Officer or latest Audited Financial Statements for the previous two years</td>
<td></td>
</tr>
<tr>
<td>Tax Clearance Certificate or electronic access PIN obtained from SARS’s new Tax Compliance Status (TCS) system</td>
<td></td>
</tr>
<tr>
<td>[Consortia / Joint Ventures must submit a separate Tax Clearance Certificate/PIN for each party]</td>
<td></td>
</tr>
<tr>
<td>SECTION 5 : Certificate of Acquaintance with RFP, Terms &amp; Conditions &amp; Applicable Documents</td>
<td></td>
</tr>
<tr>
<td>SECTION 6 : RFP Declaration and Breach of Law Form</td>
<td></td>
</tr>
<tr>
<td>SECTION 8 : B-BBEE Preference Claim Form</td>
<td></td>
</tr>
<tr>
<td>ANNEXURE C : Supplier Development Value Summary</td>
<td></td>
</tr>
<tr>
<td>Supplier Development Plan (ANNEXURE D to be used as a guideline)</td>
<td></td>
</tr>
</tbody>
</table>
CONTINUED VALIDITY OF RETURNABLE DOCUMENTS

The successful Respondent will be required to ensure the validity of all returnable documents, including but not limited to its Tax Clearance Certificate and valid B-BBEE Verification Certificate, for the duration of any contract emanating from this RFP. Should the Respondent be awarded the contract [the Agreement] and fail to present Transnet with such renewals as and when they become due, Transnet 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 Transnet may have for damages against the Respondent.

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____________________
Name _____________________

2 _____________________
Name _____________________

SIGNATURE OF RESPONDENT’S AUTHORISED REPRESENTATIVE: ___________________________
NAME: ___________________________
DESIGNATION: ___________________________
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

Section 5 : 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 Transnet SOC Ltd 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:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Transnet’s General Bid Conditions*</td>
</tr>
<tr>
<td>2</td>
<td>Transnet’s Terms and Conditions of Contract for the supply of Services to Transnet*</td>
</tr>
<tr>
<td>3</td>
<td>Transnet's Supplier Integrity Pact*</td>
</tr>
<tr>
<td>4</td>
<td>Non-disclosure Agreement*</td>
</tr>
<tr>
<td>5</td>
<td>Supplier Development initiatives attached to this RFP</td>
</tr>
<tr>
<td>6</td>
<td>Supplier Declaration Form* and all supporting documents (first time vendors only). Alternatively, for all existing vendors, please complete the table below under the heading “Existing vendors”.</td>
</tr>
</tbody>
</table>

Respondents are to note that the documents marked with a "*" are available on request or at the Transnet website (www.transnet.net). Please click on “Business with Us”, proceed to the tab “Tenders” and then click on “Standard Bid Documents”.

Existing vendors: existing vendors are required to confirm whether all the information (e.g. company address, contact details, banking details, etc.) relating to the existing vendor number is still correct at the time of submission of this bid failing which such Respondents are required to indicate so below and provide the updated information in their bid submission:

<table>
<thead>
<tr>
<th>Transnet Operating Division [e.g. TFR, TE, etc.]</th>
<th>Vendor Number</th>
<th>Information still current [tick if applicable]</th>
<th>Information change [indicate detail of change/s &amp; attach appropriate proof]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by Transnet’s Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from any term or condition may result in disqualification.
Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid which they intend to respond on, before submitting the bid. The Bidder agrees that he/she will have no claim based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if the 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

1 _______________________________ _______________________________
   Name _______________________________ _______________________________

2 _______________________________ _______________________________
   Name _______________________________ _______________________________

SIGNATURE OF RESPONDENT’S AUTHORISED REPRESENTATIVE: ___________________________

NAME: _______________________________ _______________________________

DESIGNATION: _______________________________
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

Section 6: RFP DECLARATION AND BREACH OF LAW FORM

NAME OF ENTITY: _______________________________________________________

We ___________________________________________________________ do hereby certify that:

1. Transnet has supplied and we have received appropriate responses to any/all questions [as applicable] which were submitted by ourselves for RFP Clarification purposes;

2. we have received all information we deemed necessary for the completion of this Request for Proposal [RFP];

3. we have been provided with sufficient access to the existing Transnet facilities/sites and any and all relevant information relevant to the Services as well as Transnet information and Employees, and has had sufficient time in which to conduct and perform a thorough due diligence of Transnet’s operations and business requirements and assets used by Transnet. Transnet will therefore not consider or permit any pre- or post-contract verification or any related adjustment to pricing, service levels or any other provisions/conditions based on any incorrect assumptions made by the Respondent in arriving at his Bid Price.

4. at no stage have we received additional information relating to the subject matter of this RFP from Transnet sources, other than information formally received from the designated Transnet contact(s) as nominated in the RFP documents;

5. we are satisfied, insofar as our entity is concerned, that the processes and procedures adopted by Transnet in issuing this RFP and the requirements requested from Bidders in responding to this RFP have been conducted in a fair and transparent manner; and

6. we have complied with all Obligations of the Bidder/Supplier as indicated in paragraph 3 of the Transnet Supplier Integrity which includes but is not limited to ensuring that we take all measures necessary to prevent corrupt practices, unfairness and illegal activities in order to secure or in furtherance to secure a contract with Transnet;

7. furthermore, we declare that a family, business and/or social relationship exists / does not exist [delete as applicable] between an owner / member / director / partner / shareholder of our entity and an employee or board member of the Transnet Group including any person who may be involved in the evaluation and/or adjudication of this Bid.

8. In addition, we declare that an owner / member / director / partner / shareholder of our entity is / is not [delete as applicable] an employee or board member of the Transnet Group.

9. If such a relationship as indicated in paragraph 6 and/or 7 exists, the Respondent is to complete the following section:

FULL NAME OF OWNER/MEMBER/DIRECTOR/PARTNER/SHAREHOLDER: _______________________________________________________

ADDRESS: _______________________________________________________

________________________________________________________________________________

________________________________________________________________________________

Indicate nature of relationship with Transnet:

________________________________________________________________________________
[Failure to furnish complete and accurate information in this regard will lead to the disqualification of a response and may preclude a Respondent from doing future business with Transnet]

10. We declare, to the extent that we are aware or become aware of any relationship between ourselves and Transnet [other than any existing and appropriate business relationship with Transnet] which could unfairly advantage our entity in the forthcoming adjudication process, we shall notify Transnet immediately in writing of such circumstances.

11. We accept that any dispute pertaining to this Bid will be resolved through the Ombudsman process and will be subject to the Terms of Reference of the Ombudsman. The Ombudsman process must first be exhausted before judicial review of a decision is sought.

12. We further accept that Transnet reserves the right to reverse an award of business or decision based on the recommendations of the Ombudsman without having to follow a formal court process to have such award or decision set aside.

BREACH OF LAW

13. We further hereby certify that I/we (the bidding entity and/or any of its directors, members or partners) have/have not been [delete as applicable] found guilty during the preceding 5 [five] years of a serious breach of law, including but not limited to a breach of the Competition Act, 89 of 1998, by a court of law, tribunal or other administrative body. The type of breach that the Respondent is required to disclose excludes relatively minor offences or misdemeanours, e.g. traffic offences. This includes the imposition of an administrative fine or penalty.

Where found guilty of such a serious breach, please disclose:

NATURE OF BREACH:

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

DATE OF BREACH:

Furthermore, I/we acknowledge that Transnet SOC Ltd reserves the right to exclude any Respondent from the bidding process, should that person or entity have been found guilty of a serious breach of law, tribunal or regulatory obligation.

SIGNED at ___________________________ on this _____ day of ______________________ 20___

For and on behalf of

______________________________

duly authorised hereto

AS WITNESS:

______________________________

Name:

______________________________

Position:

______________________________

Signature:

______________________________

Date:

Registration No of Company/CC

Place:

Registration Name of Company/CC
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

Section 7 : RFP CLARIFICATION REQUEST FORM

RFP No: GSM/17/07/1550
RFP deadline for questions / RFP Clarifications: Before 12:00 on 29 August 2017

TO: Transnet SOC Ltd
ATTENTION: The Tender Administrator
EMAIL Zandile.Mthethwa@transnet.net
DATE: __________________________________________
FROM: __________________________________________

RFP Clarification No [to be inserted by Transnet] ........

REQUEST FOR RFP CLARIFICATION

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
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____________________________________________________________________________________
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____________________________________________________________________________________
____________________________________________________________________________________
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

Section 8 : B-BBEE PREFERENCE POINTS CLAIM FORM

This preference form must form part of all bids invited. It contains general information and serves as a claim for preference points for Broad-Based Black Economic Empowerment [B-BBEE] Status Level of Contribution.

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 The value of this bid is estimated to exceed R50 000 000 (all applicable taxes included) and therefore the 90/10 preference point system shall be applicable. Despite the stipulated preference point system, Transnet shall use the lowest acceptable bid to determine the applicable preference point system in a situation where all received acceptable bids are received outside the stated preference point system.

1.3 Preference points for this bid shall be awarded for:

(a) Price; and
(b) B-BBEE Status Level of Contribution.

1.4 The maximum points for this bid are allocated as follows:

<table>
<thead>
<tr>
<th>Points</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PRICE</td>
<td>90</td>
</tr>
<tr>
<td>B-BBEE STATUS LEVEL OF CONTRIBUTION</td>
<td>10</td>
</tr>
<tr>
<td>Total points for Price and B-BBEE must not exceed</td>
<td>100</td>
</tr>
</tbody>
</table>

1.5 Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System [SANAS], or a sworn affidavit confirming annual turnover and level of black ownership in case of all EMEs and QSEs with 51% black ownership or more together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed. Certificates issued by a Registered Auditor approved by the Independent Board of Auditors [IRBA] to Large Enterprises or QSEs with less than 51% black ownership have been discontinued but such valid certificates that were issued before 1 January 2017 may be used until they phase out completely by December 2017.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

(a) “all applicable taxes” includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;

(b) “B-BBEE” means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
(c) “B-BBEE status level of contributor” means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

(d) “bid” means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;

(e) “Black designated group” has meaning assigned to it in codes of good practice issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act.

(f) “Black People” meaning assigned to in Section 1 of Broad-Based Black Economic Empowerment Act.

(g) “Broad-Based Black Economic Empowerment Act” means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);

(h) “CIPC” means the Companies and Intellectual Property Commission, formerly known as CIPRO, the Companies and Intellectual Property Registration Office.

(i) “comparative price” means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;

(j) “consortium or joint venture” means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract;

(k) “contract” means the agreement that results from the acceptance of a bid by an organ of state;

(l) “co-operative” means a co-operative registered in terms of section 7 of Cooperatives Act, 2005 (Act No. 14 of 2005)

(m) “Designated Group” means - i) Black designated groups; ii) Black People; iii) Women; iv) people with disabilities or v) Small enterprise, as defined in Section 1 of National Small Enterprise Act, (102 of 1996)

(n) “Designated Sector” means, sub-sector or industry or product designated in terms of regulation 8(1)(a)

(o) “EME” means an Exempted Micro Enterprise as defines by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);

(p) “firm price” means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;

(q) “functionality” means the ability of a bidder to provide goods or services in accordance with specification as set out in the bid documents

(r) “Military Veteran” has meaning assigned to it in Section 1 of Military Veterans Act, 2011 (Act No. 18 of 2011)

(s) “National Treasury” has meaning assigned to it in Section 1 of Public Finance Management Act, 1999 (Act No. 1 of 1999)

(t) “non-firm prices” means all prices other than “firm” prices;

(u) “person” includes a juristic person;

(v) “People with disabilities” meaning assigned to it in terms of Section 1 of Employment Equity Act, 1998 (Act No. 55of 1998)

(w) “Price” includes all applicable taxes less all unconditional discounts.

(x) “Proof of B-BBEE Status Level of Contributor” i) the B-BBEE status level certificate issued by an unauthorised body or person; ii) a sworn affidavit as prescribed by the B-BBEE Codes of Good Practice; or iii) any other requirement prescribed in terms of the Broad- Based Black Economic
3. ADJUDICATION USING A POINT SYSTEM

3.1 The bidder obtaining the highest number of total points will be awarded the contract.

3.2 Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.

3.3 Points scored must be rounded off to the nearest 2 decimal places.

3.4 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.

3.5 However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.

3.6 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

4. POINTS AWARDED FOR PRICE

4.1 THE 90/10 PREFERENCE POINT SYSTEMS

A maximum of 90 points is allocated for price on the following basis:

\[ P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \]
Where
Ps = Points scored for comparative price of bid under consideration
Pt = Comparative price of bid under consideration
Pmin = Comparative price of lowest acceptable bid

5. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

5.1 In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<table>
<thead>
<tr>
<th>B-BBEE Status Level of Contributor</th>
<th>Number of points (90/10 system)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Non-compliant contributor</td>
<td>0</td>
</tr>
</tbody>
</table>

5.2 A bidder who qualifies as an EME in terms of the B-BBEE Act must submit a sworn affidavit confirming Annual Total Revenue and Level of Black Ownership. Furthermore EMEs may also obtain a sworn affidavit from CIPC (formerly CIPRO) Self Service Terminals when registering a business or filing annual returns. In these instances Transnet would require proof of turnover as well as proof of ownership. Sworn affidavits must substantially comply with the format that can be obtained on the DTI’s website at www.dti.gov.za/economic_empowerment/bee_codes.jsp.

5.3 QSEs that are at least 51% Black owned or higher are only required to obtain a sworn affidavit on an annual basis confirming that the entity has an Annual Total Revenue of R50 million or less and the entity’s Level of Black ownership.

5.4 A Bidder other than EME or a QSE that is at least 51% Black owned must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.

5.5 A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level verification certificate for every separate bid.

5.6 Tertiary Institutions and Public Entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

5.7 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.

5.8 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

5.9 Bidders are to note that the rules pertaining to B-BBEE verification and other B-BBEE requirements may be changed from time to time by regulatory bodies such as National Treasury or the DTI. It is the
Bidder’s responsibility to ensure that his/her bid complies fully with all B-BBEE requirements at the time of the submission of the bid.

6. **BID DECLARATION**

6.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

7. **B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 5.1**

7.1 B-BBEE Status Level of Contribution: \( \) = \( \) (maximum of 10 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or a sworn affidavit.

8. **SUB-CONTRACTING**

8.1 Will any portion of the contract be sub-contracted?

*(Tick applicable box)*

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

8.1.1 If yes, indicate:

i) What percentage of the contract will be subcontracted: \( \)\%  
ii) The name of the sub-contractor: ..................................................  
iii) The B-BBEE status level of the sub-contractor: ........................................  
iv) Whether the sub-contractor is an EME.

*(Tick applicable box)*

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

9. **DECLARATION WITH REGARD TO COMPANY/FIRM**

9.1 Name of company/firm: ..............................................................

9.2 VAT registration number: ............................................................

9.3 Company registration number: ......................................................

9.4 **TYPE OF COMPANY/ FIRM**

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

*[Tick applicable box]*

9.5 **DESCRIBE PRINCIPAL BUSINESS ACTIVITIES**

..................................................................................................................

..................................................................................................................

9.6 **COMPANY CLASSIFICATION**

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

*[Tick applicable box]*
9.7 Total number of years the company/firm has been in business: .............................................

9.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BEE status level of contribution indicated in paragraph 7 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

i) The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;

iv) If a bidder submitted false information regarding its B-BEE status level of contributor, local production and content, or any other matter required in terms of the Preferential Procurement Regulations, 2017 which will affect or has affected the evaluation of a bid, or where a bidder has failed to declare any subcontracting arrangements or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

(a) disqualify the person from the bidding process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) if the successful bidder subcontracted a portion of the bid to another person without disclosing it, Transnet reserves the right to penalise the bidder up to 10 percent of the value of the contract;

(e) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and

(f) forward the matter for criminal prosecution.

..............................................................

SIGNATURE(S) OF BIDDERS(S)

DATE: .................................................

ADDRESS: ..................................................
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

Section 9: SUPPLIER DEVELOPMENT INITIATIVES

1.1 Aim and Objectives

Historically in South Africa there has been a lack of investment in infrastructure, skills and capability development and an inequality in the income distribution and wealth of a significant portion of the population. There have been a number of Government initiatives developed to address these challenges. In particular, the New Growth Path [NGP] and New Development Plan [NDP] aligns and builds on previous policies to ensure the achievement of Government’s development objectives for South Africa. Transnet fully endorses and supports Government’s New Growth Path policy.

The key focuses of the NGP include:
- increasing employment intensity of the economy
- addressing competitiveness
- balancing spatial development of rural areas and poorer provinces
- reducing the carbon intensity of the economy
- creating opportunities in improving regional and global cooperation
- enabling transformation that benefits a wider range of social actors in society e.g. workers, rural communities, youth and women

Transnet, as a State Owned Company [SOC], plays an important role to ensure these objectives are achieved. Therefore, the purchasing of goods and services needs to be aligned to Government’s objectives for developing and transforming the local supply base. Transnet’s mission is to transform its supplier base by engaging in targeted supplier development initiatives to support localisation and industrialisation. Transnet aspires to also provide meaningful opportunities for Black¹ South Africans with a particular emphasis on:
- Youth [16 to 35 year olds]
- Black-ownership
- Black women-ownership
- People with disabilities
- Small black-owned businesses
- Local Economic development (the local to site development principle)
- Job creation and job preservation of historically disadvantaged groups or individuals

Transnet requests that the Respondents discharge their supplier development initiatives in a manner that would preferably benefit the above mentioned groups

1.2 Supplier Development [SD]

To facilitate the implementation of Supplier Development initiatives, Transnet has adapted an existing framework from the Department of Public Enterprises [DPE]. This framework allows for a basic set of principles to be applied to appropriately targeted SD initiatives. Supplier development initiatives aim to build local suppliers who are competitive through building capability and capacity. Hence the framework has been termed the Increased Competitiveness, Capability and Capacity Supplier Development

³ “Black” means South African Blacks, Coloureds and Indians, as defined in the B-BBEE Act, 53 of 2003
Classification Matrix [IC³ Matrix]. Currently there are four quadrants of SD initiatives which Transnet considers according to the IC³ Matrix.

The strategic intent with this transaction is to development functional capacity and empower market participants within the benefit fund industry for the designated groups. The bidder is requested to ensure that the initiatives that they propose must contribute to the development of their industry and be in line with achievement of the intent mentioned, thus increasing the competitiveness of the industry. Bidders are to ensure that the initiatives proposed address inequalities in relation to core skills shortage and capability.

As a prequalification criterion to participate in this bid, Respondents are required to provide a commitment that the monetary value of all SD initiatives to be undertaken by them will not be less than 10% (EMEs) / 15% (QSEs) / 20% (LEs) of the contract value.

Accordingly, Respondents are required to provide a commitment of the Supplier Development initiative they will undertake during the contract period in the Supplier Development Value Summary. In addition, Transnet requires that all Respondents submit a Supplier Development Plan demonstrating how they will discharge their commitments made in the Supplier Development Value Summary. The contract which will be concluded with the successful bidder will incorporate the SD undertakings made in the abovementioned documents as a term of the contract.

a) For a detailed understanding of the IC³ Matrix, the respective SD initiatives and their objectives, please refer to the “Supplier Development Guidelines” appended hereto as Appendix (i). This document must be used as a guideline to complete the SD Plan.

b) The following Supplier Development [SD] focus areas have been identified, namely:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer of Technology and Intellectual Property Rights [IPR]</td>
<td>Transfer technology, IPR and methodology to small businesses</td>
</tr>
<tr>
<td>New Skills development</td>
<td>Skills transfer &amp; skills education which will occur as a result of the award of contract</td>
</tr>
<tr>
<td>Job Creation/Preservation</td>
<td>Number of jobs created or preserved resulting from the award of contract</td>
</tr>
<tr>
<td>Enterprise and Supplier Development</td>
<td>Encouragement for growth and the expansion of emerging local firms, through procurement and support mechanisms</td>
</tr>
</tbody>
</table>

Green economy / carbon footprint: The potential reduction of the economy’s carbon intensity [i.e. creation of a greener economy] should be regarded as a key priority within all the above SD Categories and for all proposed SD initiatives

c) The Supplier Development Plan is to be submitted as a separate document, developed in line with the criteria set out in the Supplier Development Value Summary. The Supplier Development Plan is a detailed narrative document explaining the Respondent’s Bid value as summarised in the Supplier Development Value Summary. The SD Plan should outline the type of activities you intend to embark upon should you be awarded the contract. This SD Plan should also provide an overview of what you intend to achieve, when, and the mechanisms whereby you will achieve those objectives. The SD Value Summary and SD Plan will represent a binding commitment on the part of the successful Respondent.

Annexure D must be completed, indicating by cross-reference the detailed areas which have been addressed in your SD Plan for each of the evaluation criteria listed in paragraph 1.2 (b) above, together with the Value Indicators.

Notes for completion of the SD Plan:

(i) Respondents are required to address each of the aspects under the detailed SD Description as a minimum for submission. This is not an exhaustive list however, and Respondents must not be limited to these choices when compiling each section.
(ii) Please provide detailed calculations to illustrate how your estimated Rand values have been derived.

(iii) Respondents are required to provide an electronic copy [CD] of the completed Annexure D as part of the SD Plan submission.

1.3 Additional contractual requirements

Should a contract be awarded through this RFP process, the successful Respondent(s) [hereinafter referred to as the Service Provider] will be contractually committed, inter alia, to the following conditions:

a) The Service Provider will be required to submit a Supplier Development Implementation Plan within 45 [forty-five] calendar days from the signature date of a Letter of Intent [LOI]. This Implementation Plan represents additional detail in relation to the SD Value Summary and SD Plan providing an explicit breakdown of the nature, extent, timelines and monetary value of the SD commitments which the Service Provider proposes to undertake and deliver during the term of the contract. Specific milestones, timelines and targets will be recorded to ensure that the Implementation Plan is in line with Transnet’s SD objectives and that implementation thereof is completed within the term of the contract.

b) The Implementation Plan may require certain additions or updates to the initial SD Value Summary and SD Plan in order to ensure that Transnet is satisfied that development objectives will be met.

c) The Service Provider will need to ensure that the relevant mechanisms and procedures are in place to allow for access to information to measure and verify the Service Provider’s compliance with its stated SD commitments.

d) The Service Provider will be required to provide:

   (i) monthly status updates to Transnet for each SD initiative. [Detailed requirements will be provided by Transnet];

   (ii) quarterly status reports for Transnet and the DPE. [Detailed reporting requirements will be provided by Transnet]; and

   (iii) a final Supplier Development report, to be submitted to Transnet prior to the expiry date of the contract, detailing delivery, implementation and completion of all SD components plus auditable confirmation of the Rand value contribution associated with each such SD commitment.

e) All information provided by the Service Provider in order to measure its progress against its stated targets will be auditable.

f) The Service Provider will be required to submit this Implementation Plan to Transnet in writing, within 45 [forty-five] calendar days after signature of a Letter of Intent [LOI], where after both parties must reach an agreement [signed by both parties] within 20 [twenty] calendar days. Transnet will reserve the right to reduce or increase the number of days in which the Service Provider must submit its Implementation Plan if it is deemed reasonable, based on the degree of complexity of the SD initiative.

g) The contract will be conditional on agreement being reached by the parties on the Implementation Plan submitted by the Service Provider. Therefore failure to submit or thereafter to agree to the Implementation Plan within the stipulated timelines will result in the non-award of such a contract or termination thereof. Adherence to the Implementation Plan will be strictly monitored by the Regional SD structures as well as Group ESD M & E. (Group Enterprise and Supplier Development (Monitoring and Evaluation))

h) Failure to adhere to the milestones and targets defined in an Implementation Plan may result in the invocation of financial penalties, to be determined at Transnet’s discretion, as well as providing Transnet cause to terminate the contract in certain cases where material milestones are not being achieved.
1.4 Supplier Development Returnable Documents

Attached herewith is the following documentation:

- Declaration of Supplier Development Commitments – Annexure A [mandatory]
- SD Plan – Annexure D to be used as guideline [essential]
- SD Value Summary – Annexure C [essential]

Respondents are to note whether the abovementioned documents are listed as mandatory or essential returnable documents in Section 4 to this RFP as failure to submit, or to submit an incomplete mandatory returnable document will result in disqualification of your Proposal. Failure to submit an essential returnable document may result in disqualification of your Proposal.
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

Section 10 : B-BBEE IMPROVEMENT PLAN

Transnet encourages its Service Providers to constantly strive to improve their B-BBEE rating and requests that Respondents submit a B-BBEE improvement plan. Respondents are therefore requested to indicate whether they will maintain or improve their BBBEE status over the contract period.

Additional contractual requirements

Should a contract be awarded through this RFP process, the successful Respondent(s) may be contractually committed, inter alia, to the following conditions:

a) The original B-BBEE Improvement Plan may require certain additions or updates in order to ensure that Transnet is satisfied that developmental objectives will be met.

b) The Service Provider will need to ensure that the relevant mechanisms and procedures are in place to allow Transnet access to information to measure and verify the Service Provider’s compliance with its stated B-BBEE Improvement commitments.

c) The Service Provider will be required to provide:

   (i) quarterly status reports for Transnet; and

   (ii) a final B-BBEE Improvement Plan report, to be submitted to Transnet prior to the expiry date of the contract, detailing delivery, implementation and completion of all B-BBEE Improvement components.

d) All information provided by the Service Provider in order to monitor and evaluate its progress against its stated targets will be auditable.

Respondents are requested to submit their B-BBEE Improvement Plan as an essential document with their Proposals by completion of Annexure E appended hereto. [Refer Annexure E for further instructions]

SIGNED at ___________________________ on this _____ day of _______________ 20___

______________________________
SIGNATURE OF WITNESS

______________________________
SIGNATURE OF RESPONDENT
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

ANNEXURE A: DECLARATION OF SUPPLIER DEVELOPMENT COMMITMENTS

Transnet fully endorses and supports Government’s New Growth Path policy through its facilitation of Supplier Development [SD] initiatives. Hence Respondents are required to submit their commitments with regard to Supplier Development Initiatives over the duration of this contract.

As a prequalification criterion to participate in this bid, Respondents are required to provide a commitment that the monetary value of all SD initiatives to be undertaken by them will not be less than the percentages expressed below of the total contract value. The classifications are as follows:

<table>
<thead>
<tr>
<th>Minimum % commitment on SD</th>
<th>Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>EME (10%)</td>
<td></td>
</tr>
<tr>
<td>QSE (15%)</td>
<td></td>
</tr>
<tr>
<td>LE (20%)</td>
<td></td>
</tr>
</tbody>
</table>

Supplier Development Initiatives as outlined in the Supplier Development Value Summary will be focusing on:
- Technology Transfer and Intellectual Property;
- Skills Development;
- Job Creation/Preservation; and
- Enterprise and Supplier Development.

Note:
The Respondent is required to address and commit to all the Supplier Development Initiatives listed above, however successful bidders will be engaged to discuss their Supplier Development initiatives.

IMPORTANT NOTICE:

Non-Compliance Penalties:
a) If the Supplier fails, at any agreed milestone, to achieve its commitments under and in accordance with the Supplier Development Implementation Plan ("a Non-Compliance"), the Supplier shall pay a Non-Compliance penalty ("Non-compliance Penalty") to Transnet in respect of such Non-compliance. The penalties shall be imposed per milestone measurement or for non-delivery of committed values.

Applicable Rates of Non-compliance Penalties:

Supplier Development:
b) Failure to adhere to the milestones and targets defined in an Implementation Plan may result in the invocation of financial penalties. To the extent that the Actual Supplier Development Spend is lower than the Required Supplier Development Spend (or the Adjusted Required Supplier Development Spend, as the case may be), the Supplier shall be liable for Penalties calculated with reference to the difference in value between the Actual Supplier Development Spend and the Required Supplier Development Spend (or the Adjusted Required Supplier Development Spend, as the
case may be plus an additional 10% of such difference). Such Non-compliance Penalties shall be calculated and levied at the relevant milestones as stipulated in the Supplier Development Implementation Plan. Breach of SD obligations also provide Transnet cause to terminate the contract in certain cases where material milestones are not being achieved.

For the purposes of this paragraph –

1. Actual Supplier Development Spend means the monetary value of SD initiatives actually delivered by the Supplier during the period under review;
2. Required Supplier Development Spend means the monetary value of SD obligations that the Supplier has agreed to deliver during the period under review;
3. Adjusted Required Supplier Development Spend means any adjustment to the Required SD spend as agreed to between the parties, reduced to writing and signed by the parties.

Non-compliance Penalty Certificate:

c) If any Non-compliance Penalty arises, the Supplier Development Manager shall issue a Non-compliance Penalty Certificate on the last day of each month during such Non-compliance indicating the Non-compliance Penalties which have accrued during that period.

d) A Non-compliance Penalty Certificate shall be prima facie proof of the matters to which it relates. If the Supplier disputes any of the amounts set out in a Non-compliance Penalty Certificate:
   • the dispute shall be resolved in accordance with the provisions of the Agreement; and
   • if pursuant to that referral, it is determined that the Supplier owes any amount to Transnet pursuant to the Non-compliance Penalty Certificate, then the Supplier shall pay such amount to Transnet within 10 (ten) Business Days of the determination made pursuant to such determination and an accompanying valid Tax Invoice.

Payment of Non-compliance Penalties:

e) Subject to Clause (d) above, the Supplier shall pay the Non-compliance Penalty indicated in the Non-compliance Penalty Certificate within 10 (ten) Business Days of Transnet issuing a valid Tax Invoice to the Supplier for the amount set out in that certificate. If Transnet does not issue a valid Tax Invoice to the Supplier for Non-compliance Penalties accrued during any relevant period, those Non-compliance Penalties shall be carried forward to the next period.

f) The Supplier shall pay the amount due within 10 (ten) days after receipt of a valid Tax Invoice from Transnet, failing which Transnet shall, without prejudice to any other rights of Transnet under this Agreement, be entitled to call for payment which may be in any form Transnet deems reasonable and/or appropriate including but not limited to setting off penalties against due to the supplier.

It is mandatory that respondents submit the Supplier Development Value Summary [Annexure B] and the Supplier Development Plan [Annexure C] in alignment with the SD initiatives listed above.

I/We do hereby certify that the Supplier Development commitments made in relation to this RFP are solely in relation to this transaction and are not duplicated in relation to any other contracts that I/we have secure with any other organ of state including other State Owned Companies.
Furthermore, I/we do hereby declare that this undertaking also applies to any other contracts that I/we may have secured with Transnet including other Transnet Operating Divisions/Specialist Units. For the purposes of verification of this undertaking, the following is a list of contracts with Supplier Development commitments and the percentage (%) thereof that I/we have secured with Transnet:

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

Declaration:

Based on the terms laid out above, we .................................................. (Company name)

| ACCEPT | DECLINE |

Note: that this Supplier Development prequalification (Annexure A) is a mandatory returnable document.

*Failure to provide the Mandatory Returnable Document at the closing date and time of this tender will result in a Respondent’s disqualification*

SIGNED at ___________________________ on this _____ day of _______________ 20__

_____________________________  __________________________
Signature of Respondent  Signature of Witness

_____________________________  __________________________
Name of Respondent  Signature of Witness
ANNEXURE B: TECHNICAL PREQUALIFICATION

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Your Response</th>
<th>Reference of evidence in file</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to completely deliver on all requirements as specified in &quot;RFP,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section 2 - Background, Scope of Requirements and deliverables”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respondent must provide evidence of registration as 13B Registered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respondent must provide a minimum of three (3) CVs of the proposed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>resources demonstrating relevant experience in benefit funds and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>administration services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respondent must provide a valid fidelity cover certificate with a minimum</td>
<td></td>
<td></td>
</tr>
<tr>
<td>level of R400m</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I/We _______________________________ hereby agree to 100% compliance to the above mentioned requirements.

Note that this technical prequalification (Annexure B) including the relevant supporting evidences are mandatory returnable documents

Failure to provide the Mandatory Returnable Documents (Annexure B and the relevant supporting evidences) at the closing date and time of this tender will result in a Respondent’s disqualification.
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

ANNEXURE D: SUPPLIER DEVELOPMENT PLAN GUIDELINE

Transnet requires that all Respondents submit a Supplier Development Plan demonstrating how they will discharge their commitments made in the Supplier Development Value Summary.

The Supplier Development Plan is a detailed narrative document explaining the Respondent’s SD proposal as summarised in the Supplier Development Value Summary.

Respondents must compile the SD plan, with an understanding of Supplier Development as detailed and described in the SD Guideline Document and further guided by the specific requirements mentioned below.

**Important Notes for completion of SD Plan:**

(i) Respondents are urged to pay careful attention to the compilation of the SD Plan since it, together with the SD Value Summary, represents a binding commitment on the part of the successful Respondent.

(ii) Respondents are required to address each of the categories under the detailed SD Description as a minimum for submission. This is however not an exhaustive list and Respondents are not limited to these choices when compiling each section.

(iii) Respondents must ensure that the SD Value Summary submission and the SD Plan submission are accurately cross-referenced with each other.

(iv) Respondents are requested to address each of the SD aspects in no more than two (2) pages per category, to avoid lengthy submissions.

(v) Respondents are required to provide an electronic copy [CD] of the completed SD Value Summary and SD Plan as part of their submissions.

**Minimum SD plan requirements**

The SD Plan should outline the type of activities you intend to embark upon should you be awarded the contract. This SD Plan should also provide an overview of what you intend to achieve, by when, and the mechanisms to be used to achieve those objectives.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer of Technology and Intellectual Property Rights [IPR]</td>
<td>Transfer technology, IPR and methodology to small businesses</td>
</tr>
<tr>
<td>New Skills development</td>
<td>Skills transfer &amp; skills education which will occur as a result of the award of contract</td>
</tr>
<tr>
<td>Job Creation/Preservation</td>
<td>Number of jobs created or preserved resulting from the award of contract</td>
</tr>
<tr>
<td>Enterprise and Supplier Development</td>
<td>Encouragement for growth and the expansion of emerging local firms, through procurement and support mechanisms</td>
</tr>
</tbody>
</table>
SUPPLIER DEVELOPMENT PLAN TEMPLATE

1. Supplier Development Executive Summary

2. Supplier Development plan per category:
   - Technology Transfer and Intellectual Property;
   - Skills Development;
   - Job Creation/Preservation; and
   - Enterprise and Supplier Development.

Conclusion

_____________________________  _______________________
Signature of Respondent               Signature of Witness

_____________________________
Name of Respondent

_____________________________
Signature of Witness
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

ANNEXURE F: TECHNICAL QUESTIONNAIRE / SUBMISSION

<table>
<thead>
<tr>
<th>Quality Criteria</th>
<th>Weightings</th>
<th>Scoring Guideline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Company Capability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1. Approach and methodology</td>
<td></td>
<td>Respondents must provide a detailed methodology and approach on how the required services will be provided to the Funds. The methodology and approach must be aligned to the scope of requirements detailing the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Data management services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Benefit payment services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Communication services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Financial operation;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Provision of information;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Assistance to the Principal Officer and the Trustees;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Legal and compliance;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Attendance at meetings; and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Other.</td>
</tr>
<tr>
<td></td>
<td>20%</td>
<td>Methodology and approach submitted with detailed information provided for all eight (8) deliverables</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2. Size of Company</td>
<td></td>
<td>Respondents must provide their company organogram detailing the roles in the retirement fund division.</td>
</tr>
<tr>
<td></td>
<td>5%</td>
<td></td>
</tr>
</tbody>
</table>

Respondent’s Signature ________________________________ Date & Company Stamp ________________________________
<table>
<thead>
<tr>
<th>Quality Criteria</th>
<th>Weightings</th>
<th>Scoring Guideline</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 System capabilities and processes</td>
<td>15%</td>
<td>0. Non-responsive</td>
</tr>
<tr>
<td>Respondent must provide detailed description of their administration system:</td>
<td></td>
<td>1. High level information with little to no detail provided</td>
</tr>
<tr>
<td>• Name and whether it has been purchased or developed in-house;</td>
<td></td>
<td>2. Detailed information provided for three (3) of the requirements listed</td>
</tr>
<tr>
<td>• Date of purchased or written;</td>
<td></td>
<td>3. Detailed information provided for five (5) of the requirements listed</td>
</tr>
<tr>
<td>• Maintenance and upgrade plan;</td>
<td></td>
<td>4. Detailed information provided for all seven (7) requirements listed</td>
</tr>
<tr>
<td>• The approach adopted on the administration system for dealing with suspended pensioners, in particular, how their pensions are treated and the arrears payments are dealt with;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The system’s capabilities for dealing with varying levels of increases, bonus payments and other non-standard increases (e.g. inflation-related catch-ups) for different categories of pensioners;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The system’s capabilities for cross referencing and checking pensioner records with statutory organs such as the Department of Home Affairs and SARS;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• A disaster recovery plan and systems back up procedure if any disaster should occur on your business premises.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Track record of Administrator</td>
<td>20%</td>
<td>0. Non-responsive</td>
</tr>
<tr>
<td>Respondent must provide detailed description of their track record covering the following:</td>
<td></td>
<td>1. High level information with little to no detail provided</td>
</tr>
<tr>
<td>• Number of retirement funds and total membership of those funds under administration by the company. Any funds which are directly linked to the company should be excluded from this analysis.</td>
<td></td>
<td>2. Detailed information submitted with descriptions provided for two (2) of the requirements listed</td>
</tr>
<tr>
<td>• Number of retirement funds and total membership and assets of those funds under the team earmarked to administer the fund.</td>
<td></td>
<td>3. Detailed information submitted with descriptions provided for four (4) of the requirements listed</td>
</tr>
<tr>
<td>• Listing of all retirement funds being administered with a membership of more than 5 000 members, together with the contact details of the Principal Officer of each fund and the period they have been under your administration.</td>
<td></td>
<td>4. Detailed information submitted with descriptions provided for all six (6) of the requirements listed</td>
</tr>
<tr>
<td>• Details of any retirement funds with a membership of more than 500 members who have terminated administration services in the last 3 years.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Criteria</td>
<td>Weightings</td>
<td>Scoring Guideline</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| • Details of any new retirement fund administration appointments for funds with **more than 2 500** members in the last 3 years.  
  • Confirm whether you administer any other unfunded schemes similar to those described in "RFP, Section 2, Scope of Work, Part 2". If "yes", confirm how many and the membership involved. |            | 0. Non-responsive  
1. High level information with little to no detail provided  
2. Detailed information submitted with descriptions provided for two (2) of the deliverables  
3. Detailed information submitted with descriptions provided for four (4) of the deliverables  
4. Detailed information submitted with descriptions provided for all five (5) of the deliverables. | Yes/ No?    | Reference of evidence in file |

4 **Team Capacity**  
Respondent must provide detailed description of their Team Capacity covering the following:  
• Describe the general administration approach, i.e. multi-skilled client-focused teams or divided on functional lines  
• Name the person (together with a brief CV) who would be the primary contact for all fund related issues  
• Names of other staff (together with brief CVs) who would be allocated to the fund  
• Would member queries be addressed by a call centre or by the administration team administering the fund  
• Confirmation of the typical turn-around times for queries raised. For example, queries by pensioners / queries by the Principal Officer / queries by the valuator. | 10%        | 1. <3 years’ relevant combined experience of the team  
2. 3 to 5 years’ relevant combined experience of the team  
3. 5 to 7 years’ relevant combined experience of the team  
4. >7 years’ relevant combined experience of the team | Yes/ No?    | Reference of evidence in file |

5 **Team Experience**  
Respondent must provide a minimum of three (3) CVs of the proposed resources that would be responsible for the ongoing management of this mandate. CVs to demonstrate relevant experience in benefit funds and administration services.  
*(Experience will be evaluated and scored by calculating the average of the combined total number of years’ experience of the key resources assigned to this project)* | 10%        | 1. <3 years’ relevant combined experience of the team  
2. 3 to 5 years’ relevant combined experience of the team  
3. 5 to 7 years’ relevant combined experience of the team  
4. >7 years’ relevant combined experience of the team | Yes/ No?    | Reference of evidence in file |
### Quality Criteria

<table>
<thead>
<tr>
<th>Quality Criteria</th>
<th>Weightings</th>
<th>Scoring Guideline</th>
<th>Evidence/response provided</th>
<th>Reference of evidence in file</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6 Geographical footprint/ Member access</strong></td>
<td>10%</td>
<td>0. Non responsive</td>
<td>No/Yes</td>
<td></td>
</tr>
<tr>
<td>Respondent must indicate their representation of administration offices throughout the designated provinces that would be used to service the fund (e.g. walk-ins) or willingness and ability to offer the required services in the designated provinces (Please complete <strong>Annexure G: Geographical Footprint</strong>).</td>
<td></td>
<td>1. Presence in 1-2 designated provinces only</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Presence in 3-5 designated provinces only</td>
<td></td>
<td>3. Presence in 6-8 designated provinces only</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Presence in all 9 designated provinces</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>7 Call Centre</strong></td>
<td>5%</td>
<td>0. No evidence of a call centre provided</td>
<td>No/Yes</td>
<td></td>
</tr>
<tr>
<td>Respondents must have a Call Centre which is a physical location with a minimum of 5 call centre agents</td>
<td></td>
<td>4. Call centre telephone number and physical address must be provided as evidence</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>8 Fidelity Cover</strong></td>
<td>5%</td>
<td>0. None provided or information provided on fidelity cover is inconclusive</td>
<td>No/Yes</td>
<td></td>
</tr>
<tr>
<td>Respondent must provide detailed description of their Fidelity cover as follows:</td>
<td></td>
<td>4. Fidelity cover provided with detailed information in all areas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Details of fidelity cover held by the company which would be directly applicable to the administration services;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Details of any fidelity claims against the company in the last 3 years; and</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Details of any other material complaints against the company which have been raised or settled in the last 3 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Weighting:</strong></td>
<td>100%</td>
<td>0. Non responsive</td>
<td>No/Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Minimum qualifying score required:</strong></td>
<td>60%</td>
<td>1. Presence in 1-2 designated provinces only</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Respondents are encouraged to structure responses in accordance with criteria as listed above.

**Note that this technical questionnaire/submission (Annexure F) must be submitted with the relevant supporting evidence**
RFP FOR THE PROVISION OF ADMINISTRATION SERVICES TO TRANSNET AND ITS BENEFIT FUNDS FOR A PERIOD OF THREE (3) YEARS WITH THE OPTION TO EXTEND FOR A FURTHER TWO (2) YEARS

ANNEXURE G: GEOGRAPHICAL FOOTPRINT

<table>
<thead>
<tr>
<th>Province</th>
<th>City</th>
<th>Physical Address</th>
<th>Contact details</th>
<th>Service provider is able to provide required services in mentioned province</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gauteng</td>
<td>Braamfontein</td>
<td></td>
<td></td>
<td>Yes/No</td>
</tr>
<tr>
<td>Mpumalanga</td>
<td>Mbombela (Nelspruit)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KwaZulu Natal</td>
<td>Durban</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KwaZulu Natal</td>
<td>Pietermaritzburg</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eastern Cape</td>
<td>Port Elizabeth</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eastern Cape</td>
<td>East London</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northern Cape</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Western Cape</td>
<td>Cape Town</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North West</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Limpopo</td>
<td>Polokwane</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Free State</td>
<td>Bloemfontein</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>