

ANNEXURE A: SPECIFICATION

RFQ No: TNPA/2022/05/0386/3203/RFQ

RFQ FOR PROVISION OF SERVICES FOR A DEDICATED STAFF TRANSPORTATION SERVICE PROVIDER FOR TRANSNET NATIONAL PORTS AUTHORITY (HEREINAFTER REFERRED TO AS "TNPA") AT THE PORT OF CAPE TOWN FOR A PERIOD OF THREE (03) MONTHS

1 BACKGROUND

Transnet National Ports Authority (TNPA) currently procure their Staff Transport Service requirements through a Service Providers. TNPA objective is to source all activity through Preferred Supplier (s) capable of servicing all TNPA staff transportation requirements for the Port of Cape Town in locations around the Western Cape. Other key considerations include the Contractors, Capability capacity and adherence to (without limitation) Legal, Safety aspects.

It also seeks to improve its current processes for provision of these Services to its end user community throughout its locations.

The selected service provider(s) will share in the mission and business objectives of TNPA. These mutual goals will be met by meeting contract requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communications. In this spirit of partnership, TNPA and its Supplier(s) will study the current ways they do business to enhance current practices and support processes and systems. Such a partnership will allow TNPA to reach higher levels of quality, service and profitability.

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

- TNPA must receive reduced cost of acquisition and improved service benefits resulting from the Supplier's economies of scale and streamlined service processes.
- TNPA must achieve appropriate availability that meets user needs while reducing costs for both TNPA and the chosen Supplier(s).
- TNPA must receive proactive improvements from the Supplier with respect to provision of Services and related processes.
- TNPA end users must be able to rely on the chosen Supplier's personnel for service enquiries, recommendations and substitutions.
- TNPA must reduce costs by streamlining its acquisition of Services, including managed service processes on a Group basis.

2 SCOPE OF REQUIREMENTS

To provide transportation services for Transnet National Port Authority (TNPA) employees during day and night shifts, from their designated residential address and/or areas to their place of work i.e. TNPA Port of Cape Town, Number 1 Jetty, Fire & Emergency Services, Security, Berthing, Dry Docks and TNPA House.

- This service will be rendered during day and night shifts, on weekdays, weekends and public holidays from the areas mentioned (routes below) in line with TNPA shift patterns and ad - hoc requirements when applicable.
- The Service Provider(s) should ensure that the employees are:
 - transported on time via the agreed vehicles and in a safe manner taking into account all aspects of safety associated to the transportation of staff;
 - dropped off and picked up on agreed times as stipulated by TNPA;
 - Employees should be dropped off at the work place 15 minutes prior to the commencement of shift (**see below for shift patterns**) and collected at the work place 15 minutes after the shift has been completed.

- The service provider(s) shall ensure that the drivers commence collection with sufficient time to ensure that the first TNPA employee is collected in time without violating any traffic offences and meet the agreed drop off time of 15 minutes prior to the shift commencement.
- Service Provider to signed register for all call out drop off and collection (This should include date, time route, TNPA Business Unit Supervisor/ Manager / Coordinator's name and signature)
- Door-to-door service.
- Contract covers fares only, which will be paid per trip.
- TNPA has the right to cancel all collection requests within 2 hours from time of collection.
- Maintenance / service & repair of vehicles will be for the suppliers' own costs and not for TNPA account.
- TNPA reserve the right to arrange alternate transport in the event the Service Provider is unable to supply it for whatever reason(s), but it will be for the Service Providers cost.
- The Service Provider(s) will be required to operate on a 24/7 basis during the festive season (December – January) to support TNPA's 24/7 operation during this period.

2.1 SPECIAL AD HOC REQUIREMENTS

- The service provider will further be required to support TNPA in ad hoc requests for transportation of staff whereby TNPA may request an additional quotation from the service provider but not limited to the following:
 - TNPA /Staff events;
 - During strike action;
 - Year- end functions; and
 - Funerals
 - And as requested by designated manager

All Ad Hoc transport request may not exceed a distance of 120km radius of the Port of Cape Town.

2.2 GENERAL REQUIREMENTS

- The vehicles required must be reliable and have legal carrying capacity of 14 passengers per vehicle to transport the number of staff.
- When a department has **10 or less** employees to be transported and there are no AD-HOC areas on the waybill, **only 1 vehicle** must be provided.
- Any additional vehicles or trips must be authorized in advance, in writing by the identified transport coordinator from the effected department.
- Time Management is critical as it can have an impact on the productivity levels of TNPA should employees arrive late and therefore service provider should ensure that time is of the essence.
- Service Provider(s) to provide feedback in writing to TNPA for all the challenges they are faced with TNPA staff during the execution of the services.
- Service Provider(s) will be required to have a supervisor on-site after completion of each shift when employees are to be taken home to ensure that vehicles are loaded correctly as per the designated routes and to ensure the smooth flowing of the transportation service.
- The service provider(s) will further be required to attend a monthly Service Level Agreement meeting whereby all issues for the previous month will be addressed to ensure that a resolution is obtained.
- The service provider to ensure that weekly vehicle inspections are completed and any vehicle which is identified as being a risk should not be utilized for the transportation of staff.
- TNPA will perform ad hoc inspections to verify that the vehicles being utilized is safe and 'fit for purpose';
- TNPA will further provide the service provider with a collection list of all employees required to be collected at the Port to be delivered to their residence at the end of each shift to ensure that the correct amount of vehicles are seconded to the out bound collections to control monthly cost associated to the transport services.
- TNPA will supply the service provider with a list of employee names to be collected at the following times:
 - **Daily at 15H00**, for all weekly collections i.e. Monday to Friday,
 - **Fridays at 15H00**, for weekend pick-up and drop-off,

- **Public Holidays will be confirmed at 15h00 , or 24-hrs before pick-up and drop-off required,**
- **Manager/designated Transport Co-Ordinator to communicate and authorize for all short notice pick – up or drop-off**
- The Service Provider will be required to filter the collection list and group the employees in their respective residential areas as per the route allocation for collections and drop-offs.
- All deviations and delays from the approved pick-up and drop-off list to be communicated to the manager/designated Transport Co-Ordinator for the department concerned..
- The Service Provider will issue each route with a waybill which will reflect the all details i.e. Route/date/shift/area and employees names, addresses and contact details.
- The Service Provider(s) will ensure that a trip register/waybill gets signed after each delivery by the TNPA shift supervisor on duty or TNPA nominated employee so that accurate records are maintained for all drop offs whereby copies should be attached to the monthly invoices as proof of delivery/ services rendered.
- Monthly invoices submitted by the Service Provider without trip registers or waybills attached will not be processed for payment.
- No sub-contractors may be appointed by the Service Provider without the prior written consent of TNPA, who shall be entitled to withhold such consent without any reasons thereof. If granted, then the awarded Service Provider shall nevertheless remain liable to TNPA as the principal, for the fulfilment of all the obligations of the sub-contractor.

2.3 **SHIFTS IN OPERATION**

TNPA does not guarantee that the information stated in the table would be accurate at the time of intent. The information stated below is indicative and is subject to change based on the business demands.

2.5 **Critical REQUIREMENTS**

- Service provider(s) should have a minimum pool of **Ten (10) vehicles consisting of:**
- **6 x Minimum 14 passenger seater vehicles (leased or owned)**
- **4 x minimum 7 passenger seater vehicles (leased or owned)**
- Any deviation from the above minimum pool of vehicles (7 Seater) must be approved by TNPA (Port of Cape Town).
- Vehicles to be utilized for TNPA should be with a full-service history (service book/ inspection reports/ service register to be provided).
- Vehicle to be licensed, registered and roadworthy with certified copies attached.
- Service provider(s) should be in the possession of the necessary vehicle carrying permit(s) or will be required to apply for these permits prior to commencement of service.
- Service Provider must be registered to operate within the Cape Town and surrounding areas, aligned to the contract Scope of Work with particular reference to the local municipality and any relevant transportation association(s).
- All vehicles to be fitted with GPS/Tracker systems (supporting documents to be provided)
- All vehicles are to be fitted with a communication system, which will be linked between the driver of the vehicle and the service providers control room or any other support, in case of emergencies etc.
- Service provider(s) to have a pool of drivers with valid driver's licenses (minimum Code C1) i.e.,and Professional Driving Permits (PDP's) (Certified copies of Drivers Licenses and PDPs to be provided).
- All drivers should be medically fit and free from any ailments which will require them to take medication and/or render them unfit to perform this function. (Medical certificates of all drivers to be provided).
- Alternate drivers and vehicles – subject to the above requirements.
- Service provider(s) must provide TNPA with a company profile as well as an operational profile.
- Service Provider(s) will be required to have a fully operational premise within 60 km radius to the Port of Cape Town at the time of contract commencement.
- Service provider to have a detailed accident / emergency procedure in place.
- Insurance confirmation and / or Professional Indemnity Insurance, Professional Liability Insurance (The service provider to have adequate insurance cover – especially general liability Insurance cover should be R1 million per incident with a cap per year of R5million);
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2.6 **SAFETY:**

- Drivers to have a valid public driving permit, license, clean record, sober habits, medically fit (at least annual medicals), not afflicted with night blindness, no high-risk conditions (diabetes mellitus high BP, untreated epilepsy, nervous breakdown background) certified copies to be attached.
- Service providers should have an induction programme whereby first aid training is included and supported by certificates issued by an accredited service provider.
- Service providers must have a safety programme Standard Operating Procedures (SOP) in the event of punctures, breakdowns/vehicle inspection and hi-jacking incidents.
- Service providers should engage in daily pre-drive checks need to be carried out on the vehicles.
- There should be a zero tolerance of any substance abuse i.e. alcohol, drugs etc whereby random testing should/will take place.
- Service providers to ensure that all drivers are equipped with safety clothing / PPE as required by TNPA with reflective jackets.
- No loud music in transit
- No passengers allowed on trips other than TNPA staff.
- The service provider will be subject to an annual safety audit and ad-hoc safety audit(s) when required.

2.7 COMPLIANCE WITH STATUTORY AND OTHER REQUIREMENTS

Bidder shall comply with all laws, including without limitation, the following:

- (a) all South African law which impacts on the Proposed Dedicated Staff Transport Agreement, a copy of which is will be issued;
- (b) Occupational Health & Safety Act 85 of 1993 ("OHSA");
- (c) International Health Regulation Act 28 of 1974;
- (d) Hazardous Substances Act 15 1973;
- (e) The Compensation for Occupational Injuries and Disease Act, 1993 (Act No.130 of 1993);
- (f) All material aspects of all applicable legislation, provincial ordinances and local authority by-laws, including all relevant regulations promulgated in terms thereof, which affects the Maritime business;
- (g) The Basic Conditions of Employment Act No. 75 of 1997;
- (h) Criminal Procedure Act No. 51 of 1977;
- (i) National Ports Act No. 12 of 2005 and enabling legislation thereto, including the Port Rules;
- (j) Control of Access to Public Premises and Vehicle Act, No. 53 of 1985;
- (k) Legal Succession to the South African Transport Services Act No. 9 of 1989 (but excluding any tariff provided for in such regulations);
- (l) Any other Transportation laws or directives that govern TNPA's Transportation and Handling Services;
- (m) Merchant Shipping Act No.57 of 1951, the Maritime Security Regulations 2004 read in conjunction with the International Ship and Port Facility Security Code and Maritime Occupational Safety Regulations (1994), as amended;
- (n) Codes of Good Practice embodied in the Broad Based Black Economic Empowerment Act No. 53 of 2003;
- (o) Customs and Excise Act No 91 of 1964;
- (p) National Road Traffic Act and Regulations Act 93 of 1996 (as amended from time to time);
- (q) The National Railway Safety Regulator Act No 16 of 2002,
- (r) The Labour Relations Act No. 66 of 1995 and the Regulations thereto; and
- (s) All TNPA policies and procedures
- (t) Adherence to COVID19 Requirements: Disaster Management Act & Regulations Applicable

2.8 PENALTIES

- (a) Failure to adhere to the rules and regulations of the National land Transportation Act and safety policy and procedures of Transnet National Port Authority
- (b) Should the service provider arrive late at TNPA, then R1, 500.00 penalty per incident will be deducted from the month's invoice in which the incident occurred. The signed off trip register/ waybill will be used as reference.

- (c) Should the service provider not show, then the R2, 500, 00 and the cost of alternative transport will be deducted from the month's invoice in which the incident occurred.
- (d) Should a 'no-show' occur for more than two (2) occurrences, then TNPA reserves the right to cancel the contract. Loss of revenue as a result of late coming 'or show' will be recovered for Service Provider.
- (e) Breaching of the road traffic Act. For the following offences confirmed after investigation constitute an immediate termination of the agreement,
 - Substance abuse [drugs, alcohol, etc.] by the drivers,
 - Not obeying traffic signals,
 - Overloading of vehicles,
 - Operating un roadworthy vehicles,

Termination Notice: Transnet reserves the right to send a 30 days termination notice for the RFQ should it no longer require the dedicated staff transport service for the Three (3) months required period at the TNPA Cape Town.