



**PROVISION OF LAUNDRY SERVICES FOR  
TRANSNET PORT TERMINALS: PORT OF  
SALDANHA FOR A PERIOD OF THREE (3) YEARS**

**TPT SLD**

**Document reference number:**

PLS 12.01.2026

**Site:**

Iron Ore Terminal & Multi-Purpose Terminal

**Date:**

12 January 2026

Distribution of this document is restricted to Transnet and  
Transnet approved entities only

## **TABLE OF CONTENT**

	Page No.
1. DEFINITIONS	3
2. ABBREVIATIONS	5
3. BACKGROUND	6
4. SCOPE OF REQUIREMENTS	6
5. QUALITY AND SERVICE	9
6. PROCEDURE OF WORK ACTIVITIES	10
7. PROJECTED QUANTITIES	11
8. CRITICAL FUNCTIONAL REQUIREMENTS	12
9. GENERAL SAFETY AND COMPLIANCE SPECIFICATIONS	13
10. ANNEXURES	

# 1. DEFINITIONS

## **Commissioning:**

The process of assuring that all systems and components of a building or industrial plant or product are designed, installed, tested, operated, and maintained according to the operational requirements of the owner or final client.

## **Contract**

An agreement with specific terms between two or more parties or entities based on mutual consent, which has legal effects and involves the transfer of consideration – usually financial or some other type of benefit.

## **Contract Manager**

A Transnet employee who is authorized to represent Transnet in terms of the contract and appointed to supervise and/or liaise with the contractor to ensure that the specifications of the contract are met (with special emphasis on technical specifications, an inspection of quality, on health and safety, environment and quantity of work). A contract manager has the role of executing the plan to achieve the deliverables. This person receives all his authorizations from the project initiator and the stakeholders.

## **Contract Owner**

The person who requires a specific product, goods, or services, and who is responsible for providing the budget and approval.

## **Contractor**

An employer (organization) or a person performing any work and has entered into a legally binding business agreement contract to supply a product or provide services to Transnet. This applies to Suppliers, Vendors, and Consultants, Service providers, and Contractors.

## **Contractor Execution Plan**

A site, activity, or project-specific documented plan in accordance with the client's project requirements. The Contractor to Transnet submits a plan for approval before mobilization on-site. The Contractor Execution Plan includes, inter alia: Health and Safety, Environmental, Energy, Quality, Delivery plans, etc.

Contractor Compliance File a file or other record containing the information in writing required by Transnet.

**NB:** A file must be submitted for each discipline where applicable e.g. health and safety, environment file, etc.

**Job Owner**

Any permanent employee of IOT or MPT who has been trained, tested, found competent, and appointed in writing to carry out or supervise work on a plant, machinery, and equipment.

**Risk Assessment**

A risk assessment in this procedure means the process where all risks associated with the contract and its execution are identified, mitigated, and managed.

**Specification**

A detailed prescription of the Integrated Management System (IMS) requirements to which equipment, construction, product, or service has to comply with this includes various models, drawings, and documents. It noted that the specification might even comprise of a multitude of different elements.

**Lockout**

The fitting of a padlock (or caliper and padlocks) to an isolator switch so that it cannot be returned to an operating condition.

**Permit Acceptor**

Any person who has been appointed in writing to receive a Permit to Work to carry out or supervise work on equipment.

**Permit Issuer**

The operations shift manager will be responsible for the issuing of permits.

**Permit Number**

A number issued by CCR that logs the work performed, the person responsible for the work, and the approximate duration. Note: This is not the same as the sequential number on the Permit to Work.

**Permit to Work**

A written document indicating the equipment to work on, the potential hazards, how and where these hazards were negated, signatures indicating that equipment is safe, and the names of all persons working on the equipment.

**Responsible Supervisor**

The Operations and Maintenance Supervisor who has been assigned responsibility for the operation and maintenance of a particular section/s of the plant.

## 2. ABBREVIATIONS

IMS:	Integrated Management System
ISO:	International Organization for Standardization
OHSAS:	Occupational Health and Safety Assessment
Series POM:	Policy Manual
PROC:	Procedure
SOP:	Safe Operating Procedure
QMS:	Quality Management System
SANS:	South African National Standard
SMS:	Safety Management System / Service Management System
TCC:	Transnet Corporate Centre
TPT:	Transnet Port Terminals
MPT:	Multi-Purpose Terminal
BTS:	Bulk Terminal Saldanha
WI:	Work Instructions

### 3. BACKGROUND

Transnet Port Terminal: Port of Saldanha (TPT), at the Iron Ore Terminal (IOT) and the Multi- Purpose Terminal (MPT) requires a Service Provider with the knowledge and capabilities to provide daily laundry services for a period of three (3) years. TPT personnel often become covered with dust from iron ore and manganese while conducting their daily activities and therefore need their overalls to be washed frequently. The laundry service provides cleaning and maintenance of textiles, such as personal protective clothing, and uniforms, for individuals. The service will typically involve collecting, washing, drying, folding, and delivering laundry.

### 4. SCOPE OF REQUIREMENTS

- 4.1 The laundry service will provide comprehensive laundry solutions for Transnet Port Terminal Saldanha including collection, washing, drying, folding, and delivery of laundry.
- 4.2 The Service Provider shall launder the PPE/uniform clothing (based on receipts or collections from TPT) and provide clean PPE/uniform clothing daily to support our 24/7 operations.
- 4.3 The Service Provider will be required to regularly collect dirty laundry and timely delivery of clean laundry to following designated areas/locations as indicated in Table 1 below:

<b>IOT</b>	<b>Areas</b>
1	Technical Building
2	Electrical Workshop
3	Ship loaders workshop next to substation C
4	Maintenance Workshop
5	Operations Department
6	Siyaphambili Laundry Room

7	Maintenance MPT
9	SHERQ and Security offices
10	RO Plant
<b>MPT</b>	<b>Areas</b>
1	Operations Department Supervisors Office
2	Technical Offices MPT
3	Mess Room 201
4	Mess Room 203
5	MPT Warehouse

Table 1: List of areas where the clothing must be collected.

- 4.4 Additional collection and delivery locations may be added during the term of the contract should the business requirements change.
- 4.5 Laundry collection and delivery will take place from 06H00 until 08H00 in the morning (2 hours) to ensure that PPE/uniform clothing is issued and received, at the various departments as stipulated in table above.
- 4.6 Laundry collection and delivery will take place from 15H00 until 17H00 in the afternoon (2 hours) to ensure that PPE/uniform clothing is issued and received, at the various departments as stipulated in table above.
- 4.7 Collection and Delivery of PPE/uniform clothing will be controlled by a duplicate book, which must be signed off by the Service Provider and the designated TPT representatives at each pick-up and drop-off point.
- 4.8 The representative per Department will put dirty laundry in designated laundry bins and sign the number of Uniform clothing off. Thereafter, the Service Provider will check the quantity in the bins against the quantity in the duplicate book and sign off the number of Uniform clothing collected.
- 4.9 Collection and delivery of laundry in respect of the Operations Department:

- 4.9.1 The Service Provider will be responsible to issue and receive laundry for each shift at the Laundry Room for the Operations department only.
- 4.9.2 Collection and delivery of PPE/uniform clothing in respect of the Operations department will be controlled by a name list per shift as follows:
- 4.9.3 The Service Provider shall mark off that it received the PPE/uniform clothing item(s) of a specific person(s);
- 4.9.4 The TPT employee shall sign off that she or he has collected or dropped off his or her
- 4.9.5 PPE/ uniform clothing item(s).
- 4.10 The Service Provider shall inspect the quality and cleanliness of the laundry and ensure that the correct number of pieces of laundry as per the lists and control book is ready to be returned.
- 4.11 TPT will be responsible for the supply of laundry bins which shall be large enough or sufficient in number to properly hold the daily amounts of Uniform clothing.
- 4.12 TPT will also be responsible and ensure that only Uniform clothing that is/are marked (Name, Surname, and Department) are put in the bins.
- 4.13 Uniform clothing collection for cleaning without the proper marking will not be removed from the designated points by the Service Provider
- 4.14 NB: It is and shall remain the responsibility of the TPT employees to arrange for the marking of his or her uniform clothing.
  - 4.14.1 Rain suits and Freezer jackets must be returned within 48hrs based on the different drying processes.
  - 4.14.2 The Service Provider may establish a collection and delivery schedule to suit its own needs subject to TPT approval and provided that:
  - 4.14.3 The daily Schedule for collection and delivery are agreed upon and signed off by Supply Chain Management and the Head of departments affected.
- 4.15 Transport to and from the Terminal to collect and deliver Uniform clothing must be provided by the Service Provider

## 5. QUALITY AND SERVICE

- 5.1 The Service Provider shall submit a comprehensive Business Continuity Plan if the services are interrupted, specifically tailored for Transnet Port Terminal Saldanha Business Continuity Plan which covers at least two points but not limited to these.
  - 5.1.1 Contingency for Load shedding
  - 5.1.2 Contingency for strike management plan
- 5.2 The Service Provider shall use a hypoallergenic detergent and supply TPT with a data sheet of the detergent that will be used.
- 5.3 The Service Provider shall provide evidence of the age of their equipment.
- 5.4 The Service Provider shall ensure that its employees tasked with providing the required service to TPT Port Terminal are competent and experienced in carrying out its responsibilities as set out in the scope of work herein.
- 5.5 If any items are found to be unsatisfactorily cleaned, the Service Provider shall re-clean them at their own expense, ensuring that all items meet the required standards without incurring additional costs to Transnet.
- 5.6 Upon receipt, the Service Provider shall conduct an individual inspection of each clothing or linen item to assess its condition and serviceability and classify it according to the specific type of service or treatment required.
- 5.7 The Service Provider is responsible for repairing, at their own expense, any damage to garments that occurs while in their custody. This includes, but is not limited to, fixing rips, tears, holes, open seams, replacing buttons, and repairing or replacing zippers.
- 5.8 The service provider and organizational representative will jointly conduct a count of items being turned over to the contractor, and both parties will agree on the accurate count before transfer.
- 5.9 The Service Provider must be available for monthly meetings to discuss performance as stipulated on SLA.
- 5.10 The Service Provider shall have roadworthy and licensed vehicles.
- 5.11 The Service Provider shall have a permanently manned telephone (place of business/cell phone) and

fax machine, to ensure that immediate contact can be made in case of emergency.

5.12 Facilities of the Service Provider will include as a minimum ablution facility, an office equipped with telephone, fax lines, industrial washing machines, and dryers.

## 6. The procedure of work activities

6.1 The delegated TPT representatives will check and sign off on the amount of Uniform clothing collected and delivered together with the Service Provider before removing the Uniform clothing off-site or delivery thereof.

6.2 Each Monday, the Service Provider will be required to furnish the Facilities Department with the previous week's delivery notes (for all collections & deliveries).

6.3 The Facilities department will check the control list/book together with the delivery notes to correlate quantities.

6.4 The Facilities department will thereafter distribute the delivery notes to the different departments to raise requisitions for the respective service(s).

6.5 The Procurement Department shall thereafter create a purchase order based on the fixed cost for the Service Provider.

6.6 The Procurement Department shall then issue the Service Provider with a purchase order (s)

## 7. PROJECTED QUANTITIES

The table below indicates estimated quantities of clothing for 36 Months.

ITEM	DESCRIPTION	PROJECTED QUANTITIES
<b>IRON ORE TERMINAL (IOT)</b>		
1	Two-piece Overalls	192000
2	Jerseys	14940
3	T-shirts	14940
4	Marking of overalls (as and when required) per set	15750

5	Rain Jackets	7500
6	Life Jackets	3000
7	Reflectors	3000
8	Jackets	3000
<b>MULTI-PURPOSE TERMINAL (MPT)</b>		
1	Two-piece Overalls	156000
2	Jerseys	10800
3	T-shirts	10800
4	Marking of overalls (as and when required) per set	6750
5	Rain Jackets	3000
6	Life Jackets	1800
7	Reflectors	1800
8	Jackets	1800

## 8. CRITICAL FUNCTIONAL REQUIREMENTS

### 8.1. Technical Evaluation

#### 8.1.1 Company Experience

The Service Provider shall have two (2) years' cumulative experience in providing laundry services within the last three (3) years

Supporting documents: The Service Provider must provide reference letters from previous clients they provided with laundry services. The reference letter must include the client's name, contact details and duration of the contract.

#### 8.1.2. Transportation

The Service Provider shall possess a bakkie with canopy or panel van which complies with National Road Safety Act which will be utilized to transport the laundry

Supporting document: A valid and certified copy of the roadworthy certificate of a bakkie with canopy or panel van which will used to transport laundry to the Terminal

### **8.1.3. Driver's certification**

The Service Provider shall have Two (2) experienced drivers with a valid Code 08/B license or higher code, who will be collecting and delivering the laundry at the Terminal

Supporting documents: Certified copies of a valid Code 08/B license or higher of the drivers who will be collecting/delivering the laundry to the Terminal

### **8.1.4. Employees capacity and experience**

The Service Provider shall have minimum of Two (2) experienced personnel that are employed at the laundry facility.

Supporting documents: A confirmation on a company letterhead indicating the number of employees at the laundry facility as well as comprehensive CVs of the employees indicating their experience in performing the duties at the laundry facility

## **9. SITE VISIT**

### **9.1 Confirmation of equipment availability**

9.1.1. The Service Provider shall have, in its facility, a minimum of three (3) industrial washing machines and three (3) tumble dryers with a capacity of no less than 27 kg per load.

9.1.2. The Respondent is required to complete and return the essential returnable schedule Annexure C as confirmation of the laundry equipment availability indicating the quantities and capacities of the washing machines and tumble dryers.

**Note: Compulsory site visits to verify possession of the equipment will be conducted prior to the award. The Service Provider submits proof of ownership of industrial washing machines and tumble dryers with a capacity of no less than 27 kg per load and evidence of age of equipment.**

## 10. GENERAL SAFETY AND COMPLIANCE SPECIFICATIONS

- The Contractor must submit a detailed Contractor Execution Plan (CEP) to the Contractor Manager for approval as per TRN-IMS-GRP-GDL 014.5 Contractor Execution Plan minimum requirements.
- Contractor must submit TRN-IMS-GRP-TMP 014.3 Employee Personal Profile Dossier to contractor Manager for approval before induction training confirmed. Approved Employee Profile Dossiers includes certified copies of medicals, identity documents, competencies etc. submitted via email correspondence to TPTSLD-Induction-booking@transnet.net.
- Contractor Compliance SHE File within accordance with File Contractor Compliance File TRN-IMS-GRP-TMP-014.11 and in line with relevant applicable specifications as per respective TRN-IMS-GRP- GDL 014.2 Contractor Specification Guidelines, TRN-IMS-GRP-GDL 014.4 Contractor Environmental and Sustainable Specification Guideline, TRN-IMS-GRP- GDL 014.6 Contractor Quality Specification Guideline and TRN-IMS-GRP-GDL 014.5 Contractor Security Specification Guidelines
- Principle contractors approve Mandatary Agreement in terms of section 37(2) TRN-IMS- GRP-TMP-014.1 of the Occupational Health and Safety Act (OHS Act) and submit to Contractor Manager to agree.
- The Principal Contractor must submit written request to the Contractor Manager for permission for sub-contract to provide any work or services to TPT and ensure that all 37.2
- Agreement between Principle contractor and Sub Contractor submitted to Contractor Manager.
- Contractor must submit completed SHE File Electronic to Contractor Manager for approval.
- Contractor undergoes induction training prior to handing over the site to the Contractor as
- TRN-IMS-GRP-GDL 014.6 Contractor Induction Minimum Requirements.

## 11. ANNEXURE: RETURNABLES

Annexure C: Site visit checklist