

PROVISION OF SERVICE FOR THE COVERING OF GRAVEL ROADS WITH A DUST SUPPRESSION CHEMICAL FOR TRANSNET PORT TERMINALS, SALDANHA FOR BOTH IRON ORE TERMINAL AND MULTI-PURPOSE TERMINALS FOR A PERIOD OF 2 YEARS.													
	TASK	PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT			COMMENTS / NOTES
		SP	TPT							WEIGHT	QUARTERLY RATING (SP)	QUARTERLY RATING (TPT)	
	The service provider shall ensure that for the duration of the contract with TPT; the vehicles utilized are in a roadworthy condition. Valid roadworthy certificate and displayed on Truck	x		Daily	Annualy	Safety File updated with all documents and if any amendments made valid Roadworthy certificate	100% records available and valid	Safety File	SHEQ	4			
	Truck compliance: 1.Tanker to spray the roads should be 10000 litres. 2.Chemicals should be equally distributed over a ± 2, 2 M area through nozzles. 3.Truck to be fitted with working Odometer and Global Positioning System (GPS), which can be printed and submitted to SHERQ monthly or on request. 4.Diesel/Petrol usage of the water truck will be for the Service Providers account.	x		Daily	Weekly	Vehicle cheklist register	100% records available to SHEQ	Email or hard copy	SHERQ	5			
	Water availability from Transnet Port Terminals		x	Daily	Daily	Water available to fill the water truck	Log-book and GPS logs and communication	Log Book and communication	SHERQ	4			
	Truck Availability 7 days a week 9 hours a day without interruptions (inclusive of breakdowns, refuelling diesel/ petrol, flat tyre, services or repairs)	x		Daily	Weekly	Water truck operational for 9 hours a day 7 days a week	Log-book and GPS logs	Email or hard copy	SHERQ	4			
	Additional Truck availability after 30 minutes during interruptions (inclusive of breakdowns, refuelling diesel/ petrol, flat tyre, services or repairs)	x		As and when needed	30 Minutes after breakdown	Service provider to communicate with SHEQ and visual inspection, incident reports, GPS logs and logbook	Communication with SHEQ and visual inspection, incident reports, GPS logs and logbook	Email or hard copy and communication	SHEQ	4			
	Water truck neatness and cleaned daily. Lights visible and working windows cleaned. Vehicle cleaned of mud and sludge. Inside of vehicle clean and in good condition.	x		Daily	Ongoing Visual inspection	TPT will conduct visual inspections to ensure that the water truck are neat and clean	Condition, visability, neatness of water truck will be visually inspected by TPT TPT will communicate with the service provider if any issues noted.	Visual inspections	SHEQ	4			
	Water Truck driver(s)/ operator(s) neatly dressed and issued with correct PPE	x		Daily	Ongoing Visual inspection	TPT will conduct visual inspections to ensure that the employees are neat and use correct PPE in the areas worked	Condition, visability, neatness of PPE will be visually inspected by TPT TPT will communicate with the service provider if any issues noted. The service provider shall ensure that the PPE is in good condition	Visual inspections	SHEQ	4			
	Water Truck driver(s)/ operator(s) at all times have a means of communication with SHEQ Department (e.g. cell phone).		x	Daily	Immediatly	immediate communication between Service provider and SHEQ	Must be able to reach the Water truck operator immediatly	Phone call, message, email or in person communication	SHEQ	5			
	SHEQ Departmentat all times have a means of communication with Water Truck driver(s)/ operator(s) (e.g. cell phone).	x		Daily	Immediatly	immediate communication between Service provider and SHEQ	Must be able to reach the Water truck operator immediatly	Phone call, message, email or in person communication	SHEQ	5			
	Water Truck driver(s)/ operator(s) or service provider immediatly report to the SHEQ department of interruptions (inclusive of breakdowns, refuelling diesel/ petrol, flat tyre, services or repairs)	x		Daily	Immediatly	immediate communication between Service provider and SHEQ	Phone call, message, email or in person communication	Phone call, message, email or in person communication	SHEQ	5			
	Maintenance on the water trucks does not take place during operational hours.	x		Daily	Immediatly	Standing ours (No Water truck available)	Time water truck is not available and operational	Log Book and communication	SHEQ	5			
	The Service provider shall ensure that its employees tasked with providing the required service to Transnet Port Terminal are competent, and experienced in carrying out its responsibilities as set out in the scope of work herein. Valid PDP and Drivers licence	x		Daily	Annualy	Updated Safety File and driver should have documentation with him/her in water truck	100% records available and valid	Safety File & hard copy in vehicle	SHEQ	3			

Safety requirements	Safety File submitted and updated with current valid documentation as per the TPT Requirements	x		Daily	Monthly	Safety File updated with all documents and if any amendments made	100% records available and valid	Safety File	SHEQ	3			
	Water Truck driver(s)/ operator(s) holds a valid medical certificate	x		Daily	Annually	Updated Safety File and driver should have documentation with him/her in water truck	100% records available and valid	Safety File & hard copy in vehicle	SHEQ	3			
	Water Truck driver(s)/ operator(s) holds a valid induction permit	x		Daily	Annually	Updated Safety File and driver should have documentation with him/her in water truck	100% records available and valid	Safety File & hard copy in vehicle	SHEQ	3			
	Log book indicating vehicle actual hours operating available with Water Truck driver(s)/ operator(s) and submitted to the SHEQ department weekly	x		Daily	Weekly	Log books emailed or handed in	100% records available to TPT weekly	Email or hard copy	SHERQ	5			
	1.1.1 Service Provider to apply 10 full loads of product per day (5x loads in own truck (Truck Diesel and Driver supplied by the Service Provider) and 5x loads in a Transnet Port Terminals Truck (Truck and Driver supplied by Transnet Port Terminals)).	x		Monthly	Monthly	GPS log printed or emailed and submitted to SHEQ	100% records available to TPT monthly	Email or hard copy	SHERQ	4			
Reliability	The Service Provider must have a permanently manned telephone (place of business/cell phone) and email, to ensure that immediate contact can be made to the office in case of emergency. The Service Provider must be contactable after hours.	x		Daily	Immediately	Answer Phone call or respond to emails (open line communication)	Answer Phone call or respond to emails (open line communication)	Emails, communication	SHEQ	3			
	The Service Provider must be available for quarterly meetings to discuss performance.	x		Quarterly	Quarterly	Attend Teams or physical meeting	attended the meeting and Attendance register completed	Meeting invertation	SCM	3			
	TPT Arranged the quarterly performance meetings		x	Quarterly	Quarterly	Arrange quarterly Teams or physical meeting	Email calender invertation	Meeting invertation	SCM	3			
	Incidents and occurrences	x		Daily	As an when occurred	Report and investigate incidents	0 hours standing time due to incidents	Email – Report Hand deliver - Register and investigation documents	SHEQ	5			
	Incident/ occurrence requirements	x		Immediately or before the end of shift.	As and when occurred	Response time	100% records available on request by TPT as well as the investigation documents completed within 7 days	Email – Repot Hand deliver - Register and investigation documents	SHEQ	5			
	Emergency requirements	x		Within 2 hours of notification 24/7	As and when occurred	Response time	100% records available on request by TPT	Register	SHEQ	5			
Invoicing and Payments	The Service Provider shall ensure that price submitted must be quoted monthly based on the actual hours worked.	x		Monthly	Monthly	Submit accurate tax invoice(s) with clear details of services delivered and supporting documentation . Provide a monthly statement to reflect all payments made and outstanding	100% on time submission of invoices with accurate and reconciled supporting documents. Monthly statement to support invoices.	Monthly statement and hard copy of invoice(s) with supporting documentation	Suppliers Finance Dept.	2			
	Invoice submitted in line with the TPT procedure (e.g. Correct PO number and service delivery note with actual hours worked indicated)	x		Monthly	Monthly	Submit accurate tax invoice(s) with clear details of services delivered and supporting documentation . Provide a monthly statement to reflect all payments made and outstanding	100% on time submission of invoices with accurate and reconciled supporting documents. Monthly statement to support invoices.	Monthly statement and hard copy of invoice(s) with supporting documentation	Suppliers Finance Dept.	2			
	Payment made to Service provider after 30 days since invoice submitted		x	30 days from date of statement	Monthly	Timeous payment to supplier as per their payment terms.	Monthly statement to confirm payment of invoices.	Payment remittance advise	TPT Finance Dept.	2			

Legends: 1 = VERY POOR (Below 50%) 2 = POOR (50% - 59%) 3 = AVERAGE (60% - 69%) 4 = GOOD (70% - 85%) 5 = EXCELLENT (86% - 100%)					TOTAL	100	0	0
RATING SCALE	1 = Poor	2 = Not Acceptable	3 = Acceptable	4 = Excellent		Overall Total %	0	0