

TENDER NUMBER:

PROVISION OF 36 MONTHS TRANSPORT SERVICES FOR TRANSNET SOC LTD
OPERATING AS TRANSNET PORT TERMINALS RICHARDS BAY (HEREINAFTER
REFERRED TO AS "TPT RCB")

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Table 1: List of Abbreviations

Abbreviation	Meaning given to the abbreviation
AIA	Authorised Inspection Authority
BBBEE	Broad Based Black Economic Empowerment
QA	Quality Assurance
SES	Standard Environmental Specification
SHE	Safety, Health and Environment
SHEC	Safety, Health and Environment Co-ordinator
SIP	Site Induction Programme
SMP	Safety Management Plan
SSRC	Site Safety Review Committee
TRANSNET SOC LTD (TPT, TNPA & TE)	Transnet Port Terminal; Transnet National Ports Authority & Transnet Engineering
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
TNPA	Transnet National Port Authority
TRCB	Transnet Richards Bay (TRANSNET SOC LTD (TPT, TNPA & TE) & TNPA)

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2 Overview of the work

Executive Overview

Transnet SOC Ltd is a state-owned freight transport and logistics company responsible for managing South Africa’s rail, port, and pipeline infrastructure. As a key enabler of economic growth, Transnet plays a crucial role in ensuring the efficient movement of goods and services across the country. The company is structured into several Operating Divisions (ODs) that specialize in different aspects of logistics and transport.

Three of Transnet’s Operating Divisions in the Port of Richards Bay —Transnet Port Terminals (TPT), Transnet National Ports Authority (TNPA), and Transnet Engineering (TE)—require a reliable and efficient staff transport service to support their operational efficiency. In these divisions, bargaining unit employees rely on company-provided transport to manage their work schedules effectively. Ensuring that employees arrive and depart on time for various shift patterns is a key responsibility of the company.

To meet this requirement, Transnet is seeking service providers for a 36-month contract to deliver staff transport services that adhere to all Transnet policies, South African National Roads regulations, and safety standards. The objective of this contract is to procure the most suitable, reliable, and compliant transport services that will enable seamless employee movement. Service providers must demonstrate the capacity to meet operational requirements, regulatory compliance, and safety standards. A detailed scope of work outlining the specific service expectations, compliance requirements, and operational considerations is provided in the full scope document.

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Main Work Information

Provision of staff transport services for thirty-six (36) months contract to various operating divisions of Transnet SOC Ltd (TPT, TNPA & TE) in Richards Bay and surroundings.

3 Detailed Scope of Work

The approved service provider will be required to adhere to:

General Scope Requirements

3.1.1 Provisions of transport to and from respective and specified staff residential area for all operational shifts within the specified routes.

Special Ad-hoc Requirements

The Service Provider will further be required to support Transnet SOC Ltd (TPT, TNPA & TE) in Richards Bay and surroundings in ad-hoc requirements for transportation of employees. The ad-hoc services will be required as and when the need arises within a 50 KM radius. If the distance exceeds 50 KM radius, a rate per kilometer will be applied for the additional distance traveled.

Operational Requirements

- 3.1.2 The vehicles (buses and minibuses) required must be properly licensed to transport passengers i.e. All vehicles supplied should be designed and manufactured for passengers carrying/ passenger's transportation and not aftermarket conventions into passengers carrying vehicles.
- 3.1.3 Time Management is critical as it can have an impact on the productivity levels of Transnet SOC Ltd (TPT, TNPA & TE). Penalties will be applicable when employees arrive at work late due to the service provider.
- 3.1.4 Service Provider to provide feedback in writing to Transnet SOC Ltd (TPT, TNPA & TE) for all the challenges they are faced with during the execution of the service.
- 3.1.5 The Service Provider representative must be accessible to address any issues that may arise on each shift when employees are to be taken home and work.
- 3.1.6 The vehicles are to be loaded correctly as per the designated routes and to ensure the smooth flowing of the transportation service.

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3.1.7 The Service Provider will further be required to attend monthly Service Level Agreement meetings whereby all issues for the previous month will be addressed to ensure that a resolution is obtained.

3.1.8 The Service Provider is to ensure that daily vehicle inspections are completed and any vehicle which is identified as being a risk should be reported to the representative and not be utilized for the transportation of employees.

3.1.9 Transnet SOC Ltd (TPT, TNPA & TE) will perform ad-hoc inspections to verify that the vehicles being utilized are safe and 'fit for purpose'.

3.1.10 Transnet SOC Ltd (TPT, TNPA & TE) will supply the Service Provider with details of routes, pick up areas for all employees prior to contract commencement. The routes are subject to change as and when required and agreed to by both parties.

3.1.11 The Service Provider's vehicles will be required to have a tag system for passenger monitoring purposes. This system will be used to monitor and ensure that only eligible TPT, TNPA & TE employees board the vehicles.

The system must use a RFID (Radio-Frequency Identification) or similar technology and must store the passenger reports either locally or in the cloud for reporting and auditing purposes.

The Service Provider must submit a monthly reconciliation of services provided, reflecting a detailed list of employees, dates and routes for contract management purpose. The Service Provider will be required to provide and configure the cards / tags with each passenger employee information. A total number of 3161 cards / tags are to be provided. The Service Provider is responsible for the supply, installation, service and maintenance of the system. Lost and malfunctioning cards / tag are to be replaced and configured by the Service Provider within 24 hours of notification. The supplier will therefore be expected to cater for all costs related to the tag system under the management fees of this contract.

3.1.12 (i) All drivers are required to have:

- a) Valid public drivers' permit,
- b) Transnet access valid permit,

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- c) Drivers' license,
- d) Clean criminal record,
- e) Sober habits,
- f) Medically fit (at least annual medicals),
- g) Not affected by night blindness medical conditions.

3.1.13 (ii) All vehicles are required to have the following:

- (a) The Service Provider must provide a valid service history for each vehicle, covering maintenance records in line with manufacturer's specifications. Additionally, the Service Provider must be able to furnish proof of ongoing servicing and maintenance throughout the duration of the contract upon request.
- (b) Vehicles to be licensed, registered and roadworthy with certified (supporting documents to be provided i.e. copies of motor vehicle license/license discs & roadworthy certificate).
- (c) All vehicles should be fitted with a multi vision (360 degrees) camera system. The system must have the following key features as a minimum:
 - **Multiple Camera Placement:** Cameras are strategically placed to cover the front, rear, sides, and interior of the vehicles.
 - **High-Resolution Cameras:** High-Definition resolution and advanced image sensors for clear footage in various lighting conditions.
 - **Infrared Night Vision:** Cameras with infrared (IR) LEDs for clear visibility in low-light or dark conditions.
 - **Secure Data Storage:** Video footage must be stored securely, either locally or in the cloud, with access controls for privacy.

The footage must be stored for the duration of the contract and be made available to Transnet as and when required. The service provider is responsible for the supply, installation, service, and maintenance of the system. The supplier will therefore be expected to cater for all costs related to the camera system under the management fees of this contract.

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3.1.14 The Service provider must be registered to operate within the Richards Bay Municipality areas (King Cetshwayo District Municipality).

3.1.15 The Service Provider must provide TRANSNET SOC LTD (TPT, TNPA & TE) with a company profile as well as an operational profile.

Shift Patterns

3.1.16 TRANSNET SOC LTD (TPT, TNPA & TE) does not guarantee that the information stated in **Table 2: Designated Shift Patterns**, page 16 will be accurate at the time of intent. The information stated is indicative and is subject to change based on the business demands.

4 Critical requirements

4.1.1 The supplier is required for a period of 36 month to adhere to:

Accreditation

4.1.2 The Service Provider is required to obtain and maintain all operating licenses and permits as required by local authorities in accordance with applicable legislation for all designated routes.

Proof of Experience

4.1.3 The Respondents must provide a minimum of three (3) reference letters from the Respondents' clients, where the service was provided in the last ten (10) years.

4.1.4 The references must illustrate evidence that the Respondent has experience in providing employee transportation; with a minimum of one (1) year uninterrupted service for each reference letter provided.

4.1.5 Each reference letter must be signed and on the client's letterhead which must clearly state the services rendered by the Respondent, including the length of service (i.e. number of years) provided by the Respondent to the client.

Proof of Transport availability

4.1.6 The respondents are required to provide commitment that they are able to provide maximum fleet required by the business.

4.1.7 The respondents must indicate if the vehicles will be leased or owned.

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Fleet Security & communication

4.1.8 All vehicles to be fitted with GPS/Tracker systems (Proof will be required at any given time during the contract).

4.1.9 The driver of the vehicle to always have communication means (phone) reachable in case of emergencies.

Business Continuity Plan

4.1.10 Respondents to submit a comprehensive Business Continuity Plan, the following criteria must be included as a minimum but not limited to: -

- Community Unrests / Industrial Action.
- Contingency Plan in cases of pandemics.
- Fleet breakdowns and or unforeseen disruptions.
- Bidder's Labour strikes/matters.
- Safety and Security Incidents.

The above is not exhaustive, and bidders are encouraged to provide a comprehensive Business Continuity Plan based on the risk assessment performed.

4.1.11 The Service Provider is required to provide confirmation that a functional office within the Richards Bay Municipality will be established within one (1) week of receiving the Letter of Award.

4.1.12 The Service Provider is required to provide their list of drivers and PRDP's.

4.1.13 The Service Provider must have Passenger liability / General liability Insurance / Public Liability Insurances (With a limit of indemnity of R20 million per occurrence) (Supporting documents to be provided – certified copy of Letter from underwriter confirming insurance cover / certified copy of insurance policy).

Risk Insurance cover.

4.1.14 Service Provider is required to have all their fleet covered by a recognized and registered fleet insurance. This requirement is to serve as a business protection for any unforeseen occurrences. The cover is expected to enhance the safety and handle liability of all TRANSNET SOC LTD (TPT, TNPA & TE) employees as follows:

a) Minimum of R500 000.00 per passenger per seat.

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- b) Assets Policy – Copy of the insurance certificate must be provided.
- c) General liability in case of damage of Transnet assets – R20 million per Occurrence.
- d) Strike/Riot Cover – The service provider must have a strike cover.

4.1.15 It must be noted that verifications will be conducted to ascertain validity during the bid evaluation stage and contract execution.

5 Safety

Safety requirements

- 5.1.1 Drivers to have, amongst others, a valid public driving permit, license, clean criminal record, sober habits and, medically fit to perform this function. Although the provision of the PrDP would suffice in this regard, drivers are required to have annual medical check-ups.
- 5.1.2 The drivers must adhere to all safety signage such as but not limited to, the speed limits on site and no using of cell phones while driving etc. drivers and vehicles to have access permits as per TRANSNET SOC LTD (TPT, TNPA & TE) security requirements.
- 5.1.3 The successful bidder must submit a Safety File which will focus on safety and health. The file is required upon award and should include a detailed accident procedure in place and safety Standard Operation Procedures (SOP) in the event of punctures breakdowns/vehicle inspections, etc.
- 5.1.4 Service Provider must engage in daily vehicle pre-drive checks to ensure that roadworthiness is always maintained.
- 5.1.5 There must be zero tolerance of any substance abuse i.e. alcohol, drugs etc. Random testing will take place.
- 5.1.6 Service Provider to ensure that all drivers are equipped with safety clothing/ PPE as required by TRANSNET SOC LTD (TPT, TNPA & TE) terminals e.g. reflective jackets.
- 5.1.7 All vehicles should be fitted with serviceable fire extinguishers and a revolving or strobe amber lights.
- 5.1.8 No loud music in transit.

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5.1.9 No passengers allowed on trips other than TRANSNET SOC LTD (TPT, TNPA & TE) employees.

5.1.10 The vehicles to always switch head lights on when entering Transnet Premises

5.1.11 The Service Provider will be subject to an annual safety audit and ad-hoc safety audit(s).

5.1.12 Service provider to adhere to any government regulations in line with municipal specific control measures regarding various operational areas.

6 Compliance with Statutory and other Requirements

Compliance

Bidders shall comply with all South African applicable legislations, provincial ordinances, and local authority by-laws, 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").

6.1.5 The basic conditions of Employment Act No.75 of 1997.

6.1.6 Criminal Procedure Act No.51 of 1977

6.1.7 National Ports Act No.12 of 2005 and enabling legislation thereto, including the Port Rules.

6.1.8 Control of Access to Public Premises and Vehicle Act, No 53 of 1985.

6.1.9 Legal Succession to the South African Transport Services Act No.9 of 1989 (but excluding any tariff provided for in such regulations).

6.1.10 Any other Transportation laws or directives that govern TRANSNET SOC LTD (TPT, TNPA & TE)'s Transportation and Handling Services.

6.1.11 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;

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6.1.12 Codes of Good practice embodied in the Broad Based Black Economic Empowerment Act No.53 of 2003:

6.1.13 Customs and Excise Act No.91 of 1964:

6.1.14 National Road Traffic Act and Regulations Act 93 of 1996 (as amended from time to time);

6.1.15 The National Railway Safety Regulator Act No.16 of 2002,

6.1.16 The Labour Relations Act No.66 of 1995 and the Regulations thereto.

7 Penalties

Penalty Levels

7.1.1 Should the service provider arrive late at Transnet SOC Ltd (TPT, TNPA & TE) without substantiated evidence of challenge above service provider's capability, then a 1% penalty per incident will be deducted from the month's invoice in which the incident occurred. The register with and evidence brought forward shall be used as reference.

7.1.2 Should the service provider not arrive for pick up and drop off, then the full trip fee and the cost of alternative transport will be deducted from the month's invoice in which the incident occurred.

7.1.3 Should a 'no-show' occur for more than two (2) occurrences, then TRANSNET SOC LTD (TPT, TNPA & TE) reserves the right to cancel the contract. Loss of revenue because of late coming or not arriving at all will be recovered from the Service Provider/s.

7.1.4 The Service provider should provide TRANSNET SOC LTD (TPT, TNPA & TE) with the speed monitoring reports on monthly basis, failure to do so 1% penalty will be deducted from the month's invoice in which the incident occurred.

8 Site Information

Site conditions

The employees' delivery points are in highly dusty areas and care must be taken to safeguard against foreign obstacles. Road signs may be covered by dust at times, and drivers must exercise extra caution. The drivers must always pay attention to observe traffic of cargo handling vehicles and only stop where it is safe (designated areas or shelters) for drop offs and collections.

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The groundwater table has been recorded at between 0.8 m and 1.5 m below ground level across the site during winter.

- Altitude – sea level
- Ambient temperature – 5 to 45 °C
- Relative humidity – frequently 100%
- Air Pollution – heavily saline and dust laden; industrial and locomotive fumes; ignitable dusts
- General wind velocities – up to 60km/ h
- Storm wind velocities – up to 180 km /

Climate data for Richards Bay based on monthly averages for the 30-year period: 1961- 1990 (SAW, 2005)

Site access

The site is at Transnet SOC Ltd (TPT, TNPA & TE) within the surroundings of Richards Bay.

Access to the site will be from the existing public and maintenance road networks whilst access to the Port of Richards Bay will be through the East or West Access Gates.

Transnet Engineering employees to be transported to Nsezi locomotive depot, Wagon depot and sorting yard. Access to the Port of Richards Bay and TE (Nsezi) will be subject to the TRANSNET SOC LTD (TPT, TNPA & TE) security requirements and regulations.

9 General

Project Manager

Project Manager means the appointed Transnet SOC Ltd (TPT, TNPA & TE), or any person lawfully delegated in that capacity to manage the contract.

- a) No vehicle will be permitted to commence work until the Project Manager has examined it or any person lawfully appointed.
- b) All vehicles must be in good mechanical and road-worthy condition for the duration of the contract.
- c) The Project Manager may, at his discretion, order the removal temporarily or permanently of any vehicle, in his well-informed opinion that is not satisfactory

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mechanically or is incapable of performing adequately.

Contract Price Adjustment

The contract will be fixed and firm for the first year and subject to annual review in accordance with the CPI.

Fuelling, Service and Maintenance

The service provider shall for vehicles, provide all materials, tools, equipment and fuel. The service provider is also responsible for maintenance and carrying-out repairs at his own expense in his/her own time which does not interfere with shift times when the vehicles will be required to carry out contract services.

Preliminary Inspection

- a. All vehicles together with appropriately licensed drivers shall be supplied / made available at the place of work within one month prior to commencement of the contract for inspection of compliance to the scope and verification documentation submitted.
- b. After the vehicles have been accepted at the place of work, the service provider shall ensure that it is available for work for such period as may be required.

10 Designated Areas, Routes, Number of employees and required quantity of Transport for TRANSNET SOC LTD (TPT, TNPA & TE)

10.1 Designated Schedule for TRANSNET SOC LTD (TPT, TNPA & TE)

10.1.1 Refer to **Annexures** for Schedules (TRANSNET SOC LTD (TPT, TNPA & TE))

Service Provisioning

10.1.1 TRANSNET SOC LTD (TPT, TNPA & TE) does not guarantee that the information stated in the table below will be accurate at the time of intent. The information stated below is indicative and is subject to change based on the business demands.

10.1.2 The final requirements (number of vehicles) will be confirmed with the successful bidder (requirements might increase or decrease).

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Shift Patterns, Designated Routes, Number of Employees and Vehicles for TPT, TNPA & TE (Excluding Nsezi)

SHIFT A, B, C, TECHNICAL & NORMAL SHIFT	Shift A	Vehicle Seater	Shift B	Vehicle Seater	Shift C	Vehicle Seater	Shift D	Vehicle Seater	Normal Shift	Vehicle Seater	Technical Shift	Vehicle Seater	Total Number of Employees per route	Number of vehicles per route
Name of Route	05h45 - 18H15		18H15 - 05H45		05h45 - 18h15		18H15 - 05H45		07h40 - 16h00		07:00 - 15:30			
Arboretum/Velden Vlei/Birdswood/ Mandlanzini	80	65 + 22	84	65 + 22	51	65	46	65	110	65 + 65	26	35	384	3X 65-Seater, 1x 35-Seater, 2 x 22-Seater
Nseleni/Mabhyeni/Brackenham/Aquadene//Welden weide	133	65 + 65	138	65 + 65 + 22	115	65 + 65	106	65 + 65	109	65 + 65	7	14	602	4x 65-Seater, 1 x 22-Seater, 1 x 14-Seater
Meerensee/Mzingazi	87	65 + 22	77	65 + 22	74	65 + 22	72	65 + 22	85	65 + 22	26	35	414	2x 65-Seater, 1x35-Seater, 1 x 22-Seater
Empangeni/Hill view/Macekane/Old Mill	100	65 + 35	96	65 + 35	88	65 + 22	69	65	70	65	10	14	423	2x 65-Seater, 1 x 35-Seater, 1x 22-Seater, 1 x 14-Seater
Ngwelezane/Mhlathuze	89	65 + 22	96	65 + 35	92	65 + 22	62	65	70	65	9	14	410	2x 65-Seater, 1x 22-Seater, 1 x 14-Seater
Sikhawini/Mpembeni/Port Durn Ford/Dlangezwa	160	65 + 65 + 35	158	65 + 65 + 35	158	65 + 65 + 35	133	65 + 65	118	65 + 65	32	35	752	4x 65-Seater, 2 x 35-Seater
TOTAL	649		649		578		488		562		110		3036	

Note: The above vehicle requirements include Shift A, B and C employees working at Nsezi. There will be a requirement for a further transport service from the Port to Nsezi. This does not require additional vehicles as this will be an extension from the Port and proceed to Nsezi as follows:

Shift A 1x 22-Seater from the Port to Nsezi.

Shift B 1x 14-Seater from the Port to Nsezi.

Shift C 1x 14-Seater from the Port to Nsezi.

Designated Routes for TE - Nsezi (Locos & Wagons) Shift Workers Summary of Vehicles

Name of Route	Nsezi Straight Shift		
	Monday to Sunday 07:00 - 15:30	Total Number of Employees per route	Vehicle Seater
Arboretum/Velden Vlei/Birdswood/ Mandlanzini	27	27	1 x 35
Nseleni/Mabhyeni/Brackenham/Aquadene//Welden weide	27	27	
Meerensee/Mzingazi	12	12	1 x 65
Empangeni/Hill view/Macekane/Old Mill	27	27	
Ngwelezane/Mhlathuze	13	13	
Sikhawini/Mpembeni/Port Durn Ford/Dlangezwa	19	19	1 x 22
TOTAL	125	125	

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Summary of Vehicle Requirements (TPT, TNPA and TE)

VEHICLES SEATER	NUMBERS
65	18
35	6
22	7
14	3

11 Evaluation Criteria

See **Annexure A** for evaluation criteria. Transnet reserves the rights to award the contract partly or fully were found convenient by the business.

Supplier to comprehensively adhere to evaluation criteria.

12 Exclusions

- Any services to be rendered by Transnet must not form part of contractor's rates in job pricing.
- Car park and ablution facilities are to be the responsibility of the service provider for their drivers and vehicles.

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