

**PROVISION OF STAFF TRANSPORT SERVICES FOR THE PORT OF CAPE TOWN FOR A PERIOD OF
THIRTY-SIX (36) MONTHS.**



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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 (TNPA)	Transnet National Ports Authority
CPT	Cape Town
ECSA	Engineering Council of South Africa
PPE	Personal Protective Equipment
OEM	Original Equipment Manufacturer
COF	Certificates of Fitness
TNPA	Transnet National Ports Authority



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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.

One of Transnet's Operating Divisions in the Port of Cape Town - Transnet National Ports Authority (TNPA), requires a reliable and efficient staff transport service to support their operational efficiency. In this division, 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. The service provider shall transport employees between designated residential areas and the Port of Cape Town in accordance with operational requirements. The total estimated employee complement requiring transportation is approximately 198 employees. The transport requirement has been consolidated into two service routes (Route 1 – Northern Route and Route 2 – Southern Route) for tendering and contract management purposes. Refer to **Annexure A1** for detailed routes.

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 areas for all operational shifts within the specified routes.

Special Ad-hoc Requirements

The Service Provider will further be required to support Transnet SOC Ltd (TNPA) in Cape Town 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 100 KM radius.

Operational Requirements

- 3.1.2 The vehicles (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 (TNPA). 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 (TNPA) 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.

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- 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.
- 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 (TNPA) will perform ad-hoc inspections to verify that the vehicles being utilized are safe and 'fit for purpose'.
- 3.1.10 Transnet SOC Ltd (TNPA) will supply the Service Provider with details of routes, pick up areas for all employees prior to contract commencement.
- 3.1.11 (i) All drivers are required to have the below:
 - a) Valid public drivers' permit,
 - b) Transnet access valid permit,
 - 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.

The successful bidder shall submit the information above for all drivers assigned to the contract within ten (10) working days of notification of award and prior to commencement of services. Failure to submit the required documentation within the stipulated period may result in the bidder being deemed unable to commence the services, and TNPA reserves the right to take appropriate action in terms of its procurement and contractual processes.

- 3.1.12 (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



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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) The successful bidder shall provide proof of registration, licensing, permits, operating authorities, or any other regulatory approvals required to lawfully provide employee transportation services within the Cape Town Metropolitan area.
- (d) The required documentation must be submitted within ten (10) working days of receipt of the notification of award and prior to commencement of services. Failure to provide the required documentation within the stipulated period may result in TNPA cancelling the award and proceeding in accordance with its procurement procedures.

3.1.13 .The Service Provider must provide TRANSNET SOC LTD (TNPA) with a company profile as well as an operational profile.

Shift Patterns

3.1.14 The information contained in **Annexure A1** is based on TNPA's current operational requirements and historical demand patterns and is provided to enable bidders to submit meaningful and competitive bids. While TNPA expects this information to be materially accurate at contract commencement, operational requirements may necessitate amendments during the contract period

4 Critical requirements

4.1.1 The The Service Provider shall provide employee transportation services for a period of thirty-six (36) months in accordance with the requirements set out in this Scope of Work and the terms and conditions of the contract.

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



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employee transportation; with a minimum of six (6) months 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, which is stated in **Annexure A1**.
- 4.1.7 The respondents must indicate if the vehicles will be leased or owned.

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 Service Provider shall ensure that drivers are contactable at all times during the provision of the services. Appropriate communication systems and backup communication arrangements shall be maintained to facilitate communication during emergencies, breakdowns, delays, or other operational incidents.

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 carried out.

- 4.1.11 The Service Provider is required to provide confirmation that a functional office within the Cape Town Metropolitan will be established within Two (2) weeks of receiving the Letter of Award.
- 4.1.12 The Service Provider must have Passenger liability / General liability Insurance / Public



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Liability Insurances for the whole fleet (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.

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

- a) The Service Provider shall maintain passenger liability insurance with a minimum cover of R20 million per event/occurrence, or such higher amount as may be required by law.
- b) Assets Insurance – The successful bidder shall provide proof of valid insurance cover for all vehicles allocated to the contract. Where vehicles are leased, proof of insurance from the lessor or vehicle owner will be accepted
- 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.

4.1.14 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 (TNPA) 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



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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 (TNPA) 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.
- 5.1.9 The Service Provider shall ensure that all vehicles are kept clean, hygienic, and free from litter and unpleasant odours at all times.
- 5.1.10 No passengers allowed on trips other than TRANSNET SOC LTD (TNPA) employees.
- 5.1.11 The vehicles to always switch head lights on when entering Transnet Premises
- 5.1.12 The Service Provider will be subject to an annual safety audit and ad-hoc safety audit(s).
- 5.1.13 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.



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- 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 (TNPA)'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;
- 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 (TNPA) 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 (TNPA) 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 (TNPA) 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



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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.

Site access

The site is at Transnet SOC Ltd (TNPA) within the surroundings of Cape Town. Access to the Port of Cape Town will be through the Marine drive, Christian Barnard and Duncan Rd entrances. Areas of place of work i.e. TNPA Port of Cape Town, No. 1 Jetty, Fire & Emergency Services, Security, Berthing, Ship Repair and TNPA House. Access to the Port will be subject to the TRANSNET SOC LTD (TNPA) security requirements and regulations.

9 General Project

Manager

Project Manager means the appointed Transnet SOC Ltd (TNPA), 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 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/her own

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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 (TNPA)

10.1 Designated Schedule for TRANSNET SOC LTD (TNPA)

10.1.1 Refer to **Annexure A** for routes (TRANSNET SOC LTD (TNPA))

Service Provisioning

10.1.1 TRANSNET SOC LTD (TNPA) 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).

11. Shift requirements

Operational shift patterns:

06h00 – 18h00 and 07h00 – 19h00

- 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,**



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- **Manager/designated Transport Co-Ordinator to communicate and authorize for** all short-notice pick-up or drop-off.
- Employees should be dropped off at the workplace 15 minutes prior to the commencement of shift (**see above for shift patterns**) and collected at the workplace 15 minutes after the shift has been completed.

11 Contract Award

The intention of TNPA is to award this project per route (split award), either route 1 or route 2 as follows:

Route 1: Northern Route

Route 2: Southern and Western Route

Bidders may submit proposals for one or both routes. TNPA reserves the right to award each route separately or to a single service provider based on ranking.

12 Evaluation Criteria

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

Supplier/s comprehensively adhere to evaluation criteria.

13 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.