

TRANSNET PORT TERMINALS RICHARDS BAY

TENDER NUMBER:

PROVISION OF FOUR (4) MONTHS MARSHAL SERVICES CONTRACT FOR TRANSNET SOC OPERATING AS TRANSNET PORT TERMINALS (TPT RCB) RICHARDS BAY, AS AND WHEN REQUIRED (HEREINAFTER REFERRED TO AS "TPT RCB")

TRANSNET



SCOPE OF WORK

PROVISION OF MARSHAL SERVICES CONTRACT FOUR (4) MONTHS FOR TRANSNET SOC LTD TRANSNET PORT TERMINALS RICHARDS BAY (TPT RCB), AS AND WHEN REQUIRED





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**Table 1: List of Abbreviations**

Abbreviation	Meaning given to the abbreviation
AIA	Authorized Inspection Authority
BBBEE	Broad Based Black Economic Empowerment
QA	Quality Assurance
SES	Standard Environmental Specification
SHE	Safety, Health and Environment
SHEQ	Safety, Health, Environment and Quality
MPT	Multi-Purpose Terminal
TFR	Transnet Freight Rail
PSIRA	Private Security Industry Regulatory Authority
ICASA	Independent Communications Authority of South Africa
DBT	Dry Bulk Terminal
SIP	Site Induction Programme
SMP	Safety Management Plan
SSRC	Site Safety Review Committee
TPT	Transnet Port Terminal
KZN	Kwa-Zulu Natal
ECSA	Engineering Council of South Africa
RCB	Richards Bay
PPE	Personal Protective Equipment
OEM	Original Equipment Manufacturer
COF	Certificates of Fitness
TIMS	Transnet Integrated Management System
TNPA	Transnet National Port Authority
TRCB	Transnet Richards Bay (TPT & TNPA)
SOW	Scope of Works
SANS	South African National Standards
COC	Certificate of Compliance



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2. Overview of the work

2.1 Executive overview.

Transnet Port Terminals is a division of Transnet SOC Limited whose core business is to provide cargo handling to a wide spectrum of customers, including shipping lines, freight forwarders and cargo owners. Operations are divided into five major business segments, namely containers, bulk, break bulk, automotive and national port authority.

Transnet Port Terminals is operating under extensive pressure of handling high volumes due to the current economical demand of coal and chrome. This situation demands the business to put in place additional measures to address coordination and improve traffic movement within the terminal. The successful bidder will be working with the security services to manage and coordinate traffic movement within the terminal.

The purpose of this scope of work is to acquire marshal services for, Dry Bulk Terminal (DBT), focusing on traffic congestion on terminal roads and Multi-Purpose Terminal (MPT), focusing on movement of trucks on the stockpile areas. The request is to acquire a contract for a period of four (4) months from a Private Security Industry Regulatory Authority (PSIRA) accredited service provider.

3. Detailed Scope of Work

Transnet Port Terminals (TPT) requires the service provider who will provide traffic controlling services within the Port of Richards Bay (DBT Inbound and MPT Terminals) for a period of four (4) months, as and when required. TPT requires an estimated number of eighty (48) marshals and eight (4) supervisors. Each terminal will be allocated forty (40) marshals and four supervisors. TPT may call for less or a greater number of marshals than the ones stated above, this will be determined by business operational requirements. TPT will give a seven (7) working days' notice to the service provider of the number of marshals that are required for a specific period and how the resource will be deployed.

3.1 Services to be provided.

The service provider is required to provide qualified human resources for the required services. All personnel must have a valid Private Security Industry Regulatory Authority (PSIRA) certificate. The service provider must be able to provide these marshals at a notice of seven (7) working days.

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Table 1: Resources required Transnet Port Terminal Port of Richards Bay

	Item	Discription	Quantity Required
1	Security Marshals	Grade D or Higher PSIRA Certificate	48
2	Supervisors	Grade B or Higher PSIRA Certificates	4
3	Two Way Radios		16
4	Cellphone- Smart		1
5	Vehicle		1
6	Torches- Preferred Rechargeable LED 15Watts torch with a life span of hours span of minimum of 8 hours.		16
7	Reflective traffic cones		10

3.1.1 The service provider must provide marshals, with Grade D security certificate or higher.

3.1.2 The service provider must provide supervisors, with Grade B security certificate or higher

3.1.3 The service provider’s Primary obligations shall include, but not limited to:

- a) **Traffic Management:** Direct traffic entering and exiting the port to designated areas, coordinate with Transnet operations supervisor to ensure orderly queuing of trucks, monitor and manage truck flow during peak times to avoid bottlenecks. Ensure smooth traffic flow to avoid delays on stockpiles (overflow on stockpile, cargo spillage, space availability on stockpiles).
- b) **Communication and monitoring:** Communicate with Transnet operations supervisor, truck drivers, and other stakeholders for smooth operation, report delays, incidents or emergencies to relevant parties during the releasing from staging areas and receiving on stockpile areas. Highlight any operational challenges and recommend improvements, monitor and instruct truck drivers during shifts and reporting truck breakdowns to operations supervisors.
- c) **Safety compliance:** Ensure trucks drivers comply with Richards Bay Port safety rules and environmental regulations.

3.2 Tools and Equipment:

3.2.1 The service provider must provide rechargeable handheld torches for each marshal during night shift.

3.2.2 The service provider must provide a minimum of ten (10) reflective traffic cones to be used when there are breakdowns on the road.



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- 3.2.3 The service provider must provide cellphones for supervisors on shift.
- 3.2.4 The service provider must provide communication radio for each marshal on every shift and have a valid license from Independent Communications Authority of South Africa (ICASA).
- 3.2.5 It shall be the service provider's responsibility to ensure that all radios are serviced and maintained according to Independent Communications Authority of South Africa (ICASA).
- 3.2.6 The service provider must ensure that all radios are fully charged at all times during the shift.
- 3.2.7 The service provider must provide high visibility traffic control flags for each marshal on shift.

3.3 Supply of vehicles

- 3.3.1 The service provider must supply one(1) patrol vehicles for movement in the port premises.
- 3.3.2 The service provider must take note that preferred vehicles are bakkies which are high riders due to the road conditions within the port.
- 3.3.3 Use of small vehicles shall be at service provider's own risk and will not be accepted as an excuse in failing to meet service requirement as per the obligation.
- 3.3.4 Should the service provider resort to using small vehicles rather than vehicles specified in 3.3.2, TPT shall not be held liable for any losses and/or breakdowns resulting from poor road conditions.
- 3.3.5 TPT shall not be held liable for any vehicle breakdowns/losses suffered by service provider for the duration of the contract.
- 3.3.6 Any breakdowns/loses/spillages to service provider's vehicles will be at the service provider's cost and not TPT for the duration of the contract.

4. General Conditions

4.1 Operational conditions

- 4.1.1 The service provider must ensure that tools and devices like torches are made available for their teams as and when required.
- 4.1.2 It is the service provider's responsibility to ensure that their staff adhere to shift changes and are available on time for every shift change.
- 4.1.3 The service provider shall be responsible for the movement of their staff to and from areas of deployment or any other service in alignment with the contract scope deliverables.
- 4.1.4 The service provider's staff must have notebooks and pens to note vehicles registration numbers, reporting incidents, documenting events, collecting evidence and reporting emergencies.

4.2 Working hours

- 4.2.1 The service provider's shift pattern must align with the twelve hours per shift working times.
- 4.2.2 The service provider's staff must be put into two shifts, both day and night shifts.
- 4.2.3 The service provider shift roster must be in line with the Basic Conditions of Employment Act (BCEA)



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4.3 Special conditions.

- 4.3.1 The service provider must ensure that they pay their employees as per gazetted PSIRA rate for that fiscal year.
- 4.3.2 The service provider must have at least two months' cash provision to cover all their operational expenses, including payment of salaries, for the duration of the contract to avoid negative impact should there be any delays in the processing of invoices.

5. Safety

5.1 Safety requirements

- 5.1.1 The service provider must comply with the Health and Safety Acts and its regulations.
- 5.1.2 Refer to Occupational Health & Safety Act 85 of 1993 ("OHSA") for guidance.
- 5.1.3 The service provider must have compile safety file in line with Transnet's Integrated Management Systems and submit to the safety department for assessment before commencing with their services.
- 5.1.4 All service providers' staff must be medically fit with valid medical reports confirming that they may commence work on TPT premises and be subjected to annual medical checkups for the duration of the contract.
- 5.1.5 The service provider must adhere to all environmental rules and regulations as explained in detail under management and start up topic.
- 5.1.6 All service provider's staff must always wear full PPE as per below:
 - a) Hard hats.
 - b) Reflective safety vests.
 - c) Safety boots.
 - d) Overalls.
 - e) Rain suits.
 - f) Dust masks.
 - g) Safety goggles.
 - h) Safety gloves.

6. Compliance with Statutory and other requirements

6.1 Compliance.

Service provider shall comply with all legislation, but not limited to the following:

- 6.1.1 Occupational Health & Safety Act 85 of 1993 ("OHSA").
- 6.1.2 International Health Regulation Act 28 of 1974.
- 6.1.3 Hazardous Substances Act 15 of 1973.
- 6.1.4 The Compensation for Occupational Injuries and Disease Act, 1993 (Act No.130 of 1993) ("COIDA");



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- 6.1.5 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.
- 6.1.6 The basic conditions of Employment Act No.75 of 1997.
- 6.1.7 Criminal Procedure Act No.51 of 1977
- 6.1.8 National Ports Act No.12 of 2005 and enabling legislation thereto, including the Port Rules.
- 6.1.9 Control of Access to Public Premises and Vehicle Act, No 53 of 1985.
- 6.1.10 Legal Succession to the South African Transport Services Act No.9 of 1989 (but excluding any tariff provided for in such regulations);
- 6.1.11 Any other Transportation laws or directives that govern TPT's Transportation and Handling Services.
- 6.1.12 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.
- 6.1.13 Codes of Good practice embodied in the Broad Based Black Economic Empowerment Act No.53 of 2003:
- 6.1.14 Customs and Excise Act No.91 of 1964:
- 6.1.15 National Road Traffic Act and Regulations Act 93 of 1996 (as amended from time to time);
- 6.1.16 The National Railway Safety Regulator Act No.16 of 2002,
- 6.1.17 The Labour Relations Act No.66 of 1995 and the Regulations thereto.

7. Pricing

7.1 Pricing conditions and schedule.

7.1.1 See attached Pricing Schedule for Pricing conditions and pricing table 1.

8. Site Information

8.1 Site conditions.

The service provider must take note of the following conditions:




- a) Heavy moving vehicles.
- b) 5 °C to 45 °C temperatures.
- c) 100% humidity.
- d) Air pollution – heavy saline and dust laden, vehicle exhaust fumes.
- e) General wind speeds up to sixty (60) kilometers per hour (Km/h).
- f) Storm wind speeds up to one hundred and eighty (180) kilometers per hour (Km/h).

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Table 3 Tools and equipment.

Equipment	Name discription
	<p>Reflective traffic cone</p>
	<p>Traffic flag</p>
	<p>Handheld rechargeable torch</p>

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9. Service Provider Responsibilities & Compliance

Primary obligation of the service provider shall be responsible to the following, but not limited to:

- a) Conduct various types of patrols to ensure cargo and asset protection.
- b) Ability to perform escort duties to safeguard assets, people and property.
- c) Customer service principles are applied to build relationships with internal and external clients.
- d) Security duties are performed in line with customer requirements.
- e) Conflict-handling skills are applied to maintain positive customer relations.
- f) Security equipment is selected and matched with operational requirements.
- g) Security equipment is used according to their operating principles.
- h) The working conditions of security equipment are inspected for use.
- i) Check trucks legacy to enter port offloading zones.
- j) Control buffer areas.
- k) Assist Cargo coordinators/Supervisors to ensure traffic is managed at times
- l) Assist with calling in and releasing trucks to offloading points.
- m) Assist TPT Security personnel with controlling traffic.
- n) Under no circumstances should a Controlled Stamps "OFFLOEDED" or tamper with Drivers Delivery Notes or found in passion of controlling stamps and Handheld Terminals or TPT Weighbridge tickets.
- o) Under no circumstances should a contractor partake in offloading or assist in and offloading or loading trucks.
- p) Under no circumstances should a contractor hitchhike a private truck within offloading zones or buffer areas.

10. Service Provider must be registered in the above-mentioned bodies

A valid Certificate of registration with Bargaining Council for the Contract PSIRA Services Industry or related sector.

Have a valid Letter of Good Standing COIDA (Compensation for Injury and Disease Act) or a Valid letter from Department of Labour for "Tender Purpose"

Have general/public liability insurance cover -with an indemnity minimum of R300,000.00 (Three Hundred Thousand Rands) per incident

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The training should include but not be limited to: -

- a) Contact Supervision of employees on site.
- b) Immediate replacement worker must be arranged in the absence of the regular staff who will not be left vacant.
- c) Provide all the necessary skills, resources, tools, equipment and expertise to carry out the work.
- d) Review, familiarize and understand the proposed site including all constraints and environmental factors.
- e) Supply complete method statement of how marshaling service will be conducted.
- f) Review, familiarize and understand the operational requirements of the facilities in the Pending Inland Terminal and the constraints and risks that can affect the completion of the work in this scope.
- g) Provide any other reasonable work required to successfully deliver the services on this scope to the Employer on time, on budget and at an acceptable quality

Safety Compliance to: -

Provide all necessary SHEQ compliance documentation as per Transnet Port Terminals SHE specifications, always including the submission and approval of a safety File and SHE officer on site.

Keep handover all documentation including monthly reports reflecting the status of all maintained areas each month.

- a) Be responsible for employees' safety, check for area requirements.
- b) Always be neat and presentable and in full PPE clothing
- c) Comply in all respects with the Labour Law
- d) Be able to apply Basic Conditions of Employment Act 75 of 1997
- e) Comply to Occupational Health and Safety Act 85/1993
- f) Comply to National Environmental Management: Waste Act 59 Of 2008
- g) Comply to National Port Act – the service provider to acquire a Port Permit from TNPA for the duration of the contract period.
- h) Understand and comply on ISPS Code – service provider to Criminal Records check conducted by SAPS for all employees and Management and provide proof to TPT upon Award.