



**TRANSNET FREIGHT RAIL**  
.....  
a Division of  
**TRANSNET SOC LIMITED**  
(Registration No. 1990/000900/30)

## **REQUEST FOR QUOTATION (“RFQ”)**

**RFQ NUMBER: BLE/51841**

**CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR  
FOR A PERIOD OF 12 MONTHS (1 YEAR).**

**ISSUE DATE : 25 JUNE 2012**  
**CLOSING DATE : 10 JULY 2012**  
**CLOSING TIME : 10H00**

**Please note that late responses and those delivered or posted  
to the wrong address will be disqualified.**



**RFQ NUMBER: BLE/51762**

**WASTE MANAGEMENT SERVICES FOR BELLVILLE AND SALDANHA FOR A PERIOD OF 24 MONTHS  
(2 YEARS).**

**SCHEDULE OF DOCUMENTS**

**Section**

- 1. Notice to Bidders**
- 2. Project Specification**
- 3. Quotation form**
- 4. Resolution of Board of Directors (Respondent's Representative)**
- 5. Certificate of Acquaintance with RFQ Documents**
- 6. Service fees and Costs**
- 7. Certificate of attendance of briefing session**
- 8. General tender conditions**
- 9. Standard terms and conditions of contract**

**Annexures**

**Annexure A - Supplier Declaration Form**

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Respondent's Signature

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Date and Company Stamp



## SECTION 1

**RFQ NUMBER: BLE/51762**

### **WASTE MANAGEMENT SERVICES FOR BELLVILLE AND SALDANHA FOR A PERIOD OF 24 MONTHS (2 YEARS).**

#### **NOTICE TO BIDDERS**

1. Quotations are requested from selected persons, companies, close corporations or enterprises (hereinafter referred to as the "**Respondent(s)**") to supply the above-mentioned requirement(s) to TRANSNET.

On or after 25 June 2012 the RFQ documents may be inspected at, and are obtainable **FREE OF CHARGE** from the office of Local Acquisition Council Room 631 6th Floor, Transnet Park Building, Modderdam Street, Bellville.

Any additional information or clarification will be faxed or emailed to all potential Respondents, if necessary.

**OR**

~~Quotations are requested from selected persons, companies, close corporations or enterprises (herein after referred to as the "**Respondent(s)**") to supply the above mentioned requirement(s) to TRANSNET.~~

~~On or after 2012, the RFQ documents may be inspected at, and are obtainable from the office of .....  
Room \_\_\_\_\_, \_\_\_\_\_ floor, \_\_\_\_\_ Building, \_\_\_\_\_ Street, \_\_\_\_\_ (City/Town)), on payment of an amount of R \_\_\_\_\_  
(Bank guaranteed cheques or cash only) per set.~~

~~NOTE 1.1 This amount is not refundable. RFQ documents will only be available until \_\_\_\_\_ on \_\_\_\_\_ 2012.~~

~~1.2: No RFQ documents will be sold after the \_\_\_\_\_ deadline indicated above.~~

2. A formal briefing session be held but should Respondents have specific queries they should email these to the TRANSNET employee(s) indicated below:

Name : Tamara Dlamini (021) 940 3831

Division : Transnet Freight Rail – Supply Chain Services

Email : [Tamara.Dlamini@transnet.net](mailto:Tamara.Dlamini@transnet.net)

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Respondent's Signature

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Date and Company Stamp



A compulsory Quotation briefing session will be conducted at Paarden Eiland, Transnet Freight Rail Yard on the 29 June 2012, at 11h00 for a period of ± 1 hour. **(Respondent to provide own transportation and accommodation).**

Respondents failing to attend the compulsory briefing session will be disqualified.

**The briefing session will start punctually at 11h00 and Respondents arriving late will not be accommodated.**

**Site inspection: Viewing of the actual site will be discussed at the Briefing Session.**

For specific queries before the closing of the RFQ, the following Transnet Freight Rail's employee(s) may be contacted by email only:

Name : Isak Matthews (012) 940 3238 / 083 274 4812  
Division : Transnet Freight Rail  
Email : [Isak.Matthews@transnet.net](mailto:Isak.Matthews@transnet.net)

Quotations must reach the offices of Supply Chain Services, before the closing hour on the date shown below, and must be enclosed in a sealed envelope which must have inscribed on the outside:

<b>RFQ No</b>	<b>: WR/BLE/51841</b>
<b>Description</b>	<b>: Cleaning of offices</b>
<b>Closing date and time</b>	<b>: 10 July 2012 at 10h00</b>
<b>Closing address (refer options paragraph 4 below)</b>	

3. **DELIVERY INSTRUCTIONS FOR THIS RFQ**

- 4.1 **If posted**, the envelope must be addressed to the Secretary, Transnet Freight Rail Acquisition Council, PO Box 2986 Bellville 7535 and must be dispatched in time for sorting by the Post Office to reach the Secretary before the closing time of the RFQ. In the event of the late receipt of a Quotation, the Respondent's franking machine impression will not be accepted as proof that the response was posted in time.
- 4.2 **If delivered by hand**, the envelope is to be deposited in the Transnet Freight Rail tender box which is located at the main entrance, Foyer of this building at ground Floor between 07:30 and 16:00, Mondays to Fridays and should be addressed as follows:

<b>LOCAL ACQUISITION COUNCIL</b> <b>Transnet Park</b> <b>Ground Floor</b> <b>Modderdam Road</b> <b>BELLVILLE</b>
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- 4.3 **If dispatched by courier**, the envelope must be addressed as follows and delivered to the Office of The Secretary, Local Acquisition Council and a signature obtained from that Office.

**LOCAL ACQUISITION COUNCIL**  
**Transnet Park**  
**Ground Floor**  
**Modderdam Road**  
**BELLVILLE**

The measurements of the "tender slot" are 500mm wide x 100mm high, and Respondents must please ensure that response documents or files are not larger than the above dimensions. Responses which are too bulky (i.e. more than 100mm thick) must be split into two or more files, and placed in separate envelopes. **Tender number and description must be written outside the envelope.**

4. Please note that this RFQ closes punctually at 10:00 on Tuesday 10 July 2012.
5. If responses are not posted or delivered as stipulated herein, such responses will not be considered and will be treated as "UNRESPONSIVE".
6. NO EMAIL OR FACSIMILE RESPONSES WILL BE CONSIDERED.
7. The responses to this RFQ will be opened as soon as practicable after the expiry of the time advertised for receiving them.
8. TRANSNET shall not, at the opening of responses, disclose to any other company any confidential details pertaining to the Quotations / information received, i.e. pricing, delivery, etc. The names and location of the Respondents will, however, be divulged to other Respondents upon request.
9. Envelopes must not contain documents relating to any RFQ other than that shown on the envelope.
10. No slips are to be attached to the response documents. Any additional conditions must be embodied in an accompanying letter. Subject only to clause 22 (ALTERATIONS MADE BY THE RESPONDENT TO TENDER PRICES) of the General Tender Conditions, alterations, additions or deletions must not be made by the Respondent to the actual RFQ documents.

**BROAD-BASED BLACK ECONOMIC EMPOWERMENT ("BBBEE")**

TRANSNET fully endorses and supports the South African Government's Broad-Based Black Economic Empowerment Programme and it is strongly of the opinion that all business enterprises have an equal obligation to redress the imbalances of the past. TRANSNET would therefore prefer to do business with business enterprises who share these same values and who are prepared to contribute to meaningful BBBEE initiatives (including and not limited to enterprise development, subcontracting and Joint Ventures) as part of their tender response.



Transnet would accordingly allow a “preference” in accordance with the 10% preference system, as per the Preferential Procurement Policy Framework Act 5 of 2000 (as amended) to companies who provide a BBBEE accreditation Certificate. All procurement and disposal transactions in excess of R30000 will be evaluated accordingly. All transactions below R30000 will as far as possible be earmarked for EME’s.

TRANSNET consequently urges Respondents (Large enterprises and QSE’s – see below) to have themselves duly accredited by any one of the Accreditation Agencies [approved](#) by SANAS (South African National Accreditation System, under the auspices of the DTI).

In terms of Government Gazette No. 32094, Notice No. 354 dated 23 March 2010, as from 1 August 2010, only BBBEE accreditation Certificates issued by SANAS approved verification agencies will be valid.

However accreditation certificates issued before 23 March 2012 and which are still within their one (1) year validity period will still be acceptable, until their expiry date provided that the accreditation was done in accordance **with the latest codes (i.e. those promulgated on 9 February 2007)**.

BBBEE Accreditation Certificates issued after the published date i.e. 23 March 2010, by a Verification Agency not approved by SANAS, will **NOT** be acceptable as from 23 March 2010.

12.1 Enterprises will be rated by such Accreditation Agencies based on the following:

(a) **Large Enterprises (i.e. annual turnover >R35 million):**

- Rating level based on all 7 (seven) elements of the BBBEE scorecard
- Enterprises to provide BBBEE certificate and detailed scorecard (to be renewed annually)

(b) **Qualifying Small Enterprises – QSE (i.e. annual turnover >R5 million but <R35 million):**

- Rating based on any 4 (four) of the elements of the BBBEE scorecard
- Enterprises to provide BBBEE certificate and detailed scorecard (to be renewed annually)

(c) **Exempted Micro Enterprises – EME (i.e. annual turnover <R5m are exempted from being rated or verified):**

- Automatic BBBEE Level 4 rating, irrespective of race ownership, i.e. 100% BBBEE recognition
- Black ownership >50% or Black Women ownership >30% automatically qualify as Level 3 BBBEE rating, i.e. 110% BBBEE recognition
- EME’s should provide documentary proof of annual turnover (i.e. audited financials) plus proof of Black ownership if Black ownership >50% or Black Women ownership >30% (to be renewed annually) from their Auditors / Accounting Officers

12.2 In addition to the above, Respondents who wish to enter into a Joint Venture (JV) or subcontract portions of the contract to BBBEE companies must state in their Tenders / Proposals the percentage of the total contract value which would be allocated to such BBBEE companies, should they be successful in being awarded any business. A rating certificate in respect of such BBBEE JV-partners and/or sub-contractors, as well as a breakdown of the distribution of the aforementioned percentage allocation must also be furnished with the tender response to enable Transnet to evaluate / adjudicate on all tenders received on a fair basis.



**12.3 Each Respondent is required to furnish proof of its BBEE status (Certificate and Detailed Scorecard) as stipulated above to TRANSNET.**

<p><b>Turnover:</b> Indicate your company's most recent annual turnover:</p> <p>R.....</p>
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- If annual turnover <R5m, please attach auditors / accounting officers letter confirming annual turnover and percentage black ownership as well as Black Women ownership
- If annual turnover >R5m please attach BBEE certificate and detailed scorecard from an accredited rating agency.

12.4 The DTI has created an online **B-BBEE Registry** (<http://www.dti.gov.za>) in order to provide a central and standardized source of the B-BBEE status of all entities, and to facilitate the flow of this information amongst entities by providing a Unique Profile Number (UPN) per each listing. Existing and prospective suppliers are therefore urged to list their B-BBEE status on the DTI Registry. Hence, entities verified by DTI, will receive the following benefits:

- Their BBEE status will be verified and confirmed by the DTI, before listing on the Registry
- Listing on the Registry will provide suppliers the option to market themselves on the DTI B-BBEE Opportunities Network. This is a search engine that is designed to help businesses find B-BBEE compliant entities who match specific requirements in terms of the nature of services/goods provided, region, B-BBEE status or other search criteria.

Transnet supports this DTI initiative and will use the DTI Registry to verify prospective and existing suppliers' BBEE credentials.

12.5 The respondent will provide Transnet with its DTI B-BBEE UNIQUE PROFILE NUMBER with all tender submissions.

<p><b>DTI BBEE UNIQUE PROFILE NUMBER:</b></p> <p>.....</p>
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12.6 Failure to submit your BBEE information in terms of 14.3 and/or 14.5 (above) will result in a score of zero being allocated for BBEE evaluation.

**11. COMMUNICATION**

Respondents are warned that a response will be liable to disqualification should any attempt be made by a Respondent either directly or indirectly to canvass any officer(s) or employee of TRANSNET in respect of this RFQ between the closing date and the date of the award of the business.

A respondent may, however, BEFORE THE CLOSING DATE AND TIME, direct any enquiries relating to the RFQ to the TRANSNET employee as indicated in (2) above, and may also at any time after the closing



date of the RFQ, communicate with the Secretary of the Western Region Acquisition Council, at telephone no. 021 940 3831 or fax no. 011 774 9813 on any matter relating to its RFQ response.

**12. RFQ SCHEDULE**

Respondents will be contacted as soon as practicable with a status update. At this time short-listed Respondents may be asked to meet with TRANSNET representatives at a location to be agreed.

**13. INSTRUCTIONS FOR COMPLETING THE RFQ**

- (i) Sign one set of documents (sign and date the bottom of each page). This set will serve as the legal and binding. The following returnable documents must accompany all Quotations:
- Respondent's latest audited financial statements;
  - Respondent's valid Tax Clearance Certificate.

**14. COMPLIANCE**

The successful Respondent (hereinafter referred to as the "Supplier") shall be in full and complete compliance with any and all applicable State and Local Laws and Regulations.

**15. ADDITIONAL NOTES:**

- All returnable documents as indicated in the Quotation Form (Section 3) must be returned with the response
- Respondents are to note that Quotations in which firm prices are quoted for the duration of any resulting contract may receive precedence over prices which are subject to adjustment
- Changes by the Respondent to its submission will not be considered after the closing date
- The person or persons signing the Quotation must be legally authorised by the Respondent to do so (Refer Section 4). A list of those person(s) authorised to negotiate on your behalf (if not the authorised signatories) must also be submitted along with the Quotation together with their contact details.
- All prices must be quoted in South African Rands
- TRANSNET reserves the right to undertake post-tender negotiations with selected Respondents or any number of short-listed Respondents and may wish to visit the Respondent's place of manufacture (works) during this process.

**NB: Unless otherwise expressly stated, all Quotations furnished pursuant to this Request shall be deemed to be offers. Any exceptions to this statement must be clearly and specifically indicated. TRANSNET reserves the right to reject any or all offers.**

**FAILURE TO OBSERVE ANY OF THE ABOVE-MENTIONED REQUIREMENTS  
MAY RESULT IN A QUOTATION BEING REJECTED**

\_\_\_\_\_  
Respondent's Signature

\_\_\_\_\_  
Date and Company Stamp



16. **DISCLAIMERS**

Respondents are hereby advised that TRANSNET is not committed to any course of action as a result of its issuance of this RFQ and/or its receipt of a Quotation in response to it. In particular, please note that TRANSNET reserves the right to:

- modify the RFQ's Service(s) and request Respondents to re-bid on any changes
- reject any Quotation which does not conform to instructions and specifications which are detailed herein
- disqualify Quotations submitted after the stated submission deadline
- not necessarily accept the lowest priced Quotation
- reject all Quotations, if it so decides
- award a contract in connection with this Quotation at any time after the RFQ's closing date
- award only a portion of the proposed Services which are reflected in the scope of this RFQ
- split the award of the contract between more than one Supplier
- make no award of a contract

Kindly note that TRANSNET will not reimburse any Respondent for any preparatory costs or other work performed in connection with this Quotation, whether or not the Respondent is awarded a contract.

17. **Any QUOTATION submitted by a Respondent is subject to review and negotiation of the proposed contract by TRANSNET's Legal Counsel.**

NAME OF RESPONDENT .....

PHYSICAL ADDRESS .....

.....

Respondent's contact person: Name.....

Designation.....

Telephone.....

Cellphone.....

Facsimile.....

Email.....



**TRANSNET urges its clients, suppliers and the general public  
to report any fraud or corruption  
on the part of TRANSNET's employees to  
TIP-OFFS ANONYMOUS: 0800 003 056**

**SUBSTANCE ABUSE TESTING**

The OHSA (Act 85 of 1993) clearly states in the Safety Regulations no. **2A "INTOXICATION"** **An employer or user, as the case may be, shall not permit any person who appears to be under the influence of intoxicating liquor or drugs, to enter or remain at a workplace".** Transnet Freight Rail enforces this legislation by means of its Substance Abuse Policy, and therefore reserves the right to do substance abuse testing on anyone who enters their premises.

**“PREVIEW COPY ONLY”**

\_\_\_\_\_  
Respondent's Signature

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\_\_\_\_\_  
Date and Company Stamp



## SECTION 2

RFQ NUMBER: BLE/51841

### CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR FOR A PERIOD OF 12 MONTHS (1 YEAR).

#### SPECIAL CONDITIONS

#### 1. SCOPE

- 1.1 Tenders are invited for the cleaning of offices and gardening at the TRANSNET FREIGHT RAIL at Salt River Supply, Paarden Eiland, Maitland and Cape Town Harbour for a period of 12 months.
- 1.2 The Contractor shall include for the proper completion of the work as described and shall allow for all cost incurred.

#### 2. GENERAL

##### 2.1 Material and Equipment

- 2.1.1 The successful contractor shall supply all necessary cleaning material and equipment for the proper cleaning of the offices and toilet as required.
- 2.1.2 Service Level Agreement will be signed with the successful bidder.

##### 2.2 Accommodation

- 2.2.1 Accommodation for the successful tenderer's employees will be made available, if required. This accommodation is for a lockable place to store material and equipment.

##### 2.3 Defects

- 2.3.1 All defects must be reported daily to Mr. DAWID ARNOLDUS on facsimile no. (021) 940 - 2903

#### 3. PRICING

- 3.1 *No provision shall be entertained for any wage increases during the contract period.*

#### 4. DURATION OF CONTRACT

- 4.1 This contract is provisionally for a period of 12 months.

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Respondent's Signature

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Date and Company Stamp



**5. TIME TO COMPLETE THE WORK AND PENALTIES**

5.1 The successful tenderer shall be required to complete the whole of the work, as set out in the Particular Specification, for the whole of the 6 months period from the date the successful tenderer is advised of the acceptance of his/her tender.

**6. SITE INSPECTION**

6.1 A site inspection will be arranged. Interested tenderers should contact Mr Isak Matthews. @ 021 940 3238 and mobile 083 274 4812

**7. SITE INSTRUCTION BOOK**

*A site instruction book (with triplicate pages) must be in the possession of the contractor for each building to receive instructions or the recording of complaints.*

**8. Staff Compliment**

The full staff compliment as quoted in the tender document must be present at all times on site. This means the number of people on duty from the contractor staff compliment on site during normal working hours. Working hours are between 07: 30 and 16:00 –Mondays to Fridays. (Excluding public holidays)

**9. Supervision**

The contractor must have a supervisor on site at all times. This supervisor will be the person that reports to the contractor. Transnet representative will communicate with only this delegated person regarding inspections and / or defective work / workmanship. Transnet's representatives will not be acting as supervisors to the contractor's staff.

“PREVIEW COPY ONLY”

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Respondent's Signature

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Date and Company Stamp



**RFQ NUMBER: BLE/51841**

**CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR FOR A PERIOD OF 12 MONTHS (1 YEAR).**

**PROJECT SPECIFICATION**

**SCOPE**

Tenders are invited for the cleaning of offices and gardening at the TRANSNET FREIGHT RAIL at Salt River Supply, Paarden Eiland, Maitland and Cape Town Harbour for a period of 12 months.

The Contractor shall allow for the proper completion of the work as described and for all cost incurred.

The successful contractor shall supply all necessary cleaning material, soft soap and toilet requirements such as roller towel and equipment for the cleaning of the offices and toilet as required. Below is a guide to the amount of toilet paper and roller towels required per month?

NAME	AREA m2	OCCUPANTS	Toilet rolls	Roller towels
Paarden Eiland 02BAD16C	105	6	18	2
Paarden Eiland 02BAD19C	276 s	16	48	3
Paarden Eiland 02BAD28C	12	1	5	1
Paarden Eiland 02BAD27C	210	12	36	2
Paarden Eiland 02BAD69C	45	1	5	1
Salt River 02BAD60C	42	3	12	2
Salt River 02BAD61C	83	11	33	2
Salt River 02BAD63C	48	6	18	2
Maitland 02BAJ25C	192.78	12	80	1
Maitland 02BAJ24C	192.78	12	10	1
Maitland 02BAJ20C	15.25	3	12	1
Cape Town Harbour	32	3	12	1

Respondent's Signature

Date and Company Stamp



02YH058				
OFFICE COMPLEX 02XJ044C	256	44	120	4
Weigh bridge 02BHo36	28	3	12	1
Control Cabin 02BH035	28	3	12	1
Control Point 02YH009	32	3	12	1
Container Office	18	3	12	1
<b>TOTAL</b>	<b>1615.81</b>	<b>56</b>	<b>175</b>	<b>13</b>

**WINDOW CLEANING**

Wash window frames internally and externally with detergent and allow time to dry.  
 Polish brass window fittings with brass cleaning agent / polish.  
 Wipe glass surface with damp cloth to remove surface grime.  
 Then clean glass surface with window cleaning agent.  
 This cleaning method is to be applied to all internal glass panelling and glass door panelling.

**NB: Window cleaning will be paid for on a separate invoice this must be submitted after inspection by the project manager.**

**STRIPPING OF VINYL FLOORS**

Vinyl floors are to be stripped using a recognized stripping agent with a buffing machine.  
 Allow floor surface to dry.  
 Apply first coat of sealer.  
 The floor surface must be allowed to dry and thereafter second (2) coats of sealer must be applied.

**DEEP CLEAN**

Deep clean – shower cubicles,  
 All tile surfaces are to be stripped by using a recognized bacterial stripper.  
 Once surface has been washed it must be allowed to dry.  
 Lastly tiled surfaces must be sprayed with an antifungal spray.  
 Shower mats is to be disinfected in this cleaning process by washing /scrubbing with an antifungal cleaner and allowed to dry by leaving in sun for proximately an hour.

**Pest Control**

The Contractor has to allow for insecticide for any pests on an ad-hoc basis and any arrangements to have the areas vacated should be communicated with the Managers in Charge of that specific building.  
 Pest control must be conducted by a registered supplier.



**General**

Any rubbish, debris and dirt arising from the cleaning operations must at all times be dumped at an approved dumping site of the Local Authority and not on Transnet land.

**SUPPLY AND SERVICE SHE BINS**

As this is a specialist item the contractor is to outsource this service from a registered hygiene supplier. The cost of such a service is to be added to the contended price. The provision of the hygiene service is a specialised service and is only to be executed by a registered hygiene service provider. The cost of such service is to be added to the contended price. This agreement with the external supplier is for the cost of the contender and not for Transnet Freight Rail directly.

<b>TOILETS AND BATHROOMS</b>	<b>DAILY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>
Clean basins & taps	✓		
Clean toilet pans & seat	✓		
Clean urinals	✓		
Clean windows			✓
Deep clean shower			✓
Clean shower	✓		
Dust walls		✓	
Dust window sills		✓	
Empty "She bins" (Registered Suppliers)			✓
Empty waste bins	✓		
Move and clean behind items			✓
Place deo-blocks		✓	
Polish floors			✓
Refill condom dispenser			✓
Refill Roller towel			✓
Refill soap dispenser		✓	
Refill toilet paper	✓		
Remove cobwebs with duster			✓

Respondent's Signature

Date and Company Stamp



Shine doors			✓
Shine polished surfaces - WOODEN			✓
Strip floors – VINYL FLOOR SURFACES		once	Annually
Sweep floor surfaces	✓		
Wash floors - VINYL FLOOR SURFACES		✓	
Wipe skirting boards		✓	
Wipe wall tiles		✓	
Shine mirrors	✓		
<b>KITCHEN</b>	<b>DAILY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>
Clean basins & taps	✓		
Clean kitchen sink / wash dishes	✓		
Clean windows			✓
Dust furniture / polish		✓	
Dust walls			✓
Dust window sills			✓
Move and clean behind items			✓
Shine polished surfaces - WOODEN		✓	
Strip floors – VINYL FLOOR SURFACES			✓
Sweep floor surfaces	✓		
Wash floors - VINYL / CERAMIC TILES			✓
Shine doors		✓	
Shine polished surfaces			✓
Wipe skirting boards			✓
Wipe table surfaces			✓
Wipe wall tiles		✓	
Empty waste bins	✓		

Respondent's Signature

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Date and Company Stamp



OFFICES, HALL WAYS AND PASSAGES	DAILY	WEEKLY	MONTHLY
Clean windows			✓
Dust furniture		✓	
Dust walls			✓
Dust window sills		✓	
Move and clean behind items			
Polish floors			✓
Remove cobwebs with duster		✓	
Shine doors			✓
Shine polished surfaces		✓	
Strip floors – VINYL FLOOR SURFACES		✓	
Sweep floor surfaces		once	Annually
Vacuum carpets		✓	
Steam clean carpets		once	Annually
Wipe skirting boards		✓	
Wipe table surfaces	✓		
Wipe wall tiles		✓	
Empty waste bins	✓		

“PREVIEW COPY ONLY”

Respondent's Signature

Date and Company Stamp



## 1. EXECUTIVE OVERVIEW

The selected service provider(s) 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, TRANSNET and its Supplier(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:

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

## 2. GENERAL INFORMATION

It is required that all TRANSNET operating divisions will be included in the scope of this Quotation.

The service provider(s) shall be fully responsible to TRANSNET for the acts and omissions of persons directly or indirectly employed by them.

The service provider(s) must provide the identified information requested and comply with the requirements stated in the RFQ.

## 3. EXCHANGE AND REMITTANCE

The attention of the Respondents is specially directed to clause 7 of the General Tender Conditions Form CSS5 (revised August 2008). The Respondent is also to note that the particulars of the exchange rate on which the Respondent has based its tendered price(s), is/are to be stipulated hereunder only if



TRANSNET is requested by the Respondent to effect payment overseas direct to the Respondent's principal/Supplier.

**4. SERVICE LEVELS**

- Experienced national account representative/s to work with Transnet's sourcing/procurement department (no sales representatives are needed for individual department/locations). Additionally, there shall be a minimal number of people, fully informed and accountable for this agreement.
- Transnet will have quarterly reviews with the Supplier's account representative on an ongoing basis.
- Transnet reserves the right to request that any member of the Supplier's team involved on the Transnet account be replaced if deemed not to be adding value for Transnet
- Supplier guarantees that it will achieve a 95% service level on the following measures. If the Supplier does not achieve this level as an average over each quarter, Transnet will receive a 1.5% rebate on quarterly fees payable in the next quarter:
  - On-time deliverables
- Supplier must provide a toll-free number or alternative number for customer service calls.
- Failure of the Supplier to comply with stated service level requirements will give Transnet the right to cancel the contract in whole, without penalty, giving 30 (thirty) days' notice to the Supplier.

**Accepted:**

YES		NO	
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**5. CONTINUOUS IMPROVEMENT INITIATIVES AND VALUE ADD**

Respondents shall indicate whether they are committed to participate in the continuous improvement initiatives of TRANSNET to reduce the overall cost of transportation within South Africa during the duration of the contract.

**Accepted:**

YES		NO	
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If "yes", please specify.

Respondents must briefly describe their commitment to the continuous improvement initiatives and give examples of specific areas and strategies where cost reduction initiatives can be introduced. Specific areas and proposed potential savings percentages should be included. Additional information can be appended to the Respondent's Quotation if there is insufficient space available.



.....  
.....  
.....

**6. RISK**

Respondents must elaborate on the control measures put in place by their company, which mitigate the risk to TRANSNET, pertaining to potential non-performance by a Supplier in relation to -

(i) quality of the Service(s) provided:

.....  
.....  
.....  
.....

(ii) continuity of provision of the Service(s):

.....  
.....  
.....

(iii) compliance with the Occupational Health and Safety Act, 85 of 1993

.....  
.....  
.....

\_\_\_\_\_  
Respondent's Signature

\_\_\_\_\_  
Date and Company Stamp



**7. REFERENCES**

Please indicate below the company names and contact details of existing customers whom TRANSNET may contact to seek third party evaluations of your current service levels:

Name of Company	Nature of work & period	Telephone number	Contact Person

**8. EVALUATION CRITERIA**

TRANSNET will utilise the following criteria (not necessarily in this order) in choosing a Supplier, if so required:

- Pricing (fees) - Whilst not the sole factor for consideration, competitive pricing will be critical in indicating how much you value TRANSNET's business
- An explicit commitment to continuous improvement initiatives
- Compliance - Completeness of your responses and content of the Quotation will be considered
- Financial strength
- References
- BBBEE status of company
- Letter of Good Standing – Compensation Commissioner
- Contractor to be registered with National Contract Cleaners Association (NCCA)
- Preference will be given to local suppliers within Cape Town region

\_\_\_\_\_  
 Respondent's Signature

\_\_\_\_\_  
 Date and Company Stamp



### SECTION 3

RFQ NUMBER: BLE/51841

**CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR  
FOR A PERIOD OF 12 MONTHS (1 YEAR).**

I/We \_\_\_\_\_  
(name of company, close corporation or partnership)

\_\_\_\_\_ of (full address)

carrying on business under style or title of  
\_\_\_\_\_  
\_\_\_\_\_

represented by \_\_\_\_\_

in my capacity as \_\_\_\_\_

being duly authorised thereto by a Resolution of the Board of Directors or Members or Certificate of Partners, as the case may be, dated \_\_\_\_\_ a certified copy of which is annexed hereto, hereby offer to supply the above-mentioned Services at the prices quoted in the schedule of prices in accordance with the terms set forth in the accompanying letter(s) reference \_\_\_\_\_ and dated \_\_\_\_\_ (if any) and the documents listed in the accompanying schedule of RFQ documents.

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

- (i) Standard Terms and Conditions of Contract, Form No. US7 - Services (revised August 2008);
- (ii) General Tender Conditions, Form CSS5 – Services (revised August 2008); and
- (iii) any other standard or special conditions mentioned and/or embodied in the Request for Quotation form; and;-

\_\_\_\_\_  
Respondent's Signature

\_\_\_\_\_  
Date and Company Stamp



I/We accept that unless TRANSNET should otherwise decide and so inform me/us in the facsimile or letter of acceptance, this Quotation (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 the facsimile or letter of acceptance, this Quotation (and, if any, its covering letter and any subsequent exchange of correspondence) together with TRANSNET's letter of acceptance, shall constitute a binding contract between TRANSNET and me/us until the formal contract is signed.

I/We further agree that if, after I/we have been notified of the acceptance of my/our Quotation, I/we fail to enter into a formal contract if called upon to do so, or fail to commence the service, within 4 (four) weeks, 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 Quotations afresh and/or having to accept any less favourable Quotation.

I/We accept that any contract resulting from this offer will be for a period of .....only, and agree to a penalty clause to be negotiated with TRANSNET, which will allow TRANSNET to invoke a penalty (details to be negotiated) against us should the delivery of the Services be delayed due to non-performance by us.

The law of the Republic of South Africa shall govern the contract created by the acceptance of this RFQ. The *domicillium 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 accredited agent in the Republic of South Africa who is empowered to sign any contract which may have to be entered into in the event of their Quotation being accepted and to act on their behalf in all matters relating to the contract.

Respondent to indicate *domicillium citandi et executandi* hereunder:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**NOTIFICATION OF AWARD OF RFQ**

As soon as possible after approval to award the contract/s, the successful Respondent (the Supplier) will be informed of the acceptance of its Quotation. Unsuccessful Respondents will be advised in writing of the name of the successful Supplier and the reason as to why their Quotations have been unsuccessful, for example, in the category of price, deliverables, quality, BBBEE status or for any other reason.

**VALIDITY PERIOD**

TRANSNET desires a validity period of 3 (three) months (from closing date) against this RFQ. It should be noted that Respondents may offer an earlier validity period, but that their Quotations may be disregarded for that

\_\_\_\_\_  
Respondent's Signature

\_\_\_\_\_  
Date and Company Stamp



reason. Should Respondents be unable to comply with this validity period, an alternative validity period must be stated hereunder:

This RFQ is valid until \_\_\_\_\_ (State alternative validity period/date).

**TAX (VAT) REGISTRATION NUMBER**

The Respondent must state hereunder the tax registration number which is applicable to Value-Added Tax:

\_\_\_\_\_

**TAX CLEARANCE CERTIFICATE**

Respondents are required to forward a valid copy of their company's Tax Clearance Certificate with their Quotation.

Indicate tax clearance certificate expiry date: \_\_\_\_\_

**BANKING DETAILS**

BANK: \_\_\_\_\_

BRANCH NAME / CODE: \_\_\_\_\_

ACCOUNT HOLDER: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

**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 Quotation 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 and Company Stamp



**REGISTRATION CERTIFICATE**

Respondents must submit a certified copy of their company's Registration Certificate with their Quotation.

**NAME AND ADDRESS OF ACCREDITED AGENT**

Provide hereunder, if applicable, details of the accredited agent in the Republic of South Africa appointed as local representative by foreign Respondents and whose address shall be regarded as the Respondent's domicilium citandi et executandi in terms of the Standard Terms and Conditions of Contract, US7 – Services (revised August 2008).

Name	.....
Address	..... .....

**CONFIDENTIALITY**

All information related to a subsequent contract, both during and after completion, is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from provision of the Service(s), which is either directly or indirectly related to TRANSNET's business, written approval to divulge such information will have to be obtained from TRANSNET.

**DISCLOSURE OF PRICES TENDERED**

Respondents must indicate here **whether TRANSNET may disclose** their tendered prices and conditions to other Respondents:

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

“PREVIEW COPY ONLY”

\_\_\_\_\_  
Respondent's Signature

\_\_\_\_\_  
Date and Company Stamp



**DECLARATION**

Respondents to declare hereunder whether any family and/or direct relationship exists between any of the owners / members / directors / partners / shareholders (unlisted companies) of the responding company and any employee or board member of the TRANSNET Group:

<b>YES</b>	
------------	--

<b>NO</b>	
-----------	--

If YES, please indicate below:

FULL NAME OF OWNER/MEMBER/DIRECTOR/  
 PARTNER/SHAREHOLDER

ADDRESS

---



---



---

Indicate nature of relationship (if any):

---



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*(Failure to furnish complete and accurate information in this regard may lead to the disqualification of a response and may preclude a Respondent from future business with TRANSNET)*

**PRICE REVIEW**

The successful Respondent(s) 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 the benchmarking exercise. If the Respondent's price(s) is/are found to be higher than the benchmarked price(s), then the Respondent shall match or better such price(s) within 30 days - failing which the Contract may be terminated at TRANSNET's discretion for the particular Service(s) purchased outside the contract.

**RETURNABLE DOCUMENTS**

Respondents are required to submit the following returnable documents with their responses (see tick):

<b>Notice to Bidders – Section 1</b>	✓
<b>Project Specification – Section 2</b>	✓
<b>Quotation Form – Section 3</b>	✓
<b>Resolution of Board of Directors (Respondent's Representative) - Section 4</b>	✓
<b>Certificate of Acquaintance with RFQ Documents – Section 5</b>	✓
<b>Service fees and costs – Section 6</b>	✓
<b>Audited Financials for previous year</b>	✓
<b>Valid Tax Clearance Certificate</b>	✓
<b>VAT Registration Certificate</b>	✓
<b>BBBEE Accreditation Certificate</b>	✓
<b>Certificate of attendance of RFQ Briefing – Section 7</b>	✓
<b>Letter of Good Standing from the Compensation Commissioner</b>	✓

\_\_\_\_\_  
 Respondent's Signature

\_\_\_\_\_  
 Date and Company Stamp



**NOTE: Sections 1, 2, 3, 4, 5, 6, 7, , and 8 , as indicated in the footer of each page, must be signed and dated by the Respondent.**

**By signing the RFQ documents, the Respondent is deemed to acknowledge that he / she has made himself / herself thoroughly familiar with all the conditions governing this RFQ, including those contained in any printed form stated to form part hereof and Transnet Limited will recognise no claim for relief based on an allegation that the Respondent overlooked any such condition or failed properly to take it into account for the purpose of calculating tendered prices or otherwise.**

SIGNED at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2012.

SIGNATURE OF WITNESSES:

ADDRESS OF WITNESSES:

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE:

NAME: \_\_\_\_\_

DESIGNATION: \_\_\_\_\_

“PREVIEW COPY ONLY”



### SECTION 4

RFQ NUMBER: BLE/51841

**CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR FOR A PERIOD OF 12 MONTHS (1 YEAR).**

#### SIGNING POWER : RESOLUTION OF BOARD OF DIRECTORS

Name of Company \_\_\_\_\_

It was resolved at a meeting of the Board of Directors held on \_\_\_\_\_ that

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

in his/her capacity as indicated above is/are hereby authorised to enter into, sign, execute and complete any documents relating to Tenders, Quotations and/or Contracts for the supply of Services.

FULL NAME \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE CHAIRMAN

FULL NAME \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE SECRETARY



## SECTION 5

RFQ NUMBER: BLE/51841

CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR  
FOR A PERIOD OF 12 MONTHS (1 YEAR).

### CERTIFICATE OF ACQUAINTANCE WITH RFQ DOCUMENTS

NAME OF COMPANY: \_\_\_\_\_

I/We \_\_\_\_\_ do

hereby certify that I/we acquainted myself/ourselves with all the documentation comprising this RFQ and all conditions contained therein, as laid down by Transnet Limited for the carrying out of the proposed supply/service/works for which I/we submitted my/our response.

I/We furthermore agree that Transnet Limited shall recognise no claim from me/us for relief based on an allegation that I/we overlooked any RFQ/contract condition or failed to take it into account for the purpose of calculating my/our offered prices or otherwise.

SIGNED at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 2012.

WITNESS : \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF RESPONDENT



## SECTION 6

RFQ NUMBER: BLE/51841

**CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR  
 FOR A PERIOD OF 12 MONTHS (1 YEAR).**

### SERVICE FEES AND COSTS A

NAME	AREA m2	RATE	AMOUNT
Paarden Eiland 02BAD16C	105		
Paarden Eiland 02BAD19C	276		
Paarden Eiland 02BAD28C	12		
Paarden Eiland 02BAD27C	210		
Paarden Eiland 02BAD69C	45		
Salt River 02BAD60C	42		
Salt River 02BAD61C	83		
Salt River 02BAD63C	48		
Maitland offices 02BAJ25C	192.78		
Maitland offices 02BAJ24C	192.78		
Maitland control cabin 02BAJ20C	15.25		
Cape Town Harbour 02YH058	32		
OFFICE COMPLEX 02XJ044C	256		
Weigh bridge 02BHo36 Cape Town Harbour	28		
Control Cabin 02BH035 Cape Town Harbour	28		
Control Point 02YH009 Cape Town Harbour	32		
Container Office Cape Town Harbour	18		
<b>TOTAL (VAT EXCLUDED)</b>	<b>1615.81</b>		<b>R</b>

Respondent's Signature

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Date and Company Stamp



**RFQ NUMBER: BLE/51841**

**CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR  
 FOR A PERIOD OF 12 MONTHS (1 YEAR).**

**SERVICE FEES AND COSTS B**

NAME	PERIOD	AMOUNT
Paarden Eiland	QUARTERLY	
Maitland	QUARTERLY	
Salt River	QUARTERLY	
Cape Town Harbour	QUARTERLY	
<b>TOTAL (VAT EXCLUDED)</b>		<b>R</b>

**SERVICE FEES AND COSTS SUMMARY**

<b>TOTAL OF SERVICE FEES AND COSTS A</b>	<b>R</b>	<b>X 12</b>	
<b>TOTAL OF SERVICE FEES AND COSTS B</b>	<b>R</b>	<b>X 4</b>	
<b>COMBINED TOTAL (VAT EXCLUDED)</b>	<b>R</b>		<b>R</b>

Price in Words:

\_\_\_\_\_

(Excluding VAT )

\_\_\_\_\_  
 Respondent's Signature

\_\_\_\_\_  
 Date and Company Stamp



## SECTION 7

RFQ NUMBER: BLE/51841

CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR  
FOR A PERIOD OF 12 MONTHS (1 YEAR).

### CERTIFICATE OF ATTENDANCE OF BRIEFING SESSION

It is hereby certified that -

1. ....
2. ....

Representative(s) of .....  
(name of company)

attended the briefing session in respect of the proposed Service(s) to be rendered in terms of this RFQ on  
..... 2012.

.....  
**TRANSNET REPRESENTATIVE**

.....  
**RESPONDENT'S REPRESENTATIVE**

**DATE:** .....

**DATE:** .....

\_\_\_\_\_  
Respondent's Signature

\_\_\_\_\_  
Date and Company Stamp



## SECTION 8

RFQ NUMBER: BLE/51841

CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR  
FOR A PERIOD OF 12 MONTHS (1 YEAR).

### GENERAL TENDER CONDITIONS - SERVICES

Refer Form CSS5 - Copy available on request.

*"It is the responsibility of the Tenderer to ensure they are familiar with Form CSS5."*

**“PREVIEW COPY ONLY”**

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Respondent's Signature

33

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Date and Company Stamp



## SECTION 9

RFQ NUMBER: BLE/51841

**CLEANING OF OFFICES AT SALT RIVER, PAARDEN EILAND, MAITLAND AND CAPE TOWN HARBOUR  
FOR A PERIOD OF 12 MONTHS (1 YEAR).**

### **STANDARD TERMS AND CONDITIONS OF CONTRACT**

### **FOR THE PROVISION OF SERVICES TO TRANSNET**

**Refer Form US7 - Copy available on request.**

*"It is the responsibility of the Tenderer to ensure they are familiar with Form US7."*

**Respondents should note the obligations as set out in  
Clause 19 of the General Tender Conditions (Section 7) which reads as follows:**

*"The Supplier shall adhere to the Standard Terms and Conditions of Contract as set out in Form US7 - Services). Should the Respondent find any conditions unacceptable, it should indicate which conditions are unacceptable and offer an alternative. Please note that any alternative offered shall be compared with acceptance of the Form US7 conditions or alternatives offered by other Respondents."*

---

Respondent's Signature

34

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Date and Company Stamp