



## **ANNEXURE B: PROJECT SPECIFIC TERMS AND CONDITIONS**

### **1. GENERAL**

- a) The service provider must provide all equipment, materials, labour, and transport to comprehensively execute logistics, freight forwarding, and courier services to ATNS.
- b) Provide ATNS with a key account manager throughout the duration of the contract.
- c) The key account manager must schedule at a minimum a half yearly or as and when required service performance review and engagement with ATNS
- d) The service provider will be responsible for providing staff which are sufficiently skilled and qualified for successful execution of the work.
- e) Provide quoted price which include VAT and be valid for 180 days from closing date of the quotation.
- f) Must Comply with all statutory regulations.
- g) In carrying out the work, the successful service provider must ensure that staff will obtain and maintain ACSA permanent permits for access to airside. One Permit cost R 350.00

### **2. DELIVERIES**

- a) Delivery must take place within 7 working days of placing an official order; unless if agreed with management.
- b) The service provider shall at all times remain fully and solely responsible for the timeous delivery of service/goods to ATNS.
- c) Delivery address is O. R. Tambo International Airport Gate 14, Bonaero Drive, Bonaero Park, Kempton Park, Gauteng. A special arrangement will be made for deliveries at remote site.
- d) Delivery of Hygiene related items must include the off-loading thereof at the service provider's own risk and cost to the designated delivery addresses as indicated above.
- e) Service provider must supply and ensure their own labor for the offloading of the products at the designated ATNS site.
- f) ATNS FAOR will place orders as and when required during the contract period.
- g) An official order must be issued before any delivery may be made to ATNS; Unless it is in an emergency.



### **3. QUALITY**

#### **3.1 Quality Standards**

- a) The delivery of services to ATNS Shall be carried out with best quality and to a high class of workmanship.
- b) Product delivered to ATNS should be certified with SABS or equivalent, In the event where ATNS elects to accept an alternative item purported to be equal/similar by the tenderer, acceptance of the item(s) will be conditional on ATNS's inspection and testing after receipt.
- c) If, in the sole judgment of ATNS, the item is determined not to be equal/similar, the item shall be collected by the service provider and a correct item need to be delivered.
- d) All work shall be carried out in accordance with the prevailing industry norms and best practices.
- e) The service provider shall maintain good housekeeping standards in the area where S/he is working for the duration of the contract.

#### **3.2 Quality Tests**

- a) ATNS may from time to time test the quality of the services, and non-compliance may result in the termination of the contract.

### **4. CONTRACTORS' RESPONSIBILITIES**

#### **4.1 The Contractor shall:**

- a) The service provider will be required to perform the following activities: same day services, weekend services, after-hours services, public Holiday services if and when required.
- b) Ensure that all work will be carried out to standards as required, as well as any applicable governing law and/or regulations.
- c) Be fully responsible for meeting all requirements in this document regarding the Works.
- d) Conduct any other reasonable work required to successfully deliver the services to ATNS on time, on budget, at the accepted quality.



- e) Conform to all relevant SANS standards, OHS Act regulations and all other legislation that might be relevant to this Contract and the execution thereof including safety file.
- f) Be fully responsible for obtaining (and keeping up to date with) said requirements above.
- g) Be responsible for providing staff which are sufficiently skilled and qualified for successful execution of the works.
- h) At all times remain responsible for ensuring that the staff complement is sufficient to maintain the service levels and system performance.
- i) Continuously ensure that all staff is suitable, able, and competent for the duties required of them.
- j) Continuously ensure that all staff is knowledgeable and trustworthy.
- k) Ensure that all services are performed within the required Response Times as stipulated in Service Levels.
- l) Be responsible for holding all tools and/or special equipment that might be required for the execution of the works.
- m) Ensure that Safety equipment are used where applicable (e.g., safety, goggles, boots, harness, etc.) The Contractor, at his/her own expense shall provide such equipment, for his/her employees. The Contractor shall apply the necessary discipline and control to ensure compliance by his workers.
- n) Ensure that No person shall perform an unsafe / unhygienic act or operation whilst on Company premises.
- o) Ensure that no unsafe/dangerous equipment or tools may be brought onto or used on Company premises. The Company reserves the right to inspect all equipment/tools at any time and to prevent/prohibit their use, without any penalty to the Company and without affecting the terms of the Contract in any way.
- p) The Service Provider must timeously submit the monthly Job Cards and invoices