

**TRANSNET PORT TERMINALS**

an Operating Division of **TRANSNET SOC LTD**

[hereinafter referred to as **Transnet**]

[Registration No. 1990/000900/30]

REQUEST FOR PROPOSAL [RFP FOR CLEANING SERVICES]

FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

RFP NUMBER	TPT/2024/02/0029/58544/RFP - iCLM DB 847/TPT
ISSUE DATE:	05 MARCH 2024
COMPULSORY BRIEFING DATE:	18 MARCH 2024 @ 10H00 AM
CLOSING DATE:	9 APRIL 2024
CLOSING TIME:	12:00 NOON
BID VALIDITY PERIOD:	180 Business Days from Closing Date

Note to the bidders:

Bidders are advised to ensure that electronic bid submissions are done at least a day before the closing date to prevent issues which they may encounter due to their internet speed, bandwidth or the size of the number of uploads they are submitting. Transnet will not be held liable for any challenges experienced by bidders as a result of the technical challenges. Please do not wait for the last hour to submit. A Bidder can upload 30mb per upload and multiple uploads are permitted.

REGIONAL OR LOCAL COMMUNITY PROCUREMENT

ONLY THE FOLLOWING RESPONDENTS MAY RESPOND TO THIS RFP:

RESPONDENTS WHO ARE OPERATING WITHIN 50 KM RADIUS FROM TPT DURBAN PORT

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Respondent's Signature

Date & Company Stamp

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Respondent’s Signature

Date & Company Stamp

RFP FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

SECTION 1: SBD1 FORM

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF TRANSET PORT TERMINALS A DIVISION TRANSNET SOC LTD							
BID NUMBER:	TPT/2024/02/0029/58544/RFP - iCLM DB 847/TPT	ISSUE DATE:	05 March 2024	CLOSING DATE:	09 April 2024	CLOSING TIME:	12h00 NOON
DESCRIPTION	FOR PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.						
BID RESPONSE DOCUMENTS SUBMISSION							
RESPONDENTS ARE TO UPLOAD THEIR BID RESPONSE PROPOSALS ONTO THE TRANSNET SYSTEM AGAINST EACH TENDER SELECTED (please refer to section 2, paragraph 3 for a detailed process on how to upload submissions): https://transnetetenders.azurewebsites.net							
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO				TECHNICAL ENQUIRIES MAY BE DIRECTED TO:			
CONTACT PERSON	Zine Mdaki			CONTACT PERSON	Mandlakayise Gumede		
TELEPHONE NUMBER	031 3618769			TELEPHONE NUMBER	031 361 6473		
FACSIMILE NUMBER	n/a			FACSIMILE NUMBER	n/a		
E-MAIL ADDRESS	zine.mdaki@transnet.net			E-MAIL ADDRESS	Mandlakayise.Gumede@transnet.net		
SUPPLIER INFORMATION							
NAME OF BIDDER							
POSTAL ADDRESS							
STREET ADDRESS							
TELEPHONE NUMBER	CODE			NUMBER			
CELLPHONE NUMBER							
FACSIMILE NUMBER	CODE			NUMBER			
E-MAIL ADDRESS							
VAT REGISTRATION NUMBER							
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:			OR	CENTRAL SUPPLIER DATABASE	UNIQUE REGISTRATION REFERENCE NUMBER:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		

Respondent's Signature

Date & Company Stamp

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED FOR PURPOSES OF COMPLIANCE WITH THE B-BBEE ACT]		
1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?
		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS		
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?		<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?		<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?		<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?		<input type="checkbox"/> YES <input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?		<input type="checkbox"/> YES <input type="checkbox"/> NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 1.3 BELOW.		

PART B TERMS AND CONDITIONS FOR BIDDING

1. TAX COMPLIANCE REQUIREMENTS
1.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS. 1.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS. 1.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA. 1.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID. 1.5 IN BIDS WHERE UNINCORPORATED CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER. 1.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE: _____

Respondent's Signature

Date & Company Stamp

SECTION 2 : NOTICE TO BIDDERS**1 INVITATION TO BID**

Responses to this RFP [hereinafter referred to as a **Bid** or a **Proposal**] are requested from persons, companies, close corporations or enterprises [hereinafter referred to as an **entity, Respondent** or **Bidder**].

DESCRIPTION	FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.
TENDER ADVERT	All Transnet tenders are advertised on the National Treasury's e-Tender Publication Portal and the Transnet website. Should one of these media (i.e. National Treasury's e-Tender Publication Portal or Transnet website) not be available, bidders are advised to check on the other media for advertised tenders.
RFP DOWNLOADING	<p>This RFP may be downloaded directly from National Treasury's e-Tender Publication Portal at www.etenders.gov.za free of charge.</p> <p>To download RFP and Annexures:</p> <ul style="list-style-type: none"> • Click on "Tender Opportunities"; • Select "Advertised Tenders"; • In the "Department" box, select Transnet SOC Ltd. <p>Once the tender has been in the list, click on the "Tender documents" tab and process to download all uploaded documents.</p> <p>The RFP may also be downloaded from the Transnet Portal at https://transnetetenders.azurewebsites.net (please use Google Chrome to access Transnet link/site) free of charge (<i>refer to section 2, paragraph 3 below for detailed steps</i>)</p>
COMMUNICATION	<p>Transnet will publish the outcome of this RFP on the National Treasury e-tender portal and Transnet website with 10 days after the award has been finalised. All unsuccessful bidders have a right to request for reasons for their bid not being successful. This requested must be directed to the contact person stated in the SBD 1 form</p> <p>Any addenda to the RFP or clarifications will be published on the e-tender portal and Transnet website. Bidders are required to check the e-tender portal or Transnet website prior to finalising their bid submissions for any changes or clarifications to the RFP.</p> <p>Transnet will not be held liable if Bidders do not receive the latest information regarding this RFP with the possible consequence of either being disadvantaged or disqualified as a result thereof.</p>
BRIEFING SESSION	<p>Yes – Compulsory</p> <p>Bidders are required to confirm their attendance and to send their contact details including the number of representatives (where applicable) to the following address: zine.mdaki@transnet.net no later than 18 March 2024 @10h00 am</p> <p>This is to ensure that Transnet may make the necessary arrangements for the briefing session.</p> <p>Refer to paragraph 2 for details.</p>
CLOSING DATE	<p>12:00 pm on Tuesday 09 April 2024 at 12H00 noon</p> <p>Bidders must ensure that bids are uploaded timeously onto the system. Generally, if a bid is late, it will not be accepted for consideration.</p>

	<i>Bidders are advised to ensure that electronic bid submissions are done at least a day before the closing date to prevent issues which they may encounter due to their internet speed, bandwidth or the size of the number of uploads they are submitting. Transnet will not be held liable for any challenges experienced by bidders as a result of the technical challenges. Please do not wait for the last hour to submit. A Bidder can upload 30mb per upload and multiple uploads are permitted.</i>
VALIDITY PERIOD	<p>180 Business Days from Closing Date i.e.,</p> <p>Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period. However, once the adjudication body has approved the process and award of the business to the successful bidder(s), the validity of the successful bidder(s)' bid will be deemed to remain valid until a final contract has been concluded.</p> <p>Should a bidder fail to respond to a request for extension of the validity period before it expires, that bidder will be excluded from tender process.</p> <p>With regard to the validity period of next highest ranked bidders, please refer to Section 2, paragraph 9.12</p>

Any additional information or clarification will be published on the e-Tender portal and Transnet website, if necessary.

2 FORMAL BRIEFING

A compulsory RFP briefing will be conducted at **Transnet Port Terminals, Okolweni Boardroom, Shed 7A Crofts Road, Maydon Wharf, Durban**, on the **18 March 2024 at 10H00 AM** for a period of \pm 2 hours. [Respondents to provide own transportation and accommodation]. The briefing session will start punctually, and information will not be repeated for the benefit of Respondents arriving late. **Bidders who arrive 30 minutes later after the start of the briefing session will not be allowed to enter the meeting room.**

- 2.1 *A Certificate of Attendance in the form set out in **Section 10** hereto must be completed and submitted with your Proposal as proof of attendance is required for a **compulsory** RFP briefing.*
- 2.2 Respondents failing to attend the compulsory RFP briefing will be disqualified.
- 2.3 Respondents are encouraged to bring a copy of the RFP to the RFP briefing.

3 PROPOSAL SUBMISSION

Transnet has implemented a new electronic tender submission system, the e-Tender Submission Portal, in line with the overall Transnet digitalization strategy where suppliers can view advertised tenders, register their information, log their intent to respond to bids and upload their bid proposals/responses on to the system.

- a) The Transnet e-Tender Submission Portal can be accessed as follows:
 - Log on to the Transnet eTenders management platform website/ Portal (transnetetenders.azurewebsites.net) Please use **Google Chrome** to access Transnet link/site);
 - Click on "ADVERTISED TENDERS" to view advertised tenders;
 - Click on "SIGN IN/REGISTER – for bidder to register their information (must fill in all mandatory information);
 - Click on "SIGN IN/REGISTER" - to sign in if already registered;
 - Toggle (click to switch) the "Log an Intent" button to submit a bid;

- Submit bid documents by uploading them into the system against each tender selected.
- No late submissions will be accepted. The bidder guide can be found on the Transnet Portal transnetetenders.azurewebsites.net

4 RFP INSTRUCTIONS

- 4.1 Please sign documents [sign, stamp and date the bottom of each page] before uploading them on the system. The person or persons signing the submission must be legally authorised by the respondent to do so.
- 4.2 **All returnable documents tabled in the Proposal Form [Section 5] must be returned with proposals.**
- 4.3 Unless otherwise expressly stated, all Proposals furnished pursuant to this RFP shall be deemed to be offers. Any exceptions to this statement must be clearly and specifically indicated.
- 4.4 Any additional conditions must be embodied in an accompanying letter. Subject only to clause 15 [Alterations made by the Respondent to Bid Prices] of the General Bid Conditions, paragraph 10 below (Legal Review) and Section 6 of the RFP, alterations, additions or deletions must not be made by the Respondent to the actual RFP documents.

5 JOINT VENTURES OR CONSORTIUMS

Respondents who would wish to respond to this RFP as a Joint Venture [**JV**] or consortium with B-BBEE entities, must state their intention to do so in their RFP submission. Such Respondents must also submit a signed JV or consortium agreement between the parties clearly stating the percentage [%] split of business and the associated responsibilities of each party. If at the time of the bid submission such a JV or consortium agreement has not been concluded, the partners must submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by Transnet through this RFP process. This written confirmation must clearly indicate the percentage [%] split of business and the responsibilities of each party. In such cases, award of business will only take place once a signed copy of a JV or consortium agreement is submitted to Transnet.

- Respondents are to note that for the purpose of Evaluation, a JV will be evaluated based on one consolidated B-BBEE score card (a consolidated B-BBEE Status Level verification certificate) Preference points will be awarded to a bidder for attaining the specific goals requirements in accordance with the table indicated in Section 4.1 of the specific goals Claim Form.

COMMUNICATION

- 5.1 For specific queries relating to this RFP, an RFP Clarification Request Form should be submitted onto the system and to zine.mdaki@transnet.net no later than **03 April 2024 @15h00**, substantially in the form set out in Section 8 hereto. In the interest of fairness and transparency, Transnet's response to such a query will be published on the e-tender portal and Transnet website.
- 5.2 After the closing date of the RFP, a Respondent may only communicate with the **Zine Mdaki**, at telephone number **031 361 8769**, email zine.mdaki@transnet.net on any matter relating to its RFP Proposal.
- 5.3 Respondents are to note that changes to its submission will not be considered after the closing date.
- 5.4 It is prohibited for Respondents to attempt, either directly or indirectly, to canvass any officer or employee of Transnet in respect of this RFP between the closing date and the date of the award of the business.
- 5.5 Respondents found to be in collusion with one another will be automatically disqualified and restricted from doing business with organs of state for a specified period.
- 5.6 Transnet will publish the outcome of this RFP in the National Treasury e-tender portal and Transnet website with 10 days after the award has been finalised. Respondents are required to check the National Treasury e-tender Portal and Transnet website for the results of the tender process. All unsuccessful bidders have a right to request Transnet to furnish individual reasons for their bid not being successful. This requested must be directed to the contact person stated in the SBD 1 form

6 CONFIDENTIALITY

All information related to this RFP is to be treated with strict confidence. In this regard Respondents are required to certify that they have acquainted themselves with the Non-Disclosure Agreement. All information related to a subsequent contract, both during and after completion thereof, will be treated with strict confidence. Should the need however arise to divulge any information related to this RFP or the subsequent contract, written approval must be obtained from Transnet.

7 COMPLIANCE

The successful Respondent [hereinafter referred to as the **Service Provider**] shall be in full and complete compliance with any and all applicable laws and regulations.

8 EMPLOYMENT EQUITY ACT

Respondents must comply with the requirements of the Employment Equity Act 55 of 1998 applicable to it including (but not limited to) Section 53 of the Employment Equity Act.

9 DISCLAIMERS

Respondents are hereby advised that Transnet is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of Proposals. In particular, please note that Transnet reserves the right to:

- 9.1 modify the RFP's Goods/Services and request Respondents to re-bid on any such changes;
- 9.2 reject any Proposal which does not conform to instructions and specifications which are detailed herein;
- 9.3 disqualify Proposals submitted after the stated submission deadline [closing date];
- 9.4 award a contract in connection with this Proposal at any time after the RFP's closing date;

- 9.5 award a contract for only a portion of the proposed Goods/Services which are reflected in the scope of this RFP;
- 9.6 split the award of the contract between more than one Supplier/Service provider, should it at Transnet's discretion be more advantageous in terms of, amongst others, cost or developmental considerations;
- 9.7 cancel the bid process;
- 9.8 validate any information submitted by Respondents in response to this bid. This would include, but is not limited to, requesting the Respondents to provide supporting evidence. By submitting a bid, Respondents hereby irrevocably grant the necessary consent to Transnet to do so;
- 9.9 request audited financial statements or other documentation for the purposes of a due diligence exercise;
- 9.10 not accept any changes or purported changes by the Respondent to the bid rates after the closing date and/or after the award of the business, unless the contract specifically provided for it;
- 9.11 to cancel the contract and/request that National Treasury place the Respondent on its Database of Restricted Suppliers for a period not exceeding 10 years, on the basis that a contract was awarded on the strength of incorrect information furnished by the Respondent or on any other basis recognised in law;
- 9.12 to award the business to the next ranked bidder, provided that he/she is still prepared to provide the required Goods at the quoted price, should the preferred bidder fail to sign or commence with the contract within a reasonable period after being requested to do so. Under such circumstances, the validity of the bids of the next ranked bidder(s) will be deemed to remain valid, irrespective of whether the outcome of the tender has been published the outcome of the bid process on the National Treasury e-tender Portal and Transnet website. Bidders may therefore be requested to advise whether they would still be prepared to provide the required Goods at their quoted price.

Note that Transnet will not reimburse any Respondent for any preparatory costs or other work performed in connection with its Proposal, whether or not the Respondent is awarded a contract.

10 LEGAL REVIEW

A Proposal submitted by a Respondent will be subjected to review and acceptance or rejection of its proposed contractual terms and conditions by Transnet's Legal Counsel, prior to consideration for an award of business. A material deviation from the Standard terms or conditions could result in disqualification.

11 SECURITY CLEARANCE

Acceptance of this bid could be subject to the condition that the Successful Respondent, its personnel providing the Goods/Services and its subcontractor(s) must obtain security clearance from the appropriate authorities to the level of **CONFIDENTIAL/ SECRET/TOP SECRET**. Obtaining the required clearance is the responsibility of the Successful Respondent. Acceptance of the bid is also subject to the condition that the Successful Respondent will implement all such security measures as the safe performance of the contract may require.

12 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Respondents are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. Respondents must register on the CSD prior to submitting their

bids. Business may not be awarded to a Respondent who has failed to register on the CSD. Only foreign suppliers with no local registered entity need not register on the CSD.

For this purpose, the attached SBD 1 form must be completed and submitted as a essential returnable document by the closing date and time of the bid.

13 TAX COMPLIANCE

Respondents must be compliant when submitting a proposal to Transnet and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

It is a condition of this bid that the tax matters of the successful Respondents be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the Respondents tax obligations.

The Tax Compliance status requirements are also applicable to foreign Respondents/ individuals who wish to submit bids.

Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

Transnet urges its clients, suppliers and the general public to report any fraud or corruption to

TIP-OFFS ANONYMOUS:



You can choose to be Anonymous or Non-Anonymous on ANY of the platforms
PLEASE RETAIN YOUR REFERENCE NUMBER

				
	<p>AI Voice Bot "Jack" Speak to our AI Voice Chat Bot "JACK", you converse with him like chatting to a human, with the option to record a message and speak to an agent at anytime.</p>	<p>What's App Speak to an Agent via What's App.</p>	<p>Speak to an Agent Speak to an Agent via the platform with no call or data charge</p>	<p>Telegram Speak to an Agent via Telegram</p>
 0800 003 056	 086 551 4153	 reportit@ethicshelpdesk.com	 *120*0785980808#	

Respondent's Signature

Date & Company Stamp

SECTION 3: BACKGROUND, OVERVIEW AND SCOPE OF REQUIREMENTS

1 BACKGROUND

The terminal management requires a service provider to provide cleaning services to ensure the buildings and workplace at all sites listed herein are always neat and tidy and conducive to productive working conditions. By taking pride in our buildings and house keeping it sets a precedent to our stakeholders, customers, and suppliers that TPT takes pride in their work and have expectations of high levels of performance. A well-kept building and offices can set a good first impression to people entering our premises. The appearance as well as the professional manner in which the cleaners conduct themselves is very important to TPT. The service provider needs to align themselves with TPT mission and work ethic.

TPT is desirous to enter into an agreement with a supplier for the provision of cleaning and tea services. The selected service provider will share in the mission and business objectives of Transnet. These mutual goals will be met by meeting contract requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communications. In this spirit of partnership, TPT and its Supplier will study the current ways they do business to enhance current practices and support processes and systems. Such a relationship will allow TPT to reach higher levels of quality, service and profitability.

2 EXECUTIVE OVERVIEW

Whereas Transnet is seeking a partner(s) to provide cleaning service solution for its facilities at the Port of Durban: MPT Point, Car, Maydon Wharf and Agribulk, it also seeks to improve its current processes for providing these Services to its end user community throughout its locations.

The selected Service Provider(s) must share in the mission and business objectives of Transnet. These mutual goals will be met by meeting contractual requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communications. In this spirit of partnership, Transnet and its Service Provider(s) will study the current ways they do business to enhance current practices and support processes and systems. Such a partnership will allow Transnet to reach higher levels of quality, service and profitability.

Specifically, Transnet seeks to benefit from this partnership in the following ways:

- 2.1 Transnet must receive reduced cost of acquisition and improved service benefits resulting from the Service provider's economies of scale and streamlined service processes.
- 2.2 Transnet must achieve appropriate availability that meets user needs while reducing costs for both Transnet and the chosen Service provider(s).
- 2.3 Transnet must receive proactive improvements from the Service provider with respect to provision of Services and related processes.
- 2.4 Transnet's overall competitive advantage must be strengthened by the chosen Service provider's leading-edge technology and service delivery systems.
- 2.5 Transnet end users must be able to rely on the chosen Service provider's personnel for service enquiries, recommendations and substitutions.
- 2.6 Transnet must reduce costs by streamlining its acquisition of Services, including managed service processes on a Group basis.

3 SCOPE OF REQUIREMENTS

3.1 Refer to attached **Annexure A** for detailed Scope of Work

4 GREEN ECONOMY / CARBON FOOTPRINT

Transnet wishes to have an understanding of your company’s position with regard to environmental commitments, including key environmental characteristics such as waste disposal, recycling and energy conservation. *Please submit details of your entity’s policies in this regard.*

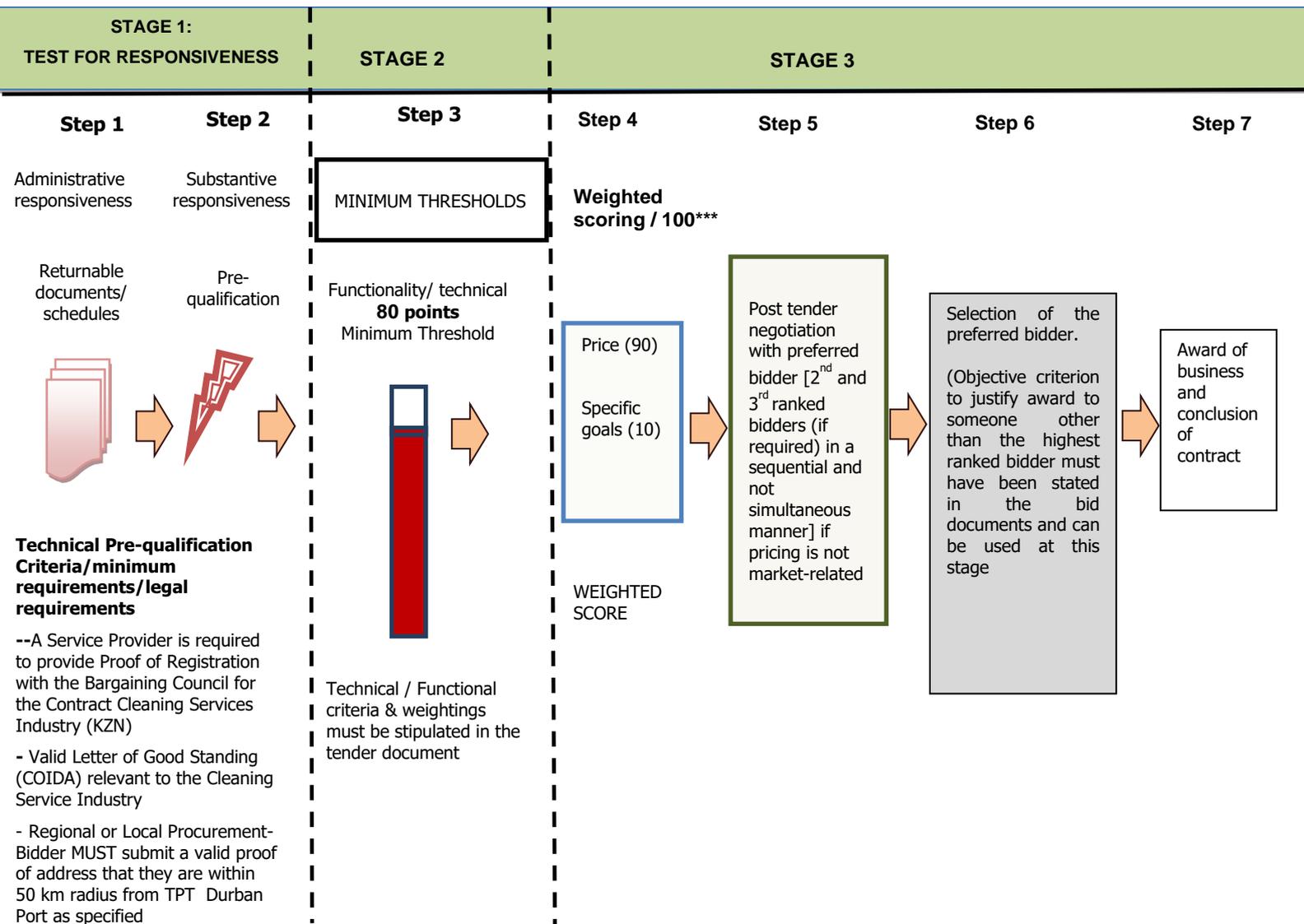
5 GENERAL SERVICE PROVIDER OBLIGATIONS

5.1 The Service Provider(s) shall be fully responsible to Transnet for the acts and omissions of persons directly or indirectly employed by them.

5.2 The Service Provider(s) must comply with the requirements stated in this RFP.

6 EVALUATION METHODOLOGY

Transnet will utilise the following methodology and criteria in selecting a preferred Service Provider:



NB: Evaluation of the various stages will normally take place in a sequential manner. However, in order to expedite the process, Transnet reserves the right to conduct the different steps of the evaluation process in parallel. In such

Respondent’s Signature

Date & Company Stamp

instances the evaluation of bidders at any given stage must not be interpreted to mean that bidders have necessarily passed any previous stage(s).

6.1 STEP ONE: Test for Administrative Responsiveness

The test for administrative responsiveness will include the following:

Administrative responsiveness check	RFP Reference
<ul style="list-style-type: none"> Whether the Bid has been lodged on time 	<i>Section 1 paragraph 3</i>
<ul style="list-style-type: none"> Whether all Returnable Documents and/or schedules [where applicable] were completed and returned by the closing date and time 	<i>Section 5</i>
<ul style="list-style-type: none"> Verify the validity of all returnable documents 	<i>Section 5</i>
<ul style="list-style-type: none"> Verify if the Bid document has been duly signed by the authorised respondent 	<i>All sections</i>

The test for administrative responsiveness [Step One] must be passed for a Respondent's Proposal to progress to Step Two for further pre-qualification

6.2 STEP TWO: Test for Substantive Responsiveness to RFP

The test for substantive responsiveness to this RFP will include the following:

Check for substantive responsiveness	RFP Reference
<ul style="list-style-type: none"> Whether any general and legislation qualification criteria set by Transnet, have been met 	<i>All sections including: Section 2 paragraphs, 2.2, 6, 9.2, General Bid Conditions clause 20</i>
<ul style="list-style-type: none"> Whether the Bid contains a priced offer as prescribed in the pricing and delivery schedule 	<i>Section 4 and Annexure B: Pricing Schedule</i>
<ul style="list-style-type: none"> Whether the Bid materially complies with the scope and/or specification given 	<i>All Sections</i>
<ul style="list-style-type: none"> Whether any Technical Pre-qualification Criteria/minimum requirements/legal requirements have been met as follows: <ul style="list-style-type: none"> Bidder <i>must</i> provide Proof of a Valid Registration with Bargaining Council for the Contract Cleaning Service Industry (Kwazulu-Natal). Service Provider to ensure that the Certificate is as per the latest template indicating <i>issue and expiry date</i>. Bidder <i>must</i> provide a Valid Letter of Good Standing (COIDA) relevant to the <i>Cleaning Service Industry</i>. Regional or Local Procurement (50km radius to the Port of Durban - Bidder MUST submit a valid proof of address from the Local Councillor that the service provider originates from the specific community which operates within a 50 km radius from the Port of Durban and the letter must not be older than two (2) months or Proof of Address in the form of Rates/Water/Electricity Statement/Bill or Valid Lease Agreement. Valid Lease Agreement must not be older than Six (6) Months from the tender closing date. Lease agreement to be accompanied by municipality Rates/Water/Electricity 	<i>Returnable Schedule T2.2-1, Returnable Schedule T2.2-2 and Returnable Schedule T2.2-9</i>

<p>Statement/Bill not older than Six (6) Months from tender closing date.</p> <p>- TPT reserves the rights to validate the above certificates as submitted.</p>	
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The test for substantive responsiveness [Step Two] must be passed for a Respondent’s proposal to progress to Step Three for further evaluation

6.3 STEP THREE: Minimum Threshold 80 points for Technical Criteria

Failure to achieve the 80 points thresholds will lead to disqualification. The test for the Technical and Functional threshold will include the following:

Technical Evaluation Criteria	Points Weightings	Scoring Guideline/Principle
<p>Business Continuity Plan – Bidders to submit a Business Continuity Plan including the following criterions:</p> <ol style="list-style-type: none"> 1. Contingency labour work force per shift, Transport contingency plan. 2. The strike management plan is crucial. It defines the roles and responsibilities of the strike management team. It should cover the following minimum information in the following categories: Pre-strike planning, during the strike, post-strike review. 3. List the strike management team and their contact details 4. Command centre operation and Communication protocols e.g. notifying customers and regular strike reports 5. Disciplinary process for illegally striking employees. <p>[Refer to Returnable Schedule T2.2-3]</p>	<p>15</p>	<p>Bidder submitted a Business Continuity Plan that covers all 5 criterions scores 15 points.</p> <p>Bidder submitted a Business Continuity Plan that covers 3- 4 criterions = 10 Points</p> <p>Bidders submitted a Business Continuity Plan that covers 1-2 criterions = 5 Points</p> <p>Bidder does not submit a business continuity plan = 0 points.</p>
<p>Bank Statement, Sample of Employee Payslip - Bidder must submit a minimum three (3) months bank statement (Business Account) with employee salary payment reflecting, a sample of a system generated employee payslip.</p> <p>[Refer to Returnable Schedule T2.2-4]</p>	<p>20</p>	<p>Bidder submits (3) months bank statement with employee salary payment reflecting, and a sample of a System Generated Employee Pay slip submitted = 20 points</p> <p>Bidder submits a minimum three (3) months bank statement with employee salary payment reflecting only without the Pay slip = 10 points</p> <p>Bidder submits a sample of a System Generated Employee pay</p>

		<p>slip only = 5 points</p> <p>No three months bank statement with employee salary payment reflecting and no sample of a System Generated Employee Pay slip submitted = 0 points.</p>
<p>EMP 201 Report - Bidder must submit an EMP 201 Report.</p> <p>[Refer to Returnable Schedule T2.2-5]</p>	25	<p>EMP 201 Report submitted scores 25 points.</p> <p>No EMP Report submitted scores 0 points</p>
<p>Method Statement - The bidder to submit comprehensive method statement giving details on a day-to-day of the cleaning and disinfection process including but not limited to:</p> <ol style="list-style-type: none"> 1. Colour Coding of cleaning equipment. 2. Cleaning of offices. 3. Cleaning of Ablutions 4. Cleaning of Workshops and Yard 5. Washing of windows <p>[Refer to Returnable Schedule T2.2-6]</p>	15	<p>The bidders submit a comprehensive method statement with all 5 topics = 15 points</p> <p>The bidders submit a comprehensive method statement with 3-4 topics = 10 points</p> <p>The bidders submit a comprehensive method statement with 1-2 topics = 5 points</p> <p>Method statement not submitted = 0 points.</p>
<p>Supervisor Experience and Training - Bidder must submit CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with traceable reference/s and Supervisory training, training proof to be submitted in a form of Certificate.</p> <p>[Refer to Returnable Schedule T2.2-7]</p>	15	<p>Bidder submits CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with traceable reference/s and Supervisory Training Certificate of attendance scores 15 points.</p> <p>Bidder does not submit CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with traceable reference/s and Supervisory Training Certificate of attendance scores 0 points Reference(s) and Supervisory Training Certificate of Attendance scores 0 points.</p>
<p>Proof of Experience - The bidder is required to submit traceable reference letters from previous clients where similar service was performed over a period not exceeding 5years. Bidder to provide 3 traceable reference letters which are in the company letterhead where service was rendered, include duration of the contract, dated and signed. Reference letters that are not signed will not be considered for evaluation.</p> <p>[Refer to Returnable Schedule T2.2-8]</p>	10	<p>Three detailed and traceable reference letters submitted scores 10 points</p> <p>Less than 3 or none submitted scores 0 Points</p>
Total Weighting:		
	100	
Minimum Qualifying Score Required:		
	80	

Respondents must complete and submit **Returnable Schedules T2.2-1 to T2.2-8** which includes a **Technical Pre-Qualification/Eligibility**. A Respondent’s compliance with the minimum functionality/technical threshold will be measured by their responses to **Returnable Schedules T2.2-3 to T2.2-8**.

Respondents are to note that Transnet will round off final technical scores to the nearest 2 (two) decimal places for the purposes of determining whether the technical threshold has been met.

The minimum threshold for technical/functionality [Step Three] must be met or exceeded for a Respondent’s Proposal to progress to Step Four for final evaluation

6.4 STEP FOUR: Evaluation and Final Weighted Scoring

a) **Price Criteria** [Weighted score 90 points]:

Evaluation Criteria	RFP Reference
• Commercial offer	<i>Section 4 and Annexure B: Pricing Schedule</i>

Transnet will utilise the following formula in its evaluation of Price:

$$90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where:

- P_s* = Score for the Bid under consideration
- P_t* = Price of Bid under consideration
- P_{min}* = Price of lowest acceptable Bid

b) **Specific Goals** [Weighted score 10 point]

- Specific goals claim form
- B-BBEE - current scorecard / B-BBEE Preference Points Claims Form
- Preference points will be awarded to a bidder for attaining the specific goals requirements in accordance with the table indicated in Section 4.1 of the specific goals Claim Form.

6.5 SUMMARY: Applicable Thresholds and Final Evaluated Weightings

Thresholds	Minimum Threshold
Technical	80

Evaluation Criteria	Final Weighted Scores
Price	90
Specific goals - Scorecard	10
TOTAL SCORE:	100

6.6 STEP FIVE: Post Tender Negotiations

- Respondents are to note that Transnet may not award a contract if the price offered is not market-related. In this regard, Transnet reserves the right to engage in PTN with the view to achieving a market-related price or to cancel the tender. Negotiations will be done in a sequential manner i.e.:
 - first negotiate with the highest ranked bidder or cancel the bid, should such negotiations fail,
 - negotiate with the 2nd and 3rd ranked bidders (if required) in a sequential manner.
- In the event of any Respondent being notified of such short-listed/preferred bidder status, his/her bid, as well as any subsequent negotiated best and final offers (BAFO), will automatically be deemed to remain valid during the negotiation period and until the ultimate award of business.
- Should Transnet conduct post tender negotiations, Respondents will be requested to provide their best and final offers to Transnet based on such negotiations. Where a market related price has been achieved through negotiation, the contract will be awarded to the successful Respondent(s).

6.7 STEP SIX: Objective Criteria

Transnet reserves the right to award the business to the highest scoring bidder/s unless objective criteria justify the award to another bidder. The objective criteria Transnet may apply in this bid process include:

- Skills Transfer and Capacity Building for Transnet;
- Impact on Transnet's Return On Investment;
- Rotation of Suppliers to promote opportunities for other suppliers, by overlooking a supplier that has been awarded business repeatedly overtime in order to benefit other suppliers in the market;
- the tenderer:
 - is not under restrictions, or has principals who are under restrictions, preventing participating in the employer's procurement,
 - is not undergoing a process of being restricted by Transnet or other state institution that Transnet may be aware of,
 - can, as necessary and in relation to the proposed contract, demonstrate that he or she possesses the professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, experience and reputation, expertise and the personnel, to perform the contract,
 - has the legal capacity to enter into the contract
- is not insolvent, in receivership, under Business Rescue as provided for in chapter 6 of the Companies Act, 2008, bankrupt or being wound up, has his affairs administered by a court or a judicial officer, has suspended his business activities, or is subject to legal proceedings in respect of any of the foregoing,
- complies with the legal requirements, if any, stated in the tender data and
- is able, in the option of the employer to perform the contract free of conflicts of interest.

6.8 STEP SEVEN: Award of business and conclusion of contract

- Immediately after approval to award the contract has been received, the successful bidder(s) will be informed of the acceptance of his/their Bid by way of a Letter of Award. Thereafter the final contract will be concluded with the successful Respondent(s).
- A final contract will be concluded and entered into with the successful Bidder at the acceptance of a letter of award by the Respondent.

Respondent's Signature

Date & Company Stamp

**SECTION 4: PRICING AND DELIVERY SCHEDULE AND COMPLETE ANNEXURE "B" FOR A
DETAILED PRICING SCHEDULE**

Respondents are to note that Transnet will round off final pricing scores to the nearest 2 (two) decimal places.

Notes to Pricing:

- a) Respondents are to note that if the price offered by the highest scoring bidder is not market-related, Transnet may not award the contract to that Respondent. Transnet may-
 - (i) negotiate a market-related price with the Respondent scoring the highest points or cancel the RFP;
 - (ii) if that Respondent does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the second highest points or cancel the RFP;
 - (iii) if the Respondent scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the third highest points or cancel the RFP.

If a market-related price is not agreed with the Respondent scoring the third highest points, Transnet must cancel the RFP.
- b) Prices must be quoted in South African Rand exclusive of VAT.
- c) Any disbursement not specifically priced for will not be considered/accepted by Transnet.
- d) To facilitate like-for-like comparison bidders must submit pricing strictly in accordance with this pricing schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being declared non-responsive.
- e) Rates proposed must be aligned with the Guide on Hourly Rates for "Contract Cleaners". The rates applicable are those as prescribed by the Kwa-Zulu Natal Contract Cleaning Bargaining Council.
- f) Prices are to be quoted on a delivered basis to Durban BBC Terminals.
- g) Please note that should you have offered a discounted price(s), Transnet will only consider such price discount(s) in the final evaluation stage if offered on an unconditional basis.
- h) Respondents, if awarded the contract, are required to indicate that their prices quoted would be kept firm and fixed for the contract duration. [Not to be confused with bid validity period Section 2, clause 1]
- i)

YES	
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1. DISCLOSURE OF CONTRACT INFORMATION

PRICES TENDERED

Respondents are to note that, on award of business, Transnet is required to publish the tendered prices of the successful and unsuccessful Respondents *inter alia* on the National Treasury e-Tender Publication Portal, (www.etenders.gov.za), as required per National Treasury Instruction Note 01 of 2015/2016.

JOHANNESBURG STOCK EXCHANGE DEBT LISTING REQUIREMENTS

Transnet may also be required to disclose information relating to the subsequent contract i.e. the name of the company, goods/services provided by the company, the value and duration of the contract, etc. in compliance with the Johannesburg Stock Exchange (JSE) Debt Listing Requirements.

DOMESTIC PROMINENT INFLUENTIAL PERSONS (DPIP) OR FOREIGN PROMINENT PUBLIC OFFICIALS (FPPO)

Transnet is free to procure the services of any person within or outside the Republic of South Africa in accordance with applicable legislation. Transnet shall not conduct or conclude business transactions, with any Respondents without having:

- Considered relevant governance protocols;
- Determined the DPIP or FPPO status of that counterparty; and
- Conducted a risk assessment and due diligence to assess the potential risks that may be posed by the business relationship.

As per the Transnet Domestic Prominent Influential Persons (DPIP) and Foreign Prominent Public Officials (FPPO) and Related Individuals Policy available on Transnet website <https://www.transnet.net/search/pages/results.aspx?k=FPIDP#k=DPIP>, Respondents are required to disclose any commercial relationship with a DPIP or FPPO (as defined in the Policy) by completing the following section:

The below form contains personal information as defined in the Protection of Personal Information Act, 2013 (the "Act"). By completing the form, the signatory consents to the processing of her/his personal information in accordance with the requirements of the Act. Consent cannot unreasonably be withheld.						
Is the Respondent (Complete with a "Yes" or "No")						
A DPIP/FPPO		Closely Related to a DPIP/FPPO		Closely Associated to a DPIP/FPPO		
List all known business interests, in which a DPIP/FPPO may have a direct/indirect interest or significant participation or involvement.						
No	Name of Entity / Business	Role in the Entity / Business (Nature of interest/ Participation)	Shareholding %	Registration Number	Status (Mark the applicable option with an X)	
					Active	Non-Active
1						
2						
3						

Respondents declaring a commercial relationship with a DPIP or FPPO are to note that Transnet is required to annually publish on its website a list of all business contracts entered into with DPIP or FPPO. This list will include successful Respondents, if applicable.

2. PRICE REVIEW

The successful Respondent(s) [the Service Provider] will be obliged to submit to an annual price review. Transnet will be benchmarking this price offering(s) against the lowest price received as per a benchmarking exercise. If the Service Provider's price(s) is/are found to be higher than the benchmarked price(s), then the Service Provider shall match or better such price(s) within 30 [thirty] calendar days, failing which the contract may be terminated at Transnet's discretion or the particular item(s) or service(s) purchased outside the contract.

3. NATIONAL RAILWAY SAFETY REGULATOR ACT

In compliance with the National Railway Safety Regulator Act, 16 of 2002, the successful Respondent [**the Service Provider**] shall ensure that the Services to be provided to Transnet, under the terms and conditions of a contract between the parties, comply fully with the scope of work as set out in Annexure A [*Scope of Work*] of this RFP, and shall also adhere to railway safety requirements and/or regulations [as applicable]. Permission for the engagement of a subcontractor by the Service Provider, as applicable, both initially and during the course of a contract, shall be subject to a review of the capability of the proposed subcontractor to comply with the specified railway safety requirements and/or regulations. The Service Provider and/or its subcontractor shall grant Transnet access, during the term of the contract, to review any safety-related activities, including the coordination of such activities across all parts of the organisation.

Accepted:

YES	
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NO	
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4. SERVICE LEVELS

- 4.1 An experienced national account representative(s) is required to work with Transnet’s procurement department. [No sales representatives are needed for individual department or locations]. Additionally, there shall be a minimal number of people, fully informed and accountable for this agreement.
- 4.2 Transnet will have quarterly reviews with the Service provider’s account representative on an on-going basis.
- 4.3 Transnet reserves the right to request that any member of the Service provider’s team involved on the Transnet account be replaced if deemed not to be adding value for Transnet.
- 4.4 The Service provider guarantees that it will achieve a 95% [ninety-five per cent] service level on the following measures:
 - a) Random checks on compliance with quality/quantity/specifications
 - b) On-time delivery

If the Service provider does not achieve this level as an average over each quarter, Transnet will receive a 1.5% [one and a half per cent] rebate on quarterly sales payable in the next quarter

- 4.5 The Service provider must provide a telephone number for customer service calls.
- 4.6 Failure of the Service provider to comply with stated service level requirements will give Transnet the right to cancel the contract in whole, without penalty to Transnet, giving 30 [thirty] calendar days’ notice to the Service provider of its intention to do so.

Acceptance of Service Levels:

YES	
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NO	
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5. RISK

Respondents must elaborate on the control measures put in place by their entity, which would mitigate the risk to Transnet pertaining to potential non-performance by the Respondent, in relation to:

5.1 Quality and specification of Goods/Services delivered:

5.2 Continuity of supply:

5.3 Compliance with the Occupational Health and Safety Act, 85 of 1993:

5.4 Compliance with the National Railway Safety Regulator Act, 16 of 2002:

SIGNED at _____ on this ____ day of _____ 20__

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____
Name _____

2 _____
Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

SECTION 5: PROPOSAL FORM AND LIST OF RETURNABLE DOCUMENTS

I/We _____
 [name of entity, company, close corporation or partnership] of [full address]

_____ carrying on business trading/operating as

represented by _____

in my capacity as _____

being duly authorised thereto by a Resolution of the Board of Directors or Members or Certificate of Partners, dated _____ to enter into, sign execute and complete any documents relating to this proposal and any subsequent Agreement. The following list of persons are hereby authorised to negotiate on behalf of the abovementioned entity, should Transnet decide to enter into Post Tender Negotiations with highest ranked bidder(s).

FULL NAME(S)	CAPACITY	SIGNATURE
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

I/We hereby offer to supply/provide the abovementioned Goods/Services at the prices quoted in the schedule of prices in accordance with the terms set forth in the documents listed in the accompanying schedule of RFP documents.

I/We agree to be bound by those conditions in Transnet's:

- (i) Master Agreement (which may be subject to amendment at Transnet's discretion if applicable);
- (ii) General Bid Conditions; and
- (iii) any other standard or special conditions mentioned and/or embodied in this Request for Proposal.

I/We accept that unless Transnet should otherwise decide and so inform me/us in the letter of award, this Proposal [and, if any, its covering letter and any subsequent exchange of correspondence], together with Transnet's acceptance thereof shall constitute a binding contract between Transnet and me/us.

Should Transnet decide that a formal contract should be signed and so inform me/us in a letter of award [the **Letter of Award**], this Proposal [and, if any, its covering letter and any subsequent exchange of correspondence] together with Transnet's Letter of Award, shall constitute a binding contract between Transnet and me/us until the formal contract is signed.

II/We further agree that if, after I/we have been notified of the acceptance of my/our Proposal, I/we fail to enter into a formal contract if called upon to do so, or fail to commence the Provision of Services within 2 [two] weeks

 Respondent's Signature

 Date & Company Stamp

thereafter, Transnet may, without prejudice to any other legal remedy which it may have, recover from me/us any expense to which it may have been put in calling for Proposals afresh and/or having to accept any less favourable Proposal.

Furthermore, I/we agree to a penalty clause/s which will allow Transnet to invoke a penalty against us for non-compliance with material terms of this RFP including the delayed delivery of the Goods/Services due to non-performance by ourselves, etc.

I/we agree that non-compliance with any of the material terms of this RFP, including those mentioned above, will constitute a material breach of contract and provide Transnet with cause for cancellation.

ADDRESS FOR NOTICES

The law of the Republic of South Africa shall govern any contract created by the acceptance of this RFP. The *domicilium citandi et executandi* shall be a place in the Republic of South Africa to be specified by the Respondent hereunder, at which all legal documents may be served on the Respondent who shall agree to submit to the jurisdiction of the courts of the Republic of South Africa. Foreign Respondents shall, therefore, state hereunder the name of their authorised representative in the Republic of South Africa who has the power of attorney to sign any contract which may have to be entered into in the event of their Proposal being accepted and to act on their behalf in all matters relating to such contract.

Respondent to indicate the details of its *domicilium citandi et executandi* hereunder:

Name of Entity:

Facsimile: _____

Address: _____

NOTIFICATION OF AWARD OF RFP

As soon as possible after approval to award the contract(s), the successful Respondent [**the Supplier/Service provider**] will be informed of the acceptance of its Proposal. Transnet will also publish the outcome of the tender, including successful and unsuccessful bidders, in the National Treasury e-tender portal. Any unsuccessful bidder has a right to request reasons for the bid not to be successful and Transnet has a duty to provide those reasons on receipt of the request from the bidder.

VALIDITY PERIOD

Transnet requires a validity period of 180 Business Days [from closing date] against this RFP, excluding the first day and including the last day.

NAME(S) AND ADDRESS / ADDRESSES OF DIRECTOR(S) OR MEMBER(S)

The Respondent must disclose hereunder the full name(s) and address(s) of the director(s) or members of the company or close corporation [**C.C.**] on whose behalf the RFP is submitted.

(i) Registration number of company / C.C. _____

(ii) Registered name of company / C.C. _____

(iii) Full name(s) of director/member(s) Address/Addresses ID Number(s)

Respondent's Signature

Date & Company Stamp

RETURNABLE DOCUMENTS

Returnable Documents means all the documents, Sections and Annexures, as listed in the tables below. There are three types of returnable documents as indicated below and Respondents are urged to ensure that these documents are returned with their bids based on the consequences of non-submission as indicated below:

Mandatory Returnable Documents	<i>Failure to provide all these Mandatory Returnable Documents at the Closing Date and time of this RFP <u>will</u> result in a Respondent's disqualification.</i>
Returnable Documents Used for Scoring	<i>Failure to provide all Returnable Documents used for purposes of scoring a bid, by the closing date and time of this bid will not result in a Respondent's disqualification. However, Bidders will receive an automatic score of zero for the applicable evaluation criterion.</i>
Essential Returnable Documents	<i>Failure to provide essential Returnable Documents <u>will</u> result in Transnet affording Respondents a further opportunity to submit by a set deadline. Should a Respondent thereafter fail to submit the requested documents, this may result in a Respondent's disqualification.</i>

All Returnable Sections, as indicated in the header and footer of the relevant pages, must be signed, stamped and dated by the Respondent.

a) Mandatory Returnable Documents

Respondents are required to submit with their bid submissions the following **Mandatory Returnable Documents**, and also to confirm submission of these documents by so indicating [Yes or No] in the tables below:

MANDATORY RETURNABLE DOCUMENTS	SUBMITTED [Yes/No]
SECTION 4: Pricing and Delivery Schedule	
ANNEXURE B Pricing Schedule	
Returnable Schedule T2.2-1: Valid Registration with Bargaining Council for the Contract Cleaning Service Industry (Kwazulu-Natal)	
Returnable Schedule T2.2-2: Valid Letter of Good Standing (COIDA) relevant to the Cleaning Services Industry	
Returnable Schedule T2.2-9: Regional or Local Procurement: Bidder MUST submit a valid proof of address from the Local Councillor that the service provider originates from the specific community which operates within the 50 km radius from the Port of Durban and the letter must not be older than two (2) months or Proof of Address in a form of Rates/Water/Electricity Statement/Bill or Valid Lease Agreement. Valid Lease Agreement must not be older than Six (6) Months from the tender closing date. Lease agreement	

MANDATORY RETURNABLE DOCUMENTS	SUBMITTED [Yes/No]
to be accompanied by municipality Rates/Water/Electricity Statement/Bill not older than Six (6) Months from tender closing date	
SECTION 10: Certificate of Attendance of Compulsory RFP Briefing	

b) Returnable Documents Used for Scoring

In addition to the requirements of section (a) above, Respondents are further required to submit with their Proposals the following **Returnable Documents Used for Scoring** and also to confirm submission of these documents by so indicating [Yes or No] in the table below:

<u>RETURNABLE DOCUMENTS USED FOR SCORING</u>	SUBMITTED [Yes or No]
Valid proof of Respondent's compliance to B-BBEE requirements stipulated in Section 9 of this RFP (Valid B-BBEE certificate or Sworn Affidavit)	
Returnable Schedule T2.2-3: Business Continuity Plan	
Returnable Schedule T2.2-4: Bank Statement, Sample of Employee Payslip	
Returnable Schedule T2.2-5: EMP 201 Report	
Returnable Schedule T2.2-6: Method Statement	
Returnable Schedule T2.2-7: Supervisory Experience and Training	
Returnable Schedule T2.2-8: Proof of Experience	

c) Essential Returnable Documents:

Over and the above the requirements of section (a) and (b) mentioned above, Respondents are further required to submit with their Proposals the following **Essential Returnable Documents** and also to confirm submission of these documents by so indicating [Yes or No] in the table below:

ESSENTIAL RETURNABLE DOCUMENTS & SCHEDULES	SUBMITTED [Yes or No]
In the case of Joint Ventures, a copy of the Joint Venture Agreement or written confirmation of the intention to enter into a Joint Venture Agreement	
Tax Clearance Certificate or electronic access PIN obtained from SARS's new Tax Compliance Status (TCS) system [Consortia / Joint Ventures must submit a separate Tax Clearance Certificate for each party]	
SECTION 1: SBD1 Form	
SECTION 5: Proposal Form and List of Returnable documents	
SECTION 6: Certificate of Acquaintance with RFP, Terms & Conditions & Applicable Documents	
SECTION 7: RFP Declaration and Breach of Law Form	
SECTION 9: Specific Goals Points Form	
SECTION 11: Protection of Personal Information	
ANNEXURE A: Scope of Work	

Respondent's Signature

Date & Company Stamp

ANNEXURE C: Master Agreement	
ANNEXURE D: Transnet’s General Bid Conditions	
ANNEXURE E: Non-Disclosure Agreement	
ANNEXURE F: Supplier Integrity Pact	

CONTINUED VALIDITY OF RETURNABLE DOCUMENTS

The successful Respondent will be required to ensure the validity of all returnable documents, including but not limited to its valid proof of B-BBEE status, for the duration of any contract emanating from this RFP. Should the Respondent be awarded the contract [**the Agreement**] and fail to present Transnet with such renewals as and when they become due, Transnet shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, to terminate such Agreement immediately without any liability and without prejudice to any claims which Transnet may have for damages against the Respondent.

SIGNED at _____ on this ____ day of _____ 20__

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____
 Name _____

2 _____
 Name _____

SIGNATURE OF RESPONDENT’S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

 Respondent’s Signature

 Date & Company Stamp

SECTION 6: CERTIFICATE OF ACQUAINTANCE WITH RFP, MASTER AGREEMENT & APPLICABLE DOCUMENTS

By signing this certificate the Respondent is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with, and agrees with all the conditions governing this RFP. This includes those terms and conditions contained in any printed form stated to form part hereof, including but not limited to the documents stated below. As such, Transnet SOC Ltd will recognise no claim for relief based on an allegation that the Respondent overlooked any such term or condition or failed properly to take it into account for the purpose of calculating tendered prices or any other purpose:

1	Transnet’s General Bid Conditions
2	Master Agreement
3	Transnet’s Supplier Integrity Pact
4	Non-disclosure Agreement
5	Annexure A: Scope of Work attached to this RFP

Note: Should a Respondent be successful and awarded the bid, they will be required to complete a Supplier Declaration Form for registration as a vendor onto the Transnet vendor master database.

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by Transnet’s Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from any term or condition may result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid to which they intend to respond on, before submitting the bid. **The Bidder agrees that he/she will have no claim or cause of action based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.**

The bidder understands that his/her Bid will be disqualified if the Certificate of Acquaintance with RFP documents included in the RFP as a returnable document, is found not to be true and complete in every respect.

SIGNED at _____ on this ____ day of _____ 20__

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT’S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

Respondent’s Signature

Date & Company Stamp

SECTION 7: RFP DECLARATION AND BREACH OF LAW FORM

NAME OF ENTITY: _____

We _____ do hereby certify that:

1. Transnet has supplied and we have received appropriate responses to any/all questions [as applicable] which were submitted by ourselves for RFP Clarification purposes;
2. We have received all information we deemed necessary for the completion of this Request for Proposal [RFP];
3. We have been provided with sufficient access to the existing Transnet facilities/sites and any and all relevant information relevant to the Goods/Services as well as Transnet information and Employees, and have had sufficient time in which to conduct and perform a thorough due diligence of Transnet's operations and business requirements and assets used by Transnet. Transnet will therefore not consider or permit any pre- or post-contract verification or any related adjustment to pricing, service levels or any other provisions/conditions based on any incorrect assumptions made by the Respondent in arriving at his Bid Price.
4. At no stage have we received additional information relating to the subject matter of this RFP from Transnet sources, other than information formally received from the designated Transnet contact(s) as nominated in the RFP documents;
5. We are satisfied, insofar as our entity is concerned, that the processes and procedures adopted by Transnet in issuing this RFP and the requirements requested from Bidders in responding to this RFP have been conducted in a fair and transparent manner;
6. We have complied with all obligations of the Bidder/Supplier as indicated in the Transnet Supplier Integrity which includes but are not limited to ensuring that we take all measures necessary to prevent corrupt practices, unfairness and illegal activities in order to secure or in furtherance to secure a contract with Transnet;
7. We declare that a family, business and/or social relationship **exists / does not exist** [delete as applicable] between an owner / member / director / partner / shareholder of our entity and an employee or board member of the Transnet Group including any person who may be involved in the evaluation and/or adjudication of this Bid;
8. We declare that an owner / member / director / partner / shareholder of our entity **is / is not** [delete as applicable] an employee or board member of Transnet;
9. In addition, we declare that an owner / member / director / partner / shareholder/employee of our entity **has / has not been** [delete as applicable] a former employee or board member of Transnet in the past 10 years. I further declare that if they were a former employee or board member of Transnet in the past 10 years that they **were/were not** involved in the bid preparation or had access to the information related to this RFP; and

Respondent's Signature_____
Date & Company Stamp

10. If such a relationship as indicated in paragraph 7, 8 and/or 9 exists, the Respondent is to complete the following section:

FULL NAME OF OWNER/MEMBER/DIRECTOR/
 PARTNER/SHAREHOLDER/EMPLOYEE: ADDRESS:

Indicate nature of relationship with Transnet:

[Failure to furnish complete and accurate information in this regard will lead to the disqualification of a response and may preclude a Respondent from doing future business with Transnet. Information provided in the declarations may be used by Transnet and/or its affiliates to verify the correctness of the information provided]

11. We declare, to the extent that we are aware or become aware of any relationship between ourselves and Transnet [other than any existing and appropriate business relationship with Transnet] which could unfairly advantage our entity in the forthcoming adjudication process, we shall notify Transnet immediately in writing of such circumstances.

BIDDER’S DISCLOSURE (SBD4)

12 PURPOSE OF THE FORM

12.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

12.2 Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

13 Bidder’s declaration

13.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state?

YES/NO

13.1.1. If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

Full Name	Identity Number	Name of State institution

13.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?

YES/NO

13.2.1. If so, furnish particulars:

.....
.....

13.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

13.3.1. If so, furnish particulars:

.....
.....

14 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

14.1 I have read and I understand the contents of this disclosure;

14.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

- 14.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 14.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 14.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 14.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 14.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 12, 13 and 14 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

BREACH OF LAW

We further hereby certify that *I/we* (the bidding entity and/or any of its directors, members or partners) **have/have not been** [delete as applicable] found guilty during the preceding 5 [five] years of a serious breach of law, including but not limited to a breach of the Competition Act, 89 of 1998, by a court of law, tribunal or other administrative body. The type of breach that the Respondent is required to disclose excludes relatively minor offences or misdemeanours, e.g. traffic offences. This includes the imposition of an administrative fine or penalty.

Where found guilty of such a serious breach, please disclose:

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

NATURE OF BREACH:

DATE OF BREACH: _____

Furthermore, I/we acknowledge that Transnet SOC Ltd reserves the right to exclude any Respondent from the bidding process, should that person or entity have been found guilty of a serious breach of law, tribunal or regulatory obligation.

SIGNED at _____ on this _____ day of _____ 20____

For and on behalf of _____ duly authorised hereto	AS WITNESS:
Name:	Name:
Position:	Position:
Signature:	Signature:
Date:	Registration No of Company/CC
Place:	Registration Name of Company/CC

Respondent's Signature

Date & Company Stamp

SECTION 9: SPECIFIC GOALS POINTS CLAIM FORM

This preference form must form part of all bids invited. It contains general information and serves as a claim for preference points for specific goals Contribution. Transnet will award preference points to companies who provide valid proof of evidence of as per the table below.

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF SPECIFIC GOALS, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 The value of this bid is estimated to exceed R50 000 000 (all applicable taxes included) and therefore the 90/10 preference point system shall be applicable. Despite the stipulated preference point system, Transnet shall use the lowest acceptable bid to determine the applicable preference point system in a situation where all received acceptable bids are received outside the stated preference point system.

1.3 Preference points for this bid shall be awarded for:

- (a) Price;
- (b) B-BBEE Status Level of Contribution; and
- (c) Any other specific goal determined in Transnet preferential procurement policy.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	90
B-BBEE STATUS LEVEL OF CONTRIBUTION	5
1. Promotion of Broad-Based Black Economic Empowerment Status level 1 & 2. 2. Promotion of Exempted Micro Enterprises (EMEs) and Qualifying Small business Enterprises (QSEs) owned by black people (at least 51% black owned).	5
Total points for Price and Specific Goals must not exceed	100

1.5 Failure on the part of a bidder to submit proof of evidence for any of the specific goals together with the bid will be interpreted to mean that preference points are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **"all applicable taxes"** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- (b) **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;

- (c) **"B-BBEE status level of contributor"** means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (d) **"Ownership"** means 51% black ownership
- (e) **"bid"** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the supply/provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
- (f) **"Broad-Based Black Economic Empowerment Act"** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (g) **"EME"** means an Exempted Micro Enterprise as defines by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (h) **"functionality"** means the ability of a bidder to provide goods or services in accordance with specification as set out in the bid documents
- (i) **"Price"** includes all applicable taxes less all unconditional discounts.
- (j) **"Proof of B-BBEE Status Level of Contributor"**
- i) the B-BBEE status level certificate issued by an authorised body or person;
 - ii) a sworn affidavit as prescribed by the B-BBEE Codes of Good Practice; or
 - iii) any other requirement prescribed in terms of the B-BBEE Act.
- (k) **"QSE"** means a Qualifying Small Enterprise as defines by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (l) **"rand value"** means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties.
- (m) **"Specific goals"** means targeted advancement areas or categories of persons or groups either previously disadvantaged or falling within the scope of the Reconstruction and Development Programme identified by Transnet to be given preference in allocation of procurement contracts in line with section 2(1) of the PPPFA.

3. POINTS AWARDED FOR PRICE

3.1 THE 90/10 PREFERENCE POINT SYSTEMS

A maximum of 90 points is allocated for price on the following basis:

90/10

$$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

In terms of Transnet Preferential Procurement Policy (TPPP) and Procurement Manuals, the following preference points must be awarded to a bidder who provides the relevant required evidence for claiming points

Selected Specific Goal	Number of points allocated (90/10)
B-BBEE Level of contributor – Level 1 & 2	5
Black Owned EMEs and QSEs (51% BO)	5
Total	10

4. EVIDENCE REQUIRED FOR CLAIMING SPECIFIC GOALS

4.1 In terms of Transnet Preferential Procurement Policy (TPPP) and Procurement Manuals, preference points must be awarded to a bidder for providing evidence in accordance with the table below:

Specific Goals	Acceptable Evidence
B-BBEE	B-BBEE Certificate / Sworn- Affidavit / B-BBEE CIPC Certificate (in case of JV, a consolidated scorecard will be accepted) as per DTIC guideline
30% Black Women Owned Entities	B-BBEE Certificate / Sworn- Affidavit / B-BBEE CIPC Certificate (in case of JV, a consolidated scorecard will be accepted) as per DTIC guideline
+50% Black Youth Owned Entities	Certified copy of ID Documents of the Owners and B-BBEE Certificate / Sworn- Affidavit / B-BBEE CIPC Certificate (in case of JV, a consolidated scorecard will be accepted) as per DTIC guideline
Entities Owned by People with Disability (PWD)	Certified copy of ID Documents of the Owners / Doctor's note and /or EEA1 form confirming the disability
Entities/Black People living in rural areas	Entity 's Municipal/ESKOM bill or letter from Induna/chief confirming residential address not older than 3 months.
South African Enterprises	CIPC Certificate
EME or QSE 51% Black Owned	B-BBEE Certificate / Sworn-Affidavit / CIPC Certificate
Entities that are 51 % Black Owned	CI B-BBEE Certificate / Sworn- Affidavit / B-BBEE CIPC Certificate (in case of JV, a consolidated scorecard will be accepted) as per DTIC guideline
Promoting exports Orientated for Job creation	Section.....Job Creation Schedule Returnable documents
Local Content and Local Production	Returnable Local Content and production Annexures
NIPP	NIPP Returnable documents
Creation of new jobs and labour intensification	Section.....Job Creation Schedule Returnable documents
The promotion of supplier development through sub-contracting or JV for a minimum of 30% of the value of a contract to South African Companies which are: <ul style="list-style-type: none"> I. 30% Black Women owned, 51% Black Youth and 51% Black people with disabilities II. Entities with a specified minimum B-BBEE level (1 and 2) III. EMEs and/or QSEs black-owned 	Sub-contracting agreements and Declaration / Joint Venture Agreement and CIPC – B-BBEE Certificate / Sworn- Affidavit / B-BBEE CIPC Certificate as per DTIC guideline

Respondent's Signature

Date & Company Stamp

The promotion of enterprises located in a specific province/region/municipal area for work to be done or services to be rendered in that province/region/municipal area	CIPC – B-BBEE Certificate / Sworn- Affidavit / B-BBEE CIPC Certificate (in case of JV, a consolidated scorecard will be accepted) as per DTIC guidelines and Proof Registered address of entity
---	---

4.2 The table below indicates the required proof of B-BBEE status depending on the category of enterprises:

Enterprise	B-BBEE Certificate & Sworn Affidavit
Large	Certificate issued by SANAS accredited verification agency
QSE	Certificate issued by SANAS accredited verification agency Sworn Affidavit signed by the authorised QSE representative and attested by a Commissioner of Oaths confirming annual turnover and black ownership (only black-owned QSEs - 51% to 100% Black owned) [Sworn affidavits must substantially comply with the format that can be obtained on the DTI's website at www.dti.gov.za/economic_empowerment/bee_codes.jsp .]
EME ³	Sworn Affidavit signed by the authorised EME representative and attested by a Commissioner of Oaths confirming annual turnover and black ownership Certificate issued by CIPC (formerly CIPRO) confirming annual turnover and black ownership Certificate issued by SANAS accredited verification agency only if the EME is being measured on the QSE scorecard

- 4.3 A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level verification certificate for every separate bid.
- 4.4 Tertiary Institutions and Public Entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 4.5 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 4.6 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.
- 4.7 Bidders are to note that the rules pertaining to B-BBEE verification and other B-BBEE requirements may be changed from time to time by Transnet or regulatory bodies such as National Treasury or the DTI. It is the Bidder's responsibility to ensure that his/her bid complies fully with all B-BBEE requirements at the time of the submission of the bid.

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 6.1

6.1 B-BBEE Status Level of Contribution: _____ = (maximum of 10 points)

Respondent's Signature

Date & Company Stamp

(Points claimed in respect of paragraph 6.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(***Tick applicable box***)

YES		NO	
-----	--	----	--

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE.

(***Tick applicable box***)

YES		NO	
-----	--	----	--

v) Specify, by ticking the appropriate box, if subcontracting with any of the following enterprises:

Designated Group: An EME or QSE which is at last 51% owned by:	EME ✓	QSE ✓
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

8.6 COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional Service provider
- Other Service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraph 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If a bidder submitted false information regarding its B-BBEE status level of contributor or any other matter required in terms of the Preferential Procurement Regulations, 2022 which will affect or has affected the evaluation of a bid the purchaser may, in addition to any other remedy it may have
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) if the successful bidder subcontracted a portion of the bid to another person without disclosing it, Transnet reserves the right to penalise the bidder up to 10 percent of the value of the contract;
 - (e) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and
 - (f) forward the matter for criminal prosecution.

WITNESSES	
1.
2.

.....
SIGNATURE(S) OF BIDDERS(S)
DATE:
ADDRESS.....

SECTION 10: CERTIFICATE OF ATTENDANCE OF COMPULSORY RFP BRIEFING

It is hereby certified that –

1. _____

2. _____

Representative(s) of _____ *[name of entity]*
attended the RFP briefing in respect of the proposed Goods/Services to be rendered in terms of this RFP on
_____20__

TRANSNET’S REPRESENTATIVE

RESPONDENT’S REPRESENTATIVE

DATE _____

DATE _____

EMAIL _____

NOTE:

This certificate of attendance must be filled in duplicate, one copy to be kept by Transnet and the other copy to be kept by the bidder.

Respondent’s Signature

Date & Company Stamp

SECTION 11: PROTECTION OF PERSONAL INFORMATION

1. The following terms shall bear the same meaning as contemplated in Section 1 of the Protection of Person information act, No.4 of 2013.(“POPIA”):

consent; data subject; electronic communication; information officer; operator; person; personal information; processing; record; Regulator; responsible party; special information; as well as any terms derived from these terms.
2. Transnet will process all information by the Respondent in terms of the requirements contemplated in Section 4(1) of the POPIA:

Accountability; Processing limitation; Purpose specification; Further processing limitation; Information quality; Openness; Security safeguards and Data subject participation.
3. The Parties acknowledge and agree that, in relation to personal information that will be processed pursuant to this RFP, the Responsible party is “Transnet” and the Data subject is the “Respondent”. Transnet will process personal information only with the knowledge and authorisation of the Respondent and will treat personal information which comes to its knowledge as confidential and will not disclose it, unless so required by law or subject to the exceptions contained in the POPIA.
4. Transnet reserves all the rights afforded to it by the POPIA in the processing of any of its information as contained in this RFP and the Respondent is required to comply with all prescripts as detailed in the POPIA relating to all information concerning Transnet.
5. In responding to this bid, Transnet acknowledges that it will obtain and have access to personal information of the Respondent. Transnet agrees that it shall only process the information disclosed by Respondent in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law.
6. Transnet further agrees that in submitting any information or documentation requested in this RFP, the Respondent is consenting to the further processing of their personal information for the purpose of, but not limited to, risk assessment, assurances, contract award, contract management, auditing, legal opinions/litigations, investigations (if applicable), document storage for the legislatively required period, destruction, de-identification and publishing of personal information by Transnet and/or its authorised appointed third parties.
7. Furthermore, Transnet will not otherwise modify, amend or alter any personal data submitted by the Respondent or disclose or permit the disclosure of any personal data to any third party without the prior written consent from the Respondent. Similarly, Transnet requires the Respondent to process any personal information disclosed by Transnet in the bidding process in the same manner.
8. Transnet shall, at all times, ensure compliance with any applicable laws put in place and maintain sufficient measures, policies and systems to manage and secure against all forms of risks to any information that may be shared or accessed pursuant to this RFP (physically, through a computer or any other form of electronic communication).
9. Transnet shall notify the Respondent in writing of any unauthorised access to information, cybercrimes or suspected cybercrimes, in its knowledge and report such crimes or suspected crimes to the relevant authorities in accordance with applicable laws, after becoming aware of such crimes or suspected crime. The Respondent

Respondent's Signature

Date & Company Stamp

must take all necessary remedial steps to mitigate the extent of the loss or compromise of personal information and to restore the integrity of the affected personal information as quickly as is possible.

10. The Respondent may, in writing, request Transnet to confirm and/or make available any personal information in its possession in relation to the Respondent and if such personal information has been accessed by third parties and the identity thereof in terms of the POPIA. The Respondent may further request that Transnet correct (excluding critical/mandatory or evaluation information), delete, destroy, withdraw consent or object to the processing of any personal information relating to the Respondent in Transnet's possession in terms of the provision of the POPIA and utilizing Form 2 of the POPIA Regulations.
11. In submitting any information or documentation requested in this RFP, the Respondent is hereby consenting to the processing of their personal information for the purpose of this RFP and further confirming that they are aware of their rights in terms of Section 5 of POPIA

Respondents are required to provide consent below:

YES		NO	
------------	--	-----------	--

12. Further, the Respondent declares that they have obtained all consents pertaining to other data subject's personal information included in its submission and thereby indemnifying Transnet against any civil or criminal action, administrative fines or other penalty or loss that may arise as a result of the processing of any personal information that the Respondent submitted.
13. The Respondent declares that the personal information submitted for the purpose of this RFP is complete, accurate, not misleading, is up to date and may be updated where applicable.

Signature of Respondent's authorised representative: _____

Should a Respondent have any complaints or objections to processing of its personal information, by Transnet, the Respondent can submit a complaint to the Information Regulator on <https://www.justice.gov.za/inforeg/>, click on contact us, click on complaints.IR@justice.gov.za

ANNEXURE A – SCOPE OF WORK

PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR TERMINAL, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

SCOPE OF WORK

SCOPE OF WORK FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR TERMINAL, MAYDON WHARF AND AGRIBULK, FOR A PERIOD OF 36 MONTHS.

1. BACKGROUND:

The terminal management requires a service provider to provide cleaning services to ensure the buildings and workplace at all sites listed herein are always neat and tidy and conducive to productive working conditions. By taking pride in our buildings and house keeping it sets a precedent to our stakeholders, customers, and suppliers that TPT takes pride in their work and have expectations of high levels of performance. A well-kept building and offices can set a good first impression to people entering our premises. The appearance as well as the professional manner in which the cleaners conduct themselves is very important to TPT. The service provider needs to align themselves with TPT mission and work ethic.

TPT is desirous to enter into an agreement with a supplier for the provision of cleaning and tea services.

The selected service provider will share in the mission and business objectives of Transnet. These mutual goals will be met by meeting contract requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communications. In this spirit of partnership, TPT and its Supplier will study the current ways they do business to enhance current practices and support processes and systems. Such a relationship will allow TPT to reach higher levels of quality, service and profitability.

1.1. Cleaning needs to be performed at regular intervals to obtain the following results:

- efficient collection and removal of dirt;
- neat and tidy for appearance;
- health and safety; and
- removal of germs.

1.2. There are 2 methods of cleaning:

- Dry cleaning: Vacuuming and sweeping
- Wet cleaning: Mopping and scrubbing

Dry cleaning **must** precede **wet** cleaning.

2. THIS TENDER ENCOMPASSES THE PROVISION OF THE FOLLOWING:

- a) Cleaners to clean the offices buildings, workshops and yards as stipulated in the scope of work, see task sheets;
- b) Labour must include a supervisor;
- c) Office Cleaners to wash cups, glasses and dishes;
- d) Portable Electrical equipment will be subjected to an inspection by the service provider's Health and Safety Representative to ensure safety of the user;

- e) Supply of cleaning chemicals which are environmentally friendly (biodegradable products), anti-bacterial and anti-fungal cleaning materials. TPT requires Anti-Bacterial and anti-fungal soap used for toilets and messrooms and ablutions. Dishes in the kitchen must be washed with an anti-bacterial dish washer. Chemicals must have safety data sheets which must state health and safety information about products to be used, substances or chemicals that are classified as hazardous substances or dangerous goods. This file will have to be submitted to the TPT Representative;
- f) Kitchen utilities used for washing and drying of dishes must be provided by the Service Provider and must be kept clean and hygienic at all times;
- g) Receive meeting schedules from Personnel Assistants and Secretaries for meetings and prepare prior to the meeting;
- h) All cleaners including replacement cleaners are provided with suitable uniform that will be agreed upon with the SHEQ Management;
- i) Manage infection control and colour coding system must be followed at all times to prevent infection to TPT employees (colour coding is defined below under section 5);
- j) The storeroom dedicated for the storage of consumable and cleaning equipment must be kept in a neat and tidy condition to the satisfaction of the TPT SHEQ Management;
- k) All relevant signage relating to safety i.e. (slippery when wet) must be provided and visible at all times during the cleaning process;
- l) The relevant signage is kept in safe storage at all times when not in use. TPT will not be liable for any loss or damage to such equipment;
- m) Extension cords are of the correct amperage and subject to inspection by TPT's Health and Safety Representative;
- n) Provide ladders that conform to the requirements of General Safety Regulation 13(a) for the safe cleaning of areas requiring a ladder i.e windows, top of cupboard;
- o) Minor building defects must be brought to the attention of TPT's SHEQ Manager. This includes defects such as plug points, light switches, leaking taps, pipes, urinals etc.;
- p) Blinds to be removed and dry-cleaned annually. Tenderers are to include this in their pricing schedule;
- q) Wearing of high visibility garments on the premises is mandatory therefore the Service Provider shall be responsible and accountable for providing PPE to employees where appropriate and where prescribed:
 - Overalls
 - Reflector vests
 - Safety boots/shoes
 - Hand gloves
 - Helmets (where required in the operational areas);
- r) ISPS Requirements: The Service Provider shall be responsible and accountable for ensuring that each employee requiring access onto the premises of TPT is in possession of a TPT or TNPA annual access card, (this must be taken into account in the management fee) an

identification card/tag duly issued by the Service Provider, which shall be prominently and conspicuously worn on the person of each employee, and shall include at least the following:

- A recent photograph of the wearer of such identification card or tag
- Full names and surname of the wearer of such identification card or tag
- Name of the company represented
- Identification of access areas
- The Service Provider shall inform TPT security officer in writing, if an employee has been suspended, fired or has resigned. The permit will immediately be withdrawn by the Service Provider and returned to TPT; and

s) Uniform clothing is defined as:

Office / Yard Cleaning Staff	Boardroom / Tea Serving Staff
3 x Shirts/Blouses/ T-/Golf Shirts	3 x Shirts/Blouses
3 x Skirts/Two Piece Overall Set	3 x Skirts / Pants
Name Badge	Name Badge
Socks	Socks
Safety Shoes	Shoes
Jersey	Jersey
Rain suit	

NB: Uniforms and T/Golf shirts must have reflective bands attached when used in operation area.

A change room with lockers for cleaners will be provided by TPT which can be used during their breaks and also when changing into their uniforms.

3. GENERAL OBLIGATION OF THE SERVICE PROVIDER:

- 3.1. The Service Provider shall be fully responsible to TPT for the acts and omissions of its employees, permitted sub-contractors and agents.
- 3.2. No sub- contractor may be appointed by the Service Provider without prior written consent of TPT, who shall be entitled to withhold such consent without assigning any reason therefor. If granted, then the Service Provider shall nevertheless remain liable to TPT as a principle for the fulfilment of all the obligations of the sub-contractor.
- 3.3. The Service Provider may not cede, assign, make over or delegate any of its rights and / or obligations to any third party without the prior written consent of TPT.
- 3.4. Annual tariff increases will be limited to the official bargaining council announced rate.

- 3.5. All cleaning methods for the different types of surfaces and floors in the office buildings must be in line with TPT's requirements. Understanding of wooden floors cleaning method, and supply of correct cleaning consumable and equipment for this type of floors is required;
- 3.6. Electrical cleaning equipment must not be left lying around in offices unattended if not in use;
- 3.7. The service provider must have an understanding of dry and wet cleaning methods, and supply of correct cleaning consumables and equipment for floors;
- 3.8. Ensure that all of its employees who are to perform Cleaning Services are physically fit to perform their duties;
- 3.9. Service provider to determine occupational risk profile for each portfolio they will provide to the terminal. All employees must undergo a medical assessment by a registered Occupational Health Medical Practitioner as per the Occupational Risk Exposure Profiles and must produce a medical fitness certificate, all at the cost of the bidder. The Service provider shall update TPT on annual basis, but also at all other times that TPT wishes to view them during the course of this Agreement;
- 3.10. All service provider employees are at all times subject to, and comply strictly with, the code of conduct/ethics as shall be prescribed from time to time by TPT;
- 3.11. Cleaning staff shall not take any substance having a narcotic or other detrimental effect to their professional behaviour and shall not be under the influence of the said substances while on duty;
- 3.12. TPT shall be entitled to conduct breathalyser tests or any other tests that may be necessary to establish that the cleaning staff complies with the provisions of item no. 3.11.
- 3.13. The Service Provider shall ensure that the Cleaning Staff are informed of this requirement and that the necessary written consent is obtained and provided to TPT before any Cleaner commences his or her duties; and
- 3.14. Before any Cleaner commences with his or her cleaning duties, he or she must attend an induction course which is intended to acquaint him or her with the requirements of TPT, per terminal. The said induction course shall be arranged by TPT at the Contractor's costs.
- 3.15. The service provider must give first preference of employment to existing cleaning staff currently engaged in the cleaning activities in the facilities, subject to the recruitment/selection process of the service provider.
- 3.16. Service provider to be in possession of Public Liability Insurance cover.

4. INFECTION CONTROL:

In order to provide an effective and efficient Cleaning Service, the Service Provider must have an understanding of how infection/germs spread:

- a) Germs are extremely small and can only be seen under a microscope. They are found everywhere, for example:
 - i. In/on human beings;
 - ii. On food;
 - iii. In water;
 - iv. On fixed and movable assets (surfaces);
 - v. Toilet facilities;
 - vi. Kitchen facilities; and
 - vii. Dust in the air.
- b) Germs, just like human beings need:
 - i. Food;
 - ii. Time (germs will multiply by dividing every 10 – 20 minutes);
 - iii. Moisture (a moist environment)
 - iv. Temperature (ideal conditions for microorganisms to multiply is between 20° C and 50° C).

This means that one germ, under ideal conditions, will multiply to about 1 million in 3½ hours.

If any one of these four conditions is removed, it dramatically reduces the rate at which germs multiply.

- c) In order for infection to spread, the germs need:
 - i. A source (somewhere for infection to start)
 - ii. A route (a way for infection to travel from one person to the next, from hand to object, from cloth to surface, etc.)
 - iii. A target (someone/somewhere new to infect).

5. COLOUR CODING AND INFECTION CONTROL

In order for TPT to manage infection control as far as possible, the following Colour Coding will be utilized:

Microfibre cleaning cloths:

Yellow	Kitchen
Blue	Offices, Passages, Doors, Pictures and Furniture
Red	Toilet Bowls and Urinals
Green	Mirrors, Walls, Sinks, Toilet Doors, Basins & Showers
Yellow Duster	Dust Removal on surfaces

Mops:

Red Mop Toilet
 Blue Mop Offices and Passages

Brooms:

Red broom Toilet
 Blue Broom Offices and Passages

The purpose of colour coding in cleaning is to prevent cross contamination of germs and infection control.

6. TPT CLEANING MATERIAL AND EQUIPMENT REQUIREMENTS PER AREA (NOT LIMITED TO THE BELOW).

CLEANING MATERIAL/ EQUIPMENT	CAR TERMINAL, TASK SHEET NO. 1	MPT POINT TERMINAL, TASK SHEET NO. 2	MWF TERMINAL, TASK SHEET NO. 3	AGRIBULK TERMINAL, TASK SHEET NO. 4
Dish cloths, sponges, scrubs cloths, etc.	√	√	√	√
Mops	√	√	√	√
Refuse bags	√	√	√	√
Brooms, brushes, feather dusters	√	√	√	√
Buckets	√	√	√	√
Signage	√	√	√	√
Vacuum Cleaner	√	√	√	√
Polisher Machine (buffing)	√	√	√	√
Industrial Scrubber for workshops		√	√	

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Cleaning Chemicals	√	√	√	√

7. SCOPE OF REQUIREMENTS (DAILY, WEEKLY AND MONTHLY TASKS)

The Service Provider shall ensure that the minimum tasks are maintained:

DAILY TASKS:

7.1. Foyers

- a) The foyers are to be kept clean at all times;
- b) Relevant signage relating to safety (i.e., slippery when wet) must be visible at all times whilst cleaning;
- c) Handrails and door handles must be kept clean; and
- d) Walls must be kept clean at all times.

7.2. Lifts inside buildings

- a) To be kept clean at all times;
- b) Mop floors inside the lifts;
- c) Mirrors and panelling to be cleaned;
- d) Ensure that the sensor rails are cleaned of all debris on a regular basis; and
- e) Wipe lift slide doors down.

7.3. Offices and Boardrooms

- a) All offices must be kept clean at all times;
- b) Vacuum all carpeted areas 3 x per week (Monday, Wednesday, and Friday), including edges and corners or as and when required;
- c) Sticky substances such as chewing gum to be removed with a freeze spray;
- d) Suitable barrier mats must be swept daily and vacuumed 3 x per week (Monday, Wednesday, and Friday).
- e) Dust all furniture, including items standing on the furniture, wall hangings and telephones. Under no circumstances must computers (monitors, keyboards and other computer related equipment) be cleaned;
- f) Sweep and buff vinyl floors;
- g) Boardrooms and Meeting Rooms must be cleaned after each meeting;
- h) Clean and disinfect telephones;
- i) Clean and empty rubbish bins (twice daily);
- j) Dust and wipe all legs, cross bars and struts.

7.4. Kitchen/ Food and/ or tea preparation areas

- a) Kitchens to be kept clean at all times;
- b) Dust and sweep floors paying particular attention to corners, underneath fixtures, etc.;
- c) Mop floors and dry floors;
- d) Spot clean when necessary, using the twin-bucket system and a neutral detergent;
- e) Splashes to be removed from skirting / tiles;
- f) Dust or damp-wipe door frames and doors to remove marks;
- g) Empty waste bins (twice daily);
- h) Damp wipe inside and outside of waste bins;
- i) Damp wipe and dry burnish table surfaces and legs to a clean streak-free finish;
- j) Plastic chairs to be damp wiped and dry burnished;
- k) Dust or damp wipe surfaces and remove marks as necessary from, windowsills, walls, light switches, ledges, free standing units;
- l) Telephones to be wiped and disinfected to a clean, smear free condition;
- m) Kitchen equipment, utensils, work surfaces etc. must be kept clean and hygienic at all times;
- n) Clean exterior and interior of refrigerators;
- o) Tea / coffee to be prepared on an ad-hoc basis;
- p) Counters to be disinfected and cleaned;
- q) Clean and disinfect kitchen sinks;
- r) Clean and disinfect all drains;
- s) Keep cupboards clean, tidy and orderly; and
- t) Microwave oven to be cleaned in the inside and outside.

Job Schedule for Tea Personnel

- a) Maintain boardroom by receiving booking schedule from the Receptionist every afternoon in preparation for the next morning.
- b) Monitoring Boardrooms booking and prepare tea service for meeting such as arrangements of cups, water etc.
- c) Assisting catering companies to serve during teatime breaks and lunch.
- d) Ensuring that there is water all the time during meetings.

7.5. Toilets (male and female)

- a) Toilets are to be kept clean at all times;
- b) Dust and sweep paying particular attention to corners, underneath fixtures;
- c) Remove graffiti and stickers from walls, mirrors, vanity units and doors;

- d) Scrub and wash floors with a neutral detergent;
- e) Spot clean when necessary, using the twin-bucket system and a neutral detergent;
- f) Splashes to be removed from skirting / tiles;
- g) Damp wipe walls and cubicle partitions to remove marks;
- h) Dust or damp-wipe door frames and doors to remove marks;
- i) Empty general waste bins and damp wipe the inside and outside;
- j) Clean mirrors by using an approved glass-cleaning agent. Dry burnish to a streak-free finish;
- k) Urinals and toilet bowls to be thoroughly cleaned using a disinfectant, paying special attention to under the rim of the bowl (report any unhygienic conditions to the TPT Representative);
- l) Seats, lids, cisterns and flushing handles to be damp wiped with an anti-bacterial solution and dry burnished to a streak-free finish;
- m) Washbasins to be thoroughly scoured clean, paying attention to the area around taps, overflow outlet, plug hole and must be left in a clean streak-free condition. Tap fittings to be cleaned and dry burnished using non-corrosive chemicals;
- n) Provide and replenish toilet rolls, soap and paper hand towel;
- o) Clean and disinfect all kitchen and ablution drains;
- p) Wipe and clean all hygienic dispensers provided by TPT; and
- q) Ensure all facilities are maintained as guided by the Facilities Regulations.

Tasks must be completed using colour-coordinated buckets and cloths to prevent cross contamination.

Note: All toilets must be checked at regular intervals during the day to check for tidiness, replenishment of soap, toilet rolls, paper hand towels, seat-wipes and to empty and clean waste bins.

7.6. **Passages**

- a) To be kept clean at all times;
- b) Clean doors and light switches (when required);
- c) Dust windowsills, frames etc.;
- d) Sweep and mop floors;
- e) Vacuum carpets and rugs;
- f) Use relevant signage relating to safety i.e. (Slippery when Wet) and must be visible at all times whilst cleaning; and
- g) Fire extinguishers/ fire hoses are to be dusted, damp-wiped and dry-burnished as appropriate.

7.7. Stairways and landings

- a) To be kept clean at all times;
- b) Sweep, vacuum or mop landings;
- c) Use relevant signage relating to safety (i.e., slippery when wet) and must be visible at all times whilst cleaning;
- d) Dust and clean handrails, walls and pictures; and
- e) Wash/vacuum stairs.

7.8. Walls

Walls must be kept clean from marks/spots, webs etc. at all times.

7.9. Hard Floors - Office Areas and Workshop

- a) Dust and sweep with an industrial cleaning tool paying particular attention to corners, underneath fixtures, etc.
- b) Machine scrub floors and dry using an automatic scrubbing machine with a neutral detergent;
- c) Buff floors using a buffing machine and nylon pad;
- d) Spot clean when necessary, using the twin-bucket system and a neutral detergent;
- e) Splashes to be removed from skirting;
- f) Damp-wipe and burnish to a smear-free finish all cabinets and work tops;
- g) Dust or damp wipe and burnish all windows, windowsills, ledges, pictures, etc. and remove marks where necessary;
- h) Telephones to be wiped clean with a disinfectant to a clean, streak-free finish;
- i) Check any ashtrays, damp wipe and dry burnish;
- j) Damp wipe and dry burnish kick plates to doors;
- k) Dust or damp wipe and burnish walls, doors and door frames to remove marks;
- l) Damp wipe and dry burnish kick plates to doors;
- m) Damp wipe interior and exterior accessible signage; and
- n) Fire extinguishers/ fire hoses are to be dusted, damp-wiped and dry-burnished as appropriate.

7.10. **Staff Quarters (Locker rooms)**

- a) Dust or damp wipe and burnish all windows, windowsills, ledges, pictures, etc. and remove marks where necessary;
- b) Dust or damp wipe and burnish walls, doors and door frames to remove marks;
- c) Clean mirrors by using an approved glass-cleaning agent. Dry burnish to a streak-free finish;
- d) Check, damp wipe and dry burnish – clean waste bins;
- e) Remove graffiti and stickers from walls, mirrors and doors; and
- f) Damp wipe interior and exterior accessible signage.

7.11. **Smoking areas**

- a) All ashtrays to be emptied and cleaned twice a day; and
- a) Damp wipe interior and exterior accessible signage.

7.12. **Lounge and Chill Areas**

- a) Lounge and Chill areas to be kept clean at all times;
- b) Vacuum clean carpets;
- c) Dust windowsills, frames etc.;
- d) Dust all furniture, including items standing on the furniture, wall hangings and telephones. Under no circumstances must computers (monitors, keyboards and other computer related equipment) be cleaned; and.
- e) Sweep, mop, polish and buff vinyl floors and all other types of floors thoroughly. .

7.13. **Parking Areas**

- a) Sweep and clean all parking areas.
- b) Water high pressure cleaning of floors, including walls once every 3 months (preferably on Saturdays).
- c) Report to the TPT Representative those parking bays where vehicles are leaking oil onto the floor.

8 WEEKLY TASKS

8.1 Main Entrance

The windows and doors at the main entrance of the building must be cleaned on the first working day of the week and wiped daily.

8.2 Toilets

Light fittings and tubes to be dusted or damp- wiped on a rotational basis.

8.3 Barrier Mats

Remove barrier mats and wash with high-pressure hose.

8.4 Carpeted Floors – Office Areas

- a) Water soluble stains to be removed by a neutral dry foam;
- b) Solvent soluble stains to be removed by a soluble remover;
- c) Carpet edging to be damp wiped clean; and

8.5 Windows

- a) Clean inside and outside of accessible windows, glass enclosures and windowsills;
- b) Dust windowsills, frames, Blinds etc; and
- c) Glass enclosures must be cleaned on the first working day of each month.

8.6 Parking Area

High pressure cleaning of floors, including walls must take place every 3 months (preferably on Saturdays).

8.7 Officer chairs

Vacuum upholstered chairs. Any non-upholstered areas and no-upholstered chairs to be damp wiped and dry burnished.

9 MONTHLY TASKS

9.1 Walls, Ceilings and light fittings

- a) All internal and external (where required) walls to be cleaned and burnished to full height;
- b) Damp wipe and burnish walls to a smear-free finish;
- c) Ceilings to be cleaned using a dry brush; and
- d) Light fittings and tubes to be dusted or damp- wiped on a rotational basis.

9.2 **Air Conditioning Units**

Air conditioning units to be damp wiped and burnished to smear-free finish. Particular care must be taken to ensure that surrounding ceiling areas are not smeared.

9.3 **Refrigerators**

- a) Remove contents;
- b) Switch off unit prior to cleaning;
- c) Avoid electrical areas;
- d) Remove all shelves;
- e) Rinse off with warm water;
- f) Dry using paper towel;
- g) Wash internal and external panels;
- h) Replace shelves;
- i) Ensure correct temperature before repacking; and
- j) No metal or sharp objects to be used to scrape the ice.

9.4 **Windows and Blinds**

- a) Monthly Cleaning of internal windows and blinds; and

10 Quarterly and Annual

10.1 **Quarterly**

10.1.1 Water high pressure cleaning of parking floor, including walls once every 3 months (preferably on Saturdays).

10.1.2 Defrost and deep clean deep freezers

10.2 **Annual**

10.2.1 Scrub, strip, and seal clinic, boardroom, staircases, foyer and canteen floors once a year.

11 SPECIFICATIONS FOR SWEEPING

Sweeping is a maintenance cleaning technique, the object being to remove as much coarse dirt and litter as possible from the floor. Three types of sweeping techniques are commonly used:

11.1 Sweeping with a broom

Manual sweeping with a broom. Method used mainly on the following types of surfaces:

- a) Vinyl/Cushion
- b) Asphalt tiles
- c) Linoleum
- d) Profiled rubber
- e) Terrazzo
- f) Marble/Reconstituted marble
- g) Quarry tiles
- h) Concrete
- i) Porcelain
- j) Ceramics
- k) Wood/Laminates; and
- l) Slate.

11.2 Sweeping with a mop sweeper

Unlike a broom, the mop sweeper cannot be used on a rough surface. The removable mop head can be laundered or washed and re-used.

Dispersion of dust into the air is lower than with a broom.

Areas of 1000 m² can be swept within an hour.

11.3 Sweeping with a sweeping machine

Instead of the dirt and litter being collected in from of the broom or mop sweeper and having to be picked up in a dust receptacle, a sweeping machine deposits the dirt and

litter in a hopper which has to be emptied frequently. Rubber seals on the sides and back of the machine ensure that re-dispersion of dust is kept to a minimum.

The sweeping machine can be used on rough and uneven floors. Large areas can be cleaned much quicker than using the traditional manual sweeping.

12 SPECIFICATIONS FOR MOPPING

Mopping can be carried out in various ways, including but not limited to the following:

12.1 Spot Mopping

This mopping technique is applied by using a wrung-out mop head to access wet/sticky dirt. It is crucial that the wet/sticky dirt is picked up from the floor and not just smeared over a large area.

12.2 Damp Mopping

This mopping technique is applied by plunging the mop into a detergent solution and then wrung out in a bucket, leaving the mop damp. The floor is then cleaned, by mopping in a figure eight pattern.

12.3 Wet Mopping

This mopping technique differs from damp mopping in that after plunging the mop into a detergent solution, the mop is only lightly wrung out and the solution then applied to the floor. The mop is then fully wrung out in the bucket and the dirty solution picked up from the floor.

13 SPECIFICATION FOR WET SCRUBBING WITH A MECHANICAL SCRUBBER

The mechanical scrubber is used in large areas where traffic and soiling on the floor surface is severe, for e.g. workshops. The cleaner drives or stands behind the scrubber (dependent of size of scrubber). This method of scrubbing the floor surface is less physical and more suitable for industrial soiled areas, e.g. oil, grease, etc.

14 SPECIFICATION FOR BUFFING (POLISHING)

Buffing methods can be divided into three different categories:

14.1 **Dry buffing**

Dry buffing relies purely on the mechanical action of a floor cleaning or polishing pad or brush driven by a single brush machine to repair scuffing and other superficial surface blemishes on floors, treated with acrylic polymers. It is also used to enhance the gloss on untreated floors, such as rubber profile floors, which have been cleaned with combined maintenance products.

14.2 **Spot and full spray buffing**

The spray application of detergents when combined with the buffing action provides both superior cleaning characteristics as well as partly replenishing polymer, removed from the floor. This method is most successful on floors treated with acrylic polymers.

14.3 **Spot spray buffing**

Spot spray buffing is based on the principle that certain floor areas are exposed to abnormal amount of traffic and wear and require more intensive maintenance. Examples of such areas would be:

- a. Near entrance doors
- b. Lift lobbies.

The best cleaning maintenance is to spot spray these areas and dry buff the rest of the floor area, as spray buffing is slower than dry buffing.

Spot spray buffing is applied as follows:

- a. Apply a fine mist of spray buffing mixture
- b. Spread the mixture over a small area (approx. 2m²) using a single brush machine fitted with an appropriate working element
- c. Make sufficient passes over the same floor area. To dry the floor to a high shine, more than four passes is required, else too much spray has been applied to the floor
- d. Turn pads over before they clog up and lose their cleaning ability
- e. Wash out pads and hang up to dry.

15 WORK INSTRUCTION FOR FLOOR CLEANING

The below are minimum instruction for cleaning the floors. These steps are not limited to ensuring a clean and smooth floor surface.

- a. Cleaner must use the correct PPE. Closed shoes must be worn.
- b. Cleaner must choose all the correct equipment, consumable and chemicals for cleaning of the floor.
- c. Start with dry cleaning. Sweep the floor using the walk behind and or figure of eight method as appropriate to the room layout.
- d. Collect dust and loose dirt and maintain at the front edge of the broom/sweeper.
- e. Stop periodically to remove/collect loose dirt with dustpan and brush. Discard in refuse bag. Complete sweeping operation.
- f. Place wet floor signs where it is visible. Start from the furthest point to the exit.
- g. Dilute detergent in bucket as per requirement.
- h. Use spot, damp and or wet mopping technique. Take care to not bump mop heads up against skirting boards, walls and furnishings. If floor tile is profiled/contoured, ensure weekly scrub with soft bristle brush and neutral detergent combined with wet mopping methods.
- i. Change rinse water and or solution when visible dirty/contaminated.
- j. In the event that the floor must be buffed/polished, place wet floor signs, even if polishing the floor.
- k. Adjust the handle correctly to your waist height and place the cord over your shoulder and behind you.
- l. Switch on the buffer/polisher using the triggers on the handles. NB : Do not attempt to use the machine unless you have been trained by your Management.
- m. Maintain control and operate the machine from side to side as per training received.
- n. If scrubbing, follow methodical overlapping pattern.
- o. Mop up small sections of scrubbed areas at a time to prevent soiled water from being re-absorbed into surfaces and or tile profile. Rinse off.
- p. Change the pads when both the used surfaces are dirty. At all times be aware of employees walking past you and make sure you pause your side to

motion as they pass you. Never leave your machine plugged on should you need to leave the work area, even for a few minutes. Unplug the machine!

- q. When complete, inspect floor to ensure smooth, clean surface.
- r. Unplug the machine and wind the cord around the machine.
- s. Wash mops, buckets and pads and hang them out to dry.
- t. Clean and store machine and consumable.

16 WORK INSTRUCTION FOR VACUUMING OF CARPETS

85% - 95% of carpet soiling is dry soiling, thus the importance of efficient vacuuming cannot be overstated.

- a) Vacuum bags on vacuum cleaners: The performance of any type of vacuum cleaner is largely dependent on the condition of its filtration system. The disposable paper filter bag provides the most efficient method of filtration. Cloth bags are less effective and if they are used, throughout cleaning of the filter cloth is essential if vacuum efficiency is to be maintained.
- b) Types of soiling on carpets:
 - Dry soil
 - Water soil
 - Oily soil
 - Combination of the above (water and dust = mud).
- c) The above soils may be presented in any of the three levels in the carpet:
 - Soiling on the surface – spots and sills are the most visible on carpets.
 - Soiling present in mid-pile
 - Soiling held in the backing of the carpet
- d) Spots removal from carpets:
 - Spots can be removed with the correct spot removal procedure. Only use a white absorbent cloth or towel to remove spots.
 - Try to attend to spillage immediately, before it has time to set. The longer the spot remains on the carpet, the more difficult it could be to remove.

- Blot up spillage with paper towels or if spillage is dry and encrusted, use a blunt knife or spatula to remove encrustation.
- If spot is cleaned by blotting the spillage, follow the work instruction below for deep-cleaning of carpets.
- Do not rub or scrub the spot as it will spread the stain and may cause pile damage.
- Once spot is dry, vacuum the carpet.

17 WORK INSTRUCTION FOR DEEP-CLEANING CARPETS AND BARRIER MATS

- a) The deep cleaning of carpets to be done annually in the Croft Road Offices.
- b) Before the operation commences, the contractor must liaise with the SHEQ Manager in order that the necessary preparations can be made;
- c) The direct extraction method of cleaning carpets must be used and the following procedure adopted:
 - Thoroughly vacuum all areas to be deep- cleaned, ensuring that surface soils are removed and pile lifted;
 - All stains and chewing gum must be treated appropriately;
 - Sticky substances such as chewing gum to be removed with a freeze spray;
 - Water soluble stains to be removed by neutral dry foam; and
 - Solvent soluble stains to be removed by a soluble remover.
- d) Shampoo and extraction chemicals must conform to the following minimum requirements:
 - They must leave a dry, powdery, crystalline residue;
 - They must leave a PH of between 5.5 and 8.0; and
 - They must not contain bleach or fluorescent brightening agents.
- e) Following wet cleaning and drying, all areas must be thoroughly vacuumed to remove shampoo residue;
- f) Barrier mats must be cleaned in the same manner and at the same time as carpet cleaning. Any mat wells to be wet cleaned; and
- g) Carpet edging to be damp-wiped clean after carpet cleaning.

NOTE: The service provider must provide a written guarantee that any damages incurred while cleaning carpets i.e shrinkage or discolouration, will be made good by the contractor of our choice and be for the bidder's account. Carpets must be completely dry two hours prior to normal office work resuming.

18 CLEANING INSPECTION REPORT

The quality inspection report to be completed monthly by terminal management and contractor management and signed by both parties.

The report to be used by individually marking the task and then giving them an overall assessment. Both management and the contractor management must agree an overall standard (Acceptable or Unacceptable). As a guide, if 10% of tasks are unacceptable, the overall standards will be unacceptable.

If agreement cannot be reached, the SHEQ Manager will visit the terminal unannounced to audit the performance of the contractor.

A copy of this signed completed report must be filed in the terminal's Contract Cleaning File.

Checklists formulated for administration areas are to be completed daily and signed off by Service Provider and TPT representatives. A service level agreement will be formulated based on the technical criteria within this Scope of Work as well as requirements set out in the contract.

The quality inspection report will be used as part of an ongoing contractor appraisal.

19 THE SERVICE LEVEL AGREEMENT

- a) Reviews of progress and service delivery by the Service Provider will be held between TPT and its account representative on a monthly basis.
- b) TPT shall have the right in its sole discretion, to demand that any member of the team utilized by the Service Provider to fulfil its obligations under the Cleaning Services Agreement be replaced where a staff member is in breach of TPT requirements while consequence management process by the bidder is in progress.
- c) The Service Provider guarantees that it will achieve a pre-agreed upon level of service (to be determined at contract negotiation):-
 - I. Shortage and/ or non-supply of cleaning services
 - II. Shortage and /non supply of cleaning materials
 - III. Quality of service (work area inspections & complaints received.
 - IV. All staff shall be neat at all times.
 - V. Reliability
 - VI. Time Management

20 SUPERVISOR TO PROVIDE OVERALL MANAGEMENT FUNCTIONS

- a. Provide a well experienced supervisor with good communication skill of English and Zulu;
- b. Supervisor is accountable for the Cleaning Service and will report to the TPT SHEQ Manager;
- c. Supervisor to inspect the cleanliness of all areas and pay special attention to public areas for e.g. foyer, messrooms and boardrooms; and
- d. Supervisor to report all faults to the TPT SHEQ Manager and monitoring turnaround time.
- e. Manage the cleaners, manage cleaner's lunch schedule.
- f. Ensure that floors, cleaning equipment and chemicals are safely kept outside the reach of TPT employees
- g. Ensure that no equipment is stored in passages, emergency exits and in undesignated areas.
- h. Ensure that there is a cleaner visibility on floors at all times.

21 EXCLUSIONS

- a) Cleaning staff do not clean computer terminals or any related computer equipment;
- b) Washing of TPT staff's lunch boxes and cars; and
- c) Supply of toilet paper and hand paper towels.

22 WASTE

- a) All waste collected from offices and kitchens to be deposited into waste containers placed in offices, messrooms, sheds or any other designated area;
- b) Organic waste must be separated from normal waste and disposed of in respective waste containers;
- c) Recycled waste to be placed in designated bins;
- d) The cleaners must ensure that the DSW bins are put out for collection on specified days; and
- e) Waste must not be discarded down drainpipes.

23 TASK SHEETS

Kindly refer to the following task sheets (scope of work):

- a) Task Sheet No. 1 – Car Terminal
- b) Task Sheet No. 2 – Multipurpose Terminal
- c) Task Sheet No. 3 – Maydon Wharf Terminal
- d) Task Sheet No. 4 – Agriport Terminal

TASK SHEET NO. 1 CAR TERMINAL

Activity No.	Area in terminal	No. of Cleaners	No. of messrooms/offices	Frequency
1	45 Bay Terrace - Security Supervisors Office	3 (x2 Females and 1 Male)	<ul style="list-style-type: none"> • Kitchen, boardroom, storeroom, HR open-plan office, single offices, Finance open-plan office, Revenue open-plan office, reception, lift, passages, showers, fire escape staircase, foyer including Security desk. • Toilets, urinals, basins (every 3 hours) <hr/> <ul style="list-style-type: none"> • Kitchen, single offices (9), open-plan offices (3), Revenue counter-office, lift, fire escape staircase, showers (2), passages, foyer, waiting area, Security desk, smoking room. • Toilets, urinals, basins (every 3 hours) 	Monday to Friday 07:00 – 15:00
2	Main Terminal Parking Gate; Cato Creek Checkpoint; Main Terminal Fitment Centre; Security Control Room 600 Checkpoint	3	<ul style="list-style-type: none"> • Distribution and Receiving office, First Inspection container, office. • Toilets (2), basins (2), urinal (1), Security Control Room, showers (2) • Toilet (1), basin (1), office. • Toilets (3), basins (3), urinal (1), showers 	Monday to Friday 07:00 – 18:00 Saturday and Sunday 07:00 – 15:00

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

Activity No.	Area in terminal	No. of Cleaners	No. of mess rooms/offices	Frequency
4	Q/R	1	<p>Toilets (8), basins (5), urinals (2), kitchens (1), offices (3), reception, showers (1), changing rooms (2), office container.</p> <p>Security Supervisors office, basins (2), changing room, kitchen container.</p>	<p>Monday to Friday 07:00 – 15:00</p> <p>Saturday and Sunday 07:00 – 15:00</p>
5	Local Office: Offices, Mess and Ablution, Locker Rooms	2 (x1 male and 1 female)	<p>Toilets (6), basins (5), urinals (2), kitchens (1), offices (4), reception, showers (8), changing/locker rooms (2), office container.</p> <p>Locker rooms, kitchen container. Eating Area.</p>	<p>Monday to Friday 07:00 – 15:00</p>

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

6	Shipping Offices	1	Toilets (6), basins (5), urinals (2), kitchens (1), offices (3), reception, showers (9), changing rooms (2), office container, eating area (2)	Monday to Friday 07:00 – 15:00
7	M Shed F Shed G Gate	1	Toilets (5), basins (5), urinals (2), kitchens (1), offices (3), reception, showers (3), changing rooms (2).	Monday to Friday 07:00 – 15:00
8	G Wharf side	1	Toilets (7), basins (5), urinals (2), kitchens (1), offices (3), reception, eating area (2), office container (5).	Monday to Friday 07:00 – 15:00

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

9	G Distribution	1	Toilets (12), basins (5), urinals (3), offices (3), office container.	Monday to Friday 07:00 – 15:00
10	Cato creek	1	Toilets (4), basins (4), urinals (2), kitchens (1), offices container (1),	Monday to Friday 07:00 – 15:00
11	Yard	10	111 Office, Rail Yard, Clinic Area, AB yard, C Berth, D Berth, E Berth, D Shed, F Shed, MHA Workshop.	Monday to Friday 07:00 – 15:00
12	Night Shift	3	Toilets, basins, urinals 2, kitchens 1, offices, showers, changing rooms, office container.	Monday to Friday 18h00 - 06h00 Saturday and Sunday 18h00 - 06h00
Total cleaners		27		Monday to Friday 07:00 – 15:00/18:00 Saturday and Sunday 07:00 – 15:00 18:00 – 06:00

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

8	All of the above areas	1	Supervisors All of the above areas	Monday to Friday 06:00 – 18:00
Total Supervisor		1		
TASK SHEET NO. 2 MPT TERMINAL				
Activity No.	Area in terminal	No. of Cleaners	No. of messrooms/offices	Frequency
1	111 Offices: Call Centre. Regional Offices. SCM offices	2	Offices (13), large open plan offices (3), boardrooms (3), toilets (11), urinals (2), basins (4), kitchens (4), showers (1),	Monday to Friday 07:00 – 15:00 Sat and Sun 07:00 – 15:00
2	111 Offices: DIC offices. female Mess and Ablutions	1	Kitchen (1), change room, toilets (2), basins (2), showers (2), urinals (2), open-plan office, kitchen (1) & Office. Office, kitchen (1), toilets (3), showers (3), urinals (3), basins (4). Toilet (1), basin (1). Training Room, kitchen (1). Security office.	Monday to Friday 07:00 – 15:00
3	111 Area: Males mess and ablution. Canteen Area. D Shed offices	1	Change room, toilets (3), basins (2), showers (6), urinals (2), kitchen (1) & Office (3)	Monday to Friday 07:00 – 15:00

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

4	Clinic Induction Room SHEQ Office C Gate	1	Messroom, toilets (8), urinals (3), basins (6), kitchens (3), showers (6), changing room. Offices (3). Office, kitchen (1), toilet (1), basin (1) Office	Monday to Friday 07:00 to 15:00
5	A/B Administration Bowser office	1	Offices (8), kitchens (2), toilets (6), basins (4), urinals (2), office containers (1), staircase, boardroom, passages.	Monday to Friday 07:00 – 15:00
	D Local Parliament D Outgate Messroom	1	Offices (4), changing room (2), toilet (1), basin (1). Office. Toilets (4), urinals (5), showers (5), basins (4), changing rooms (3), kitchen (1).	Monday to Friday 07:00 – 18:00
	F Shed Ingate Offices	1	Offices (2), kitchen, toilets (4), urinal (1), basins (2).	Monday to Friday 07:00 – 18:00
	Quayside mobile toilets and toilers	1	Offices (3), toilets (12), urinal (6), basins (6).	Monday to Friday 07:00 – 18:00
	MHA Administration	1	Offices (5), Open-plan office, waiting area, boardroom (2), kitchen (1), printing room, staircase, toilets (4), basins (3), urinals (2), showers (2), verandah.	Monday to Friday 07:00 to 15:00
	MHA Workshop	2	Offices (6), toilets (6), basin (1), urinal (1), showers (3), changing room (2), kitchen (1), passages. Shuttle bus container, Fuel Bowser office.	Monday to Friday 07:00 – 15:00 Sat and Sun 07:00 – 15:00

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

	M Shed Technical	2	Offices (5), toilets (4), basins (4), urinals (3), changing rooms (2), showers (13), kitchen (1). Offices (5), toilet (1), urinal (1), basin (1), kitchen (1).	Monday to Friday 07:00 to 15:00
	Yard Cleaners	10	111 Offices, Clinic area, AB admin, C berth, D berth, E berth, Sheds, MHA workshop	Monday to Friday 07:00 – 15:00
	Night Shift	3	Toilets, basins, urinals 2, kitchens 1, offices, showers, changing rooms, office container.	Monday to Friday 06:00 – 18:00 Sat and Sun 07:00 – 15:00
TOTAL Cleaners		27		Monday to Friday 07:00 – 15:00/18:00 Saturday and Sunday 07:00 – 15:00 18:00 – 06:00
	Supervisor	1		06h00 - 18h00 Monday to Friday
TOTAL Supervisor		1		

TASK SHEET NO 3: DURBAN MAYDON WHARF

No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
1.	Central Planning Offices	7 x Offices Open Plan Area X8 desks 6 x Toilets	2	<ul style="list-style-type: none"> ✓ Cleaning of Offices (mopping, polish furniture, emptying dustbins). ✓ Cleaning of toilets, foyer, and passages ✓ Make tea and coffee for top management ✓ Set up boardroom with water and refreshments for meetings ✓ Dust walls and clean windows ✓ 	<p>Monday to Friday 07:00- 15:00</p>
2.	G-Cos Building Upstairs & Downstairs	7 x Offices 2 x Open Plans 2 x Kitchen 4 x Toilets 2x showers 2x weighbridge's	2	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of toilets, foyer, and passages 	<p>Monday to Friday 07:00- 18:00</p> <p>Saturday and Sunday 07:00-15:00 18:00-06:00</p>

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
3.	CPO B/L	2x offices Open Plan Sheq offices Open plan planning offices Board room 1x kitchen (3 toilets and 1 showers)	1	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messroom (Kitchens, toilets, showers) ✓ Manage coffee machines ✓ Dust walls and clean windows 	<p>Monday to Friday 07:00- 15:00</p>
4.	Mass room 12	1x eating area 1x kitchen and veranda 3 x Messrooms and Ablutions 6x toilets 6x showers 1x supervisor office	2	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messroom (Kitchens, toilets, showers) ✓ Dust walls and clean windows 	<p>Monday to Friday 07:00- 15:00</p>
5.	Drivers Messroom MHA B/L DIC	Messroom and Ablutions (Shower and 3 toilets) 5x offices 1 x Kitchen	1	<ul style="list-style-type: none"> ✓ Emptying dustbins ✓ Cleaning of Messroom (Kitchens, toilets, showers) ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins 	<p>Monday to Friday 07:00 - 18:00</p> <p>Saturday and Sun 07:00 - 15:00</p>

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
		4 x Toilets 4 x Shower		<ul style="list-style-type: none"> ✓ Cleaning of Kitchen, toilets, showers) ✓ Dust walls and clean windows 	18:00 - 06:00
6.	MWF	MWF Yard and Guard Houses	5	<ul style="list-style-type: none"> ✓ Cleaning the Yard maintaining a clean environment ✓ Sweeping the yard ✓ Wash high rise windows 	Monday to Friday 07:00- 15:00
7.	SHED 10 & 11 SHED 12 Weighbridges MWF 10 Toilet	1x supervisor office Messrooms x2 toilets and showers X1 shower and kitchen X2 Weighbridges x 5 toilets	1	<ul style="list-style-type: none"> ✓ Cleaning of Messrooms (Kitchens, toilets, showers) ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins 	Monday to Friday 07:00 – 15:00
8.	MWF	Mess and Ablutions Night shift	2	<ul style="list-style-type: none"> ✓ Emptying dustbins ✓ Cleaning of Messroom ✓ Cleaning of Messrooms (Kitchens, toilets, showers) 	Monday to Friday 18:00—06:00

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
TOTAL CLEANERS			16	✓	Monday to Friday 07:00 – 15:00/18:00 Saturday and Sunday 07:00 – 15:00 18:00 – 06:00

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
TASK SHEET NO 4: AGRIBULK TERMINAL					
1.	Agriport: Workshop Offices Technical Boiler Maker Workshop	3 x Offices 1 x Toilet and Ablution (1 toilet and 4 showers) 2 x Messrooms and Ablution (4 toilets and 6 showers)	1	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messroom ✓ Cleaning of Messrooms (Kitchens, toilets, showers) ✓ Cleaning of workshop floor 	Monday to Friday 07:00 – 15:00
2.	Croft Road offices	2 x Boardrooms 2 x Offices 1 x Kitchen and eating area 1x TM offices 1x Security room	2	<ul style="list-style-type: none"> ✓ Cleaning of Offices (mopping, polish furniture, emptying dustbins) ✓ Cleaning of toilets, foyer, and passages ✓ Make tea and coffee for the admin staff and guests ✓ Set up boardroom with water and refreshments for meetings ✓ Wash dishes ✓ Dust walls and clean windows 	Monday to Friday 07:00- 15:00

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
2.	Agriport: Clinic Permanent Ladies Toilets	5 x Offices Clinic 1 x Kitchen 3 toilets and 1 shower	1	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messroom (Kitchens, toilets, showers) ✓ Dust walls and clean windows 	<p>Monday to Friday</p> <p>07:00 – 15:00</p>
3.	Agriport Casual Messrooms Permanent Males Toilets	2 x Messrooms and Ablution (4 toilets and 4 showers) 3 toilets and 4x showers X2 kitchen	1	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Messrooms (Kitchens, toilets, showers) ✓ Cleaning of workshop floor 	<p>Monday to Friday</p> <p>07:00 – 18:00</p> <p>Saturday and Sunday</p> <p>07:00-15:00 18:00-06:00</p>

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
4.	Agriport: Scale floor messroom Grains Elevator Offices Messroom	1x Ops Coord offices 2 x Offices 2x toilets 2 x Messrooms and Ablution (3 toilets and 2 showers) 1x lift	1	<ul style="list-style-type: none"> ✓ Cleaning of Offices (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Ablution block (Toilets, showers) ✓ Dust Walls and clean windows 	Monday to Friday 07:00 – 18:00
5.	Agriport: Weighbridge Supervisors Toilets	1 x Office 4x toilets	1	<ul style="list-style-type: none"> ✓ Cleaning of the office (sweeping, mopping, polishing furniture) ✓ Emptying dustbins ✓ Cleaning of Ablutions (Toilets, showers) 	Monday to Friday 07:00 – 15:00
6.	Agriport Yard	2x Admin Parking area Yard	2	<ul style="list-style-type: none"> ✓ Washing Admin Parking's ✓ Cleaning the Yard maintaining a clean environment ✓ Sweeping the yard ✓ Washing of windows 	Monday to Friday 07:00 – 15:00 Saturday and Sunday 07:00-15:00 18:00-06:00

PROVISION OF CLEANING AND TEA SERVICES – PORT OF DURBAN

No.	Area in terminal	No. of Messrooms/Offices	No of Cleaners required	Brief work description	Frequency
7.	AGRIPORT	ALL NIGHTSHIFT	2	<ul style="list-style-type: none"> ✓ Emptying dustbins ✓ Cleaning of Messroom ✓ Cleaning of Messrooms (Kitchens, toilets, showers) 	Monday to Friday 18:00—06:00
8.	No OF CLEANERS – MAYDON WHARF		16		Monday to Friday 07:00 – 15:00/18:00
	No OF CLEANERS - AGRIBULK		11		
TOTAL NUMBER OF CLEANERS			27		Saturday and Sunday 07:00 – 15:00 18:00 – 06:00
9.	TOTAL No OF SUPERVISOR – MWF AND AGRI		1	Supervising of above functions	Monday to Friday 06:00 – 18:00

01 January, 01 May, and 25 December (Terminal will be closed and operational depending on business requirements).

Cleaning chemical to meet the following specification (Technical Safety Data Sheet required (SDS):

1. Low foam
2. Biodegradable
3. Environmentally Friendly (no effect to the environment)
4. Environmentally friendly, anti-bacterial and anti-fungal soaps for toilets, and Sunlight ant bacterial for the kitchens

PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.



EVALUATION METHODOLOGY	DESCRIPTION	SCORING PRINCIPLE	WEIGHT (%)	# Company 1	# Company 2	# Company 3
	<p>Business Continuity Plan – Bidders to submit a Business Continuity Plan including the following criterions: 1. Contingency labour work force per shift, Transport contingency plan 2. The strike management plan is crucial. It defines the roles and responsibilities of the strike management team. It should cover the following minimum information in the following categories: Pre-strike planning, during the strike, post-strike review. 3. List the strike management team and their contact details 4. Command centre operation and Communication protocols e.g. notifying customers and regular strike reports 5. Disciplinary process for illegally striking employees.</p>	<p>The bidders submits a Business Continuity Plan that covers all 5 criterions = 15 Points The bidders submits a Business Continuity Plan that covers 3- 4 criterions= 10 Points The bidders submits a Business Continuity Plan that covers 1-2 criterions = 5 Points Bidder does not submit a business continuity plan= 0 points</p>	15			
	<p>Bank Statement, Sample of Employee Payslip - Bidder must submit a minimum three (3) months bank statement (Business Account) with employee payment, a sample of a system generated employee payslip.</p>	<p>Bidder submits (3) months bank statement with employee salary payment reflecting, and a sample of a system generated employee payslip submitted = 20 points Bidder submits a minimum three (3) months bank statement with employee salary payment reflecting only without the payslip = 10 points Bidder submits a sample of a system generated employee payslip only = 5 points No three months bank statement and sample of a system generated employee payslip submitted = 0 points</p>	20			
	<p>SARS generated EMP 201 Report - Bidder must submit a SARS generated EMP 201 Report.</p>	<p>EMP 201 Report submitted scores = 25 points No EMP Report submitted scores = 0 points</p>	25			
	<p>The bidder to submit comprehensive method statement giving details on a day-to-day of the cleaning and disinfection process including but not limited to: 1. Colour Coding of cleaning equipment. 2. Cleaning of offices. 3. Cleaning of Ablutions 4. Cleaning of Workshops and Yard 5. Washing of windows</p>	<p>The bidders submit a comprehensive method statement with all 5 topics = 15 points The bidders submit a comprehensive method statement with 3-4 topics = 10 points The bidders submit a comprehensive method statement with 1-2 topics = 5 points method statement not submitted scores 0 points</p>	15			
	<p>Supervisory Experience and Training - Bidder must submit CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with traceable reference/s and Supervisory training, training proof to be submitted in a form of Certificate.</p>	<p>Bidder submit CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with traceable reference/s and Supervisory Training Certificate of attendance= 15 points Bidder submit CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with traceable reference/s only = 10 points Bidder does not submit CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with traceable reference/s and Supervisory Training Certificate of attendance scores 0 points</p>	15			
TRACK RECORD	<p>Proof of Experience: The bidder is required to submit traceable reference letters from previous clients where similar service was performed over a period not exceeding 5years. Bidder to provide 3 traceable reference letters which are in the company letterhead where service was rendered, include duration of the contract, dated and signed. Reference letters that are not signed will not be considered for evaluation.</p>	<p>Bidder submits 3 detailed, traceable and signed reference letters = 10 Points Bidder submits 1-2 detailed, traceable and signed reference letters = 5 Points Bidder submits 3 unsigned or does not submit reference letters 0 Points</p>	10			
TOTAL			100			
MINIMUM TECHNICAL THRESHOLD REQUIRED: 80			80			

ANNEXURE B – PRICING SCHEDULE:

The following items will form part of the cleaning services contract cost. The cost should cover all monthly costs to deliver the cleaning services as per the scope of work

1.1 AUXILIARY COSTS

The Service provider shall include monthly costs of the cleaning chemicals, kitchen utilities, cleaning materials, cleaning equipment’s, transport costs, admin costs. OHS Act compliance requirements etc. per month, per terminal for the duration of the cleaning services contract.

TERMINAL		MONTHLY FEE: AUXILIARY COSTS (Year 1)	MONTHLY FEE: AUXILIARY COSTS (Year 2)	MONTHLY FEE: AUXILIARY COSTS (Year 3)
1.	DBN MPT TERMINAL	ZAR	ZAR	ZAR
2.	DBN CAR TERMINAL	ZAR	ZAR	ZAR
3.	MAYDON WHARF TERMINAL	ZAR	ZAR	ZAR
4.	AGRIBULK TERMINAL	ZAR	ZAR	ZAR
	TOTAL AUXILIARY COST (Excluding VAT)	ZAR	ZAR	ZAR

1. Bidders are to indicate the indices which are used in the calculations of the agreed annual increase below;

Indices 1 _____

Indices 2 _____

1.2 Safety Requirements

The Service provider shall include annual costs of the uniform, personal protective equipment, medicals, safety file and access card.

TERMINAL		ANNUAL FEE COSTS: (Year 1)	ANNUAL FEE COSTS: (Year 2)	ANNUAL FEE COSTS: (Year 3)
1.	DBN MPT TERMINAL	ZAR	ZAR	ZAR
2.	DBN CAR TERMINAL	ZAR	ZAR	ZAR
3.	MAYDON WHARF TERMINAL	ZAR	ZAR	ZAR
4.	AGRIBULK TERMINAL	ZAR	ZAR	ZAR
	TOTAL SAFETY REQUIREMENTS COST (Excluding VAT)	ZAR	ZAR	ZAR

PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR TERMINAL, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

1.3 CLEANING SERVICES LABOUR STRUCTURE

The Service Provider shall include hourly labour cost of the cleaning services per terminal for the duration of the contract. It is the responsibility of the service provider to familiarize themselves with the different Transnet operation environment and understand the commodity handled and the cleaning requirements for the different terminals.

1.3.1 CLEANER HOURLY RATE FOR DAY SHIFT (MONDAY TO FRIDAY – NORMAL HOURS RATE)								
SERVICE DESCRIPTION	NO OF CLEANERS (A)	Annual Hours (1 Year) - Hours (B)	HOURLY RATE PER CLEANER FOR NORMAL DAY SHIFT - Year 1 (C)	TOTAL: Year 1 (B x C)	HOURLY RATE PER CLEANER FOR NORMAL DAY SHIFT - Year 2 (D)	TOTAL : Year 2 (B x D)	HOURLY RATE PER CLEANER FOR NORMAL DAY SHIFT - Year 3 (E)	TOTAL : Year 3 (B x E)
DBN MPT TERMINAL (07:00 -15:00)	21	43 848						
DBN MPT TERMINAL (07:00 -18:00)	3	8 613						
CAR TERMINAL (07:00 -15:00)	21	43 848						
CAR TERMINAL (07:00 -18:00)	3	8 613						
MAYDON WHARF TERMINAL (07:00 -15:00)	14	38 224						
MAYDON WHARF TERMINAL (07:00 -18:00)	2	5 544						
AGRIBULK TERMINAL (07:00 - 15:00)	5	10 080						
AGRIBULK TERMINAL (07:00 - 18:00)	2	5 544						
TOTAL (Excluding VAT)			ZAR					

PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR TERMINAL, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

1.3.2 CLEANER HOURLY RATE FOR NIGHT SHIFT (MONDAY TO FRIDAY – AFTER HOURS RATE)								
SERVICE DESCRIPTION	NO OF CLEANERS (A)	Annual Hours (1 Year) - Hours (B)	HOURLY RATE PER CLEANER FOR NIGHT SHIFT – Year 1 (C)	TOTAL: Year 1 (B x C)	HOURLY RATE PER CLEANER FO NIGHT SHIFT – Year 2 (D)	TOTAL : Year 2 (B x D)	HOURLY RATE PER CLEANER FO NIGHT SHIFT – Year 3 (E)	TOTAL : Year 3 (B x E)
DBN MPT TERMINAL (18:00 - 06:00)	3	9 396						
CAR TERMINAL (18:00 - 06:00)	3	9 396						
MAYDON WHARF TERMINAL (18:00 - 06:00)	2	6 048						
AGRIBULK TERMINAL (18:00 - 06:00)	2	6 048						
TOTAL (Excluding VAT)				ZAR				

PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR TERMINAL, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

1.3.3 CLEANER HOURLY RATE FOR DAY SHIFT (SATURDAY – NORMAL HOURS RATE)								
SERVICE DESCRIPTION	NO OF CLEANERS (A)	Annual Hours (1 Year) - Hours (B)	HOURLY RATE PER CLEANER FOR NORMAL DAY SHIFT – Year 1 (C)	TOTAL: Year 1 (B x C)	HOURLY RATE PER CLEANER FOR NORMAL DAY SHIFT – Year 2 (D)	TOTAL : Year 2 (B x D)	HOURLY RATE PER CLEANER FOR NORMAL DAY SHIFT – Year 3 (E)	TOTAL : Year 3 (B x E)
DBN MPT TERMINAL (07:00 - 15:00)	4	1 664						
CAR TERMINAL (07:00 - 15:00)	4	1 664						
MAYDON WHARF TERMINAL (07:00 -15:00)	3	1248						
AGRIBULK TERMINAL (07:00 -15:00)	3	1248						
TOTAL (Excluding VAT)				ZAR				

PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR TERMINAL, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

1.3.4 CLEANER HOURLY RATE FOR NIGHT SHIFT (SATURDAY – AFTER HOURS RATE)								
SERVICE DESCRIPTION	NO OF CLEANERS - (A)	Annual Hours (1 Year) - Hours (B)	HOURLY RATE PER CLEANER FOR NIGHT SHIFT – Year 1 (C)	TOTAL: Year 1 (B x C)	HOURLY RATE PER CLEANER FOR NIGHT SHIFT – Year 2 (D)	TOTAL : Year 2 (B x D)	HOURLY RATE PER CLEANER FOR NIGHT SHIFT – Year 3 (E)	TOTAL : Year 3 (B x E)
DBN MPT TERMINAL (18:00 -06:00)	3	1 872						
CAR TERMINAL (18:00 -06:00)	3	1 872						
MAYDON WHARF TERMINAL (18:00 -06:00)	2	1248						
AGRIBULK TERMINAL (18:00 -06:00)	2	1248						
TOTAL (Excluding VAT)				ZAR				

PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR TERMINAL, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

1.3.5 CLEANER HOURLY RATE FOR SUNDAY / PUBLIC HOLIDAYS – DAY SHIFT								
SERVICE DESCRIPTION	NO OF CLEANERS - (A)	Annual Hours (1 Year) - Hours (B)	HOURLY RATE PER CLEANER – Year 1 (C)	TOTAL: Year 1 (B x C)	HOURLY RATE PER CLEANER – Year 2 (D)	TOTAL : Year 2 (B x D)	HOURLY RATE PER CLEANER – Year 3 (E)	TOTAL : Year 3 (B x E)
DBN MPT TERMINAL (07:00 -15:00)	4	2 016						
CAR TERMINAL (07:00 -15:00)	4	2 016						
MAYDON WHARF TERMINAL (07:00 -15:00)	3	1512						
AGRIBULK TERMINAL (07:00 -15:00)	3	1512						
TOTAL (Excluding VAT)				ZAR				
1.3.6 CLEANER HOURLY RATE FOR SUNDAY / PUBLIC HOLIDAYS – NIGHT SHIFT								
SERVICE DESCRIPTION	NO OF CLEANERS - (A)	Annual Hours (1 Year) - Hours (B)	HOURLY RATE PER CLEANER – Year 1 (C)	TOTAL: Year 1 (B x C)	HOURLY RATE PER CLEANER – Year 2 (D)	TOTAL : Year 2 (B x D)	HOURLY RATE PER CLEANER – Year 3 (E)	TOTAL : Year 3 (B x E)
DBN MPT TERMINAL (18:00 -06:00)	3	2 268						
CAR TERMINAL (18:00 - 06:00)	3	2 268						
MAYDON WHARF TERMINAL (18:00 - 06:00)	2	1512						
AGRIBULK TERMINAL (18:00 - 06:00)	2	1512						
TOTAL (Excluding VAT)				ZAR				

PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR TERMINAL, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

1.3.7 SUPERVISOR HOURLY RATE FOR DAY SHIFT (MONDAY TO FRIDAY – NORMAL HOURS RATE)								
SERVICE DESCRIPTION	NO OF CLEANERS - (A)	Annual Hours (1 - Year) Hours (B)	HOURLY RATE PER SUPERVISOR NORMAL DAY SHIFT – Year 1 (C)	TOTAL: Year 1 (B x C)	HOURLY RATE PER SUPERVISOR NORMAL DAY SHIFT – Year 2 (D)	TOTAL : Year 2 (B x D)	HOURLY RATE PER SUPERVISOR(NORMAL DAY SHIFT – Year 3 (E)	TOTAL : Year 3 (B x E)
DBN MPT TERMINAL (06:00 -18:00)	1	3 132						
DBN Roro Terminal (07:00 – 15h00)	1	2 088						
CAR TERMINAL (06:00 -18:00)	1	3 132						
MAYDON WHARF TERMINAL (06:00 - 18:00)	1	3 132						
AGRIBULK TERMINAL (07:00 -15:00)	0	0						
TOTAL (Excluding VAT)				ZAR				

1.4 SUMMARY OF ALL LABOUR COSTS

SUMMARY PAGE – PROVISION OF CLEANING SERVICES CONTRACT SUMMARY

SERVICE DESCRIPTION	SUM (FOR THREE YEARS)
1.3.1 AUXILIARY COST: (MPT, CAR, MWF, AGRIBULK)	ZAR
1.3.2 CLEANING SERVICES LABOUR STRUCTURE: (MPT, CAR, MWF, AGRIBULK)	ZAR
1.3.3 SAFETY REQUIREMENT ITEMS (Annually) i.e., Safety File, Medicals, Uniform, PPE, Access Permits	ZAR
CLEANING SERVICES CONTRACT SUM FOR THREE YEARS (Excluding VAT)	ZAR

Notes to Pricing:

- a) All prices must be quoted in South African Rand, exclusive of VAT.
- b) All rates paid to employees must be in line with the Bargaining council rates and as per government's gazette. This is mandatory, non-compliance may result in disqualification.
- c) Bidder to take into consideration the Provident Fund and UIF contributions when quoting. This is mandatory, non-compliance may result in disqualification.
- d) To facilitate like-for-like comparison bidders must submit pricing in accordance with this pricing schedule and not utilize a different format.
- e) Deviation from this pricing schedule could result in a bid being disqualified.
- f) Pricing should be fixed for the duration of the bid, should include all costs and those that have foreign exchange content and consider bargaining rates increase.
- g) All costs associated with delivering this project must be included in the pricing above. Additional costs will not be considered after the bid process is concluded.



ANNEXURE C: MASTER AGREEMENT

entered into by and between

TRANSNET SOC LTD

and

TBA

FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

Agreement Number	iCLM DB 847/TPT
Commencement Date	TBC
Expiry Date	TBC

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1 INTRODUCTION

This Agreement is entered into by and between:

Transnet SOC Ltd [Registration Number 1990/000900/30] whose registered address is **138 Eloff Street, Braamfontein, Johannesburg 2000**, Republic of South Africa [**Transnet**]

and

TBC [Registration Number **TBC**] whose registered address is **TBC [the Service Provider]**.

NOW THEREFORE, IT IS AGREED:

- 1.1 Transnet hereby appoints the Service Provider to provide, and Transnet undertakes to accept the provision of Services provided for herein, as formally agreed between the Parties and in accordance with the Scope of Work issued as a Annexure A to this Agreement; and
- 1.2 the Service Provider hereby undertakes to provide Services provided for herein, as formally agreed between the Parties and in accordance with the Scope of Work issued as a Annexure A to this Agreement.

2 DEFINITIONS

Where the following words or phrases are used in this Agreement, such words or phrases shall have the meaning assigned thereto in this clause, except where the context clearly requires otherwise:

- 2.1 **AFSA** means the Arbitration Foundation of South Africa;
- 2.2 **Agreement** means this Agreement and its associated schedules and/or annexures and/or appendices, and/or schedules, including the Scope of Work/Work Orders, the technical specifications for the Services and such special conditions as shall apply to this Agreement, together with the General Tender Conditions and any additional provisions in the associated bid documents tendered by the Service Provider [as agreed, in writing, between the Parties], which collectively and exclusively govern the provision of Services and provision of ancillary Services by the Service Provider to Transnet;
- 2.3 **Assignment** refers to the transfer of rights and obligations in a contract from an assigner to an assignee.
- 2.4 **Background Intellectual Property** means all Intellectual Property introduced and required by either Party to give effect to their obligations under this Agreement owned in whole or in part by or licensed to either Party or their affiliates prior to the Commencement Date or developed after the Commencement Date otherwise pursuant to this Agreement;
- 2.5 **Business Day(s)** means Mondays to Fridays between 07:30 and 16:00, excluding public holidays as proclaimed in South Africa;
- 2.6 **Cession** refers to the transfer of only the rights a service provider has in terms of a contract from it to a third party.

- 2.7 **Commencement Date** means , notwithstanding the signature date of this Agreement;
- 2.8 **Confidential Information** means any information or other data, whether in written, oral, graphic or in any other form such as in documents, papers, memoranda, correspondence, notebooks, reports, drawings, diagrams, discs, articles, samples, test results, prototypes, designs, plans, formulae, patents, or inventor's certificates, which a Party discloses or provides to the other Party [intentionally or unintentionally, or as a result of one Party permitting the representative of the other Party to visit any of its premises], or which otherwise becomes known to a Party, and which is not in the public domain and includes, without limiting the generality of the term:
- a) information relating to methods of operation, data and plans of the disclosing Party;
 - b) the contents of this Agreement;
 - c) private and personal details of employees or clients of the disclosing Party or any other person where an onus rests on the disclosing Party to maintain the confidentiality of such information;
 - d) any information disclosed by either Party and which is clearly marked as being confidential or secret;
 - e) information relating to the strategic objectives and planning of the disclosing Party relating to its existing and planned future business activities;
 - f) information relating to the past, present and future research and development of the disclosing Party;
 - g) information relating to the business activities, business relationships, products, services, customers, clients and Subcontractors of the disclosing Party where an onus rests on the disclosing Party to maintain the confidentiality of such information;
 - h) information contained in the software and associated material and documentation belonging to the disclosing Party;
 - i) technical and scientific information, Know-How and trade secrets of a disclosing Party including inventions, applications and processes;
 - j) Copyright works;
 - k) commercial, financial and marketing information;
 - l) data concerning architecture, demonstrations, tools and techniques, processes, machinery and equipment of the disclosing Party;
 - m) plans, designs, concepts, drawings, functional and technical requirements and specifications of the disclosing Party;
 - n) information concerning faults or defects in Goods, equipment, hardware or software or the incidence of such faults or defects; and
 - o) information concerning the charges, fees and/or costs of the disclosing Party or its authorised Subcontractors, or their methods, practices or service performance levels actually achieved;
- 2.9 **Copyright** means the right in expressions, procedures, methods of operations or mathematical concepts, computer program codes, compilations of data or other material, literary works, musical works, artistic works, sound recordings, broadcasts, program carrying signals, published editions,

- photographic works, or cinematographic works of the copyright owner to do or to authorise the doing of certain acts specified in respect of the different categories of works;
- 2.10 **Data** means all data, databases, documents, information, graphics, text or other material in an electronic or tangible medium which the Parties to this Agreement generate, collect, process, store or transmit in relation to their business;
- 2.11 **Designs** mean registered Designs and/or Design applications and will include the monopoly right granted for the protection of an independently created industrial design including designs dictated essentially by technical or functional considerations as well as topographies of integrated circuits and integrated circuits;
- 2.12 **Expiry Date** means **TBC**;
- 2.13 **Foreground Intellectual Property** means all Intellectual Property developed by either Party pursuant to this Agreement;
- 2.14 **Intellectual Property** means Patents, Designs, Know-How, Copyright and Trade Marks and all rights having equivalent or similar effect which may exist anywhere in the world and includes all future additions and improvements to the Intellectual Property;
- 2.15 **Know-How** means all Confidential Information of whatever nature relating to the Intellectual Property and its exploitation as well as all other Confidential Information generally relating to Transnet's field of technology, including technical information, processing or manufacturing techniques, Designs, specifications, formulae, systems, processes, information concerning materials and marketing and business information in general;
- 2.16 **Parties** mean the Parties to this Agreement together with their subsidiaries, divisions, business units, successors-in-title and assigns;
- 2.17 **Party** means either one of these Parties;
- 2.18 **Patents** mean registered Patents and Patent applications, once the latter have proceeded to grant, and includes a right granted for any inventions, products or processes in all fields of technology;
- 2.19 **Permitted Purpose** means any activity or process to be undertaken or supervised by a Staff member of one Party during the term of this Agreement, for which purpose authorised disclosure of the other Party's Confidential Information or Intellectual Property is a prerequisite in order to enable such activity or process to be accomplished;
- 2.20 **Price(s)** means the agreed Price(s) for the Services to be purchased from the Service Provider by Transnet, as detailed in the Scope of Work, issued in accordance with this Agreement, as amended by mutual agreement between the Parties and in accordance with the terms and conditions in this Agreement from time to time;
- 2.21 **Purchase Order(s)** means official orders issued by an operating division of Transnet to the Service Provider for the Provision of Services;
- 2.22 **Service(s)** means Comprehensive Condition Monitoring Services, the Service(s) provided to Transnet by the Service Provider, pursuant to the Work Order(s) in terms of this Agreement;
- 2.23 **Service Level Agreement** or **SLA** means the processes, deliverables, key performance indicators and performance standards relating to the Services to be provided by the Service Provider;

- 2.24 **Service Provider Materials** means all works of authorship, products and materials [including, but not limited to, data, diagrams, charts, reports, specifications, studies, inventions, software, software development tools, methodologies, ideas, methods, processes, concepts and techniques] owned by, or licensed to, the Service Provider prior to the Commencement Date or independently developed by the Service Provider outside the scope of this Agreement at no expense to Transnet, and used by the Service Provider in the performance of the Services;
- 2.25 **Staff** means any partner, employee, agent, consultant, independent associate or contractor, Subcontractor and the staff of such Subcontractor, or other authorised representative of either Party;
- 2.26 **Scope of Work** means Annexure A hereto;
- 2.27 **Subcontract** means any contract or agreement or proposed contract or agreement between the Service Provider and any third party whereby that third party agrees to provide to the Supplier the Goods or related Services or any part thereof or material used in the manufacture of the Goods or any part thereof;
- 2.28 **Subcontractor** means the third party with whom the Service Provider enters into a Subcontract;
- 2.29 **Tax Invoice** means the document as required by Section 20 of the VAT Act, as may be amended from time to time;
- 2.30 **Trade Marks** mean registered Trade Marks and Trade Mark applications and include any sign or logo, or combination of signs and/or logos capable of distinguishing the goods or services of one undertaking from those of another undertaking;
- 2.31 **VAT** means Value-Added Tax chargeable in terms of the VAT Act, 89 of 1991, as may be amended from time to time; and
- 2.32 **VAT Act** means the Value Added Tax Act, No 89 of 1991, as may be amended from time to time.
- 2.33 **Work Order(s)** means a detailed Scope of Work for a Service required by Transnet, including **timeframes**, Deliverable, Fees and costs for the supply of the Service to Transnet, which may be appended to this Agreement from time to time.

3 INTERPRETATION

- 3.1 Clause headings in this Agreement are included for ease of reference only and do not form part of this Agreement for the purposes of interpretation or for any other purpose. No provision shall be construed against or interpreted to the disadvantage of either Party hereto by reason of such Party having or being deemed to have structured or drafted such provision.
- 3.2 Any term, word or phrase used in this Agreement, other than those defined under the clause heading "*Definitions*" shall be given its plain English meaning, and those terms, words, acronyms, and phrases used in this Agreement will be interpreted in accordance with the generally accepted meanings accorded thereto.
- 3.3 A reference to the singular incorporates a reference to the plural and *vice versa*.
- 3.4 A reference to natural persons incorporates a reference to legal persons and *vice versa*.
- 3.5 A reference to a particular gender incorporates a reference to the other gender.

4 NATURE AND SCOPE

- 4.1 This Agreement is an agreement under the terms and conditions of which the Service Provider will arrange for the provision to Transnet of the Services which meet the requirements and specifications of Transnet, the delivery of which is controlled by means of Purchase Orders to be issued by Transnet and executed by the Service Provider in accordance with this Agreement.
- 4.2 Such Purchase Orders and deliveries to Transnet shall be agreed between the Parties from time to time, subject to the terms of the Scope of Work/Work Order.
- 4.3 Each properly executed Purchase Order forms an inseparable part of this Agreement as if it were fully incorporated into the body of this Agreement.
- 4.4 During the period of this Agreement, both Parties can make written suggestions for amendments to the Scope of Work/Work Orders in accordance with procedures set out in clause 36 [*Amendment and Change Control*]. A Party will advise the other Party within 14 [fourteen] Business Days, or such other period as mutually agreed, whether the amendment is acceptable.
- 4.5 Insofar as any term, provision or condition in the Scope of Work/Work Order conflicts with a like term, provision or condition in this Agreement and/or a Purchase Order, the term or provision or condition in this Master Agreement shall prevail, unless such term or provision or condition in this Master Agreement has been specifically revoked or amended by mutual written agreement between the Parties.
- 4.6 Time will be of the essence and the Service Provider will perform its obligations under this Agreement in accordance with the timeframe(s) [if any] set out in the relevant schedule, save that the Service Provider will not be liable under this clause if it is unable to meet such obligation within the time required as a direct result of any act or omission by Transnet and it has used its best endeavours to advise Transnet of such act or omission. In the event of such delay, any time deadlines detailed in the relevant schedule shall be extended by a period equal to the period of that delay.

5 AUTHORITY OF PARTIES

- 5.1 Nothing in this Agreement will constitute or be deemed to constitute a partnership between the Parties, or constitute or be deemed to constitute the Parties as agents or employees of one another for any purpose or in any form whatsoever.
- 5.2 Neither Party shall be entitled to, or have the power or authority to:
 - a) enter into an agreement in the name of the other; or
 - b) give any warranty, representation or undertaking on the other's behalf; or
 - c) create any liability against the other or bind the other's credit in any way or for any purpose whatsoever.

6 DURATION/TERM AND CANCELLATION

- 6.1 Notwithstanding the date of signature hereof, the Commencement Date if this Agreement is **TBC** and the duration shall be for a **TBC [TBC]** year period, expiring on TBC, or at the date of depletion of the contract Value [**TBC** excluding Vat]; whichever comes first, unless:

- a) this Agreement is terminated by either Party in accordance with the provisions incorporated herein or in any schedules or annexures appended hereto, or otherwise in accordance with law or equity; or
 - b) this Agreement is extended at Transnet's option for a further period to be agreed by the Parties.
- 6.2 Notwithstanding clause 23 [*Breach and Termination*], either Party may cancel this Agreement without cause by giving 30 [thirty] calendar days prior written notice thereof to the other Party, provided that in such instance, this Agreement will nevertheless be applicable in respect of all Purchase Orders which have been placed prior to the date of such cancellation.

7 RISK MANAGEMENT

- 7.1 Where Transnet determines appropriate, within 2 weeks from the date of contract signature, the Parties are to meet to prepare and maintain a contract Risk Register. The Risk Register shall include a description of the risks and a description of the actions which are to be taken to avoid or reduce these risks which both Parties shall jointly determine.
- 7.2 Contract progress meetings shall be held monthly, or unless otherwise agreed between the Parties in writing. The purposes of these progress meetings shall be to capture the number of late deliverables against agreed milestones, actual costs against payment plans, performance issues or concerns, contract requirements not achieved, the status of previous corrective actions and risk management. Minutes of meetings shall be maintained and signed off between the Parties throughout the contract period

8 TRANSNET'S OBLIGATIONS

- 8.1 Transnet undertakes to promptly comply with any reasonable request by the Service Provider for information, including information concerning Transnet's operations and activities, that relates to the Services as may be necessary for the Service Provider to provide the Services, but for no other purpose. However, Transnet's compliance with any request for information is subject to any internal security rules and requirements and subject to the observance by the Service Provider of its confidentiality obligations under this Agreement.
- 8.2 The Service Provider shall give Transnet reasonable notice of any information it requires.
- 8.3 Transnet agrees to provide the Service Provider or its Personnel such access to and use of its facilities as is necessary to allow the Service Provider to perform its obligations under this Agreement.

9 GENERAL OBLIGATIONS OF THE SUPPLIER/SERVICE PROVIDER

- 9.1 The Service Provider shall:
- a) respond promptly to all complaints and enquiries from Transnet;
 - b) inform Transnet immediately of any dispute or complaint arising in relation to the storage or delivery of the Goods;
 - c) conduct its business in a professional manner which will reflect positively upon the Service Provider and the Service Provider's services;

- d) keep full records clearly indicating all transactions concluded by the Service Provider relating to the delivery of the Services and keep such records for at least 5 [five] years from the date of each such transaction;
- e) obtain, and at all times maintain in full force and effect, any and all licences, permits and the like required under applicable laws for the provision of the Services and ancillary Services and the conduct of the business and activities of the Service Provider;
- f) observe and ensure compliance with all requirements and obligations as set out in the labour and related legislation of South Africa, including the Occupational Health and Safety Act, 85 of 1993, as may be amended from time to time;
- g) observe and ensure compliance with all requirements and objectives of the Transnet Supplier Integrity Pact as agreed to in response to the RFP. The general purpose of the Supplier Integrity Pact is to agree to avoid all forms of dishonesty, fraud and corruption by following a system that is fair, transparent and free from any undue influence prior to, during and subsequent to the currency of the procurement event leading to this Agreement and this Agreement itself;
- h) comply with all applicable environmental legislation and regulations, demonstrate sound environmental performance and have an environmental management policy which ensures that its products, including the Services or ancillary Services are procured, produced, packaged, delivered and are capable of being used and ultimately disposed of in a way that is environmentally appropriate; and
- i) ensure the validity of all renewable certifications, including but not limited to its B-BBEE Verification Certificate, throughout the entire term of this Agreement. Should the Service Provider fail to present Transnet with such renewals as they become due, Transnet shall be entitled, in addition to any other rights and remedies that it may have in terms of the Agreement, to terminate this Agreement forthwith without any liability and without prejudice to any claims which Transnet may have for damages against the Service Provider.

9.2 The Service Provider acknowledges and agrees that it shall at all times:

- a) render the supply of the Services and ancillary Services (if applicable) and perform all its duties with honesty and integrity;
- b) communicate openly and honestly with Transnet regarding the supply and performance of the Services and demonstrate a commitment to effecting the supply and performing ancillary Services timeously, efficiently and at least to the required standards;
- c) endeavour to provide the highest possible standards of service and workmanship, with a reasonable degree of care and diligence;
- d) use its best endeavours and make every diligent effort to meet agreed deadlines;
- e) treat its own Staff, as well as all Transnet's Staff, with fairness and courtesy and respect for their human rights;
- f) practice and promote its own internal policies aimed at prohibiting and preventing unfair discrimination;

- g) treat all enquiries from Transnet in connection with the supply of the Services and/or ancillary Services with courtesy and respond to all enquiries promptly and efficiently. Where the Service Provider is unable to comply with the provisions of this clause, the Service Provider will advise Transnet of the delay and the reasons therefor and will keep Transnet informed of progress made regarding the enquiry;
 - h) when requested by Transnet, provide clear and accurate information regarding the Service Provider's own policies and procedures, excluding Know-How and other Confidential Information, except where a non-disclosure undertaking has been entered into between the Parties;
 - i) not allow a conflict of interest to develop between its own interests [or the interests of any of its other customers] and the interests of Transnet;
 - j) not accept or offer, nor allow, induce or promote the acceptance or offering of any gratuity, enticement, incentive or gift that could reasonably be regarded as bribery or an attempt to otherwise exert undue influence over the recipient;
 - k) not mislead Transnet or its officers, employees and stakeholders, whether by act or omission;
 - l) not otherwise act in an unethical manner or do anything which could reasonably be expected to damage or tarnish Transnet's reputation or business image;
 - m) immediately report to Transnet any unethical, fraudulent or otherwise unlawful conduct of which it becomes aware in connection with Transnet or the supply of Goods/Services or ancillary Services to Transnet;
 - n) ensure that at all times, during the currency of this Agreement, it complies with all obligations and commitments in terms of the provisions of the Income Tax Act, No 58 of 1962, the VAT Act or any other tax legislation relating to their liability for Income Tax, VAT, Pay as You Earn or any other tax. The Supplier/Service Provider shall further ensure Tax Clearance Compliance, for the duration of this Agreement;
 - o) not victimise, harass or discriminate against any employee of either Party to this Agreement or any applicant for employment with either Party to this Agreement due to their gender, race, disability, age, religious belief, sexual orientation or part-time status. This provision applies, but is not limited to employment, upgrading, work environment, demotion, transfer, recruitment, recruitment advertising, termination of employment, rates of pay or other forms of compensation and selection for training.
 - p) shall ensure that its employees, agents and Subcontractors will not breach any applicable discrimination legislation and any amendments and re-enactments thereof.
- 9.3 In compliance with the National Railway Safety Regulator Act, 16 of 2002, as may be amended from time to time, the Supplier shall ensure that the Goods/Services and ancillary Services, to be supplied to Transnet under the terms and conditions of this Agreement, comply fully with the Specifications as set forth in Schedule 1 hereto, and shall thereby adhere [as applicable] to railway safety requirements and/or regulations. Permission for the engagement of a Subcontractor by the Supplier, as applicable, shall be subject to a review of the capability of the proposed Subcontractor to comply with the specified railway safety requirements and/or regulations. The Supplier and/or its

Subcontractor shall grant Transnet access, during the term of this Agreement, to review any safety-related activities, including the coordination of such activities across all parts of its organisation.

10 SERVICE PROVIDER'S PERSONNEL

- 10.1 The Service Provider's Personnel shall be regarded at all times as employees, agents or Subcontractors of the Service Provider and no relationship of employer and employee shall arise between Transnet and any Service Provider Personnel under any circumstances regardless of the degree of supervision that may be exercised over the Personnel by Transnet.
- 10.2 The Service Provider warrants that all its Personnel will be entitled to work in South Africa or any other country in which the Services are to be performed.
- 10.3 The Service Provider will ensure that its Personnel comply with all reasonable requirements made known to the Service Provider by Transnet concerning conduct at any Transnet premises or any other premises upon which the Services are to be performed [including but not limited to security regulations, policy standards and codes of practice and health and safety requirements]. The Service Provider will ensure that such Personnel at all times act in a lawful and proper manner in accordance with these requirements.
- 10.4 Transnet reserves the right to refuse to admit or to remove from any premises occupied by or on behalf of it, any Service Provider Personnel whose admission or presence would, in the reasonable opinion of Transnet, be undesirable or who represents a threat to confidentiality or security or whose presence would be in breach of any rules and regulations governing Transnet's Personnel, provided that Transnet notifies the Service Provider of any such refusal [with reasons why]. The reasonable exclusion of any such individual from such premises shall not relieve the Service Provider from the performance of its obligations under this Agreement.
- 10.5 The Service Provider agrees to use all reasonable endeavours to ensure the continuity of its Personnel assigned to perform the Services. If any re-assignment by the Service Provider of those Personnel is necessary, or if Transnet advises that any such Personnel assigned are in any respect unsatisfactory, including where any such Personnel are, or are expected to be or have been absent for any period, then the Service Provider will promptly supply a replacement of equivalent calibre and experience, and any such replacement shall be approved by Transnet prior to commencing provision of the Services, such approval not to be unreasonably withheld or delayed.

11 SUBCONTRACTING

- 11.1 The Service Provider may only enter into a subcontracting arrangement or replace a subcontractor with the approval of Transnet.
- 11.2 If the Service Provider subcontracts a portion of the contract to another person without declaring it to Transnet reserves the right to penalise the Service Provider up to 10% of the value of the contract.
- 11.3 Where the Service Provider seeks to replace a subcontractor Transnet shall be entitled to obtain representations or input from the initial subcontractor who was part of the tender process whose credentials were used in the Service Provider's tender submission. Transnet shall consider input from all parties concerned, in order to take a decision on the proposed replacement of the subcontractor. The subcontracting arrangement or contract remains between the Service Provider (main contractor) and the subcontractor.

- 11.4 Should Transnet approve the Service Provider's subcontracting arrangement, the Service Provider and not the Sub-contractor will at all times be held liable for performance in terms of its contractual obligations.
- 11.5 The Service Provider may not subcontract in such a manner that the the overall value of the contract is reduced to below the stipulated minimum threshold.
- 11.6 The Service Provider may not subcontract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the Service Provider, unless the contract is subcontracted to an Exempted Micro Enterprise (EME) that has the capability and ability to execute the Subcontract.

12 PAYMENT TO SUB-CONTRACTORS

- 12.1 Transnet reserves the right, in its sole discretion, to make payment directly to the sub-contractor of the Service Provider, subject to the following conditions:
 - a) Receipt of an undisputed invoice from the sub-contractor; and
 - b) Receipt of written confirmation from the Service Provider that the amounts claimed by the sub-contractor are correct and that the services for which the sub-contractor has requested payment were rendered to the satisfaction of the Service Provider, against the required standards.
- 12.2 Nothing contained in this clause must be interpreted as bestowing on any sub-contractor a right or legitimate expectation to be paid directly by Transnet. Furthermore, this clause does not bestow any right or legitimate expectation on the Service provider to demand that Transnet pay its sub-contractor directly. The decision to pay any sub-contractor directly, remains that of Transnet alone.
- 12.3 The Service Provider remains liable for its contractual obligations under the Agreement, including all services rendered by the sub-contractor.
- 12.4 This clause does not establish any contractual relationship between Transnet and any sub-contractor of the Service Provider, whatsoever.

13 B-BBEE AND SOCIO-ECONOMIC OBLIGATIONS

13.1 B-BBEE Scorecard

- a) Transnet fully endorses and supports the Broad-Based Black Economic Empowerment Programme and is strongly of the opinion that all South African business enterprises have an equal obligation to redress the imbalances of the past.
- b) In response to this requirement, the Service Provider shall submit to Transnet's Contract Manager or such other designated person details of its B-BBEE status in terms of the latest Codes of Good Practice issued in terms of the B-BBEE Act and proof thereof at the beginning of March each year during the currency of this Agreement.
- c) The Service Provider undertakes to notify and provide full details to Transnet in the event there is:
 - (i) a change in the Service Provider's B-BBEE status which is less than what it was at the time of its appointment including the impact thereof; and

- (ii) a corporate or internal restructure or change in control of the Service Provider which has or likely to impact negatively on the Service Provider's B-BBEE status.
- d) Notwithstanding any other reporting requirement in terms hereof, the Supplier Service Provider undertakes to provide any B-BBEE data (underlying data relating to the Service Provider which has been relied upon or utilised by a verification agency or auditor for the purposes of issuing a verification certificate in respect of the Service Provider B-BBEE status) which Transnet may request on written notice within 30 (thirty) calendar days of such request. A failure to provide such data shall constitute a Service Provider Default and may be dealt with in accordance with the provisions of clause 23.
- e) In the event there is a change in the Service Provider's B-BBEE status, then the provisions of clause 23 shall apply.

13.2 **Green Economy/Carbon Footprint**

- a) The Service Provider has in its bid provided Transnet with an understanding of the Service Provider's position with regard to issues such as waste disposal, recycling and energy conservation.

14 **PENALTIES**

14.1 **Penalties for Non-compliance to Service Level Agreement**

Where the Service Provider fails to deliver the Services within the agreed and accepted milestone timelines and provided that the cause of the delay was not due to a fault of Transnet, penalties shall be imposed at 10% of the current monthly invoice.

14.2 **Non-compliance penalties for Job Creation**

- a) Breach of job creation obligations provides Transnet cause to terminate the contract in certain cases where there is a material Non-compliance.
- b) If the Service Provider fails to achieve its job creation commitments as per their bid submission ("a **Non-Compliance**"), the Service Provider shall pay a Non-Compliance penalty ("Non-compliance Penalty") to Transnet in respect of such Non-compliance.
- c) Such penalty shall be calculated based on the difference between the committed and delivered jobs. For every job not created, a penalty of 2% of the contract value will be applied.

Non-compliance Penalty Certificate:

- d) If any Non-compliance Penalty arises, the Supplier Development Manager shall issue a Non-compliance Penalty Certificate 90 business days before the expiry of the contract indicating the Non-compliance Penalties which have accrued during that period.
- e) A Non-compliance Penalty Certificate shall be prima facie proof of the matters to which it relates. If the Service Provider disputes any of the amounts set out in a Non-compliance Penalty Certificate:
 - the dispute shall be resolved in accordance with the provisions of the Agreement; and
 - if pursuant to that referral, it is determined that the Service Provider owes any amount to Transnet pursuant to the Non-compliance Penalty Certificate, then the Service Provider shall pay such amount to Transnet within 10 (ten) Business Days of the

determination made pursuant to such determination and an accompanying valid Tax Invoice.

Payment of Non-compliance Penalties:

- f) Subject to Clause (e) above, the Service Provider shall pay the Non-compliance Penalty indicated in the Non-compliance Penalty Certificate within 10 (ten) Business Days of Transnet issuing a valid Tax Invoice to the Service Provider for the amount set out in that certificate. If Transnet does not issue a valid Tax Invoice to the Service Provider for Non-compliance Penalties accrued during any relevant period, those Non-compliance Penalties shall be carried forward to the next period.
- g) The Service Provider shall pay the amount due within 10 (ten) days after receipt of a valid Tax Invoice from Transnet, failing which Transnet shall, without prejudice to any other rights of Transnet under this Agreement, be entitled to call for payment which may be in any form Transnet deems reasonable and/or appropriate.
- h) Should the Service Provider fail to pay any Non Compliance Penalties within the time indicated above (as applicable), Transnet shall be entitled to deduct (set off) the amount not paid by the Service Provider from the account of the Service Provider in the ensuing month.

The Non Compliance Penalties set forth in this Clause are stated exclusive of VAT. Any VAT payable on Non Compliance Penalties will be for the account of the Service Provider.

15 FEES AND EXPENSES RELATING TO SERVICES

- 15.1 In consideration of the provision of the Services, Transnet will pay to the Service Provider the Fees detailed in the relevant schedule or Work Order.
- 15.2 Transnet will not be invoiced for materials used in the provision of the Services save for those materials [if any] set out in the Work Order and accepted by Transnet or in any relevant Work Order [which will be invoiced to Transnet at cost].
- 15.3 Unless otherwise agreed in a schedule or Work Order, Transnet will reimburse to the Service Provider all reasonable and proper expenses incurred directly and solely in connection with the provision of the Services, provided that all such expenses:
 - a) are agreed by Transnet in advance;
 - b) are incurred in accordance with Transnet's standard travel and expenses policies;
 - c) are passed on to Transnet at cost with no administration fee; and
 - d) will only be reimbursed if supported by relevant receipts.
- 15.4 All Tax Invoices relating to Fees, out of pocket expenses and, if applicable, travel and accommodation costs, will provide the detail for each of the Personnel carrying out the Services and incurring the expenses, and the Tax Invoice will, where appropriate, include VAT as a separate item.

16 INVOICES AND PAYMENT

- 16.1 Transnet shall pay the Service Provider the amounts stipulated in each Purchase Order/Work Order, subject to the terms and conditions of this Agreement.

- 16.2 Transnet shall pay such amounts to the Service Provider upon receipt of a valid and undisputed Tax Invoice together with the supporting documentation, as specified in the Scope of Work appended hereto, once the valid and undisputed Tax Invoices or such portions of the Tax Invoices which are valid and undisputed become due and payable to the Service Provider for the delivery of the Services ordered, in terms of clause 16.5 below.
- 16.3 Transnet may, pending an investigation, withhold any payments to the Service Provider, in the case where irregular expenditure has been identified in the particular contract and that there is reasonable suspicion that the Service Provider is involved or was aware that the contract transgressed any legislation.
- 16.4 All Prices set out in this Agreement and the Scope of Work hereto are to be indicated inclusive and exclusive of VAT, which will be payable at the applicable rate in ZAR.
- 16.5 Unless otherwise provided for in the Scope of Work appended to this Agreement, Tax Invoices shall be submitted together with a month-end statement. Payment against such month-end statement shall be made by Transnet within 30 [thirty] calendar days after date of receipt by Transnet of the Service Provider's statement together with the relevant valid and undisputed Tax Invoice(s) and supporting documentation.
- 16.6 Where the payment of any Tax Invoice, or any part of a Tax Invoice which is not in dispute, is not made in accordance with this clause, the Service Provider shall be entitled to charge interest on the outstanding amount, at The Standard Bank of South Africa's prime rate of interest in force, for the period from the due date of payment until the outstanding amount is paid.
- 16.7 The Service Provider shall remain the owner of all plant, material, machinery, equipment and the like [collectively, **the Supplier's Goods**] provided to Transnet until Transnet has paid in full for the Supplier's Goods, it being specifically agreed that Transnet shall acquire no rights [including liens] of whatsoever nature in such Supplier's Goods until date of final payment by Transnet. Subject to the foregoing, all risk and benefit to the Supplier's Goods shall pass from the Supplier to Transnet on delivery of the Supplier's Goods by the Supplier to Transnet.

17 PRICE ADJUSTMENTS

- 17.1 Prices for Services supplied in terms of this Agreement shall be firm and fixed for the contract duration.
- 17.2 If during the period of this Agreement Transnet can purchase similar Services of a like quality from another supplier at a total delivered cost to a Transnet facility that is lower than the total delivered cost of the Services purchased hereunder from the Service Provider, Transnet may notify the Service Provider of such total delivered cost and the Service Provider shall have an opportunity to adjust the Price of the Services purchased hereunder, on such a basis as to result in the same total delivered cost to Transnet, within 30 [thirty] calendar days of such notice. If the Service Provider fails to do so or cannot legally do so, Transnet may (i) purchase the Services from such other supplier in which case the obligations, including, but not limited to, any purchase and sale requirements and/or commitments, if any, of Transnet and Service Provider hereunder shall be reduced accordingly; (ii) terminate this Agreement without any penalty, liability or further obligation; or (iii) continue purchases under this Agreement.

17.3 If during the period of this Agreement the Service Provider sells any materials which are the same as, equivalent to, or substantially similar to the Services herein, at a total delivered cost to a third party lower than the total delivered cost to a Transnet facility, then the Service Provider has an opportunity to adjust its Price for the Services purchased hereunder within 30 [thirty] calendar days so that the Price is the same or lower than the total delivered cost of such third party. If the Service Provider fails to do so or cannot legally do so, Transnet may (i) purchase the Services from any other such supplier, in which case the obligations, including, but not limited to, any purchase and sale requirements and/or commitments, if any, of Transnet and the Service Provider hereunder shall be reduced accordingly; or (ii) terminate this Agreement without any penalty, liability or further obligation. Within 30 [thirty] calendar days of the Commencement Date of this Agreement or at any time Transnet so requests, the Service Provider shall certify in writing to Transnet that it is in compliance with this clause and shall provide all information that Transnet reasonably requests in order to verify such compliance.

18 WARRANTIES APPLICABLE TO SERVICES

18.1 The Service Provider warrants to Transnet that:

- a) it has full capacity and authority to enter into and to perform this Agreement and that this Agreement is executed by a duly authorised representatives of the Service Provider;
- b) it will discharge its obligations under this Agreement and any annexure, appendix or schedule hereto with all due skill, care and diligence;
- c) it will be solely responsible for the payment of remuneration and associated benefits, if any, of its Personnel and for withholding and remitting income tax for its Personnel in conformance with any applicable laws and regulations;
- d) it will procure licences for Transnet in respect of all Third Party Material detailed in the Work Order(s), and will procure the right for Transnet to take such copies [in whole or in part] of such Third Party Materials as it may reasonably require for the purposes of back-up for archiving and disaster recovery; and
- e) the use or possession by Transnet of any Materials will not subject Transnet to any claim for infringement of any Intellectual Property Rights of any third party.

18.2 The Service Provider warrants that it will perform its obligations under this Agreement in accordance with the Service Levels as defined in the relevant schedule. Transnet may at its discretion audit compliance with the Service Levels, provided that any such audit is carried out with reasonable prior notice and in a reasonable way so as not to have an adverse effect on the performance of the Services. Without prejudice to clause 18.3 below, in the event that the Service Provider fails to meet the Service Levels, Transnet may claim appropriate service credits or invoke a retention of Fees as detailed in the relevant schedule and/or Work Order.

18.3 The Service Provider warrants that for a period of 90 [ninety] calendar days from Acceptance of the Deliverables they will, if properly used, conform in all material respects with the requirements set out in the relevant schedule. The Service Provider will at its expense remedy any such non-conformance as soon as possible but in any event within 30 [thirty] calendar days of notification by Transnet. In the event that the Service Provider fails or is unable to remedy such non-conformance

within such time-scale, Transnet will be entitled to employ a third party to do so in place of the Service Provider and any excess charges or costs incurred by Transnet as a result shall be paid by the Service Provider.

- 18.4 The Service Provider will remedy any defect within 30 [thirty] calendar days of being notified of that defect by Transnet in writing.
- 18.5 The Service Provider will not be liable to remedy any problem arising from or caused by any modification made by Transnet to the Deliverables, or any part thereof, without the prior approval of the Service Provider.
- 18.6 The Service Provider shall advise Transnet of the effects of any steps proposed by Transnet pursuant to clause 18.5 above, including but not limited to any cost implications or any disruption or delay in the performance of the Services. The Parties agree that any changes to the Services, including the charges for the Services or any timetables for delivery of the Services, will be agreed in accordance with the change control procedure, as set out in clause 36 [*Amendment and Change Control*].
- 18.7 The Service Provider warrants that:
- a) it has, using the most up-to-date software available, tested for [and deleted] all commonly known viruses in the Materials and for all viruses known by the Service Provider at the date of the relevant Work Order; and
 - b) at the time of delivery to Transnet, the Materials do not contain any trojan horse, worm, logic bomb, time bomb, back door, trap door, keys or other harmful components.
- The Service Provider agrees that, in the event that a virus is found, it will at its own expense use its best endeavours to assist Transnet in reducing the effect of the virus and, particularly in the event that a virus causes loss of operational efficiency or loss of data, to assist Transnet to the same extent to mitigate such losses and to restore Transnet to its original operating efficiency.
- 18.8 The Service Provider undertakes to comply with South Africa's general privacy protection in terms of Section 14 of the Bill of Rights in connection with this Agreement and shall procure that its Personnel shall observe the provisions of Section 14 [as applicable] or any amendments and re-enactments thereof and any regulations made pursuant thereto.
- 18.9 The Service Provider warrants that it has taken all reasonable precautions to ensure that, in the event of a disaster, the impact of such disaster on the ability of the Service Provider to comply with its obligations under this Agreement will be reduced to the greatest extent possible, and that the Service Provider shall ensure that it has appropriate, tested and documented recovery arrangements in place.
- 18.10 In compliance with the National Railway Safety Regulator Act, 16 of 2002, the Service Provider shall ensure that the Services, to be supplied to Transnet under the terms and conditions of this Agreement, comply fully with the specifications as set forth in Schedule 1 hereto, and shall thereby adhere [as applicable] to railway safety requirements and/or regulations. Permission for the engagement of a Subcontractor by the Service Provider [as applicable] shall be subject to a review of the capability of the proposed Subcontractor to comply with the specified railway safety requirements and/or regulations. The Service Provider and/or its Subcontractor shall grant Transnet

access, during the term of this Agreement, to review any safety-related activities, including the coordination of such activities across all parts of its organisation.

19 THIRD PARTY INDEMNITY

The Service Provider hereby indemnifies and shall hold Transnet harmless against any direct damages suffered by or claims arising against Transnet in respect of clause 18.8 above.

20 TOTAL OR PARTIAL FAILURE TO PERFORM

20.1 In the case of Services to be specially manufactured for it, if Transnet at any time ascertains that:

- a) Services specified in a Purchase Order has commenced and there is little or no prospect, in Transnet's opinion, that manufacturing will commence within a reasonable time; or
- b) delivery of any of the Goods is being or is likely to be delayed beyond the promised delivery date(s), and there is little or no prospect of the Purchase Order(s) being carried out within reasonable adherence to the promised delivery rate(s) or time(s),

20.2 then Transnet may, irrespective of the cause The Service Provider shall thereupon, as soon as possible after such date, deliver to Transnet the Services [if any] already completed, and payment for the part performance shall be made on a pro rata basis, provided the uncompleted part Service Provider is not an integral or essential part of the completed Services. Where an integral or essential part of the work has not been completed, the amount to be paid to the Service Provider will be calculated on the basis of Transnet's enrichment. The Supplier shall, wherever practicable, supply Transnet with the necessary drawings and/or specifications to enable it to complete the work.

of the delay, by notice to the Supplier, cancel as from a future date specified in such notice the whole or any part of this Agreement or Purchase Order in respect of which the Goods to be supplied have not been completed by that date, without incurring any liability by reason of such cancellation except as provided in this clause.

20.3 Whenever, in any case not covered by clause 20.1 above, the Supplier fails or neglects to execute the work or to deliver any portion of the Services as required by the terms of this Agreement or Purchase Order, or if any Goods the Services, and in such event, the supply of the remaining portion shall remain subject in all respects to these conditions.

21 NON CONFORMANCE OF SERVICES PROCURED

21.1 In the case of Services procured by Transnet from the Service Provider in terms of this Agreement, being found not to conform to the Transnet standards, specifications and requirements, Transnet at any time may be entitled to raise a Non Conformance Report (NCR) against a Service Provider whose Services do not conform to Transnet standards, specifications and requirements directing the Service Provider to investigate and remedy the non-conformance within the stipulated time frame as may be determined by Transnet at its discretion.

21.2 Services are rejected on any of the grounds mentioned in clause 21 [Non Conformance Of Services Procured]

21.3 Transnet may cancel this Agreement or Purchase Order in so far as it relates to the unexecuted work or the undelivered or rejected portion of

- 21.4 Failure by the Service Provider to fully comply with NCR within the period stated in sub-clause 21.1 above, shall entitle Transnet to further conditions to which the Service Provider must discharge in order to close the NCR or to terminate the order without giving the Service Provider written notice of termination in terms of this Agreement.

22 RIGHTS ON CANCELLATION

- 22.1 If this Agreement or Purchase Order is cancelled in whole or in part in terms of clause 20 [*Total or Partial Failure to Perform*], Transnet may execute or complete this Agreement with any other entity and do so on such terms as it may deem proper, or may procure other comparable Services in substitution for those neglected to be manufactured or supplied or rejected as aforesaid, and may recover from the Supplier the difference between the cost of such Services and the Price [if the latter was lower] as well as any costs and expenses [including any additional transport costs] which Transnet may have had to incur in consequence of the Service Provider's default.
- 22.2 Any amount which may be recoverable from the Service Provider in terms of clause 22.1 above, without prejudice to any other legal remedies available to Transnet, may be deducted in whole or in part from any monies in the hands of Transnet and due for payment to the Service Provider.

23 BREACH AND TERMINATION

- 23.1 Termination in accordance with clause 6 [Term and Cancellation] shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to either Party and all provisions which are to survive this Agreement or impliedly do so shall remain in force and in effect.
- 23.2 On termination of this Agreement or a Work Order, the Service Provider will immediately deliver up, and procure that its Personnel will immediately deliver up to Transnet, all Deliverables and property belonging to Transnet [or, in the event of termination of a Work Order, such as is relevant to that Work Order] which may be in the possession of, or under the control of the Service Provider, and certify to Transnet in writing that this has been done.
- 23.3 To the extent that any of the Deliverables and property referred to in clause 23.2 above are in electronic form and contained on non-detachable storage devices, the Service Provider will provide Transnet with unencrypted copies of the same on magnetic media and will irretrievably destroy and delete copies so held.
- 23.4 In the event that this Agreement is terminated by the Service Provider under clause 6.2 [*Term and Cancellation*], or in the event that a Work Order is terminated by Transnet under clause 23 [Breach and Consequences of Termination], Transnet will pay to the Service Provider all outstanding Fees [apportioned on a pro rata basis] relating to the work undertaken by the Service Provider up until the date of such termination. Transnet will also pay the costs of any goods and materials ordered by the Service Provider in relation to the such work for which the Service Provider has paid or is legally obliged to pay, in which case, on delivery of such goods or materials, the Service Provider will promptly deliver such goods and materials to Transnet or as it may direct.
- 23.5 If either Party [**the Defaulting Party**] commits a material breach of this Agreement and fails to remedy such breach within 30 [thirty] calendar days of written notice thereof, the other Party [hereinafter **the Aggrieved Party**], shall be entitled, in addition to any other rights and remedies that it may have in terms of this Agreement, to terminate this Agreement forthwith without any

liability and without prejudice to any claims which the Aggrieved Party may have for damages against the Defaulting Party.

- 23.6 Either Party may terminate this Agreement forthwith by notice in writing to the other Party when the other Party is unable to pay its debts as they fall due or commits any act or omission which would be an act of insolvency in terms of the Insolvency Act, 24 of 1936 [as amended from time to time], or if any action, application or proceeding is made with regard to it for:
- a) a voluntary arrangement or composition or reconstruction of its debts;
 - b) its winding-up or dissolution;
 - c) the appointment of a liquidator, trustee, receiver, administrative receiver or similar officer;
 - d) any similar action, application or proceeding in any jurisdiction to which it is subject.
- 23.7 Transnet may terminate this Agreement at any time within 2 [two] months of becoming aware of a change of control of the Service Provider by notice in writing to the Service Provider. For the purposes of this clause, **control** means the right to direct the affairs of a company whether by ownership of shares, membership of the board of directors, agreement or otherwise.
- 23.8 Notwithstanding this clause 23, Transnet may cancel this Agreement without cause by giving 30 [thirty] calendar days prior written notice thereof to the Supplier/Service Provider, or
- 23.9 The provisions of clauses 2 [Definitions], 18[Warranties], 22 [Rights on Cancellation], 27 [Confidentiality], 29 [Limitation of Liability], 36 [Intellectual Property Rights], 33 [Dispute Resolution] and 37.1 [Governing Law] shall survive termination or expiry of this Agreement.

24 CESSIONS AND ASSIGNMENTS AS PER NT INSTRUCTION NOTE 08 OF 2022/2023

- 24.1 The Service Provider is not allowed to cede its rights for payment in terms of this Agreement without prior written approval from Transnet. Cession shall only be applicable as follows:
- a) Cession must only be applicable to the transfer of right to payment for services delivered/rendered by a Service Provider to an FSP or State Institutions;
 - b) The written request for cession must be by the Service Provider and not a third party; and
 - c) The written request by the Supplier/Service Provider must be accompanied by the cession agreement.
- 24.2 The Service Provider is prohibited from transferring its rights and obligations to perform under this contract. Assignments are against the principles of section 217 of the Constitution mainly, fairness, transparency and competitiveness.

25 FORCE MAJEURE

- 25.1 Neither Party shall have any claim against the other Party arising from any failure or delay in the performance of any obligation of either Party under this Agreement caused by an act of force majeure such as acts of God, fire, flood, war, lockout, government action, laws or regulations, terrorism or civil disturbance, defaults or other circumstances or factors beyond the reasonable control of either Party, and to the extent that the performance of obligations of either Party hereunder is delayed by virtue of the foregoing, any period stipulated for any such performance shall be reasonably extended. Transnet may however rely on strikes, industrial dispute and riots as a ground of force majeure.

25.2 Each Party will take all reasonable steps by whatever lawful means that are available to resume full performance as soon as practicable and will seek agreement to modification of the relevant provisions of this Agreement in order to accommodate the new circumstances caused by the act of *force majeure*. If a Party fails to agree with such modifications proposed by the other Party within 90 [ninety] calendar days of the act of *force majeure* first occurring, either Party may thereafter terminate this Agreement with immediate notice.

26 PROTECTION OF PERSONAL INFORMATION

a) The following terms shall bear the same meaning as contemplated in Section 1 of the Protection of Personal Information Act 4 of 2013 ("POPIA"):

consent; person; personal information; processing; record; Regulator as well as any terms derived from these terms of the POPIA

b) Transnet will process all information by the Respondent in terms of the requirements contemplated in Section 4(1) of the POPIA:

Accountability; Processing limitation; Purpose specification; Further processing limitation; Information quality; Openness; Security safeguards and Data subject participation.

c) Transnet agrees that in submitting any information or documentation requested in the RFP and in this Agreement, the Service Provider consents to the processing of their personal information for the purpose of, but not limited to, risk assessment, contract award, contract management, auditing, legal opinions/litigation, investigations (if applicable), document storage for the legislatively required period, destruction, de-identification and publishing of personal information by Transnet and/or its authorised appointed third parties.

d) The Parties agree that they may obtain and have access to personal information for the fulfilment of the rights and obligations contained herein. In performing the obligations as set out in this Agreement, the Parties shall at all times ensure that:

- i. they process personal information only for the express purpose for which it was obtained;
- ii. once processed for the purposes for which it was obtained, all personal information will be destroyed to an extent that it cannot be reconstructed to its original form, subject to any legal retention requirements;
- iii. Personal information is provided only to authorised personnel who strictly require the personal information to carry out the Parties' respective obligations under this Agreement;
- iv. they do not disclose personal information of the other Party, other than in terms of this Agreement;
- v. they have all reasonable technical and organisational measures in place to protect all personal information from unauthorised access and/or use;
- vi. they have appropriate technical and organisational measures in place to safeguard the security, integrity and authenticity of all information in their possession or under their control in terms of this Agreement;

- vii. they identify all reasonably foreseeable internal and external risks to personal information in their possession or under their control; establish and maintain appropriate safeguards against the risks identified; regularly verify that the safeguards are effectively implemented; and ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards;
 - viii. such personal information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access.
- 26.1 The Parties agree that if personal information will be processed for additional purposes beyond the original purpose for which it was obtained, explicit consent must be obtained beforehand from those persons whose information will be subject to such processing.
- 26.2 Should it be necessary for either Party to disclose or otherwise make available the personal information to any third party (including sub-contractors and employees) that is not already consented to, it may do so only with the prior written consent of the other Party. The Party requiring such consent shall require of all such third parties, appropriate written undertakings to be provided, containing similar terms to that set forth in this clause, and dealing with that third party's obligations in respect of its processing of the personal information. Following approval by the other Party, the Party requiring consent agrees that the provisions of this clause shall *mutatis mutandis* apply to all authorised third parties who process personal information.
- 26.3 The Parties shall ensure that any persons authorized to process information on their behalf (including employees and third parties) will safeguard the security, integrity and authenticity of all information. Where necessary to meet this requirement, the Parties shall keep all personal information and any analyses, profiles, or documents derived therefrom logically separated from all other information and documentation held by it.
- 26.4 The Parties shall carry out regular assessments to identify all reasonably foreseeable internal and external risks to the personal information in its possession or under its control. The Parties shall implement and maintain appropriate safeguards against the risks which it identifies and shall also regularly verify that the safeguards which it has in place have been effectively implemented.
- 26.5 The Parties agree that they will promptly return, destroy or de-identify any personal information in their possession or control which belongs to the other Party once it no longer serves the purpose for which it was collected in relation to this Agreement, subject to any legal retention requirements. This may be at the request of the other Party and includes circumstances where a person has requested the Parties to delete all instances of their personal information. The information will be destroyed or de-identified in such a manner that it cannot be reconstructed to its original form, linking it to any particular individual or organisation.
- 26.6 Personal Information security breach:
- a) Each Party shall notify the other party in writing as soon as possible after it becomes aware of or suspects any loss, unauthorised access or unlawful use of any personal information and shall, at its own cost, take all necessary remedial steps to mitigate the extent of the loss or compromise of personal information and to restore the integrity of the affected personal information as quickly as is possible. The Parties shall also be required to provide each other with details of the persons affected by the compromise and the nature and extent of the

compromise, including details of the identity of the unauthorised person who may have accessed or acquired the personal information.

- b) The Parties shall provide on-going updates on the progress in resolving the compromise at reasonable intervals until such time as the compromise is resolved.
- c) Where required, the Parties must notify the South African Police Service; and/or the State Security Agency and the Information Regulator and the affected persons of the security breach. Any such notification shall always include sufficient information to allow the persons to take protective measures against the potential consequences of the compromise.
- d) The Parties undertake to co-operate in any investigations relating to security which is carried out by or on behalf of the other including providing any information or material in its possession or control and implementing new security measures.

27 CONFIDENTIALITY

27.1 The Parties hereby undertake the following with regard to Confidential Information:

- a) not to divulge or disclose to any person whomsoever in any form or manner whatsoever, either directly or indirectly, any Confidential Information of the other without the prior written consent of such other Party, other than when called upon to do so in accordance with a statute, or by a court having jurisdiction, or by any other duly authorised and empowered authority or official, in which event the Party concerned shall do what is reasonably possible to inform the other of such a demand and each shall assist the other in seeking appropriate relief or the instituting of a defensive action to protect the Confidential Information concerned;
- b) not to use, exploit, permit the use of, directly or indirectly, or in any other manner whatsoever apply the Confidential Information disclosed to it as a result of this Agreement, for any purpose whatsoever other than for the purpose for which it is disclosed or otherwise than in strict compliance with the provisions in this Agreement;
- c) not to make any notes, sketches, drawings, photographs or copies of any kind of any part of the disclosed Confidential Information without the prior written consent of such other Party, except when reasonably necessary for the purpose of this Agreement, in which case such copies shall be regarded as Confidential Information;
- d) not to de-compile, disassemble or reverse engineer any composition, compilation, concept application, item, component de-compilation, including software or hardware disclosed and shall not analyse any sample provided by Transnet, or otherwise determine the composition or structure or cause to permit these tasks to be carried out except in the performance of its obligations pursuant to this Agreement;
- e) not to exercise less care to safeguard Transnet Confidential Information than the Party exercises in safeguarding its own competitive, sensitive or Confidential Information;
- f) Confidential Information disclosed by either Party to the other or by either Party to any other party used by such party in the performance of this Agreement, shall be dealt with as "restricted" or shall be dealt with according to any other appropriate level of confidentiality

relevant to the nature of the information concerned, agreed between the Parties concerned and stipulated in writing for such information in such cases;

- g) the Parties shall not make or permit to be made by any other person subject to their control, any public statements or issue press releases or disclose Confidential Information with regard to any matter related to this Agreement, unless written authorisation to do so has first been obtained from the Party first disclosing such information;
- h) each Party shall be entitled to disclose such aspects of Confidential Information as may be relevant to one or more technically qualified employees or consultants of the Party who are required in the course of their duties to receive the Confidential Information for the Permitted Purpose provided that the employee or consultant concerned has a legitimate interest therein, and then only to the extent necessary for the Permitted Purpose, and is informed by the Party of the confidential nature of the Confidential Information and the obligations of the confidentiality to which such disclosure is subject and the Party shall ensure such employees or consultants honour such obligations;
- i) each Party shall notify the other Party of the name of each person or entity to whom any Confidential Information has been disclosed as soon as practicable after such disclosure;
- j) each Party shall ensure that any person or entity to which it discloses Confidential Information shall observe and perform all of the covenants the Party has accepted in this Agreement as if such person or entity has signed this Agreement. The Party disclosing the Confidential Information shall be responsible for any breach of the provisions of this Agreement by such person or entity; and
- k) each Party may by written notice to the other Party specify which of the Party's employees, officers or agents are required to sign a non-disclosure undertaking.

27.2 The duties and obligations with regard to Confidential Information in this clause 27 shall not apply where:

- a) a Party can demonstrate that such information is already in the public domain or becomes available to the public through no breach of this Agreement by that Party, or its Staff; or
- b) was rightfully in a Party's possession prior to receipt from the other Party, as proven by the first-mentioned Party's written records, without an infringement of an obligation or duty of confidentiality; or
- c) can be proved to have been rightfully received by a Party from a third party without a breach of a duty or obligation of confidentiality; or
- d) is independently developed by a Party as proven by its written records.

27.3 This clause 27 shall survive termination for any reason of this Agreement and shall remain in force and effect from the Commencement Date of this Agreement and 5 [five] years after the termination of this Agreement. Upon termination of this Agreement, all documentation furnished to the Service Provider by Transnet pursuant to this Agreement shall be returned to Transnet including, without limitation, all corporate identity equipment including dyes, blocks, labels, advertising matter, printing matter and the like.

28 INSURANCES

- 28.1 Without limiting the liability of the Service Provider under this Agreement, the Service Provider shall take out insurance in respect of all risks for which it is prudent for the Service Provider to insure against, including any liability it may have as a result of its activities under this Agreement for theft, destruction, death or injury to any person and damage to property. The level of insurance will be kept under review by Transnet, on an annual basis, to ensure its adequacy, provided that any variation to the level of such insurance shall be entirely at the discretion of the Service Provider.
- 28.2 The Service Provider shall arrange insurance with reputable insurers and will produce to Transnet evidence of the existence of the policies on an annual basis within 30 [thirty] calendar days after date of policy renewals.
- 28.3 Subject to clause 28.4 below, if the Service Provider fails to effect adequate insurance under this clause 28, it shall notify Transnet in writing as soon as it becomes aware of the reduction or inadequate cover and Transnet may arrange or purchase such insurance on behalf of the Service Provider. The Service Provider shall promptly reimburse Transnet for any premiums paid provided such insurance protects the Service Provider's liability. Transnet assumes no responsibility for such insurance being adequate to protect all of the Service Provider's liability.
- 28.4 In the event that the Service Provider receives written notice from its insurers advising of the termination of its insurance cover referred to in clause 28.1 above or if the insurance ceases to be available upon commercially reasonable terms, the Service Provider shall immediately notify Transnet in writing of such termination and/or unavailability, whereafter either the Supplier/Service Provider or Transnet may terminate this Agreement on giving the other Party not less than 30 [thirty] calendar days prior written notice to that effect.

29 LIMITATION OF LIABILITY

- 29.1 The Service Provider's liability under this clause 29 shall be in addition to any warranty or condition of any kind, express or implied by law or otherwise, relating to the Services or ancillary Services, including the quality of the Services or ancillary Services or any materials delivered pursuant to this Agreement.
- 29.2 Neither Party excludes or limits liability to the other Party for:
- a) death or personal injury caused by its negligence, [including its employees', agents' or Subcontractors' negligence]; or
 - b) fraud or theft.
- 29.3 The Service Provider shall indemnify and keep Transnet indemnified from and against liability for damage to any Transnet property [whether tangible or intangible] or any other loss, costs or damage suffered by Transnet to the extent that it results from any act of or omission by the Service Provider or its Personnel in connection with this Agreement. The Service Provider's liability arising out of this clause 29.3 shall be limited to direct damages.
- 29.4 Subject always to clauses 29.1 and 29.2 above, the liability of either the Service Provider or Transnet under or in connection with this Agreement, whether for negligence, misrepresentation, breach of contract or otherwise, for direct loss or damage arising out of each Default or series of

related Defaults shall not exceed 100% [one hundred per cent] of the Fees paid under the schedule or Work Order to which the Default(s) relates.

- 29.5 Subject to clauses 29.1 to 29.4 above, in no event shall either Party be liable to the other for indirect or consequential loss or damage or including indirect or consequential loss of profits, business, revenue, goodwill or anticipated savings of an indirect nature or loss or damage incurred by the other Party as a result of third party claims.
- 29.6 If for any reason the exclusion of liability in clause 29.5 above is void or unenforceable, either Party's total liability for all loss or damage under this Agreement shall be as provided in clause 29.3 above.
- 29.7 Nothing in this clause 29 shall be taken as limiting the liability of the Parties in respect of clauses 27 [*Confidentiality*] and 30 [*Intellectual Property Rights*].

30 INTELLECTUAL PROPERTY RIGHTS

30.1 Title to Confidential Information

- a) Transnet will retain all right, title and interest in and to its Confidential Information and Background Intellectual Property and the Service Provider acknowledges that it has no claim of any nature in and to the Confidential Information and Background Intellectual Property that is proprietary to Transnet. For the avoidance of doubt all the Service Provider's Background Intellectual Property shall remain vested in the Service Provider.
- b) Transnet shall grant to the Service Provider an irrevocable, royalty free, non-exclusive licence to use Transnet's Background Intellectual Property only for the Permitted Purpose. This licence shall not permit the Service Provider to sub-license to other parties.
- c) The Service Provider shall grant to Transnet an irrevocable, royalty free, non-exclusive licence to use the Service Provider's Background Intellectual Property for the Permitted Purpose. This licence shall not permit Transnet to sub-license to other parties.
- d) The Service Provider shall grant Transnet access to the Service Provider's Background Intellectual Property on terms which shall be *bona fide* negotiated between the Parties for the purpose of commercially exploiting the Foreground Intellectual Property, to the extent that such access is required.
- e) The above shall not pertain to any software licenses procured by the Service Provider from third parties and used in the provision of the Services.

30.2 Title to Intellectual Property

- a) All right, title and interest in and to Foreground Intellectual Property prepared, conceived or developed by the Service Provider, its researchers, agents and employees shall vest in Transnet and the Service Provider acknowledges that it has no claim of any nature in and to the Foreground Intellectual Property. The Service Provider shall not at any time during or after the termination or cancellation of this Agreement dispute the validity or enforceability of such Foreground Intellectual Property, or cause to be done any act or anything contesting or in any way impairing or tending to impair any part of that right, title and interest to any of the Foreground Intellectual Property and shall not counsel or assist any person to do so.

- b) Transnet shall be entitled to seek protection in respect of the Foreground Intellectual Property anywhere in the world as it shall decide in its own absolute discretion and the Service Provider shall reasonably assist Transnet in attaining and maintaining protection of the Foreground Intellectual Property.
- c) Where the Foreground Intellectual Property was created by the Service Provider or its researchers, agents and employees and where Transnet elects not to exercise its option to seek protection or decides to discontinue the financial support of the prosecution or maintenance of any such protection, Transnet shall notify the Service Provider who shall have the right of first refusal to file or continue prosecution or maintain any such applications and to maintain any protection issuing on the Foreground Intellectual Property.
- d) No consideration shall be paid by Transnet to the Service Provider for the assignment of any Foreground Intellectual Property from the Service Provider to Transnet, over and above the sums payable in terms of this Agreement. The Service Provider undertakes to sign all documents and do all things as may be necessary to effect, record and perfect the assignment of the Foreground Intellectual Property to Transnet.
- e) Subject to anything contrary contained in this Agreement and/or the prior written consent of Transnet [which consent shall not be unreasonably withheld], the Service Provider shall under no circumstances be entitled as of right, or to claim the right, to use Transnet's Background Intellectual Property and/or Foreground Intellectual Property.

30.3 **Title to Improvements**

Any improvements, developments, adaptations and/or modifications to the Foreground Intellectual Property, and any and all new inventions or discoveries, based on or resulting from the use of Transnet's Background Intellectual Property and/or Confidential Information shall be exclusively owned by Transnet. The Service Provider shall disclose promptly to Transnet all such improvements, developments, adaptations and/or modifications, inventions or discoveries. The Service Provider hereby undertakes to sign all documents and do all things as may be necessary to effect, record and perfect the assignment of such improvements, developments, adaptations and/or modifications, inventions or discoveries to Transnet and the Service Provider shall reasonably assist Transnet in attaining, maintaining or documenting ownership and/or protection of the improved Foreground Intellectual Property.

30.4 **Unauthorised Use of Confidential Information**

The Service Provider shall not authorise any party to act on or use in any way any Confidential Information belonging to Transnet whether or not such party is aware of such Confidential Information, and shall promptly notify Transnet of the information if it becomes aware of any party so acting, and shall provide Transnet the information with such assistance as Transnet reasonably requires, at Transnet's cost and expense, to prevent such third party from so acting.

30.5 **Unauthorised Use of Intellectual Property**

- a) The Service Provider agrees to notify Transnet in writing of any conflicting uses of, and applications of registrations of Patents, Designs and Trade Marks or any act of infringement, unfair competition or passing off involving the Intellectual Property of Transnet of which the

Service Provider acquires knowledge and Transnet shall have the right, as its own option, to proceed against any party infringing its Intellectual Property.

- b) It shall be within the sole and absolute discretion of Transnet to determine what steps shall be taken against the infringer and the Service Provider shall co-operate fully with Transnet, at Transnet's cost, in whatever measure including legal action to bring any infringement of illegal use to an end.
- c) The Service Provider shall cooperate to provide Transnet promptly with all relevant ascertainable facts.
- d) If proceedings are commenced by Transnet alone, Transnet shall be responsible for all expenses but shall be entitled to all damages or other awards arising out of such proceedings. If proceedings are commenced by both Parties, both Parties will be responsible for the expenses and both Parties shall be entitled to damages or other awards arising out of proceedings.

31 NON-WAIVER

31.1 Failure or neglect by either Party, at any time, to enforce any of the provisions of this Agreement, shall not in any manner be construed to be a waiver of any of that Party's rights in that regard and in terms of this Agreement.

31.2 Such failure or neglect shall not in any manner affect the continued, unaltered validity of this Agreement, or prejudice the right of that Party to institute subsequent action.

32 PARTIAL INVALIDITY

If any provision of this Agreement shall be held to be invalid, illegal or unenforceable, or shall be required to be modified, the validity, legality and enforceability of the remaining provisions shall not be affected thereby.

33 DISPUTE RESOLUTION

33.1 Should any dispute of whatsoever nature arise between the Parties concerning this Agreement, the Parties shall try to resolve the dispute by negotiation within 10 [ten] Business Days of such dispute arising.

33.2 If the dispute has not been resolved by such negotiation, either of the Parties may refer the dispute to AFSA and notify the other Party accordingly, which proceedings shall be held in Johannesburg.

33.3 Such dispute shall be finally resolved in accordance with the rules of AFSA by an arbitrator or arbitrators appointed by AFSA.

33.4 This clause constitutes an irrevocable consent by the Parties to any proceedings in terms hereof, and neither of the Parties shall be entitled to withdraw from the provisions of this clause or claim at any such proceedings that it is not bound by this clause 33.

33.5 This clause 33 is severable from the rest of this Agreement and shall remain in effect even if this Agreement is terminated for any reason.

33.6 This clause 33 shall not preclude either Party from seeking urgent relief in a court of appropriate jurisdiction, where grounds for urgency exist.

34 ADDRESSES FOR NOTICES

34.1 The Parties to this Agreement select the physical addresses and fax numbers, as detailed hereafter, as their respective addresses for giving or sending any notice provided for or required in terms of this Agreement, provided that either Party shall be entitled to substitute such other address or fax number, as may be, by written notice to the other:

a) **Transnet**

(i) For legal notices: Transnet Port Terminals
 2nd Floor,
 202 Anton Lembede Street,
 Durban Central
 Durban, 4001,
 Att: Head of Legal
 Email: TBC

(ii) For commercial notices: Transnet port Terminals
 7A Crofts Road
 Maydorn Wharf
 Durban,4001
 Email: TBC
 Attention: TBC

(iii) **The Service Provider**

(iv) For legal notices:

 Fax No.
 Attention:

(v) For commercial notices:

 Fax No.
 Attention:

34.2 Any notice shall be addressed to a Party at its physical address, or delivered by hand, or sent by fax or email.

34.3 Any notice shall be deemed to have been given:

- a) if hand delivered, on the day of delivery;
- b) if faxed, on the date and time of sending of such fax, as evidenced by a fax confirmation printout, provided that such notice shall be confirmed by prepaid registered post on the date

of dispatch of such fax, or, should no postal facilities be available on that date, on the next Business Day; or

- c) if sent by email, on the date and time received, provided that such notice shall be confirmed by prepaid registered post on the date of dispatch of such email, or, should no postal facilities be available on that date, on the next Business Day.

35 WHOLE AND ONLY AGREEMENT

35.1 The Parties hereby confirm that this Agreement constitutes the whole and only agreement between them with regard to the subject matter of this Agreement.

35.2 The Parties hereby confirm that this Agreement replaces all other agreements which exist or may have existed in any form whatsoever between them, with regard to the subject matter dealt with in this Agreement, any annexures appended hereto and the Scope of Work/Work Order.

36 AMENDMENT AND CHANGE CONTROL

36.1 Any amendment or change of any nature made to this Agreement and the Scope of Work thereof shall only be valid if it is in writing, signed by both Parties and added to this Agreement as an addendum hereto. In this regard a Change Notice must first be defined and issued by the requesting Party. A Change Notice Response must then be issued by responding Party. A formal approval of the Change Request will then trigger the issue of the addendum to this Agreement.

36.2 In the event the Parties cannot agree upon changes, the Parties shall in good faith seek to agree any proposed changes using the dispute resolution procedures in clause 33 [*Dispute Resolution*].

37 GENERAL

37.1 Governing Law

This Agreement is exclusively governed by and construed in accordance with the laws of the Republic of South Africa and is subject to the jurisdiction of the courts of the Republic of South Africa.

37.2 Change of Law

In this Agreement, unless the context otherwise requires, references to a statutory provision include references to that statutory provision as from time to time amended, extended or re-enacted and any regulations made under it, provided that in the event that the amendment, extension or re-enactment of any statutory provision or introduction of any new statutory provision has a material impact on the obligations of either Party, the Parties will negotiate in good faith to agree such amendments to this Agreement as may be appropriate in the circumstances. If, within a reasonable period of time, the Supplier/Service Provider and Transnet cannot reach agreement on the nature of the changes required or on modification of Prices, delivery schedules, warranties, or other terms and conditions, either Party may seek to have the matter determined in accordance with clause 33 [*Dispute Resolution*] above.

37.3 Counterparts

This Agreement may be signed in any number of counterparts, all of which taken together shall constitute one and the same instrument. Either Party may enter into this Agreement by signing any such counterpart.

38 DATABASE OF RESTRICTED SUPPLIER

The process of restriction is used to exclude a company/person from conducting future business with Transnet and other organs of state for a specified period. No Bid shall be awarded to a Bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. Transnet reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been restricted with National Treasury by another government institution.

Thus signed by the Parties and witnessed on the following dates and at the following places:

For and on behalf of TRANSNET SOC LTD duly authorised hereto	For and on behalf of TBC duly authorised hereto
Name:	Name:
Position:	Position:
Signature:	Signature:
Date:	Date:
Place:	Place:
Name:	
Position:	
Signature:	
Date:	
Place:	

AS WITNESS: Name:	AS WITNESS: Name:
Signature:	Signature:

AS WITNESS: Name:	AS WITNESS: Name:
Signature:	Signature:

Provision of Cleaning Services for the PORT OF DURBAN (BBC, AGRIPORT AND RORO)

No.		PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT			
		SUPPLIER	TPT							WEIGHT	BBC/Agri/RORO Ports	Comments	
1	Planning	a) Provide the required number of cleaners and supervisors at each Terminal as per scope of work.	X		10min prior to shift start	Daily	Timeous provision cleaners and supervisors	100% availability	N/A	SHERQ Manager			
		b) Provide cleaning equipment and cleaning chemical materials to cleaners for the proper performance of the cleaning services	X		prior to shift start	Daily	Timeous and accurate quantities of equipment & cleaning chemical materials to be delivered	100% availability	hand deliver	SHERQ Manager			
		c) Provide notification of any cancelation and replacement of cleaners and/or supervisors.	X		prior to the assigned reporting time	As and when necessary	Accurate amount of cleaners provided	100% availability	Verbal or telephonic	Contracts Department			
2	Delivery of labour	a) Provide cleaners with transport and deliver to relevant terminal/area in a closed top vehicle	X		10 minutes prior to shift start	For each shift	Cleaners ready to begin work on time per shift	100% on time delivery of cleaners	N/A	SHERQ Manager			
		b) Provide TPT's supervisor with the Timesheet (which must clearly display company name) per week	X		Every Monday	Weekly	Accurate recording of time worked by each employee	100% availability on request	Hand deliver	TPT Representative			
		c) Ensure that all cleaners are provided with the relevant Protective Clothing (which must be supplied by the Supplier)	X		10 minutes prior to shift start	For each shift	All employees arriving on duty with the relevant Protective Clothing	0% of non-compliance	N/A	SHERQ Manager			
		d) Ensure that all cleaners are provided with ID Cards and the ID Cards must be displayed at all times	X		10 minutes prior to shift start	For each shift	All employees reporting on duty displaying their Identity Tags.	0% of non-compliance	N/A	SHERQ Manager			
3	Ad-hoc Service	a) Collect and recycle paper from receptacles placed by the Service Provider	X		Every 2nd week	As and when required	Accurate recording of task	0% of non-compliance	Deliver work status report	SHERQ Manager			
		b) Request Service Provider to provide weekend cleaners prior to the weekend	X		Saturday, Sunday and Public	As and when required	Accurate recording of time worked by each employee	100% availability on request	Telephonic or in person	Ops Manager			
4	Invoicing and Payments	a) Invoice TPT and submit with supporting documentation for all activities undertaken to execute agreed services	X		30 days	Monthly	Submit accurate invoice(s) with clear item details, and supporting documentation. Provide a monthly statement to reflect all payments made and outstanding.	100% on time submission of invoices with accurate and reconciled supporting documents. Monthly statement to support invoices.	Monthly statement and hard copy of invoice(s) with supporting documentation hand delivered monthly.	Relevant Finance Department			
		b) Receive and check documentation, arrange electronic payment, and TPT Finance to advise Service Provider via remittance advice of payment details.		X	Documents submitted during the month will be paid, 30 days from date of statement	Monthly	Authorisation of invoices for payment within 30 days.	Monthly statement to confirm payment of invoices.	Telephonic and e-mail to facilitate payment queries.	Service Provider's Finance Dept			
5	Reporting	a) Provide reports of non-performance of individual workers		X	Weekly/Monthly	Ongoing	Reporting of all non-performance issues regarding individual performance	100% incidents reported	E-Mail/Fax	Service Provider			
		b) Provide feedback of disciplinary action taken	X		7 days after reported date	Ongoing	Feedback reports on corrective action taken	100% feedback reports	E-Mail/Fax	Contracts Department			
6	Documentation	a) Provide valid Insurance Certificate	X		The valid documentation must be sent at least 1 week prior to expiry of existing documentation	Annually	Submit and maintain valid Insurance Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department			
		b) Provide valid IRP30 certificate	X		The valid documentation must be sent prior to expiry date	Annually	Submit valid and certified IRP30 Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department			
		c) Provide valid Workmen's Compensation Certificate	X		The valid documentation must be sent prior to expiry date	Bi-annually	Submit valid and certified Workmen's Compensation Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department			
		d) Provide proof that each employee has undergone the necessary medical examination	X		The valid documentation must be sent prior to expiry date	Every 2 years	Submit medical examination certificates	0% documentation outstanding	Hand deliver	SHERQ Manager			
		e) Provide proof of provincial licenses and competency certificates of drivers	X		Duration of the contract	As and when required	Submit relevant documents	0% documentation outstanding	Hand deliver	SHERQ Manager			
		a) Furnish a list of all employees who require induction	X		All new employees must be conducted prior to working on TPT's premises	As and when required	Submit accurate records of all employees inducted prior to any work done on all premises of TPT	100% records available on request by TPT	E-Mail and/or Hand delivery	SHERQ Manager			

7	Training	b) ensure that the Service Provider's personnel are trained in line with the training program as proof that their personnel are trained in health and hygiene, supervision and cleaning services.	X		Duration of the contract	As per the timelines contained in the training program	Submit training records	100% records available on request by TPT	E-Mail and/or Hand delivery	SHERQ Manager			
		b) Ensure that all employees have completed the safety awareness training		X	Every 6 Months	Every 6 Months	Submit accurate records of safety awareness training. Records shall be readily available and accession for inspect/audit by TPT	100% records available on request by TPT	E-Mail and/or Hand delivery	SHERQ Manager			
8	Damage & Claims	a) Report any accidents and notifiable incidents, including theft and fire.	X		Within 24 hours of the occurrence	As and when required	Timeous notification of details of damages and/ or incidents	100% notification of damages and incidents	E-Mail	Contracts Department			
		b) For the duration of the contract, the Service Provider to ensure that its has Public and third Party Liability Insurance Policy with a minimum limit of R10 million per incident and must ensure it has Professional Indemnity insurance covering legal liability as a result of neglect, error or omission for the insured in the execution of cleaning activities.	X		Certificate of insurance to be provided to the Project Manager within 30 days of signature of the Master Agreement	Insurance to be in place for the duration of the contract	Insurance to be in place for the duration of the contract	100% adherence.	renewed annually	Project manager			
		c) Provide written notification of claims.	X		As per claims procedure	Monthly	Accurate Measuring of the damage ratio	100% accuracy and details pertaining damage ratio	E-Mail / Text	Service Provider - Claims Dept.			
		d) Continuous Improvement	X		Ongoing	Ongoing	Areas of improvement in the delivery of service	At least one idea/suggestion for improvement of service per month	Meeting	Project manager			
	Health & Safety	a) Service Provider to ensure that all its personeel undergo periodic medicals for the duration of the contract.	X		Ongoing	Ongoing	Medical certificates of fitness	100% records available on request by TPT	E-Mail and/or Hand delivery	SHERQ Manager			
Legends :				1 = Poor	2 = Not Acceptable	3 = Acceptable	4 = Good	5 = Excellent					

SERVICE LEVEL AGREEMENT - REVIEW OF MEASUREMENT

Between TPT (the Client) and (the Service Provider)



The purpose of this SLA team is to manage the contract per terminal and to report all findings on a monthly basis

Summary of the supply service level agreement

Chairperson:	Telephone :	E-mail :
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2020

SERVICE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Date of Meeting →												
1 Planning		0%										
2 Delivery		0%										
3 Safety Requirements		0%										
4 Invoicing & Payments		0%										
5 Reporting		0%										
6 Documentation		0%										
7 Training		0%										
8 Damage & Claims		0%										
SERVICE AGGREGATE (%)		0%										

SERVICE LEVEL ACCEPTANCE GUIDE

<65% Not Acceptable
 >65% Room for improvement
 >85% Acceptable
 100% Excellent

ACTIONS TO IMPROVE THE SERVICE

No	What should be improved?	How do we improve it?	By whom?	By when?	Rate
1					
2					

DISTRIBUTION	
TPT	
Labour Broker:	
Additional / CC	

ANNEXURE D: GENERAL BID CONDITIONS

[January 2024]

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1 DEFINITIONS

Where the following words or phrases are used in this Agreement, such words or phrases shall have the meaning assigned thereto in this clause, except where the context clearly requires otherwise:

- 1.1 **Bid** shall mean a Respondent's tendered response / proposal to a Transnet RFP or RFQ;
- 1.2 **Bid Document(s)** shall mean a reference to a Request for Proposal or Request for Quotation;
- 1.3 **Business Day** shall mean any day other than a Saturday, Sunday or public holiday;
- 1.4 **Goods** shall mean the goods required by Transnet as specified in its Bid Document;
- 1.5 **Parties** shall mean Transnet and the Respondents to a Bid Document;
- 1.6 **Respondent(s)** shall mean a respondent/bidder to a Bid Document;
- 1.7 **RFP** shall mean Request for Proposal;
- 1.8 **RFQ** shall mean Request for Quotation;
- 1.9 **RFX** shall mean RFP or RFQ, as the case may be;
- 1.10 **Services** shall mean the services required by Transnet as specified in its Bid Document;
- 1.11 **Service Provider or Supplier** shall mean the successful Respondent;
- 1.12 **Tax Invoice** shall mean the document as required by Section 20 of the Value-Added Tax Act, 89 of 1991, as may be amended from time to time;
- 1.13 **Transnet** shall mean Transnet SOC Ltd, a State Owned Company; and
- 1.14 **VAT** shall mean Value-Added Tax in terms of the Value-Added Tax Act, 89 of 1991, as may be amended from time to time.

2 GENERAL

All Bid Documents and subsequent contracts and orders shall be subject to the following general conditions as laid down by Transnet and are to be strictly adhered to by any Respondent to this RFX.

3 SUBMITTING OF BID DOCUMENTS

- 3.1 A Bid, which shall hereinafter include reference to an RFP or RFQ, shall be submitted to Transnet no later than the closing date and time specified in accordance with the directions issued in the Bid Documents. Late Bids will not be considered.
- 3.2 The Bid Documents must be completed in their entirety and Respondents are required to complete their Bid submissions legibly in non-erasable ink.
- 3.3 Bids shall be delivered in a sealed envelope in accordance with the instructions indicated in the Bid Documents with the Bid number and subject marked on the front of the envelope.
- 3.4 The Respondent's return address must be stated on the reverse side of the sealed envelope.

4 USE OF BID FORMS

- 4.1 Where special forms and/or formats are issued by Transnet for the submission of Bids, Respondents are required to submit their Bids by completion of the appropriate sections on such official forms and/or formats and not in other forms and/or formats or documents bearing their own terms and conditions of contract. Non-compliance with this condition may result in the rejection of a Bid.
- 4.2 Respondents must note that the original Bid forms and/or formats must be completed for submission.

- 4.3 Only if insufficient space has been allocated to a particular response may a Respondent submit additional information under separate cover using the Company's letterhead. This must be duly cross-referenced in the RFX.

5 BID FEES

- 5.1 A non-refundable fee may be charged for Bid Documents, depending on the administrative cost of preparing and issuing the Bid Document provided the Bid Documents are also made available free of charge on the National Treasury eTender Publication Portal.

6 VALIDITY PERIOD

- 6.1 The Respondents must hold their Bid valid for acceptance by Transnet at any time within the requested validity period after the closing date of the bid.
- 6.2 Respondents may be requested to extend their validity period for a specified additional period. In such instances, Respondents will not be allowed to change any aspect of their Bid, unless they are able to demonstrate that the proposed change/s is as a direct and unavoidable consequence of Transnet's extension of the validity period.

7 SITE VISITS / BRIEFING SESSIONS

Respondents may be requested to attend a site visit or briefing session where it is necessary to view the site in order to prepare their Bids, or where Transnet deems it necessary to provide Respondents with further information to allow them to complete their Bids properly. Where such visits or sessions are indicated as compulsory in the RFX Document, Respondents are obliged to attend these meetings as failure to do so will result in their disqualification.

8 CLARIFICATION BEFORE THE CLOSING DATE

Should clarification be required on any aspect of the Bid before the closing date, the Respondent must direct such queries to the contact person listed in the RFX Document in the stipulated manner.

9 COMMUNICATION AFTER THE CLOSING DATE

After the closing date of a Bid (i.e. during the evaluation period) the Respondent may only communicate with the Chairperson or the Secretary of the relevant Acquisition Council.

10 UNAUTHORISED COMMUNICATION ABOUT BIDS

Where Bids are submitted to the Secretary of an Acquisition Council, Respondents may at any time communicate with the Secretary on any matter relating to its Bid but, in the absence of written authority from the Secretary, no communication on a question affecting the subject of a Bid shall take place between Respondents or other potential service providers or any member of the Acquisition Council or official of Transnet during the period between the closing date for the receipt of the Bid and the date of the notification of the successful Respondent(s). A Bid, in respect of which any such unauthorised communication has occurred, may be disqualified.

11 RETURNABLE DOCUMENTS

All returnable documents listed in the RFX Documents must be submitted with Respondent's Bid. Failure to submit mandatory returnable schedules / documents will result in disqualification. Failure to submit other schedules / documents may result in disqualification.

12 DEFAULTS BY RESPONDENTS

If the Respondent, after it has been notified of the acceptance of its Bid fails to:

- 12.1 enter into a formal contract when called upon to do so within such period as Transnet may specify; or
- 12.2 accept an order in terms of the Bid;
- 12.3 furnish satisfactory security when called upon to do so for the fulfilment of the contract; or
- 12.4 comply with any condition imposed by Transnet,

Transnet may, in any such case, without prejudice to any other legal remedy which it may have, proceed to accept any other Bid or, if it is necessary to do so, call for Bids afresh, and may recover from the defaulting Respondent any additional expense incurred by Transnet in calling for new offers or in accepting a less favourable offer.

13 CURRENCY

All monetary amounts referred to in a Bid response must be in Rand, the currency of the Republic of South Africa [**ZAR**], save to the extent specifically permitted in the RFP.

14 PRICES SUBJECT TO CONFIRMATION

- 14.1 Prices which are quoted subject to confirmation will not be considered.

15 ALTERATIONS MADE BY THE RESPONDENT TO BID PRICES

All alterations made by the Respondent to its Bid price(s) prior to the submission of its Bid Documents must be done by deleting the incorrect figures and words where required and by inserting the correct figures and words against the items concerned. All such alterations must be initialled by the person who signs the Bid Documents. Failure to observe this requirement may result in the particular item(s) concerned being excluded in the matter of the award of the business.

16 EXCHANGE AND REMITTANCE

- 16.1 The Respondent should note that where the whole or a portion of the contract or order value is to be remitted overseas, Transnet shall, if requested to do so by the Supplier/Service Provider, effect payment overseas directly to the foreign principal or manufacturer of such percentage of the contract or order value as may be stipulated by the Respondent in its Bid Documents.
- 16.2 It is Transnet's preference to enter into Rand-based agreements. Transnet would request, therefore, that the Respondent give favourable consideration to obtaining forward exchange cover on the foreign currency portion of the Agreement at a cost that is acceptable to Transnet to protect itself against any currency rate fluctuation risks for the duration of any resulting contract or order.
- 16.3 The Respondent who desires to avail itself of the aforementioned facility must at the time of bidding furnish the information called for in the Exchange and Remittance section of the Bid Documents and also furnish full details of the principals or manufacturer to whom payment is to be made.
- 16.4 The South African Reserve Bank's approval is required before any foreign currency payments can be made to or on behalf of Respondents.
- 16.5 Transnet will not recognise any claim for adjustment of the order and/or contract price if the increase in price arises after the date on which the Goods/Services were to be delivered, as set out in the order and/or contract, or any subsequent agreement between the parties.

- 16.6 Transnet reserves the right to request a pro-forma invoice/tax invoice in order to ensure compliance with the contract and Value-Added Tax Act no. 89 of 1991 [VAT Act].

17 ACCEPTANCE OF BID

- 17.1 Upon the acceptance of a Bid by Transnet, the parties shall be bound by these General Bid Conditions and any contractual terms and/or any schedule of "Special Conditions" or otherwise which form part of the Bid Documents.
- 17.2 Where the Respondent has been informed by Transnet of the acceptance of its Bid, an email communication that has been successfully sent to the Respondent shall be regarded as proof of delivery to the Respondent 1 day after the date of submission.

18 TERMS AND CONDITIONS OF CONTRACT

- 18.1 The Supplier/Service Provider shall adhere to the Terms and Conditions of Contract issued with the Bid Documents, together with any schedule of "Special Conditions" or otherwise which form part of the Bid Documents.
- 18.2 Should the Respondent find any conditions unacceptable, it should indicate which conditions are unacceptable and offer amendments/ alternatives by written submission on a company letterhead. Any such submission shall be subject to review by Transnet's Legal Counsel who shall determine whether the proposed amendments /alternative(s) are acceptable or otherwise, as the case may be. Respondents will be afforded an opportunity to withdraw an unacceptable deviation, failing which the respondent will be disqualified.

19 CONTRACT DOCUMENTS

- 19.1 The contract documents will comprise these General Bid Conditions, the Terms and Conditions of Contract and any schedule of "Special Conditions" which form part of the Bid Documents.
- 19.2 The abovementioned documents together with the Respondent's Bid response will constitute the contract between the parties upon receipt by the Respondent of Transnet's letter of acceptance / intent, subject to all additional amendments and/or special conditions thereto as agreed to by the parties.
- 19.3 Should Transnet inform the Respondent that a formal contract will be signed, the abovementioned documents together with the Respondent's Bid response [and, if any, its covering letter and any subsequent exchange of correspondence] as well as Transnet's Letter of Acceptance/Intent, shall constitute a binding contract until the final contract is signed.

20 LAW GOVERNING CONTRACT

The law of the Republic of South Africa shall govern the contract created by the acceptance of a Bid. The *domicilium citandi et executandi* shall be a place in the Republic of South Africa to be specified by the Respondent in its Bid at which all legal documents may be served on the Respondent who shall agree to submit to the jurisdiction of the courts of the Republic of South Africa. A foreign Respondent shall, therefore, state in its Bid the name of its authorised representative in the Republic of South Africa who is empowered to sign any contract which may be entered into in the event of its Bid being accepted and to act on its behalf in all matters relating to the contract.

21 IDENTIFICATION

If the Respondent is a company, the full names of the directors shall be stated in the Bid. If the Respondent is a close corporation, the full names of the members shall be stated in the Bid. If the Respondent is a partnership or an individual trading under a trade name, the full names of the partners or of such individual, as the case may be, shall be furnished.

22 RESPONDENT'S SAMPLES

- 22.1 If samples are required from Respondents, such samples shall be suitably marked with the Respondent's name and address, the Bid number and the Bid item number and must be despatched in time to reach the addressee as stipulated in the Bid Documents on or before the closing date of the Bid. Failure to submit samples by the due date may result in the rejection of a Bid.
- 22.2 Transnet reserves the right to retain samples furnished by Respondents in compliance with Bid conditions.
- 22.3 Payment will not be made for a successful Respondent's samples that may be retained by Transnet for the purpose of checking the quality and workmanship of Goods/Services delivered in execution of a contract.
- 22.4 If Transnet does not wish to retain unsuccessful Respondents' samples and the Respondents require their return, such samples may be collected by the Respondents at their own risk and cost.

23 SECURITIES

- 23.1 The successful Respondent, when called upon to do so, shall provide security to the satisfaction of Transnet for the due fulfilment of a contract or order. Such security shall be in the form of a Deed of Suretyship [Deed of Suretyship] furnished by an approved bank, building society, insurance or guarantee corporation carrying on business in South Africa.
- 23.2 The security may be applied in whole or part at the discretion of Transnet to make good any loss or damage which Transnet may incur in consequence of a breach of the contract or any part thereof.
- 23.3 Such security, if required, shall be an amount which will be stipulated in the Bid Documents.
- 23.4 For the purpose of clause 23.123.1 above, Transnet will supply a Deed of Suretyship form to the successful Respondent for completion and no guarantee in any other form will be accepted. A copy of such form will be supplied to Respondents on request. For this purpose a Deed of Suretyship form will be provided which shall be completed and returned to Transnet or a designated official by the successful Respondent within 30 [thirty] calendar days from the date of the letter of acceptance. No payment will be made until the form, duly completed, is delivered to Transnet. Failure to return the Deed of Suretyship within the prescribed time shall, save where prior extension has been granted, entitle Transnet without notice to the Supplier/Service Provider to cancel the contract with immediate effect.
- 23.5 Additional costs incurred by Transnet necessitated by reason of default on the part of the Supplier/Service Provider in relation to the conditions of this clause 23 will be for the account of the Supplier/Service Provider.

24 PRICE AND DELIVERY BASIS FOR GOODS

- 24.1 Unless otherwise specified in the Bid Documents, the prices quoted for Goods must be on a Delivered Duty Paid [latest ICC Incoterms] price basis in accordance with the terms and at the delivery point or

points specified in Transnet's Bid Documents. Bids for supply on any other basis of delivery are liable to disqualification. The lead time for delivery stated by the Respondent must be inclusive of all non-working days or holidays, and of periods occupied in stocktaking or in effecting repairs to or overhauling plant, which would ordinarily occur within the delivery period given by the Respondent.

24.2 Respondents must furnish their Bid prices in the Price Schedule of the Bid Documents on the following basis:

- a) Local Supplies - Prices for Goods to be manufactured, produced or assembled in the Republic of South Africa, or imported supplies held in South Africa, to be quoted on a Delivered RSA named destination basis.
- b) Imported Supplies - Prices for Goods to be imported from all sources to be quoted on a Delivered Duty Paid [latest ICC Incoterms] basis, to end destination in South Africa, unless otherwise specified in the Bid Price Schedule.

25 EXPORT LICENCE

The award of a Bid for Goods to be imported may be subject to the issue of an export licence in the country of origin or supply. If required, the Supplier/Service Provider's manufacturer or forwarding agent shall be required to apply for such licence.

26 QUALITY OF MATERIAL

Unless otherwise stipulated, the Goods offered shall be NEW i.e. in unused condition, neither second-hand nor reconditioned.

27 DELETION OF ITEMS EXCLUDED FROM BID

The Respondent must delete items for which it has not tendered or for which the price has been included elsewhere in its Bid.

28 VALUE-ADDED TAX

28.1 In respect of local supplies, i.e. Goods to be manufactured, produced or assembled in the Republic of South Africa, or imported supplies held or already in transit to South Africa, the prices quoted by the Respondent are to be inclusive of VAT which must be shown separately at the standard rate on the Tax Invoice.

28.2 In respect of foreign Services rendered:

- a) the invoicing by a South African Service Provider on behalf of its foreign principal rendering such Service represents a Service rendered by the principal; and
- b) the Service Provider's Tax Invoice(s) for the local portion only [i.e. the "commission" for the Services rendered locally] must show the VAT separately.

29 IMPORTANT NOTICE TO RESPONDENTS REGARDING PAYMENT

29.1 Method of Payment

- a) The attention of the Respondent is directed to the Terms and Conditions of Contract which set out the conditions of payment on which Bid price(s) shall be based.
- b) However, in addition to the foregoing the Respondent is invited to submit offers based on alternative methods of payment and/or financing proposals.

- c) The Respondent is required to give full particulars of the terms that will be applicable to its alternative offer(s) and the financial merits thereof will be evaluated and taken into consideration when the Bid is adjudicated.
- d) The Respondent must, therefore, in the first instance, tender strictly in accordance with clause 29.1 (a) above. Failure to comply with clause 29.1 (a) above may preclude a Bid from further consideration.

NOTE: The successful Respondent [the **Supplier/Service Provider**] shall, where applicable, be required to furnish a guarantee covering any advance payments.

29.2 Conditional Discount

Respondents offering prices which are subject to a conditional discount applicable for payment within a specific period are to note that the conditional period will be calculated as from the date of receipt by Transnet of the Supplier/Service Provider's month-end statement reflecting the relevant Tax Invoice(s) for payment purposes, provided the conditions of the order or contract have been fulfilled and the Tax Invoice is correct in all respects as referred to in the contract or order. Incomplete and/or incorrect Tax Invoices shall be returned and the conditional period will be recalculated from the date of receipt of the correct documentation.

30 CONTRACT QUANTITIES AND DELIVERY REQUIREMENTS

30.1 Contract Quantities

- a) It must be clearly understood that although Transnet does not bind itself to purchase a definitive quantity under any contract which may be entered into pursuant to this Bid, the successful Respondent nevertheless undertakes to supply against the contract such quantities as may be ordered against the contract, which orders are posted or delivered by hand or transmitted electronically on or before the expiry date of such contract.
- b) It is furthermore a condition that Transnet will not accept liability for any material/stocks specially ordered or carried by the Respondent with a view to meeting the requirements under any such contract.
- c) The estimated planned quantities likely to be ordered by Transnet per annum are furnished in relevant section of the Bid Documents. For avoidance of doubt the estimated quantities are estimates and Transnet reserves the right to order only those quantities sufficient for its operational requirements.

30.2 Delivery Period

- a) Period Contracts and Fixed Quantity Requirements

It will be a condition of any resulting contract/order that the delivery period embodied therein will be governed by the provisions of the Terms and Conditions of Contract.

- b) Progress Reports

The Supplier/Service Provider may be required to submit periodical progress reports with regard to the delivery of the Goods/Services.

- c) Emergency Demands as and when required

If, due to unforeseen circumstances, supplies of the Goods/Services covered by the Bid are required at short notice for immediate delivery, the Supplier/Service Provider will be given first right of refusal for such business. If it is unable to meet the desired critical delivery period,

Transnet reserves the right to purchase such supplies as may be required to meet the emergency outside the contract if immediate delivery can be offered from any other source. The *Total or Partial Failure to Perform the Scope of Supply* section in the Terms and Conditions of Contract will not be applicable in these circumstances.

31 PLANS, DRAWINGS, DIAGRAMS, SPECIFICATIONS AND DOCUMENTS

31.1 Copyright

Copyright in plans, drawings, diagrams, specifications and documents compiled by the Supplier/Service Provider for the purpose of contract work shall be governed by the Intellectual Property Rights section in the Terms and Conditions of Contract.

31.2 Drawings and specifications

In addition to what may be stated in any Bid Document, the Respondent should note that, unless notified to the contrary by Transnet or a designated official by means of an official amendment to the Bid Documents, it is required to tender for Goods/Services strictly in accordance with the drawings and/or specifications supplied by Transnet, notwithstanding that it may be aware that alterations or amendments to such drawings or specifications are contemplated by Transnet.

31.3 Respondent's drawings

Drawings required to be submitted by the Respondent must be furnished before the closing time and date of the Bid. The non-receipt of such drawings by the appointed time may disqualify the Bid.

31.4 Foreign specifications

The Respondent quoting for Goods/Services in accordance with foreign specifications, other than British and American standards, is to submit translated copies of such specifications with the Bid. In the event of any departures or variations between the foreign specification(s) quoted in the Bid Documents, full details regarding such departures or variations must be furnished by the Respondent in a covering letter attached to the Bid. Non-compliance with this condition may result in disqualification.

32 BIDS BY OR ON BEHALF OF FOREIGN RESPONDENTS

32.1 Bids submitted by foreign principals may be forwarded directly by the principals or by its South African representative or agent to the Secretary of the Acquisition Council or to a designated official of Transnet according to whichever officer is specified in the Bid Documents.

32.2 In the case of a representative or agent, written proof must be submitted to the effect that such representative or agent has been duly authorised to act in that capacity by the principal. Failure to submit such authorisation by the representative or agent shall disqualify the Bid.

32.3 When legally authorised to prepare and submit Bids on behalf of their principals not domiciled in the Republic of South Africa, representatives or agents must compile the Bids in the names of such principals and sign them on behalf of the latter.

32.4 South African representatives or agents of a successful foreign Respondent must when so required enter into a formal contract in the name of their principals and must sign such contract on behalf of the latter. In every such case a legal Power of Attorney from their principals must be furnished to Transnet by the South African representative or agents authorising them to enter into and sign such contract.

- a) Such Power of Attorney must comply with Rule 63 (Authentication of documents executed outside the Republic for use within the Republic) of the Uniform Rules of Court: Rules regulating the conduct of the proceedings of the several provincial and local divisions of the Supreme Court of South Africa.
 - b) The Power of Attorney must be signed by the principal under the same title as used in the Bid Documents.
 - c) If a Power of Attorney held by the South African representative or agent includes matters of a general nature besides provision for the entering into and signing of a contract with Transnet, a certified copy thereof should be furnished.
 - d) The Power of Attorney must authorise the South African representative or agent to choose the *domicilium citandi et executandi*.
- 32.5 If payment is to be made in South Africa, the foreign Supplier/Service Provider [i.e. the principal, or its South African agent or representative], must notify Transnet in writing whether, for payment by electronic funds transfer [EFT]:
- a) funds are to be transferred to the credit of the foreign Supplier/Service Provider's account at a bank in South Africa, in which case the name and branch of such bank shall be furnished; or
 - b) funds are to be transferred to the credit of its South African agent or representative, in which case the name and branch of such bank shall be furnished.
- 32.6 The attention of the Respondent is directed to clause 23 above [Securities] regarding the provision of security for the fulfilment of contracts and orders and the manner and form in which such security is to be furnished.

33 DATABASE OF RESTRICTED SUPPLIERS

The process of restriction is used to exclude a company/person from conducting future business with Transnet and other organs of state for a specified period. No Bid shall be awarded to a Bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. Transnet reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been restricted with National Treasury by another government institution.

34 CONFLICT WITH ISSUED RFX DOCUMENT

- 34.1 Should a conflict arise between these General Bid Conditions and the issued RFX document, the conditions stated in the RFX document shall prevail.

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ANNEXURE E: NON-DISCLOSURE AGREEMENT

[April 2020]

THIS AGREEMENT is made between

Transnet SOC Ltd [Transnet] [Registration No. 1990/000900/30]

whose registered office is at 49th Floor, Carlton Centre, 150 Commissioner Street, Johannesburg 2001,

and

TBC

WHEREAS

Transnet and the Company wish to exchange Information [as defined below] and it is envisaged that each party may from time to time receive Information relating to the other in respect thereof. In consideration of each party making available to the other such Information, the parties jointly agree that any dealings between them shall be subject to the terms and conditions of this Agreement which themselves will be subject to the parameters of the Bid Document.

IT IS HEREBY AGREED

1. INTERPRETATION

In this Agreement:

- 1.1 **Agents** mean directors, officers, employees, agents, professional advisers, contractors or sub-contractors, or any Group member;
- 1.2 **Bid or Bid Document** means Transnet's Request for Information [**RFI**] Request for Proposal [**RFP**] or Request for Quotation [**RFQ**], as the case may be;
- 1.3 **Confidential Information** means any information or other data relating to one party [the **Disclosing Party**] and/or the business carried on or proposed or intended to be carried on by that party and which is made available for the purposes of the Bid to the other party [the **Receiving Party**] or its Agents by the Disclosing Party or its Agents or recorded in agreed minutes following oral disclosure and any other information otherwise made available by the Disclosing Party or its Agents to the Receiving Party or its Agents, whether before, on or after the date of this Agreement, and whether in writing or otherwise, including any information, analysis or specifications derived from, containing or reflecting such information but excluding information which:
 - 1.3.1 is publicly available at the time of its disclosure or becomes publicly available [other than as a result of disclosure by the Receiving Party or any of its Agents contrary to the terms of this Agreement]; or
 - 1.3.2 was lawfully in the possession of the Receiving Party or its Agents [as can be demonstrated by its written records or other reasonable evidence] free of any restriction as to its use or disclosure prior to its being so disclosed; or

- 1.3.3 following such disclosure, becomes available to the Receiving Party or its Agents [as can be demonstrated by its written records or other reasonable evidence] from a source other than the Disclosing Party or its Agents, which source is not bound by any duty of confidentiality owed, directly or indirectly, to the Disclosing Party in relation to such information;
- 1.4 **Group** means any subsidiary, any holding company and any subsidiary of any holding company of either party; and
- 1.5 **Information** means all information in whatever form including, without limitation, any information relating to systems, operations, plans, intentions, market opportunities, know-how, trade secrets and business affairs whether in writing, conveyed orally or by machine-readable medium.

2. CONFIDENTIAL INFORMATION

- 2.1 All Confidential Information given by one party to this Agreement [the **Disclosing Party**] to the other party [the **Receiving Party**] will be treated by the Receiving Party as secret and confidential and will not, without the Disclosing Party's written consent, directly or indirectly communicate or disclose [whether in writing or orally or in any other manner] Confidential Information to any other person other than in accordance with the terms of this Agreement.
- 2.2 The Receiving Party will only use the Confidential Information for the sole purpose of technical and commercial discussions between the parties in relation to the Bid or for the subsequent performance of any contract between the parties in relation to the Bid.
- 2.3 Notwithstanding clause 2.1 above, the Receiving Party may disclose Confidential Information:
- 2.3.1 to those of its Agents who strictly need to know the Confidential Information for the sole purpose set out in clause 2.2 above, provided that the Receiving Party shall ensure that such Agents are made aware prior to the disclosure of any part of the Confidential Information that the same is confidential and that they owe a duty of confidence to the Disclosing Party. The Receiving Party shall at all times remain liable for any actions of such Agents that would constitute a breach of this Agreement; or
- 2.3.2 to the extent required by law or the rules of any applicable regulatory authority, subject to clause 2.4 below.
- 2.4 In the event that the Receiving Party is required to disclose any Confidential Information in accordance with clause 2.3.2 above, it shall promptly notify the Disclosing Party and cooperate with the Disclosing Party regarding the form, nature, content and purpose of such disclosure or any action which the Disclosing Party may reasonably take to challenge the validity of such requirement.
- 2.5 In the event that any Confidential Information shall be copied, disclosed or used otherwise than as permitted under this Agreement then, upon becoming aware of the same, without prejudice to any rights or remedies of the Disclosing Party, the Receiving Party shall as soon as practicable notify the Disclosing Party of such event and if requested take such steps [including the institution of legal proceedings] as shall be necessary to remedy [if capable of remedy] the default and/or to prevent further unauthorised copying, disclosure or use.
- 2.6 All Confidential Information shall remain the property of the Disclosing Party and its disclosure shall not confer on the Receiving Party any rights, including intellectual property rights over the Confidential Information whatsoever, beyond those contained in this Agreement.

3. RECORDS AND RETURN OF INFORMATION

- 3.1 The Receiving Party agrees to ensure proper and secure storage of all Information and any copies thereof.
- 3.2 The Receiving Party shall keep a written record, to be supplied to the Disclosing Party upon request, of the Confidential Information provided and any copies made thereof and, so far as is reasonably practicable, of the location of such Confidential Information and any copies thereof.
- 3.3 The Company shall, within 7 [seven] days of receipt of a written demand from Transnet:
- 3.3.1 return all written Confidential Information [including all copies]; and
- 3.3.2 expunge or destroy any Confidential Information from any computer, word processor or other device whatsoever into which it was copied, read or programmed by the Company or on its behalf.
- 3.4 The Company shall on request supply a certificate signed by a director as to its full compliance with the requirements of clause 3.3.2 above.

4. ANNOUNCEMENTS

- 4.1 Neither party will make or permit to be made any announcement or disclosure of its prospective interest in the Bid without the prior written consent of the other party.
- 4.2 Neither party shall make use of the other party's name or any information acquired through its dealings with the other party for publicity or marketing purposes without the prior written consent of the other party.

5. DURATION

The obligations of each party and its Agents under this Agreement shall survive the termination of any discussions or negotiations between the parties regarding the Bid and continue thereafter for a period of 5 [five] years.

6. PRINCIPAL

Each party confirms that it is acting as principal and not as nominee, agent or broker for any other person and that it will be responsible for any costs incurred by it or its advisers in considering or pursuing the Bid and in complying with the terms of this Agreement.

7. ADEQUACY OF DAMAGES

Nothing contained in this Agreement shall be construed as prohibiting the Disclosing Party from pursuing any other remedies available to it, either at law or in equity, for any such threatened or actual breach of this Agreement, including specific performance, recovery of damages or otherwise.

8. PRIVACY AND DATA PROTECTION

- 8.1 The Receiving Party undertakes to comply with South Africa's general privacy protection in terms Section 14 of the Bill of Rights in connection with this Bid and shall procure that its personnel shall observe the provisions of such Act [as applicable] or any amendments and re-enactments thereof and any regulations made pursuant thereto.
- 8.2 The Receiving Party warrants that it and its Agents have the appropriate technical and organisational measures in place against unauthorised or unlawful processing of data relating to the Bid and against accidental loss or destruction of, or damage to such data held or processed by them.

9. GENERAL

- 9.1 Neither party may assign the benefit of this Agreement, or any interest hereunder, except with the prior written consent of the other, save that Transnet may assign this Agreement at any time to any member of the Transnet Group.
- 9.2 No failure or delay in exercising any right, power or privilege under this Agreement will operate as a waiver of it, nor will any single or partial exercise of it preclude any further exercise or the exercise of any right, power or privilege under this Agreement or otherwise.
- 9.3 The provisions of this Agreement shall be severable in the event that any of its provisions are held by a court of competent jurisdiction or other applicable authority to be invalid, void or otherwise unenforceable, and the remaining provisions shall remain enforceable to the fullest extent permitted by law.
- 9.4 This Agreement may only be modified by a written agreement duly signed by persons authorised on behalf of each party.
- 9.5 Nothing in this Agreement shall constitute the creation of a partnership, joint venture or agency between the parties.
- 9.6 This Agreement will be governed by and construed in accordance with South African law and the parties irrevocably submit to the exclusive jurisdiction of the South African courts.

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ANNEXURE F: SUPPLIER INTEGRITY PACT

Between

TRANSNET SOC LTD

Registration Number: 1990/000900/30

("Transnet")

And The Bidder / Supplier/ Service Provider / Contractor (hereinafter referred to as the "Bidder / Supplier")

PREAMBLE

Transnet values full compliance with all relevant laws and regulations, ethical standards and the principles of economical use of resources, fairness and transparency in its relations with its Bidders / Suppliers.

In order to achieve these goals, Transnet and the Bidder / Supplier hereby enter into this agreement hereinafter referred to as the "Integrity Pact" which will form part of the Bidder's / Supplier's application for registration with Transnet as a vendor.

The general purpose of this Integrity Pact is to agree on avoiding all forms of dishonesty, fraud and corruption by following a system that is fair, transparent and free from any undue influence prior to, during and subsequent to the currency of any procurement and / or reverse logistics event and any further contract to be entered into between the Parties, relating to such event.

All Bidders / Suppliers will be required to sign and comply with undertakings contained in this Integrity Pact, should they want to be registered as a Transnet vendor.

1 OBJECTIVES

- 1.1 Transnet and the Bidder / Supplier agree to enter into this Integrity Pact, to avoid all forms of dishonesty, fraud and corruption including practices that are anti-competitive in nature, negotiations made in bad faith and under-pricing by following a system that is fair, transparent and free from any influence / unprejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:
 - a) Enable Transnet to obtain the desired contract at a reasonable and competitive price in conformity to the defined specifications of the works, goods and services; and
 - b) Enable Bidders / Suppliers to abstain from bribing or participating in any corrupt practice in order to secure the contract.

2 COMMITMENTS OF TRANSNET

Transnet commits to take all measures necessary to prevent dishonesty, fraud and corruption and to observe the following principles:

- 2.1 Transnet hereby undertakes that no employee of Transnet connected directly or indirectly with the sourcing event and ensuing contract, will demand, take a promise for or accept directly or through intermediaries any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to any contract.
- 2.2 Transnet will, during the registration and bidding process treat all Bidders / Suppliers with equity, transparency and fairness. Transnet will in particular, before and during the registration process, provide to all Bidders / Suppliers the same information and will not provide to any Bidders / Suppliers confidential / additional information through which the Bidders / Suppliers could obtain an advantage in relation to any bidding process.
- 2.3 Transnet further confirms that its employees will not favour any prospective bidder in any form that could afford an undue advantage to a particular bidder during the tendering stage and will further treat all Bidders / Supplier participating in the bidding process in a fair manner.
- 2.4 Transnet will exclude from the bidding process such employees who have any personal interest in the Bidders / Suppliers participating in the bidding process.

3 OBLIGATIONS OF THE BIDDER / SUPPLIER

- 3.1 Transnet has a '**Zero Gifts**' Policy. No employee is allowed to accept gifts, favours or benefits.
- a) Transnet officials and employees **shall not** solicit, give or accept, or from agreeing to solicit, give, accept or receive directly or indirectly, any gift, gratuity, favour, entertainment, loan, or anything of monetary value, from any person or juridical entities in the course of official duties or in connection with any operation being managed by, or any transaction which may be affected by the functions of their office.
 - b) Transnet officials and employees **shall not** solicit or accept gifts of any kind, from vendors, suppliers, customers, potential employees, potential vendors, and suppliers, or any other individual or organisation irrespective of the value.
 - c) Under **no circumstances** should gifts, business courtesies or hospitality packages be accepted from or given to prospective suppliers participating in a tender process at the respective employee's Operating Division, regardless of retail value.
 - d) Gratuities, bribes or kickbacks of any kind must never be solicited, accepted or offered, either directly or indirectly. This includes money, loans, equity, special privileges, personal favours, benefit or services. Such favours will be considered to constitute corruption.
- 3.2 The Bidder / Supplier commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any ensuing contract stage in order to secure the contract or in furtherance to secure it and in particular the Bidder / Supplier commits to the following:
- a) The Bidder / Supplier will not, directly or through any other person or firm, offer, promise or give to Transnet or to any of Transnet's employees involved in the bidding process or to any third person any material or other benefit or payment, in order to obtain in exchange an advantage during the bidding process; and
 - b) The Bidder / Supplier will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any employee of Transnet, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.3 The Bidder / Supplier will not collude with other parties interested in the contract to preclude a competitive bid price, impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract. The Bidder / Supplier further commits itself to delivering against all agreed upon conditions as stipulated within the contract.
- 3.4 The Bidder / Supplier will not enter into any illegal or dishonest agreement or understanding, whether formal or informal with other Bidders / Suppliers. This applies in particular to certifications, submissions or non-submission of documents or actions that are restrictive or to introduce cartels into the bidding process.
- 3.5 The Bidder / Supplier will not commit any criminal offence under the relevant anti-corruption laws of South Africa or any other country. Furthermore, the Bidder /Supplier will not use for illegitimate purposes or for restrictive purposes or personal gain, or pass on to others, any information provided by Transnet as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- 3.6 A Bidder / Supplier of foreign origin shall disclose the name and address of its agents or representatives in South Africa, if any, involved directly or indirectly in the registration or bidding process. Similarly, the Bidder / Supplier of South African nationality shall furnish the name and address of the foreign principals, if any, involved directly or indirectly in the registration or bidding process.
- 3.7 The Bidder / Supplier will not misrepresent facts or furnish false or forged documents or information in order to influence the bidding process to the advantage of the Bidder / Supplier or detriment of Transnet or other competitors.

- 3.8 Transnet may require the Bidder / Supplier to furnish Transnet with a copy of its code of conduct. Such code of conduct must address the compliance programme for the implementation of the code of conduct and reject the use of bribes and other dishonest and unethical conduct.
- 3.9 The Bidder / Supplier will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- 3.10 The Bidder/Supplier confirms that they will uphold the ten principles of the United Nations Global Compact (UNGC) in the fields of Human Rights, Labour, Anti-Corruption and the Environment when undertaking business with Transnet as follows:
- a) Human Rights
 - Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and
 - Principle 2: make sure that they are not complicit in human rights abuses.
 - b) Labour
 - Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
 - Principle 4: the elimination of all forms of forced and compulsory labour;
 - Principle 5: the effective abolition of child labour; and
 - Principle 6: the elimination of discrimination in respect of employment and occupation.
 - c) Environment
 - Principle 7: Businesses should support a precautionary approach to environmental challenges;
 - Principle 8: undertake initiatives to promote greater environmental responsibility; and
 - Principle 9: encourage the development and diffusion of environmentally friendly technologies.
 - d) Anti-Corruption
 - Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

4 INDEPENDENT BIDDING

- 4.1 For the purposes of this undertaking in relation to any submitted Bid, the Bidder declares to fully understand that the word "competitor" shall include any individual or organisation, other than the Bidder, whether or not affiliated with the Bidder, who:
- a) has been requested to submit a Bid in response to this Bid invitation;
 - b) could potentially submit a Bid in response to this Bid invitation, based on their qualifications, abilities or experience; and
 - c) provides the same Goods and Services as the Bidder and/or is in the same line of business as the Bidder.
- 4.2 The Bidder has arrived at his submitted Bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium will not be construed as collusive bidding.
- 4.3 In particular, without limiting the generality of paragraph 4.2 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- a) prices;
 - b) geographical area where Goods or Services will be rendered [market allocation];
 - c) methods, factors or formulas used to calculate prices;
 - d) the intention or decision to submit or not to submit, a Bid;

- e) the submission of a Bid which does not meet the specifications and conditions of the RFP; or
 - f) bidding with the intention of not winning the Bid.
- 4.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the Goods or Services to which his/her Bid relates.
- 4.5 The terms of the Bid as submitted have not been, and will not be, disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official Bid opening or of the awarding of the contract.
- 4.6 Bidders are aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, Bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and/or may be reported to the National Prosecuting Authority [**NPA**] for criminal investigation and/or may be restricted from conducting business with the public sector for a period not exceeding 10 [ten] years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

5 DISQUALIFICATION FROM BIDDING PROCESS

- 5.1 If the Bidder / Supplier has committed a transgression through a violation of paragraph 3 of this Integrity Pact or in any other form such as to put its reliability or credibility as a Bidder / Supplier into question, Transnet may reject the Bidder's / Supplier's application from the registration or bidding process and remove the Bidder / Supplier from its database, if already registered.
- 5.2 If the Bidder / Supplier has committed a transgression through a violation of paragraph 3, or any material violation, such as to put its reliability or credibility into question, Transnet may after following due procedures and at its own discretion also exclude the Bidder / Supplier from future bidding processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, which will include amongst others the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder / Supplier and the amount of the damage. The exclusion will be imposed for up to a maximum of 10 (ten) years. However, Transnet reserves the right to impose a longer period of exclusion, depending on the gravity of the misconduct.
- 5.3 If the Bidder / Supplier can prove that it has restored the damage caused by it and has installed a suitable corruption prevention system, or taken other remedial measures as the circumstances of the case may require, Transnet may at its own discretion revoke the exclusion or suspend the imposed penalty.

6 DATABASE OF RESTRICTED SUPPLIERS

- 6.1 The process of restriction is used to exclude a company/person from conducting future business with Transnet and other organs of state for a specified period. No Bid shall be awarded to a Bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. Transnet reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been restricted with National Treasury by another government institution.
- 6.2 All the stipulations on Transnet's restriction process as laid down in Transnet's Supply Chain Policy and Procurement Procedures Manual are included herein by way of reference. Below follows a condensed summary of this restriction procedure.
- 6.3 On completion of the restriction procedure, Transnet will submit the restricted entity's details (including the identity number of the individuals and registration number of the entity) to National Treasury for placement on National Treasury's Database of Restricted Suppliers for the specified period of exclusion. National

Treasury will make the final decision on whether to restrict an entity from doing business with any organ of state for a period not exceeding 10 years and place the entity concerned on the Database of Restricted Suppliers published on its official website.

- 6.4 The decision to restrict is based on one of the grounds for restriction. The standard of proof to commence the restriction process is whether a "*prima facie*" (i.e. on the face of it) case has been established.
- 6.5 Depending on the seriousness of the misconduct and the strategic importance of the Goods/Services, in addition to restricting a company/person from future business, Transnet may decide to terminate some or all existing contracts with the company/person as well.
- 6.6 A supplier or contractor to Transnet may not subcontract any portion of the contract to a restricted company.
- 6.7 Grounds for restriction include: If any person/Enterprise which has submitted a Bid, concluded a contract, or, in the capacity of agent or subcontractor, has been associated with such Bid or contract:
- a) Has, in bad faith, withdrawn such Bid after the advertised closing date and time for the receipt of Bids;
 - b) has, after being notified of the acceptance of his Bid, failed or refused to sign a contract when called upon to do so in terms of any condition forming part of the bid documents;
 - c) has carried out any contract resulting from such bid in an unsatisfactory manner or has breached any condition of the contract;
 - d) has offered, promised or given a bribe in relation to the obtaining or execution of the contract;
 - e) has acted in a fraudulent or improper manner or in bad faith towards Transnet or any Government Department or towards any public body, Enterprise or person;
 - f) has made any incorrect statement in a certificate or other communication with regard to the Local Content of his Goods or his B-BBEE status and is unable to prove to the satisfaction of Transnet that:
 - (i) he made the statement in good faith honestly believing it to be correct; and
 - (ii) before making such statement he took all reasonable steps to satisfy himself of its correctness;
 - g) has submitted false information regarding any other matter required in terms of the Preferential Procurement Regulations, 2017 issued in terms of the Preferential Procurement Policy Framework Act which will affect the evaluation of a Bid or where a Bidder has failed to declare any subcontracting arrangements;
 - h) caused Transnet damage, or to incur costs in order to meet the contractor's requirements and which could not be recovered from the contractor;
 - i) has litigated against Transnet in bad faith.

7 PREVIOUS TRANSGRESSIONS

- 7.1 The Bidder / Supplier hereby declares that no previous transgressions resulting in a serious breach of any law, including but not limited to, corruption, fraud, theft, extortion and contraventions of the Competition Act 89 of 1998, which occurred in the last 5 (five) years with any other public sector undertaking, government department or private sector company that could justify its exclusion from its registration on the Bidder's / Supplier's database or any bidding process.
- 7.2 If it is found to be that the Bidder / Supplier made an incorrect statement on this subject, the Bidder / Supplier can be rejected from the registration process or removed from the Bidder / Supplier database, if already registered, for such reason (refer to the Breach of Law Form contained in the applicable RFX document.)

8 SANCTIONS FOR VIOLATIONS

- 8.1 Transnet shall also take all or any one of the following actions, wherever required to:
- a) Immediately exclude the Bidder / Supplier from the bidding process or call off the pre-contract negotiations without giving any compensation to the Bidder / Supplier. However, the proceedings with the other Bidders / Suppliers may continue;
 - b) Immediately cancel the contract, if already awarded or signed, without giving any compensation to the Bidder / Supplier;
 - c) Recover all sums already paid by Transnet;
 - d) Encash the advance bank guarantee and performance bond or warranty bond, if furnished by the Bidder / Supplier, in order to recover the payments, already made by Transnet, along with interest;
 - e) Cancel all or any other contracts with the Bidder / Supplier;
 - f) Exclude the Bidder / Supplier from entering into any bid with Transnet and other organs of state in future for a specified period; and
 - g) If the Supplier subcontracted a portion of the bid to another person without declaring it to Transnet, Transnet must penalise the Supplier up to 10% of the value of the contract.

9 CONFLICTS OF INTEREST

- 9.1 A conflict of interest includes, inter alia, a situation in which:
- a) A Transnet employee has a personal financial interest in a bidding / supplying entity; and
 - b) A Transnet employee has private interests or personal considerations or has an affiliation or a relationship which affects, or may affect, or may be perceived to affect his / her judgment in action in the best interest of Transnet, or could affect the employee's motivations for acting in a particular manner, or which could result in, or be perceived as favouritism or nepotism.
- 9.2 A Transnet employee uses his / her position, or privileges or information obtained while acting in the capacity as an employee for:
- a) Private gain or advancement; or
 - b) The expectation of private gain, or advancement, or any other advantage accruing to the employee must be declared in a prescribed form.
- Thus, conflicts of interest of any bid committee member or any person involved in the sourcing process must be declared in a prescribed form.
- 9.3 If a Bidder / Supplier has or becomes aware of a conflict of interest i.e. a family, business and / or social relationship between its owner(s) / member(s) / director(s) / partner(s) / shareholder(s) and a Transnet employee / member of Transnet's Board of Directors in respect of a bid which will be considered for the bid process, the Bidder / Supplier:
- a) must disclose the interest and its general nature, in the Request for Proposal ("RFX") declaration form; or
 - b) must notify Transnet immediately in writing once the circumstances has arisen.
- 9.4 The Bidder / Supplier shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any committee member or any person involved in the sourcing process, where this is done, Transnet shall be entitled forthwith to rescind the contract and all other contracts with the Bidder / Supplier.

10 DISPUTE RESOLUTION

10.1 Transnet recognises that trust and good faith are pivotal to its relationship with its Bidders / Suppliers. When a dispute arises between Transnet and its Bidder / Supplier, the parties should use their best endeavours to resolve the dispute in an amicable manner, whenever possible. Litigation in bad faith negates the principles of trust and good faith on which commercial relationships are based. Accordingly, following a restriction process as mentioned in paragraph 6 above, Transnet will not do business with a company that litigates against it in bad faith or is involved in any action that reflects bad faith on its part. Litigation in bad faith includes, but is not limited to the following instances:

- a) **Vexatious proceedings:** these are frivolous proceedings which have been instituted without proper grounds;
- b) **Perjury:** where a supplier make a false statement either in giving evidence or on an affidavit;
- c) **Scurrilous allegations:** where a supplier makes allegations regarding a senior Transnet employee which are without proper foundation, scandalous, abusive or defamatory; and
- d) **Abuse of court process:** when a supplier abuses the court process in order to gain a competitive advantage during a bid process.

11 GENERAL

11.1 This Integrity Pact is governed by and interpreted in accordance with the laws of the Republic of South Africa.

11.2 The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the law relating to any civil or criminal proceedings.

11.3 The validity of this Integrity Pact shall cover all the bidding processes and will be valid for an indefinite period unless cancelled by either Party.

11.4 Should one or several provisions of this Integrity Pact turn out to be invalid the remainder of this Integrity Pact remains valid.

11.5 Should a Bidder / Supplier be confronted with dishonest, fraudulent or corruptive behaviour of one or more Transnet employees, Transnet expects its Bidders / Suppliers to report this behaviour directly to a senior Transnet official / employee or alternatively by using Transnet's "Tip-Off Anonymous" hotline number 0800 003 056, whereby your confidentiality is guaranteed.

The Parties hereby declare that each of them has read and understood the clauses of this Integrity Pact and shall abide by it. To the best of the Parties' knowledge and belief, the information provided in this Integrity Pact is true and correct.

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TRANSNET PORT TERMINALS
 TENDER NUMBER: iCLM DB 847/TPT
 DESCRIPTION OF THE WORKS: FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND
 TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT
 TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR,
 MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

iCLM DB 847/TPT	Compliance to Technical Prequalification/Eligibility Criteria	Tender Schedule: T2.2-1
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Tenderers are to provide in this schedule Compliance to the Technical Prequalification/Eligibility Criteria of Provision of Office, Building, Workshop Cleaning and Tea Services.
 A service provider is required to provide a valid proof of registration with the Bargaining Council for the Contract Cleaning Services Industry Industry (Kwazulu-Natal). Service Provider to ensure that the Certificate is as per the latest template indicating *issue and expiry date*.

Mandatory Returnable	Certificate Submitted (Yes/No)
Proof of a Valid Registration with Bargaining Council for the Contract Cleaning Service Industry (Kwazulu-Natal). Certificate submitted is as per the latest template indicating <i>issue and expiry date</i> .	

Signed _____ Date _____
 Name _____ Position _____
 Tenderer _____

TRANSNET PORT TERMINALS
 TENDER NUMBER: iCLM DB 847/TPT
 DESCRIPTION OF THE WORKS: FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND
 TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT
 TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR,
 MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

iCLM DB 847/TPT	Compliance to Technical Prequalification/Eligibility Criteria	Tender Schedule: T2.2-2
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Tenderers are to provide in this schedule Compliance to the Technical Prequalification/Eligibility Criteria of Provision of Office, Building, Workshop Cleaning and Tea Services. A service provider **must** provide a valid Letter of Good Standing (COIDA) relevant to the **Cleaning Service Industry**.

<div style="border: 2px solid red; padding: 5px; display: inline-block;">Mandatory Returnable</div>	Certificate Submitted (Yes/No)
Valid Letter of Good Standing (COIDA) relevant to the <u>Cleaning Service Industry</u> .	

Signed _____ Date _____
 Name _____ Position _____
 Tenderer _____

TRANSNET PORT TERMINALS
TENDER NUMBER: iCLM DB 847/TPT
DESCRIPTION OF THE WORKS: FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND
TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT
TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR,
MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

iCLM DB 847/TPT	Business Continuity Plan	Tender Evaluation Schedule: T2.2-3
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Bidders to submit a Business Continuity Plan including the following criterions:

- Contingency labour work force per shift, Transport contingency plan:
- The strike management plan is crucial. It defines the roles and responsibilities of the strike management team. It should cover the following minimum information in the following categories: Pre-strike planning, during the strike, post-strike review.
- List the strike management team and their contact details.
- Command centre operation and Communication protocols e.g., notifying customers and regular strike reports.
- Disciplinary process for illegally striking employees.

Description	BCP Submitted (Yes/No)
Business Continuity Plan (BCP) submitted, includes all the criterions.	

Score Points	Comprehensive Business Continuity Plan: Maximum 15 points
15	Bidder submitted a Business Continuity Plan that covers all 5 criterions scores 15 points .
10	Bidder submitted a Business Continuity Plan that covers 3- 4 criterions = 10 Points
5	Bidders submitted a Business Continuity Plan that covers 1-2 criterions = 5 Points
0	Bidder does not submit a business continuity plan = 0 points .

Signed

Date

Name

Position

Tenderer

TRANSNET PORT TERMINALS

TENDER NUMBER: iCLM DB 847/TPT

DESCRIPTION OF THE WORKS: FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

iCLM DB 847/TPT	Bank (Business Account) Statement and a Sample of Employee Pay Slip	Tender Evaluation Schedule: T2.2-4
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Bidder must submit a minimum three (3) months bank statement (Business Account) with employee salary payment reflecting, and a sample of a system generated employee pay slip.

Description	Submitted (Yes/No)
Minimum Three (3) Months Bank (Business Account) Statement with employee salary payment reflecting	
Sample of a System Generated Employee Pay slip	

Score Points	Minimum Three (3) Months Bank Statement and a Sample of a System Generated Employee Payslip - Maximum 20 points
20	Bidder submits (3) months bank statement with employee salary payment reflecting, and a sample of a System Generated Employee Pay slip submitted = 20 points
10	Bidder submits a minimum three (3) months bank statement with employee salary payment reflecting only without the Pay slip = 10 points
5	Bidder submits a sample of a System Generated Employee pay slip only = 5 points
0	No three months bank statement with employee salary payment reflecting and no sample of a System Generated Employee Pay slip submitted = 0 points

Signed

Date

Name

Position

Tenderer

TRANSNET PORT TERMINALS
TENDER NUMBER: iCLM DB 847/TPT
DESCRIPTION OF THE WORKS: FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND
TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT
TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR,
MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

iCLM DB 847/TPT	EMP 201 Report	Tender Evaluation Schedule: T2.2-5
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Bidder must submit Bidder must submit an EMP 201 Report.

Description	Submitted (Yes/No)
EMP 201 Report	

Score Points	EMP 201 Report - Maximum 25 points
25	EMP 201 Report submitted scores 25 points .
0	No EMP Report submitted scores 0 points .

Signed

Date

Name

Position

Tenderer

TRANSNET PORT TERMINALS
TENDER NUMBER: iCLM DB 847/TPT
DESCRIPTION OF THE WORKS: FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

iCLM DB 847/TPT	Cleaning Service Method Statement	Tender Evaluation Schedule: T2.2-6
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The bidder to submit a method statement giving details on a day-to-day of the cleaning and disinfection process including the following criterions:

- Colour Coding of Cleaning Equipment.
- Cleaning of Offices.
- Cleaning of Ablutions.
- Cleaning of Workshops and Yard.
- Washing of Windows.

Description	Submitted (Yes/No)
Method Statement submitted, includes all criterions.	

Score Points	Method Statement: Maximum 15 points
15	The bidders submit a comprehensive method statement with all 5 topics = 15 points
10	The bidders submit a comprehensive method statement with 3-4 topics = 10 points
5	The bidders submit a comprehensive method statement with 1-2 topics = 5 points
0	Method statement not submitted = 0 points

Signed _____ Date _____

Name _____ Position _____

Tenderer _____

TRANSNET PORT TERMINALS

TENDER NUMBER: iCLM DB 847/TPT

DESCRIPTION OF THE WORKS: FOR THE PROVISION OF OFFICE, BUILDING, WORKSHOP CLEANING AND TEA SERVICES FOR TRANSNET SOC LTD (REG. NO. 1990/000900/30) OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AT THE PORT OF DURBAN: MPT POINT, CAR, MAYDON WHARF AND AGRIBULK FOR A PERIOD OF 36 MONTHS.

iCLM DB 847/TPT	Supervisor Experience and Attendance Training	Tender Evaluation Schedule: T2.2-7
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Bidder must submit CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with Traceable Reference(s) and Supervisory Training Certificate of Attendance.

Description	Submitted (Yes/No)
Supervisor Experience CV	
Supervisory Attendance Training Certificate	

Score Points	Supervisor Experience and Training: Maximum 15 points
15	Bidder submitted CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with Traceable Reference(s) and Supervisory Training Certificate of Attendance scores 15 points .
0	Bidder did not submit CV of a Cleaning Supervisor with minimum of 2 years' experience within the cleaning environment with Traceable Reference(s) and Supervisory Training Certificate of Attendance scores 0 points .

Signed

Date

Name

Position

Tenderer

TRANSNET PORT TERMINALS
TENDER NUMBER: iCLM DB 847/TPT
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iCLM DB 847/TPT	Proof of Experience	Tender Evaluation Schedule: T2.2-8
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Tenderers are required to demonstrate their experience in the Provision of Office, Building, Workshop Cleaning and Tea Services

The bidder is required to submit traceable reference letters from previous clients where similar service was performed over a period not exceeding 5years. Bidder to provide 3 traceable reference letters which are in the company letterhead where service was rendered, include duration of the contract, dated and signed. Reference letters that are not signed will not be considered for evaluation. (Can Transnet SOC- Each operating division will count as 1 company e.g., TPT, TE, TFR). **The letters must not be older than 5 years from the tender closing date.**

#	Name of a Customer	Contact Details	Contract Period	Contract Value	Year
1					
2					
3					

The scoring of the Track Record will be as follows:

Score Points	Track Record: Maximum points 10
10	Three detailed and traceable reference letters submitted scores 10 points
0	Less than 3 or none submitted scores 0 points

Signed _____

Date _____

TRANSNET PORT TERMINALS

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Name

Position

Tenderer

TRANSNET PORT TERMINALS

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iCLM DB 847/TPT	REGIONAL OR LOCAL COMMUNITY PROCUREMENT	Tender Essential Schedule: T2.2-9
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REGIONAL OR LOCAL COMMUNITY PROCUREMENT: Bidder MUST submit a valid proof of address from the Local Councilor that the service provider originates from the specific community which operates within the 50 km radius from the Port of Durban and the letter must not be older than two (2) months **or** Proof of Address in a form of Rates/Water/Electricity Statement/Bill or Valid Lease Agreement. Valid Lease Agreement must not be older than Six (6) Months from the tender closing date. Lease agreement to be accompanied by municipality Rates/Water/Electricity Statement/Bill not older than Six (6) Months from tender closing date. **[Refer to Returnable Schedule T2.2-9]**

Description	Submitted (Yes/No)
Valid proof of address	

Signed

Date

Name

Position

Tenderer
