

Scope of Work

Project Description: Provision of Employee Transportation Services for Transnet SOC LTD (1990/000900/30) operating as Transnet Port Terminals (hereinafter referred to as "TPT") at the Port of Port Elizabeth and the Port of Ngqura for a period of two years.

BACKGROUND, OVERVIEW AND SCOPE OF REQUIREMENTS

1 BACKGROUND

Transnet Port Terminals (TPT) undertook a decision to supply transportation for its employees during the times that the public transport is not available during the weekdays, weekends, and public holidays from their area of work i.e., Port Elizabeth Terminals located in the Port of Port Elizabeth and Port of Ngqura to their designated residential addresses.

2 SCOPE OF REQUIREMENTS

- 2.1 The service provider shall be required to provide transportation services for Transnet Port Terminal's employees as per below schedule from their designated residential address and/or areas to their place of work to the two terminals namely: i.e., Port Elizabeth Terminals located in the Port of Port Elizabeth and Port of Ngqura as well as from their place of work to their designated residential address and/or areas.

A. Port of Port Elizabeth Transportation of Staff Schedule:

Table A: Port of Port Elizabeth Transportation Weekdays.

Transportation during Weekdays		
Routes	Drop at Transnet	Fetch from Transnet
1	5:20	18:20
	21:20	22:20
2	5:20	18:20
	21:20	22:20
3	5:20	18:20
	21:20	22:20
3A	5:20	18:20
	21:20	22:20
4	5:20	18:20
	21:20	22:20
5	5:20	18:20
	21:20	22:20
Fetch from Transnet (Only Mondays) for the 14:00 ,22:00 shift		

Table B: Port of Port Elizabeth Transportation Weekends.

Transportation during Weekends		
Routes	Drop at Transnet	Fetch from Transnet
1	5:40	6:20
	17:40	18:20
2	5:40	6:20
	17:40	18:20
3	5:40	6:20
	17:40	18:20
3A	5:40	6:20
	17:40	18:20
4	5:40	6:20
	17:40	18:20
5	5:40	6:20
	17:40	18:20
<i>Adhoc callouts as and when needed during weekends, public holidays.</i>		

B. Port of NGQURA Transportation of Staff Schedule:

Table C: Port of Ngqura Transportation Weekdays.

Transportation during Weekdays		
Routes	Drop at Transnet	Fetch from Transnet
1	5:20	6:20
	13:20	14:20
	21:20	22:20
2	5:20	6:20
	13:20	14:20
	21:20	22:20
3	5:20	6:20
	13:20	14:20
	21:20	22:20
3A	5:20	6:20
	13:20	14:20
	21:20	22:20
4	5:20	6:20
	13:20	14:20
	21:20	22:20
5	5:20	6:20
	13:20	14:20
	21:20	22:20

Table D: Port of Ngqura Transportation Weekends.

Transportation during Weekends		
Routes	Drop at Transnet	Fetch from Transnet
1	5:40	6:20
	17:40	18:20
2	5:40	6:20
	17:40	18:20
3	5:40	6:20
	17:40	18:20
3A	5:40	6:20
	17:40	18:20
4	5:40	6:20
	17:40	18:20
5	5:40	6:20
	17:40	18:20

Adhoc callouts as and when needed during weekends, public holidays.

- 2.2 The services required will be for **Port of Port Elizabeth:**
- 2.2.1. Rendered **as from 18h00 and before 06h00**, on weekdays, weekends and public holidays from the areas mentioned below (routes) in line with TPT shift patterns and ad hoc requirements when applicable. ***The service after 06:00 will only be provided on Monday mornings for the employees that are knocking off at 06:00 to come back at 14:00 in order to give the employees sufficient rest period as per Basic Conditions of Employment Act.***
- 2.3 The services required will be for **Port of Ngqura:**
- 2.3.1. Rendered **as from 06h00 and before 06h00**, on weekdays, weekends and public holidays from the areas mentioned below (routes) in line with TPT shift patterns and ad hoc requirements when applicable.
- 2.3.2 A door-to-door service;
- 2.3.3 An agreement which covers fares only and will be paid per trip.
- 2.4 The Service Provider(s) should ensure that the employees are:**
- 2.4.1 Transported on time as per the agreed number of vehicles and in a safe manner taking into account all aspects of safety associated with the transportation of staff;
- 2.4.2 Dropped off and picked up as per agreed times stipulated by TPT;
- 2.4.3 Employees should be dropped off at the workplace 20 minutes prior to the commencement of shift (**see paragraph 8 below for shift patterns**) and collected at the workplace within **20 minutes** after the shift has been completed;
- 2.4.4 The service provider will be contacted via telephone /or cellphone and email.
- 2.4.5 The service provider should arrive at TPT within one (1) hour for the call-out.
- 2.5. The service provider(s) shall ensure that the drivers commence collection within sufficient time to ensure that the first TPT employee is collected at least one and a half hours before shift start time without

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violating any traffic rules and meet the agreed drop off time of **20 minutes** prior to the shift commencement.

- 2.5.1. TPT will inform the service provider regarding changes to the collection time of the first TPT employee which will be required should it be deemed necessary.
- 2.5.2. Late arrival of employees impacts negatively on TPT productivity levels. Time Management is therefore critical, and the service provider should ensure that it provides the required services whilst taking into account that time is of the essence.

3. GENERAL REQUIREMENTS

- 3.1 The service provider must have sufficient vehicles to support the collection and drop off requirements bearing in mind that all vehicles must be roadworthy, reliable and have legal carrying capacity to transport the required number of staff i.e. (Supporting documents to be provided – Certified copies of current vehicle licenses and service history for each vehicle)
- 3.2 The service provider must affiliate to the Taxi Association within the Nelson Mandela Metropolitan (Letter from the Taxi Association within the Nelson Mandela Metropolitan. The letter must be written in the Association's letter head, stamped and signed by Chairman or Secretary (Schedule 1)
- 3.3 The service provider must have sufficient drivers to support TPT's 24-hour operation bearing in mind that its employees must have sufficient rest period between shifts. The drivers must hold an applicable valid driver's license and PrDP.
- 3.4 The service provider shall be required to have a functional place of business within the 50 km radius from Port of Port Elizabeth. TPT reserves the right to request proof to its (TPT's) satisfaction that the functional place of business has been or is established. TPT will not commence the contract prior the service provider submitting such proof.
- 3.5 The service provider should be in the business of staff transportation. The Service provider shall be required to provide TPT with proof of their valid operating licenses upon submission of tender documentation.

4. AD HOC REQUIREMENTS

- 4.1. The service provider(s) will be required to support TPT in ad hoc requests for transportation of staff whereby TPT may request an additional quotation from the service provider. Ad hoc requests include but are not limited to meetings, functions, events, funerals and additional staff transport requirements.
- 4.2. The service provider should arrive at TPT within one (1) hour for the call-out
- 4.3. In order to optimize costs and accommodate increases in the volume of staff which utilize the transportation programme, TPT will require the successful service provider to have additional vehicles available which include but are not limited to the following seating capacities:

4.4. **Transportation Routes, Number of passengers and required number of vehicles for Port of Port Elizabeth**

4.4.1. **Table E: Port of Port Elizabeth (Shift A)**

Route number		Number of passengers	TPT Proposed/Anticipated no. of vehicles
Route 1		41	2 x 22-seater
Route 2		41	2 x 22-seater
Route 3		10	1 X 15-seater
Route 3A		10	1 X 15-seater
Route 4		14	1 X 15-seater
Route 5		14	1 x 15-seater
Sub total		130	

4.4.2. **Table F: Port of Port Elizabeth (Shift B)**

Route number	Number of passengers	TPT Proposed/Anticipated no. of vehicles
Route 1	40	2 x 22-seater
Route 2	41	2 x 22-seater
Route 3	12	1 X 15-seater
Route 3A	9	1 X 15-seater
Route 4	14	1 X 15-seater
Route 5	10	1 x 15-seater
Sub total	126	

4.4.3. **Table G: Port of Port Elizabeth (Shift C)**

Route number	Number of passengers	TPT Proposed/Anticipated no. of vehicles
Route 1	40	2 x 22-seater
Route 2	39	2 x 22-seater
Route 3	13	1 x 15-seater
Route 3A	10	1 X 15-seater
Route 4	14	1 X 15-seater
Route 5	12	1 X 15-seater
Sub total	128	

4.5. **Transportation Routes, Number of passengers and required number of vehicles for Port of Ngqura**

4.5.1. **Table H: Port of Ngqura (Shift A)**

Route number	Number of passengers	TPT Proposed/Anticipated no. of vehicles
Route 1	17	3 x 15 - seater 1 x 22 - seater
Route 2	14	
Route 3	2	
Route 3A	1	
Route 4	9	
Route 5	4	
Sub total	47	

4.5.2. **Table I: Port of Ngqura (Shift B)**

Route number	Number of passengers	TPT Proposed/Anticipated no. of vehicles
Route 1	15	3 x 15 - seater 1 x 22 - seater
Route 2	8	
Route 3	1	
Route 3A	3	
Route 4	13	
Route 5	6	
Sub total	46	

4.4.3 Table J: Port of Ngqura (shift C)

Route number	Number of passengers	TPT Proposed/Anticipated no. of vehicles
Route 1	13	3 x 15 - seater 1 x 22 - seater
Route 2	9	
Route 3	1	
Route 3A	8	
Route 4	4	
Route 5	1	
Sub total	36	

4.6. The mix of Vehicles on each route do not suggest that all the vehicles will be deployed, they are for costing & technical evaluation purposes only. The requirements will be discussed with and agreed upon with the successful service provider.

5. QUALITY AND SERVICE

5.1. Human Capital

- 5.1.1 The Service Provider shall deploy drivers who hold a valid Professional Drivers Permit (PrDP) and have a valid driver’s license in respect of the required type of vehicle which are to be utilized.
- 5.1.2 Supporting documents to be provided: Certified copies of PrDP’ s and Driver’s licenses.
- 5.1.3 Drivers deployed to TPT may not be older than 63 years of age.
- 5.1.4 The service provider shall further ensure that all drivers deployed have clear criminal records, be of sober habits, and are medically fit.
- 5.1.5 Supporting documents to be provided: Valid police clearance and medical certificates in respect of each driver and operator.
- 5.1.6 The costs associated in obtaining these certificates shall be for the service provider’s account.
- 5.1.7 The Service Provider shall be fully responsible to TPT for the acts and omissions of its employees, permitted sub-contractors and agents. Furthermore, the service provider shall be solely liable for any damage caused to TPT property or injury caused to TPT Employees due to the negligence of its employees, permitted sub-contractors and agents.
- 5.1.8 TPT shall be entitled to deduct the amount so involved from any payment due to the service provider.

5.2. Communication

- 5.2.1 The Service Provider(s) will be required to inform TPT in writing of all the challenges they are faced with TPT staff during the execution of the services.
- 5.2.2 The Service Provider(s) will be required to have a supervisor on-site after completion of each shift when employees are to be taken home to ensure that vehicles are loaded correctly as per the designated routes and to ensure the smooth flowing of the transportation service.
- 5.2.3 When called upon in an emergency, the service provider is required to respond and be on site within 1 (one) hour, to mitigate business risks.

5.2.4 The service provider(s) will further be required to attend a monthly Service Level Agreement meeting whereby all issues for the previous month will be addressed to ensure that a resolution is obtained.

5.3. Vehicles

5.3.1 Maintenance / service & repair of the service provider's vehicles will be for its own account. TPT shall not be liable to the service provider for the cost of any maintenance/service and/or repairs of its vehicles.

5.3.2 The service provider must ensure that weekly vehicle inspections are completed, and any vehicle identified as being a risk should not be utilized for the transportation of staff. The service provider is to submit their proposed vehicle checklist together with the tender.

5.3.3 TPT will perform ad hoc inspections to verify that the vehicles being utilized are safe and "fit for purpose."

5.3.4 Vehicles utilized to perform the service must not be older than 4 years and a condition assessment to be done. TPT reserves the right to request condition assessment at the start of the contract.

5.3.5 Kindly note that after-market vehicle conversions will not be acceptable for this service. Vehicles supplied must have been manufactured for the purpose of conveying passengers.

5.3.6 The Service Provider shall ensure that all vehicles are operational and have the relevant certificates of conformity; namely:

- licensed and Roadworthy: Certified and valid copies of vehicle licences and roadworthy certificates.
- Registrations: Certified and valid copies of vehicle registrations.
- Department of Labour legislative and Safety compliance requirements in respect of the vehicles.
- Permits and public operating licenses as per requirements (number of shuttles per route), on paragraph 4.3.

5.3.7 The service provider shall ensure that for the duration of the contract with TPT; the vehicles utilized are in a roadworthy and operational condition. TPT shall be entitled to request that the service provider produce a valid roadworthy certificate in respect of any vehicle.

5.3.8 The Service Provider shall ensure that all vehicles utilized in the Transportation Services are clearly marked with the maximum amount of persons allowed, in order to avoid overloading.

5.3.9 The Service Provider's Drivers are to be designated solely for this contract.

6. ROUTE ALLOCATIONS

6.1 TPT will do periodic reviews of all routes to establish whether additional vehicles should be utilized i.e. where the routes have become too extensive based on additional employees/ newly recruited employees and advise the service provider accordingly.

6.2 The number of persons to be transported may change and is dependent on the demand for staff transportation services.

6.3 Shifts rotate on a weekly basis, starting Monday. Notification of shift employees will be given by email on Thursday by 06:00 with regards to employees working Monday to Friday and on a Friday by 15H00 for employees working on Weekends.

6.4 The service provider will be required to filter the collection list and group the employees in their respective residential areas as per the route allocation for collections.

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- 6.5 The service provider will issue each route with a waybill which will reflect all the details i.e.: route, date, shift, area employee names and addresses.
- 6.6 The service provider will ensure that the trip register/waybill gets signed after each delivery by the TPT shift supervisor on duty or operations sign on officer or TPT nominated employee in order to ensure that accurate records are maintained for all drop offs and collections.
- 6.7 Copies of waybills must be attached to the monthly invoices as proof of delivery.
- 6.8 Service provider will be required to transport all employees working 12-hour shifts (inbound and outbound)/employees who were booked to work overtime and will be notified by the TPT supervisor on duty accordingly. This applicable for 8hr shift as well.
- 6.9 TPT reserves the right to cancel all collection requests within 2 hours before time of collection.

7. ROUTES

- 7.1 The service provider shall be required to deliver the employees to and collect the employees from the terminal.
- 7.2 TPT does not guarantee that the information stated in the table above (point 4.3) will be accurate at the time of intent. The information stated above on point 4.3 is indicative and is subject to change based on the business demand.

7.3. Approximate Routes

Route 1:	Route 2:	Route 3:	Route 3A:	Route 4:	Route 5
Motherwell	Kwazakhele	Helenvale	Hillside	Joe Slovo	Bridgemead
Ramaphosa	Soweto on Sea	Gelvandale	Booyens Park	Despatch	Humewood
Wells Estate		Schaederville	Bloemendal	Kwa Dwesi	
Kamvelihle	New Brighton	Korsten	Bethelsdorp	Uitenhage	Walmer
Bluewater Bay	Zwide	Kensington	Cleary Estate	Mission Vale	Central
	Chris Hani	North End	Algoa Park	Kwa Magxaki	Kabega
	France	Malabar	Jacksonville	KwaDwesi Extension	Lorraine
	Soweto	SalsoNeville	KwaNoxolo	Zinyoka	Sherwood
	Veeplaas	Valencia	Chatty		South End
			Windvogel		
			Sidwell		
			West End		

7.3.1 Number of Employees Per Route (Port of Port Elizabeth)

Shift	Route 1	Route 2	Route 3	Route 3A	Route 4	Route 5	Total
A	41	41	10	10	14	14	130
B	40	41	12	9	14	10	126
C	40	39	13	10	14	12	128
Total	105	100	35	29	52	36	384

7.3.2. TPT proposes/anticipated no of vehicles per route (Port of Port Elizabeth)

Shift	Route 1	Route 2	Route 3	Route 3A	Route 4	Route 5
A	2 X 22-seater	2 X 22-seater	1X 15-seater	1X 15-seater	1 x 15-seater	1 X 15-seater
B	2 X 22-seater	2 X 22-seater	1X 15-seater	1X 15-seater	1 X 15-seater	1 X 15-seater
C	2 X 22-seater	2 X 22-seater	1 X 15-seater	1X 15-seater	1 X 15-seater	1 X 15-seater

7.3.3. Number of Employees Per Route (Port of Ngqura)

Shift	Route 1	Route 2	Route 3	Route 3A	Route 4	Route 5	Total
A	17	14	2	1	9	4	47
B	15	8	1	3	13	6	46
C	13	9	1	8	4	1	36
Total	45	31	4	12	26	11	129

7.3.4. TPT proposes/anticipated no of vehicles per route (Port of Ngqura)

Shift	Route 1	Route 2	Route 3	Route 3A	Route 4	Route 5
A	3 x 15 - seater					
B						
C						

The number of Employees is an estimate, and this may change due to business dynamics. NB: TPT is in process of employing 4th shift employees, estimate of 160 Employees will be added on existing structure, thus Service Provider to cater and have additional shuttles. 7 days' notice will be issued by Transnet Port Terminals to add shuttles pending recruitment process.

7.3.5. Port of Port Elizabeth Drop-Off Points

1st drop-off point: Container Terminal / Planning

2nd drop-off point: Bulk Terminal

3rd drop-off point: Car Terminal

4th drop-off point: Break bulk Terminal

7.3.6. Port of Ngqura Drop-Off Points

1st drop-off point: Break bulk Terminal / Finger Jetty

8. CRITICAL FUNCTIONAL REQUIREMENTS

Port of Port Elizabeth

08 certified copies of current vehicle licenses.

8.1. The service provider must have the following vehicles available, which are in a good working condition:

8.1.1. Port of Port Elizabeth eight (8) (15-Seater X 4, 22 –Seater X 4) OWNED OR LEASED

i) Supporting documents to be provided:

- The respondent is required to complete Returnable Schedule 4 as well as attach:
- A certified copy of a valid vehicle license or disk in respect of each vehicle not older than 1 year listed therein
- Service provider to submit intention to lease or purchase documents.

Port of Ngqura

04 certified copies of current vehicle licenses.

8.2. The service provider must have the following vehicles available, which are in a good working condition:

8.2.1 Port of Ngqura four (4) vehicles (3 X 15-seater; 1 x 22-seater) OWNED OR LEASED

ii) Supporting documents to be provided:

- The respondent is required to complete Returnable Schedule 4 as well as attach:
- A certified copy of a valid vehicle license or disk in respect of each vehicle not older than 1 year listed therein
- Service provider to submit intention to lease or purchase documents

8.1.2 LEASED VEHICLES

Where the service provider leases the vehicles i.e. the vehicles are currently in the possession of the service provider in terms of an existing lease agreement; the successful service provider must submit the following additional document prior to commencement of services:

- Certified copy of a duly endorsed and valid lease agreement, which provide a description of the vehicles being leased.
- The lease agreement should provide a description of the vehicles being leased.

8.1.3. INTENTION TO LEASE/PURCHASE

Where the service provider is not in possession of the vehicles and intends to lease or purchase same, the service provider must submit the following document:

Confirmation from the source stating the following:

- a) **It intends to enter into a lease agreement/sale agreement for the required vehicles with the service provider;**
- b) **a description of the vehicles to be leased/purchased i.e. make, model and date of first registration;**
- c) **the quantity of vehicles to be leased/purchased;**
- d) **the seating capacity of each vehicle to be leased/purchased;**
- e) **Availability of the required vehicles to support a two weeks readiness period.**
- **The respondent is required to complete Returnable Schedule 5 in respect of Port of Port Elizabeth's Vehicles as well as to attach:**
- **A letter from the source reflecting the information as set out in paragraphs a-e above.**

Kindly note that the bidder must ensure that all the above-mentioned information (a-e) is captured in the document from the source.

Should any information be outstanding, then the document will NOT be considered for evaluations.

8.1.4. DRIVERS AND LICENCES

The service provider shall therefore be required to have a total of 24 x drivers who hold a valid Code C1 endorsed driver's license.

8.1.4.1. Supporting documents to be provided:

The respondent is required to complete Returnable Schedule 6 in respect its drivers as well as attach:

- **A certified copy of valid drivers' licenses and valid Professional Driver's Permits in respect of each driver listed.**

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- Kindly note that bidders must submit valid, clear and legible copies of the driver's licenses as illegible copies will not be taken into account when evaluating a bid.

8.2. EXPERIENCE:

The service provider should be in the business of providing Staff Transportation Services for a minimum of (5) five years.

8.2.1 Supporting documents to be provided:

- The respondent is required to complete Returnable Schedule 2 as well as attach:
- Two (2) written references issued by the respondent's clients (different clients) which shall be used to verify the Respondent's past performance.
- The references must specifically set out the number of years the respondent has provided

8.3 PUBLIC OPERATING PERMITS

The Service provider shall be required to provide TPT proof / copies of their operating licenses upon submission of tender documentation. For new applicant, proof of the application to be provided upon submission of the tender documentation, once awarded the successful bidder will be required to obtain all operating licenses, permits or amendments within 1-month post award.

8.3.1. Supporting documents to be provided:

- The respondent is required to complete Returnable Schedule 3 as well as attach:
- Confirmation on the service provider's letterhead that it will provide TPT with proof of application for the said operating licenses.

9. SAFETY AND COMPLIANCE

- 9.1 The service provider shall comply with all applicable safety laws and regulations including all instructions received from TPT Management and TPT Supervisory Personnel;
- 9.1.1 The service provider shall especially ensure that its vehicles and the usage thereof comply with the requirements of the Occupational Health and Safety Act 85 of 1993 as amended as well as the regulations thereto.
- 9.2 The service provider shall be required to submit a copy of a valid Letter of Good Standing issued by the Department of Labour prior to the commencement of the contract.
- 9.3 The service provider shall comply with the terminal Safety, Health, Environment and Quality Standard Operating Procedures (SOP) as required by the TPT (SHEQ) Manager;
- 9.3.1 The service provider must provide a safety file (as per TIMS Contractors SHE Specification procedure) for approval before work can commence on site.
- 9.4 The service provider shall be required to undergo TPT's safety induction training programme prior to commencing work on TPT site;
- 9.5 The service provider must ensure compliance to TPT's Security and emergency policies, procedures and regulations;

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- 9.6 There shall be zero tolerance of any form to substance abuse i.e. alcohol, drugs etc. The service provider and/or its employees shall be required to submit to random drug and alcohol testing;
- 9.7 The service provider shall ensure that its employees present on the TPT site are furnished with (at its own cost) and wear safety clothing or personal protective equipment (E.g. reflective jackets, safety boots, hard hats etc.), clothing as well as identity tags.
- 9.8. To ensure Safety of the employees, all vehicles to be fitted with data logger for speed tracking and monitoring purposes (at its own cost), as and when there are speed disputes, Transnet reserves right to get access to the data.

10. GENERAL DUTIES AND REQUIREMENTS

The Service Provider undertakes that during the performance of the Staff Transportation Services that it shall carry out the following general duties:

- 10.1 Perform in accordance with the hours of work as may be stipulated by TPT, which shall include hours of work on public holidays and weekends. All Standby charges and overtime charges will be for the service provider's account.
- 10.2 The service provider shall ensure that all services are fully supervised by a **dedicated supervisor**.
- 10.3 The service provider must regularly liaise with the Human Resources Official/Department and Operations Department in respect of the activities that are taking or will take place which has an impact on the services the service provider renders.
- 10.4 The service provider must communicate the plan and undertake daily activities at the Port of Port Elizabeth and Port of Ngqura upon instruction from the TPT Human Resources/Operations official or his/her delegated officer.
- 10.5 Ensure that the Supervisor on duty follows all planning and allocations according to the TPT schedule and that all communication will be with the nominated TPT's Representatives.
- 10.6 Ensure that all service provider personnel are strictly managed to ensure safety protocols and productivity levels.
- 10.7 Observe all activities relevant to the service requirement, mitigating any unsafe practices.
- 10.8 The service provider shall maintain a comprehensive and current up to date register and file of all authorized drivers and operators who will perform the staff transportation services, which file shall be updated **on a monthly basis** with each driver's records, including but not limited to:
- i. Inductions.
 - ii. First aid training.
 - iii. Safety awareness training.
 - iv. advanced driver training.
 - v. valid driver's licence (scope and expiry date thereof).
 - vi. Professional driving permit (PrDP) (Expiry date thereof).
 - vii. Residential address and telephone number.
 - viii. Relevant medical information which may require attention during the provision of the Staff Transportation Services.
 - ix. Copy of ID;

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- x. any standard operation procedure training;
- xi. Corrective and disciplinary action where incidents/accidents occur.
- 10.9 The service provider shall be required to make such register and file available to TPT upon request.
- 10.10 Provide a reconciliation of the number of staff to TPT’s Representative with completed records after the completion of every operation, or when reasonably required by TPT.
- 10.11 Undertake to provide additional resources as requested by TPT to meet the planned productivity rate should additional staff be required to be transported.
- 10.12 Ensure that at all times, each driver has his own permit and under no circumstances may a supervisor’s or colleague’s permit be used by the Service Provider.
- 10.13 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.
- 10.14 If granted the Service Provider shall nevertheless remain liable to TPT as a principal for the fulfilment of all the obligations of the sub-contractor.
- 10.15 A Business Continuity Plan is to be provided for by the service provider.

11. Penalties

- 11.1 The service provider shall ensure that its services are rendered as stipulated by TPT taking into account that time is of the essence.
- 11.2 The service provider must have a permanently manned telephone (place of business/cell phone), fax machine and/or email, to ensure that immediate contact can be made in case of emergency.
- 11.3 In the event that the Service Provider fails to adequately perform the Service as required by TPT, TPT shall be entitled to deduct the following penalties from the applicable invoices relating to the month in which services were rendered. Poor performance is determined in the sole and unfettered discretion of TPT, and it includes but is not limited to the following:

No.	Description	First non-conformance	Second non - conformance	Third non - conformance
A	Late collection of TPT employees from place of work	Issue non-conformance and implement corrective action to mitigate future failure	A 5% penalty will be deducted from the applicable invoice(s) relating to the month in which services were rendered.	A 10% penalty will be deducted from the applicable invoice(s) relating to the month in which services were rendered.
B	Late delivery of TPT employees at place of work			
C	No show from the driver within 30 minutes of scheduled time		Cost of alternate transport plus R600.00	Cost of alternate transport plus R1000.00
D	Playing of loud music in transit		A 5% penalty will be deducted from the applicable invoice(s)	A 10% penalty will be deducted from the
E	Allowing passengers who are not TPT employees on the trips			

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F	Failing to ensure that vehicle is smoke free		relating to the month in which services were rendered.	applicable invoice(s) relating to the month in which services were rendered.
G	Failing to drive in compliance to Legal driving standards and/or in contravention of TPT standards, policies and procedures			
H	Speeding in the terminal			
I	PPE: non- compliance to TPT Standards			
J	Failure of driver and/or passenger to wear safety belts			
K	Overloading the vehicles with TPT employees in contravention of the law and/or safety requirements			
L	Failure to provide permits/licenses timeously		A 5% penalty will be deducted from the applicable invoice(s) relating to the month in which services were rendered.	Cancellation of contract
M	Driving recklessly/driving under the influence of alcohol	A 10% penalty will be deducted from the applicable invoice(s) relating to the month in which services were rendered.	Removal off site	
N	Driving whilst using a cellular phone without a hands-free kit			
P	Damage caused to TPT property or injury caused to TPT Employees due to the negligence of its employees, permitted sub-contractors and agents.	The service provider shall be solely liable for all costs related hereto. The full amount shall be deducted from the applicable invoice(s) relating to the month in which services were rendered.		
Q	Non-conformance of similar incident(s)	Cancellation of contract		