

## **TERMS OF REFERENCE**

### **SCOPE OF WORK**

#### **ISO 20000-1 SERVICE MANAGEMENT SYSTEM CERTIFICATION AUDIT**

**FOR TRANSNET NATIONAL PORTS AUTHORITY  
("TNPA") FOR A PERIOD OF 3 YEARS (36 Months)**

**(Registration No. 90/00900/06)**

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## 1. Purpose of this document

To seek authority to source a Service Provider with ISO 17021 accreditation certificate to conduct an International Organisation for Standardisation (ISO) Certification Audit for Transnet National Ports Authority ("TNPA") i.e., Service Management for all the businesses identified in **Annexure A**.

## 2. Background

A strategic decision was taken by the Transnet Risk Management Team on the 20th of October 2016 to develop and implement an Integrated Risk Management System processes for Transnet which gave effect to the establishment of the Transnet Integrated Management Approach ("TIMA") Programme. Following this decision, the first phase ("Phase 1") of the project which involved the development of the eighteen (18) procedures was completed and handed over on 13 November 2017.

Transnet had implemented Transnet Integrated Management System ("TIMS") as from January 2018. This was known as phase 2, and this involved policies, procedures and standards implementation and system's related data / documentation is loaded and managed in a centralized software systems called Share-point.

Phase 3 involved the process of certifying the Transnet on ISO 45001:2018, ISO 14001:2015 and ISO 9001:2015. Transnet certification on ISO 45001:2018, ISO 14001:2015 and ISO 9001:2015 was achieved in 2021.

Following the certification of the 3 (three) ISO standards, TNPA a division of Transnet identified a need to implement additional ISO standards at TNPA ISO 20000-1 - Service Management.

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TNPA in consultation with Transnet Integrated Management Systems (TIMS) Program Director agreed to have the TNPA implementing, validating, and obtaining ISO 20000-1 certification which is one of the standards which are integrated in the existing TIMS 18 Core procedures.

It is in this context that an Accredited Service Provider is required for verifying compliance to the requirements of ISO 20000-1 for TNPA.

Training of critical personnel on Introduction and Implementation on ISO 20000-1 was completed in the month of July 2023.

Stage 1 Audit of the certification audit is expected to be executed during **October 2023**.

### **3. Motivation for conducting ISO Standard Certification Audits**

The need for this ISO Standard certification audit is informed by the development and implementation of the IMS that was seeking to ensure compliance to legislative requirements, SANS requirements, Transnet policies and code of practices and its commitment to safety of people, resilience to critical business processes, environmental sustainability, improving performance and the management of strategic assets.

TNPA had established new ways of doing business and standardized most processes to align to the overall business strategic objectives. This approach guarantees improvements in measuring and monitoring performance of the entire organization.

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#### 4. Project Scope

There shall be one (1) Stage 1 audit for TNPA at the national level and this is due to the TNPA IMS documentation having been developed and carried out in a similar manner across all TNPA Business Units at the different sites.

For Stage Two (2) verification audit, a multi-listing approach is being proposed where sites can be sampled with the aim of issuing certification for TNPA as listed on **Annexure A**.

The proposed ISO Certification Audit is therefore aimed at:

- Conducting a full system certification audit, that includes Stage 1 and 2, to verify conformance and the effectiveness of the management system implemented in accordance with ISO 20000-1 for TNPA requirements;
- Ascertaining the extent to which TNPA operations within each business unit comply currently with applicable system requirements;
- Reviewing TNPA Management System and Compliance Obligations, including internal policies;
- Highlighting instances of non-compliance and specifying the exact requirements that are not complied to;
- Identifying short-comings and gaps in the system for each business;
- Suggesting corrective measures or providing recommendations at each business;
- Recommending and/or proposing measures that must be taken to ensure system compliance;
- Recommending the company for Certification, where compliance is satisfactory;
- Compilation of comprehensive reports of TNPA detailing the findings and recommendations of the entire audit;

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## 5. Project Deliverables

The expected deliverables from the audit include, but may not necessarily be limited to:

- One (1) Centralized Stage 1 Audit will be conducted virtually at Head Office, comprising of data review on SharePoint and One Drive.
- Submission of Audits notification plans a month in advance for businesses to be audited;
- Stage 2, Site Verification for TNPA sites outlined on **Annexure A**;
- Non-conformances raised must be classified either Low, Medium or High Priority, dependent on the current or potential impact the non-conformity may have on the system/business;
- Full and Comprehensive audit reports with findings and recommendations will be generated within one calendar month from the date of audit completion;
- Executive Summary Report;
- Multi Listing Certificates of TNPA;
- Where applicable and necessary, on-site verification of non-conformity close out actions will take place at the respective TNPA sites.
- A proposed project work programme or project workflow diagram (e.g., Gantt Chart) must be included in the proposal;
- Where applicable bidders are allowed to propose Auditor/s that are capable in auditing in more than one (01) ISO standard.
- Certification/surveillance criteria to be based on a sample of processes formally identified by the terminals with each process audited at least once within a two-year cycle;
- Effective administration of the Transnet National Ports Authority account and any related queries / concerns.
- The successful tenderer must be ready to begin rendering the above services by **October 2023**.

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## 6. Project Duration

The duration of the contract will be a period of **three (3) years**.

## 7. Audit Times

The audit time to spend for each individual site is another important element to consider, and the appointed accredited service provider shall be prepared to justify the time spent on multisite audits in terms of its overall policy for allocation of audit time. The number of man-hours (days) per site, including the Head Office, should be calculated, and outlined accordingly to enable proper adjudication.

## 8. Financial Proposal

In order to estimate the financial implications for budgeting and planning purposes, we would like the respondents to provide a Financial Proposal covering the following items, as a minimum:

- a) Numbers of Auditors;
- b) Stage 1 (Manhours);
- c) Stage 2 Audit (Man hours);
- d) Surveillance Audit 1;
- e) Surveillance Audit 2;

## 9. Other Technical Requirements

### Prospective bidders should:

- Submit a valid an accreditation certificate as per ISO 17021.

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- Auditors and related resources for delivering adequate services and the ability to make recommendation to address non - compliance, within the allocated time-frame;
- Provide services in compliance with all TNPA policies, international industry best practices and national and international legislation;

**COMPILED BY:**



Signature

Name and Surname: Thembile Mthethwa

Designation: Manager- ICT Change Control

Manager

Date: 21/07/2023

**APPROVED/NOT APPROVED BY:**



Signature

Name and Surname: Miranda Nyathi

Designation: Head of ICT

Date: 21/07/2023

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## Annexure A:

### Transnet National Ports Authority Sites

SITE NAME	ADDRESS
Head Office	Transnet National Ports Authority • Port of Ngqura 6000 • South Africa
Port of Ngqura	Transnet National Ports Authority • Port of Ngqura 6000 • South Africa
Port of Port Elizabeth	Port of Port Elizabeth, Green Street, Port Elizabeth, 6000 South Africa
Port of East London	Transnet National Ports Authority • Port of East London 5200 • South Africa
Port of Durban	Ocean Terminal Building • Port of Durban 4001 • South Africa
Port of Richards Bay	Transnet National Ports Authority • Port of Richards Bay • Bayvue Centre Building • South Africa
Port of Cape Town	Transnet National Ports Authority House • Port of Cape Town 8001 • South Africa
Port of Saldanha	Transnet National Ports Authority, Bayvue Centre, Marine Drive, Port of Saldanha, 7395 South Africa
Port of Mossel bay	Transnet National Ports Authority: 55 Bland Street, Mossel Bay 6500. South Africa
Lighthouses and Navigational Services	Green Point Lighthouse • 100 Beach Road • Mouille Point, Cape Town 8005 • South Africa
Infrastructure Dredging Services	10 Point Road, Durban South Africa

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