

**TRANSNET FREIGHT RAIL**, a division of

**TRANSNET SOC LTD**

Registration Number 1990/000900/30

[hereinafter referred to as **Transnet**]

**REQUEST FOR QUOTATION [RFQ] No CRAC-JHB-23442**

**FOR THE PROVISION OF : CLEANING SERVICES AT KAALFONTEIN FOR A PERIOD OF TWENTY FOUR (24) MONTHS.**

**FOR DELIVERY TO : KAALFONTEIN**

**ISSUE DATE : 22 FEBRUARY 2017**

**COLLECTION DUE DATE : 28 FEBRUARY 2017**

**BRIEFING DATE : 01 MARCH 2017**

**CLOSING DATE : 07 MARCH 2017**

**CLOSING TIME : 10:00 AM**

**VALIDITY PERIOD : 10 JULY 2017**

**PLEASE NOTE: THE BRIEFING SESSION IS COMPULSORY, BRING THE VALID TENDER DOCUMENT AND SAFETY SHOES AND REFLECTOR VEST ON THE DATE OF THE BRIEFING SESSION.**

**RESPONDENTS FAILING TO ATTEND WILL BE DISQUALIFIED.**

**Section 1**  
**NOTICE TO BIDDERS**

**1 Invitation to bid**

<b>DESCRIPTION</b>	Provision of Cleaning Services at Kaalfontein for a Period of Twenty Four (24) Months.
<b>BID FEE AND BANKING DETAILS</b>	R250.00 [inclusive of VAT] per set. Payment is to be made as follows: Account Name : Transnet Freight Rail Account : Standard Bank Account number : 203158598 Branch code : 004805 NOTE – This amount is not refundable. A receipt for such payment made must be presented when collecting the RFQ documents and submitted thereafter with your Proposal.
<b>INSPECT / COLLECT DOCUMENTS FROM</b>	This bid may be downloaded free of charge directly from the Transnet Freight Rail tender website at; <a href="http://www.transnetfreightrail-tfr.net/Supplier/Pages/Tenders.aspx">http://www.transnetfreightrail-tfr.net/Supplier/Pages/Tenders.aspx</a>  Alternatively, this RFQ may be purchased at R250 [inclusive of VAT] per set for those Bidders that require a copy from Transnet rather than downloading from the website. If a copy of the tender document is required, prior arrangements must be made one (1) day in advance and the tender document may be collected between <b>09:00</b> and <b>15:00</b> from <b>22 February 2017</b> until <b>28 February 2017</b> .  This RFQ may be picked up from the following address: <b>RECEPTION, TENDER ADVICE CENTRE, INYANDA HOUSE 1, GROUND FLOOR, 21 WELLINGTON ROAD, PARKTOWN, JOHANNESBURG</b>
<b>COMPULSORY BRIEFING SESSION</b>	A compulsory RFQ briefing will be conducted at Kaalfontein Terminal on the <b>01 March 2017</b> , at <b>10:00 am</b> for a period of $\pm$ 1 to 5 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. 1.1 <i>A Certificate of Attendance set out in <b>Annexure E</b> hereto must be completed and submitted with your Proposal as proof of attendance is required for a <b>compulsory</b> RFQ briefing.</i> 1.2 Respondents failing to attend the compulsory RFQ briefing will be disqualified.
<b>CLOSING DATE</b>	<b>10:00am on Tuesday 07 March 2017</b> This tender shall close punctually at the following address: <b>The Chairperson, Transnet Freight Rail Acquisition Council, Inyanda House 1, 21 Wellington Rd, Parktown, JOHANNESBURG, 2001.</b> As a general rule, if a bid is late or delivered to the incorrect address, it will not be accepted for consideration.
<b>VALIDITY PERIOD</b>	<b>90 Business Days from Closing Date.</b> <b>End of validity period: 19 July 2017</b> Bidders are to note that they may be requested to extend the validity period of their bid, on the same terms and conditions, if the internal evaluation process has not been finalised within the validity period.
<b>SPECIAL CONDITIONS</b>	Bidders are to note that this bid may also be downloaded directly from the Transnet Freight Rail tender website free of charge. If Bidders intend to download the bid off the Portal, they are required to indicate their intention to respond to this bid by <b>28 February 2017</b> by sending an email with their contact details to the following address: <a href="mailto:Anthonie.Erasmus@transnet.net">Anthonie.Erasmus@transnet.net</a> & <a href="mailto:Lerato.Morailane@transnet.net">Lerato.Morailane@transnet.net</a> This is to ensure that any required communication (e.g. addenda to the bid) in relation to this bid reaches those intending to respond.



Telephone 011 544 9366

Email: [phillipa.barnard@transnet.net](mailto:phillipa.barnard@transnet.net)**5 Legal Compliance**

The successful Respondent shall be in full and complete compliance with any and all applicable national and local laws and regulations.

**6 Changes to Quotations**

Changes by the Respondent to its submission will not be considered after the closing date and time.

**7 Pricing**

All prices must be quoted in South African Rand on a fixed price basis, excluding VAT.

**8 Prices Subject to Confirmation**

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

**9 Binding Offer**

Any Quotation furnished pursuant to this Request shall be deemed to be an offer. Any exceptions to this statement must be clearly and specifically indicated.

**10 Disclaimers**

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. Please note that Transnet reserves the right to:

- modify the RFQ's goods / 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 or an alternative bid;
- reject all Quotations, if it so decides;
- place an order in connection with this Quotation at any time after the RFQ's closing date;
- award only a portion of the proposed goods / service/s which are reflected in the scope of this RFQ;
- split the award of the order/s 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;
- make no award at all;
- 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;
- request audited financial statements or other documentation for the purposes of a due diligence exercise; and/or
- 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 provides for it.

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Respondent's Signature

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Date & Company Stamp

Should a contract be awarded on the strength of information furnished by the Respondent, which after conclusion of the contract, is proved to have been incorrect, Transnet reserves the right to cancel the contract and/or place the Respondent on Transnet's list of Restricted Suppliers.

Transnet reserves the right to undertake post-tender negotiations [PTN] with selected Respondents or any number of short-listed Respondents, such PTN to include, at Transnet's option, any evaluation criteria listed in this RFQ document. In the event of any Respondent being notified of such short-listed/preferred bidder status, his 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 the preferred bidder fail to sign or commence with the contract within a reasonable period after being requested to do so, Transnet reserves the right to award the business to the next highest ranked bidder, provided that he/she is still prepared to provide the required goods at the quoted price.

Under such circumstances, the validity of the bids of the next ranked bidder(s) will be deemed to remain valid, irrespective of whether the next ranked bidder(s) were issued with a Letter of Regret. Bidders may therefore be requested to advise whether they would still be prepared to provide the required goods at their quoted price, even after they have been issued with a Letter of Regret.

**Transnet reserves the right to lower the threshold for Technical from 80% to 70% if no Bidders pass the predetermined minimum threshold.**

## **11. Specification for the Provision of Cleaning Service for a Period of 24 Months**

### **11.1 Background**

Transnet Freight Rail requires the services of a cleaning service provider for the provision of good quality cleaning service for **KAALFONTEIN**.

The scope of works includes cleaning of building's internal floors, ablutions, kitchens, external surroundings, deep cleaning, vacuuming and other cleaning-related and complementary services.

The Service provider shall provide all necessary machinery, tools and materials for the proper cleaning of above mentioned areas and execution of the work. Such machinery and materials shall be of a high standard, appropriately maintained and suitable for use within the Buildings.

The Service provider shall ensure that the OHS Act and any other relevant legislative prescripts, policies and procedures are observed, and shall ensure that all cleaning functions and activities are carried out in a compliant manner.

### **11.2 Service Requirements**

#### **11.2.1 General Service Requirement**

The Service provider is duly required to ensure the neat appearance of TFR buildings at all times. Effectiveness of manual cleaning depends on the worker, therefore Transnet requires all personnel to be appropriately trained in the cleaning competencies needed for the service that they provide.

The Selected bidder shall conduct proper training and induction of cleaning requirements to ensure personnel are well-trained in all areas they service.

The Service provider shall provide suitable equipment, protective clothing and training on proper use of chemicals, to ensure appropriate safety and wellness measures are taken to protect his employees and those of Transnet.

The minimum requirements and frequency of intervention are as illustrated in the schedule.

The Selected bidder's cleaning programme must demonstrate fair distribution of the work-load; ensuring that each and every person is productive.

Situations of over-utilisation and under-utilisation of staff i.e. where person has either too much or too little work to do, must be addressed as soon reported through an improved service programme with more efficient use of all personnel and fair model of work allocation.

This contract requires hands-on supervision with each Supervisor being aware of the contribution of their personnel. The Supervisor must be able to competence gaps, and ensure the personnel receive the required training.

Service concerns and areas of development will also from part of the Supervisor's responsibilities to ensure personnel are developed and given the right support.

The bidder shall meet the minimum capacity requirements for resources i.e. plant, machinery and personnel.

The Service provider shall take cognisance that cleaning service is regarded as an essential service and shall therefore ensure the continuity of service in the event of employees' absenteeism, sickness or any form of leave, during industrial action or any other service interruptive actions.

Duties and responsibilities assigned to personnel must be well balanced in the allocated working area.

The Service provider shall consider and adopt industry cleaning standards and norms where personnel are kept up to date with new developments, cost saving initiatives are institutionalised, appropriate benchmarks for cleaning in terms of type of cleaning required, frequency of such cleaning, correct cleaning methods that not damage surfaces and upholsteries are used and correct chemicals and equipment are at all times used.

Working hours are between 07h00 and 15h00 weekdays Monday to Friday and on weekends where required. Working hours exclude public holidays.

Transnet shall monitor the cleaning activities to ensure adherence to the agreement.

**11.2.2 Personnel Requirements**

The average personnel requirements are as indicate in Table A below. Figures are indicative staff compliment based on historic service level requirements and are therefore intended to serve as minimum requirement.

Bidder is expected to allocate as a minimum the number of personnel stipulated in the schedule to the contract.

The Successful Bidder shall deploy the total number of personnel contracted for to site, daily for the total number of designated hours for entire duration of the contract. Not at any point shall there be less staff than was agreed.

Table 1 Personnel requirements

Total staff	1 cleaner 1 supervisors
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The contractor shall bear sole responsibility for the recruitment, training, and provision of uniform, remuneration and engagement with cleaning personnel whatsoever is required for the provision cleaning services.

The Successful Bidder shall provide to Transnet within 7 days of appointment, the identity of all staff allocated to the contract, specifying whether they are employed on a permanent or temporary basis and furthermore supply copies of identification documents for each individual.

Transnet prefer low supervisor to personnel ration to avoid Supervisors being overwhelmed by the large number of employees to supervise.

There must be good coordination and communication between supervisors and their subordinate, and teams must be efficiently managed.

**11.2.3 Cleaning Personnel**

Cleaners should be observant, keen, alert, efficient, willing and pleasant; and adequately trained to guarantee a high cleaning standard.

Personnel shall at all times be neatly dressed in identifiable uniform.

The Successful Bidder is encouraged to retain their staff for total duration of the contract, however in the event of staff replacement; the Contractor shall inform Transnet in writing immediately prior to the replacement of any staff and submit identification of the new appointee(s).

The Service provider shall immediately substitute any staff found to be absent for whatever reason in order to ensure continued of service, refer to clause 2.4.

Personnel shall report maintenance matters, faults, and health and safety concerns to their supervisor for attention. Supervisors must follow up and escalate maintenance issues to Property Management.

**11.2.4 Relief Staff**

The Service provider is responsible for providing a continuous service to Transnet. If a cleaner is ill, away or on leave, it is the Contractor’s responsibility to ensure that the service is still provided, as such shall make alternative arrangements.

The contractor is expected to have bank of temporary relief staff as contingency to absenteeism.

The Site Manager shall be responsible for the proper arrangement of substitute staff and such person shall be on site for total working hours for the total days for which they are required.

In case of emergency or unplanned leave, the Site Manager shall be allowed until 09h00 to have the substitute staff on site.

### **11.2.5 The Supervisor**

The Supervisor, who has sound knowledge and experience in supervising cleaning works for high quality buildings, shall effectively supervise cleaning personnel and all daily operations at the Contractor's own cost.

Such supervisor shall be on the premises daily to report and where possible remedy any faults or irregularities which may affect daily operation.

The Supervisor must escalate all faults, health and safety concerns and maintenance issues reported by personnel to Property Management.

The onsite Supervisor must be trained and understand the contract requirements so they can translate the requirements into tasks that a cleaning person can handle and execute in a timely manner.

The Supervisor must furthermore ensure the balance of activities between personnel, working time, equipment and supplies required to execute the tasks.

The supervisor shall draw-up daily work schedules for staff under their management.

The Supervisor shall ensure relevant personnel are registered in the work schedules including areas to which they are assigned.

Supervisor shall ensure the monitoring schedule is displayed on rest room doors and shall be responsible for the management and sign off of the schedule during hourly rounds.

The Supervisor shall keep accurate records of attendance of staff and work schedules. These records must be made available to Transnet Property Management when required.

The Supervisor shall perform daily walk-about and evaluation of all cleaning operations for areas under their supervision.

The onsite Supervisor must be able to conduct a work orientation of the service personnel are to provide in areas of the buildings.

The Supervisor must be able to train personnel. This would include on the job training and facilitation of personnel to ensure they understand the layout of their run, the time allotted for each task, equipment and chemicals utilised and their proper and safe use.

The Supervisor must ensure balanced and even distribution of equipment and consumables between personnel.

The onsite Supervisor must have sufficient soft skills to engage personnel, building manager/s and Transnet employees who may have need of his/her time and attention.

People skills, basic math, training ability and scheduling are few of the skill sets required of competent Supervisor assigned to this contract.

A well-motivated supervisor shall go a long way in providing good service to Transnet and its employees.

### **11.2.6 Site Manager/Customer Service Manager**

The Service provider shall appoint a Site Manager/Customer Service Manager to the contract.

The Manager shall have the experience and competence to address contractual and service problems, provide guidance to supervisors and personnel alike, remedy situations that arise and present feedback to Transnet Property Manager as required.

Transnet representative shall direct all communication to Manager of their delegated person regarding any service and contract related matters and the onus shall rest with the Manager to communicate further to Supervisors and cleaning staff and/or remedy the situation as the situation may require.



### **11.3 Training**

Training shall be given to the staff and be exposed to mentoring and coaching.

Staff shall be afforded the opportunity to be upskilled and developed during the course of the contract.

The bidder shall provide a comprehensive training plan on formal and on the job training various skills and modules.

The selected bidder is expected to conduct refresher training for personnel, assess skill gaps and developmental needs and provide the needed training to personnel.

### **11.4 Site File**

The appointed service provider is required to provide a Transnet specific Site File which will include all statutory and management information and documents such as:

OHS Policy and Procedures;  
Safe works Procedures;  
Risk Assessments Procedures;  
Department of Labour documents e.g. COIDA, UIF and etc.

The Service provider will be required to provide a comprehensive site file within 30 days after appointment.

The service provider will conduct a site assessment and to update, if required, any of its standard procedures as listed above, to suit any Transnet specific site requirements.

### **11.5 Orientation sessions**

Orientation sessions will be conducted annually by the Property Manager for the newly appointed Service provider and staff.

Newly appointed staff will be orientated if there is staff turnover during the contract period. However, the selected bidder is encouraged to retain their staff for total duration of the contract and a plan on how this will be achieved should be submitted.

### **11.6 Meetings**

Monthly meetings shall be held between Property Management, Contract manager/Site manager to discuss the contract and service. Minutes of these must be kept in the Site file and be made available to Property Management on request.

Emergency meetings may be held in urgent and emergency situations.

The Service provider shall hold monthly meetings with personnel to discuss among other things hygiene and cleanliness, Occupational Health and Safety, skills and development, training etc.

### **11.7 General Service Requirements**

The Contractor shall provide and promote good customer service

Display openness and transparency

Utilise protective clothing in all cleaning functions as appropriate

Ensure timeous cleaning of venues before and after events

Display signage all times in areas where cleaning personnel are working

Cleaning during emergencies:

In the event of an emergency, cleaning service must only be conducted as soon as it is deemed safe to do so.

In the event of flooding, emergency cleaning must be undertaken within 24 hours or as soon as deemed safe.

Contractor's staff are prohibited from taking in their possession any objects property of Transnet irrespective of size or value.

### 11.8 Equipment

The service Provider shall supply all equipment and tools required to render the daily cleaning service.

Maintenance of equipment shall be responsibility of the Service Provider and all costs associated with maintenance of equipment shall be borne by him.

The Service Provider shall ensure that defective equipment is either be replaced or repaired as the case may require, within 24 hours from the time that such defective equipment is reported by personnel or Transnet Freight Rail Property Management.

<b>Equipment list</b>	
Low noise industrial vacuum cleaners	
Mops/mop caddy	
Floor machines and burnishes	
Mop bucket and wringer	
Pressure washer	
Mops and pads	microfiber
Wet/dry mop	
Janitorial trolleys	
Cleaning caddy	
Buckets	Single and double bucket
Ladders	Long & short
Industrial cleaner	
High pressure cleaner	
Industrials scrubbing machine with buffing accessories	
Colour coded cleaning cloths	Microfiber (3 per cleaner)
Brooms	Hard and soft brooms
Extension cord	
Caution/hazard sign	
Toilet brushes	
General purpose/ Heavy duty elbow-length gloves	
Spray bottle	
Dustpan and brush sets	
Feather duster	short and long
Plastic putty knife/soft scrub (to scrape soap scum)	
Scrubby sponge/ sponges	
Dish scrubber	
plunger	
Knee pads	
Flood pumper	
Squeegee	
Janitor's cart with heavy duty bag	

Great care must be taken to assure that brushes and equipment are cleaned to avoid cross-contamination

Cloths, mops and pads must be laundered after use and dried as necessary.

No dirty or foul smelling equipment shall be used.

Respondent's Signature

Date & Company Stamp

### 11.9 Cleaning consumables

The contractor shall provide chemicals and materials which are not harmful to either persons or the environment.

Transnet has preferred products based of historic use. However their proposed use will not advantage the tenderer in any way.

Alternative products may be considered provided they are proven safe and desirable.

Such alternative products may be subject to Transnet prior approval, and samples may be required from shortlisted bidders when appropriate during the tender process.

<b>List of consumables</b>
Ammoniated cleaner
Ammonia stripper/ non ammoniated stripper
Liquid polish stripper
Heavy duty refuse bags
All Purpose cleaner (For removal of lime and urine deposits on toilet bowls. Thick. Highly foaming. Extremely acidic)
Toilet scrubber
Antiwax
General degreaser
Probiotic Cleaner
Floor emulsion polish and wax
Shoe covers
Disposable gloves
Deep cleaning liquid
Wood polish
Window cleaner
Dishwasher
Furniture Polish
Colour coding cloth
Mutton cloth
General disinfectant
Heavy duty soap
Neutral soap
Carpet cleaner/ shampoo
Paper towels and cleaning rags
Waste bags (to fit rubbish bins)
Air freshener
Antibacterial soap
Dish soap
Bleach

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Anti-dust spray
Insecticides
Two ply toilet paper

**11.10 Scope of Service and Schedule**

The Service provider shall render good quality service wherein proper equipment, biodegradable chemicals and material are used, well trained personnel and experienced supervisors provide the cleaning service and general expertise is applied in ensure a satisfactory service.

Cleaning personnel shall have access to areas in the building as inducted by the Property manager. Personnel should be allowed to carry out their duties in these areas, unless a department requests differently.

The confidentiality and sensitivity of some work areas must be considered; therefore reasonable arrangement must be made with Property management for access to these areas.

It shall be the responsibility of related employees to ensure adherence to good governance and have all confidential documentation kept under lock and key.

**11.10.1 Cleaning of floor types**

**Polished concrete floors**

Sweep clean of soil and dust – mop floor with wet mop in detergent solution – remove all excess water from surface with wringed mop.

An approved floor wax may be applied where a highly polished finish is desirable.

**Tiles**

Sweep clean of all dust – scrub with approved liquid detergent solution – wash down thoroughly with clean water – remove all excessive water from surface with clean cloth.

An approved water emulsion polish may be applied to tile walls where a highly polished finish is desirable.

**N.B.** – Unsafe cleaning detergents that will eat away the concrete grouting surrounding the tiles must be avoided.

**Terrazzo**

Sweep clean of all dust – scrub with approved liquid detergent solution – wash down thoroughly with clean water – remove all excess water from surface with clean cloth.

An approved water emulsion polish may be applied to mosaic tile walls and dados where a highly polished finish is desirable.

**N.B.** – Avoid unsafe cleaning detergents, acids or other corrosive liquids that may eat the concrete matrix away from the marble chips.

**White or Coloured Rubbed Granite**

Sweep clean of all dust – scrub with approved liquid detergent solution – wash down thoroughly with clean water and remove all excess water with clean cloth.

**N.B.** – Avoid the use of metal brushes or wire wool.

**Marble**

Sweep clean of all dust – scrub with warm water and a non-caustic detergent. Wash down with clean water and remove all excessive water with clean cloth.

The surface may be polished where a brilliant finish is desirable. As required, a non-slippery liquid wax may be applied onto marble finishes.

**N.B.** – Avoid the use of acid which is harmful to marble.

### **Thermo-Plastic (asphalt or Vinyl) Tiles**

Sweep clean of all dust – wash with a weak solution of approved liquid detergent, wash down thoroughly with clean water and dry with clean cloth.

Apply a thin film of water emulsion Polymer type polish which is self-polishing and dries with a bright surface in about 20 minutes.

After repeated applications of polish, a “build-up” old polish may occur – this may be removed by the use of an approved concentrated detergent cleanser of the appropriate type of stripping agent.

### **Quarry Tiles**

Sweep clean of all dust – scrub with an approved liquid detergent solution - wash down thoroughly with clean water and dry thoroughly with clean cloth.

If a dust free surface is required a coat of spirit solvent wax can be applied. Allow drying out and when thoroughly dried buff to a brilliant finish preferably with a suitable polishing machine.

**N.B.** Do not use pigmented polishes without prior consent from the Manager

### **Teak Block Floors**

Sweep clean of all dust – apply a film of spirit solvent wax (do not use water emulsion wax unless the floor has been thoroughly sealed), or, where the traffic density is high, natural paste wax.

Allow the liquid polish time to harden. Buff daily with a suitable polishing machine.

### **Glazed Tiles**

Brush clean of all dust – scrub with an approved liquid detergent solution – wash down thoroughly with clean water and dry thoroughly with clean cloth.

**N.B.** – Each operator should clean, rinse and dry an area of about 1m<sup>2</sup> at one time. This allows time to rinse before the cleaning solution has had time to dry and cause streaks.

### **Linoleum**

As for Thermo-plastic Tiles.

**N.B.** – High quality paste wax and spirit solvent wax can be used if traffic conditions are heavy. They should be applied generously, allowed to dry thoroughly and then buffed to a brilliant finish using a suitable polishing machine.

### **Rubber Flooring**

Before waxing it is essential that the surface should be perfectly clean.

Avoid excessive use of water as this might creep between the joints of the flooring and affect the adhesion of the rubber to the sub-floor.

The best method of cleaning of the rubber floor is by means of a paste cleanser applied with a damp cloth. Thorough rinsing is essential, again a minimum amount of water should be used and the floor dried thoroughly with a clean cloth.

Good quality bar or liquid soap can also be used but soft soaps with high alkalinity, liquids containing essential oils (e.g. turpentine and pine oil) and coarse abrasives should be avoided.

When clean, the floor should be treated with an approved water emulsion Polymer type polish, which should be allowed to dry thoroughly before traffic is allowed to pass over it.

**N.B.** – Solvent based waxes should not be used on rubber floors. White spirit and other solvents such as petrol, benzene and paraffin attack rubber flooring causing it to become soft and sticky and “bleeding” of colours may occur.

### **Cork Flooring**

The floor should first be cleaned with a good quality neutral soap or detergent.

A minimum amount of water should be used as excess water may seep between the tiles and loosen them from the floor.

The floor should then be rinsed with clean water and thoroughly dried. Then dry steel wool (or gauze) may be used to remove stains and clean badly soiled areas.

When dry, the floor should be sealed with either a polyurethane or oleo resinous seal. Such sealing is a specialized process and should not be attempted other than under experienced supervision.

If the floor is not sealed, it then requires to treat the surface with several coats of high-grade polish or to fill up the pores. Over this base any polish including emulsions can be used. However, whatever polish is applied, it is to be stripped at regular intervals and followed by frequent maintenance detailed below.

For subsequent maintenance, an occasional application of floor wax, either solvent bound or an emulsion polish will considerably extend the life of the seal and provide a better resistance to scuff marks.

### **Painted Surface (Oil)**

Flat finish: Remove all surface dust with a soft brush, wipe down with damp cloth containing weak approved detergent solution. Wipe down with a clean damp cloth.

Persistent stains may be removed by the sparing use of a fine abrasive paste or powder.

High gloss finishes: do not use any form of abrasive to remove stains.

The use of washing soda or any other highly alkaline material should also be avoided.

For a superior finish a high quality paste wax can be applied and buffed to the required finishes.

### **Stainless Steel**

To maintain the original bright and clean appearance, accumulation of deposit from the atmosphere must be prevented.

Frequent careful washing with soap and water or an approved detergent solution will maintain appearance indefinitely.

Avoid the use of abrasives and steel wool. Accumulated dirt may be removed by the use of nylon web pad.

### **Bronze Finishes**

Bright bronze must be kept free from dust during the process of toning down, so that the atmosphere may act on it evenly until the required colour is obtained. This action must then be checked and the surface preserved by building up on it (by frequent applications of wax polish) a coating of hard wax, impervious to moisture and easily polished.

Chemically toned bronze requires the action of the atmosphere for a short time after fixing to “see” it to its permanent shade, during which it should be kept free from dust by occasionally cleaning with a little petrol. After which the surface should be protected in the same way as natural toned bronze.

**N.B.** – The usual kinds of metal polish, and oil such as paraffin, should on no account be used. An approved natural wax may be used. Apply with a cloth pad and allow to dry. When thoroughly dry buff to a brilliant finish.

**Aluminium**

Thoroughly wash down with water containing non-alkaline soap or detergent and dry thoroughly with clean cloth. Accumulated dirt may be removed by the use of nylon pad. Occasional application of a wax polish may preserve an attractive appearance.

**N.B.** – Avoid the use of abrasive and steel wool.

**Chrome Finishes**

Chrome finishes rarely require anything more than a rub down with a soft cloth, but to prevent pitting such finishes may be cleaned once a month with chrome cleaners.

**11.10.2 Windows and Blinds**

Blinds in offices to be deep cleaned twice a year;

High windows to be cleaned four times a year;

Window sills must be wiped clean of all dust daily;

Window handles must be cleaned and polished with metallic polish once monthly;

All ground and eye level windows (inside and outside) must be cleaned once monthly.

**11.10.3 Doors**

All revolving / entrance glass doors must be cleaned daily;

Office doors must be wiped clean of dust and dirt weekly;

Door handles to be dusted and cleaned weekly.

**11.10.4 Walls and Surfaces**

Walls and surfaces must be wiped clean of all marks and dirt with a clean damp cloth, daily;

High dusting of walls and corners to be done weekly;

Low walls must be wiped off weekly;

Washing of walls monthly using SABS approved cleaning detergents;

Damp cleaning of doors, door frames and cupboard doors weekly.

**11.10.5 Restrooms and Ablution Facilities:**

Restrooms and ablution facility floors must be cleaned daily;

Walls and wall tiles cleaning of weekly

Daily cleaning and disinfection of all toilets, urinals, basins and drains;

Cleaning of restroom door handles, taps, and equipment must be done weekly;

Mirrors must be cleaned weekly to a clear and shiny finish.

**11.10.6 Equipment and Appliances**

Cleaning and disinfection of domestic appliances with SABS approved cleaning materials daily.

**11.10.7 Workstations**

Tables must be wiped clean twice weekly with clean damp cloth;

Office machinery and utilities (telephones, photocopier machine, desktop, laptop etc.) must be dusted and wiped clean twice weekly

**11.10.8 Upholstery (suites, chairs, couches etc.)**

Deep cleaning of upholstered furniture quarterly.

**11.10.9 Cleaning Scope and Schedule**

Water/detergent solutions must be changed frequently and cleaning must be done with clean water solution.

Soil must be removed from the equipment by scraping the surfaces or soft rubbing depending on surface type, and swept off prior to application of water solution.

<b>Area</b>	<b>Cleaning function</b>	<b>Frequency</b>
<b>Offices, workstations, boardrooms and entertainment areas</b>		
Office equipment, Photocopier Machines, Printers , Phones, handsets, computers/Laptops	Dust all equipment with microfiber cloth	Twice weekly
	Wipe clean with clean damp cloth	Twice weekly
Desk, tables, chairs	Dust clean with microfiber cloth	Twice weekly
	Wipe clean with clean damp cloth	Twice weekly
	Polish with furniture/wood polish	Twice weekly
Waste bins	Empty bins in morning and afternoon	Twice daily
	Wipe bins clean	Daily
	Disinfect with liquid disinfectant	Daily
Floors	<Clean according to floor type>	Daily
<b>Kitchen</b>		
Appliances and kitchen equipment	Wash with liquid soap solution and wipe clean	Twice weekly
	Wipe clean	Daily
Kitchen sink	Wash with liquid soap solution and wipe clean	Daily
	Disinfect with liquid disinfectant	Daily
Floors	<Clean according to floor type>	Daily
Light fitting and switches	Wipe clean with damp cloth	Twice weekly
Furniture	Wipe clean with damp cloth	Twice weekly
	Polish	Twice weekly
Cupboards and counters The cleaning of will take place at specific intervals during the day	Wipe clean with damp cloth Polish with furniture/wood polish	Twice weekly Weekly



Tea cups and utensils	Wash with warm water and liquid dishwasher Rinse and dry	Twice daily
<b>Rest rooms and ablution facilities</b>		
Ablutions must be cleaned fully once a day (in the morning) and spot cleaned in the afternoon. In a reception area or in high traffic areas ablutions must be fully cleaned twice daily.		
Toilet bowls	Wash the inside with soapy solution and toilet brush Wipe clean with clean damp cloth Sanitize	Twice daily
Urinals	Wash the inside with soapy solution and brush Wipe clean with clean damp cloth Sanitize	Twice daily
Hand basins	Wash with soapy solution and cloth Wipe clean with clean damp cloth Sanitize	Twice daily
Taps	Wash with soapy solution and cloth Wipe clean with clean damp cloth Sanitize	
Mirrors	Wipe clean with damp cloth and window cleaner dry with dry cloth Shine with cloth and window cleaner	Daily
Floors	<Clean according to floor type>	Daily
Walls and wall tiles	Wipe with damp cloth Disinfect Spot clean	Daily When required
Doors, door frames and handles	Spot clean Wipe with damp cloth and polish	When required Weekly
Vanity tops	Clean with cloth and soapy solution Sanitise	Daily
Toilet equipment (paper dispensers, SHE Bins, waste bins, etc.)	Clean and wipe with damp cloth and disinfectant solution Disinfect	Weekly Weekly
<b>Common rooms and areas (reception areas, entrance hall)</b>		
Furniture	Dust Polish with furniture/wood polish Steam clean	Daily Weekly Quarterly
Upholstery	Dust Steam cleaning	Daily Quarterly
<b>Stairwells and landings</b>		
Handrails and fittings	Wipe clean with damp cloth sanitize	Weekly
Floors	Sweep clean of soil and dust Mop according to floor type	Twice weekly
<b>Walkways and corridors</b>		
Skirting tiles and boards	Wipe with semi dry cloth	Weekly
<b>Corridors and walkways</b>		
Floor area and skirting	Sweep and dust Damp mop and buff	Daily Weekly
Walls	Spot clean	Daily
<b>Lifts</b>		
Floors	Remove refuse and litter Damp clean	Daily Weekly
Doors	Wipe clean with disinfectant solution	Weekly
<b>External area</b>		
Parking area	Remove refuse and litter	Daily
Main entrance	Damp mop Polish	Weekly Weekly

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Common facilities and amenities that require cleaning function:

Facility/amenity	Cleaning function	Frequency
<b>Waste bins</b>		
All waste bins	Empty Wipe clean Disinfect	Twice daily Daily
<b>Blinds</b>		
Blinds	Dust clean Damp wipe Vacuum	Weekly Weekly Twice yearly
<b>Curtains</b>		
Curtain	Dust and fluff dust off	Weekly
<b>Curtain rail</b>	Dust clean Wipe with damp cloth	Monthly
<b>Windows</b>		
Interior windows	Wipe clean with damp cloth and window cleaner Dry and shine Wash thoroughly	Weekly  Quarterly
Exterior windows	Wash thoroughly	Quarterly
Window sills	Dust clean Wipe with damp cloth Polish	Weekly
Window burglar proofing	Dust clean Wipe with damp cloth	Weekly Weekly
<b>Doors</b>		
Burglar gates	Dust clean Wipe with damp cloth	Weekly Weekly
Door handles	Wipe with damp cloth Polish	Weekly Weekly
<b>Glass doors</b>	Wipe clean with damp cloth and window cleaner Dry and shine	Weekly
<b>Carpets</b>		
Fitted carpets	Vacuum/dry cleaning Spot clean Steam clean	Weekly When required Quarterly
Loose mats	Vacuum Spot clean Steam clean	Weekly When required Quarterly
<b>High and low surfaces</b>		
Necessary safety precautions must be exercised when cleaning high lying areas		
High ledges/shelves	Dust clean Clean with semi dry cloth where required	Once monthly
Low ledges, skirting boards	Dust clean Clean with semi dry cloth where required	Weekly Weekly
<b>Walls</b>		
All walls	Wash Spot clean Clean with damp cloth	Quarterly When required Weekly
<b>Pot plant holder</b>		
Pot plant holders	Spot clean	Weekly

#### 11.10.10 Carpet shampooing/Dry cleansing to be done quarterly

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**Rotary brush method** – Dry vacuum the area first, then shampoo carpeting carefully with a good quality appropriately diluted liquid shampoo & to comply with the manufacturer’s instructions for operating the rotary machine. Use wet vacuum immediately to remove excessive water and slurry. After shampooing brush the carpet pile in the direction with a carpet pile brush and warn users not to walk on the carpet until it is completely dry. As a final operation, dry vacuum on the following day to remove any loose fluff and lint loosened by the refinishing process.

**Dry foam method** – Use a pile-lifting machine to run over the area first. A fully automatic dry-foam machine which converts the liquid shampoo & into a foaming fluffy solution will be operated (i) lay the fluffy solution, (ii) scrub with brushes in one pass and in one direction and immediately suck up the slurry.

**Steam extraction method** – Use a fully automatic steam machine to jet heated solution of appropriately mixed water and shampoo into the carpet under pressure in one pass and in one direction and remove all loosened dirt instantly by simultaneous vacuum action.

**N.B.** – Before cleaning carpets with any of the above methods, it is essential to clear the room of all light furniture and scrub a small area to check for colourfastness and backing wetness. Only skilled operators are allowed to carry out such carpet shampooing and great care must be taken to prevent shrinkage and over-wetting. A second pass may be necessary in heavily soiled areas.

#### 11.11 Strip and seal

Strip and seal should be done twice a year for vinyl and stone/ceramic floors.

#### 11.12 Insurance

The service provider will be required to have insurance to protect himself and Transnet against liability claims. Proof of such insurance must be submitted within 7 days of having been appointed.

Insurance of workmen in terms of provisions of the Compensation for Occupational Injuries and Disease Act No.130 of 1993.

#### 11.13 Cleaning at Kaalfontein

Depot Name	User	Asset No	Description of Premises	Square metres	Frequency	Number of cleaners
Kaalfontein	Terminal	02AK240J	Café (Kaalfontein)	44	Twice a day - 2 shifts - Monday - Sunday	1
Kaalfontein	Terminal	02AK241J	Store Police Post	15	Twice a day - 2 shifts - Monday - Sunday	
Kaalfontein	Terminal	02MK015J	Office / Rest Room	114	Twice a day - 2 shifts - Monday - Sunday	
Kaalfontein	Terminal	02MK016J	Offices At Police Post	78	Twice a day - 2 shifts - Monday - Sunday	
Kaalfontein	Terminal	02MK017J	Ablution Facility	31	Twice a day - 2 shifts - Monday - Sunday	
Kaalfontein	Terminal	02MK018J	Ablution Facility	31	Twice a day - 2 shifts - Monday - Sunday	
Kaalfontein	ABL	02BK184J	Control Cabin	150	Twice a day - 2 shifts - Monday - Sunday	

**12 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.

**13 Security clearance**

Acceptance of this bid could be subject to the condition that the Successful Respondent, its personnel providing the goods 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.

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Respondent's Signature

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Date & Company Stamp

**14 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. Transnet is required to ensure that price quotations are invited and accepted from prospective bidders listed on the CSD. Business may not be awarded to a Respondent who has failed to register on the CSD. The CSD can be accessed at <https://secure.csd.gov.za/>. Respondents are required to provide the following to Transnet in order to enable it to verify information on the CSD:

Supplier Number: \_\_\_\_\_ Unique registration reference number: \_\_\_\_\_.

**15 Tax Compliance**

Regulation 14 of the Preferential Procurement Regulations, 2011 issued in terms of the Preferential Procurement Policy Framework Act (PPPFA) states that no tender may be awarded to any person whose tax matters have not been declared by the South African Revenue Services (SARS) to be in order.

**10.1 New Tax Compliance Status (TCS) System**

SARS has implemented a new Tax Compliance Status (TCS) system in terms of which a taxpayer is now able to authorise any 3rd party to verify its compliance status in one of two ways: either through the use of an electronic access PIN, or through the use of a Tax Clearance Certificate obtained from the new TCS system.

Respondents are required to provide the following to Transnet in order to enable it to verify their tax compliance status:

Tax reference number: \_\_\_\_\_  
Tax Clearance Certificate & TCC Number: \_\_\_\_\_ and PIN: \_\_\_\_\_.

**10.2 Tax Compliance Requirements for Foreign Entities**

Tax compliance requirements are not applicable to foreign bidders/individuals with no South African tax obligations. Where foreign bidders seek to be exempted from the requirement to submit a tax clearance certificate / tax clearance PIN issued by SARS, such entities are required to complete a sworn affidavit on their tax obligation categorization. The affidavit must confirm an answer of "No" to **all** questions below in order for a Respondent to be regarded as being exempt from submitting a tax clearance certificate or tax clearance PIN:

- a) Is the entity a tax resident of the Republic of South Africa (RSA)?
- b) Does the entity have a branch/locally registered entity in the RSA?
- c) Does the entity have a permanent establishment in the RSA?
- d) Does the entity have any source of income (income is defined as per the Income Tax Act 58 of 1962 as the amount remaining of the gross income of any person for any year or period of assessment after deducting therefrom any amounts exempt from normal tax under Part I of Chapter II of the Act) in the RSA in the current tax year?
- e) Is the entity liable in the RSA for any form of taxation in the current tax year?

If a Respondent's answers to any one (or more) of the questions above changes to a "Yes" at any time during the bid process and/or after award of the contract (should a particular Respondent be successful), then the Respondent undertakes to comply with its tax obligations and to report to Transnet accordingly with either a tax clearance certificate / tax clearance PIN issued by SARS.

#### **16 Protection of Personal Data**

In responding to this bid, Transnet acknowledges that it may obtain and have access to personal data of the Respondents. Transnet agrees that it shall only process the information disclosed by Respondents in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law. Furthermore, Transnet will not otherwise modify, amend or alter any personal data submitted by Respondents or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Respondents. Similarly, Transnet requires Respondents to process any personal information disclosed by Transnet in the bidding process in the same manner. The detailed mutual duties of Transnet and the Respondents to protect personal information is contained in paragraph 37 of the General Bid Conditions.

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

**TIP-OFFS ANONYMOUS: 0800 003 056**

**Returnable Document****RFQ FOR THE PROVISION OF CLEANING SERVICES AT KAALFONTEIN FOR A PERIOD OF TWENTY FOUR (24) MONTHS.****SUBMISSION METHOD: [COURIER, POST OR HAND DELIVER]****CLOSING VENUE: TRANSNET FREIGHT RAIL, INYANDA HOUSE 1, 21 WELLINGTON ROAD, PARKTOWN, JOHANNESBURG****CLOSING DATE & TIME: 07 MARCH 2017 @ 10:00AM****VALIDITY PERIOD: 90 (NINETY) BUSINESS DAYS****SECTION 2****EVALUATION CRITERIA AND RETURNABLE DOCUMENTS****1. Evaluation Criteria**

Transnet will utilise the following criteria [not necessarily in this order] in choosing a Supplier/Service Provider, if so required:

<b>Criterion/Criteria</b>	<b>Explanation</b>
<b>Administrative Responsiveness (Essential)</b>	<b>Completeness of response and returnable documents:</b> <ul style="list-style-type: none"> <li>• Submission of Mandatory Documents / Schedules</li> <li>• Submission of Essential Documents / Schedules:</li> <li>• Valid Letter of Good Standing from Department of Labour</li> <li>• Proof of Registration with National Treasury Central Supplier Database</li> <li>• Valid B-BBEE Certificate / Sworn affidavit</li> <li>• Cleaning service programme</li> <li>• Submission of Other Documents / Schedules</li> <li>• All pages of the tender submission is signed by the Bidder/Respondent</li> </ul>
<b>Substantive Responsiveness (Mandatory)</b>	<ul style="list-style-type: none"> <li>• Salary Schedule Indicating Labour Regulated Monthly Salary per Cleaner</li> <li>• Compliance to Specification Clause by Clause Declaration</li> <li>• Completion of the SHE Management Questionnaire</li> <li>• Pricing Schedule Submitted &amp; All Items on Pricing Schedule Priced</li> </ul>
<b>Functionality Threshold</b>	<p>As prescribed in terms of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its Regulations, Respondents are to note that functionality is included as a threshold with a prescribed percentage threshold of <b>80%</b>. Transnet reserves the right to lower the threshold for Technical from <b>80% to 70%</b> if no Bidders pass the predetermined minimum threshold.</p> <ul style="list-style-type: none"> <li>• Bidder's Experience - <b>50%</b></li> <li>• Service Implementation Plan - <b>50%</b></li> </ul>
<b>Final weighted evaluation based on 80/20 preference point</b>	<p>Pricing and price basis [firm]</p> <p>B-BBEE status of company - Preference points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table indicated in Section 6: B-BBEE Claim Form.</p>

### Returnable Document

## 2. Validity Period

Transnet desires a validity period of 90 [ninety] Business Days from the closing date of this RFQ. Bidders are to note that they may be requested to extend the validity period of their bid, on 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. With regard to the validity period of short-listed bidders, please refer to Section 1, paragraph 9. This RFQ is valid until 19 July 2017.

## 3. Disclosure of Prices Quoted

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

## 4. Returnable Documents

**Returnable Documents** means all the documents, Sections and Annexures, as listed in the tables below.

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

Respondents are required to submit with their Quotations the **Mandatory Returnable Documents**, as detailed below.

***Failure to provide all these Mandatory Returnable Documents at the Closing Date and time of this RFQ will result in a Respondent's disqualification. Respondents are therefore urged to ensure that all these Documents are returned with their Quotations.***

Please confirm submission of these mandatory Returnable Documents by so indicating [Yes or No] in the tables below:

Mandatory Returnable Documents	Submitted [Yes or No]
SECTION 2 : Salary Schedule Indicating Labour Regulated Monthly Salary per Cleaner – <b>Annexure B</b>	
SECTION 2 : Compliance to Specification Clause by Clause Declaration – <b>Annexure A</b>	
SECTION 2 : Completion of the SHE Management Questionnaire – <b>Annexure D</b>	
SECTION 3 : Quotation Form	

## Essential Returnable Documents

In addition to the requirements of section (a) above, Respondents are further required to submit with their Proposals the following **Essential Returnable Documents** as detailed below.



**Returnable Document****Essential Returnable Documents required for evaluation purposes:**

***Failure to provide all Essential 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. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.***

Please confirm submission of these essential Returnable Documents by so indicating [Yes or No] in the table below:

<b>ESSENTIAL RETURNABLE DOCUMENTS USED FOR SCORING</b>	<b>SUBMITTED [Yes or No]</b>
Valid and original (or a certified copy) proof of Respondent's compliance to B-BBEE requirements stipulated in Section 6 of this RFQ.	
Bidder's Experience	
Service Implementation Plan	

**Other Essential Returnable Documents:**

***Failure to provide other essential Returnable Documents may result in a Respondent's disqualification. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.***

Please confirm submission of these essential Returnable Documents by indicating Yes or No in the table below:

<b>OTHER ESSENTIAL RETURNABLE DOCUMENTS &amp; SCHEDULES</b>	<b>SUBMITTED [Yes or No]</b>
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	
Latest Financial Statements signed by your Accounting Officer or latest Audited Financial Statements plus 2 previous years	
Certificate of attendance of compulsory RFQ Briefing – <b>Annexure E</b>	
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]	
Valid Letter of Good Standing from Department Labour	
Proof of Registration with national Treasury Central Supplier Database	
Cleaning Service Programme	
Valid B-BBEE Certificate / Sworn Affidavit	
SECTION 4: Certificate of Acquaintance with RFQ Documents	
SECTION 5: RFQ Declaration and Breach of Law Form	
SECTION 6: B-BBEE Preference Claim Form	

**Returnable Document**

**The test for the Technical and Functional threshold will include the following:**

Technical Criteria	100 % Weightings
<p><b>1. Bidder's Experience:</b>                      Bidders should indicate the experience of previous work done by references.</p> <p>Bidders should indicate each contactable reference and the durations of each contract concerned.</p> <p>Provide a minimum of three but not limited</p>	<p><b>50%</b></p>
<p><b>2. Service Implementation Plan:</b>                      Measures to ensure service continuity, includes but not limited to induction programme, cleaning process and intervals, register of cleaning service, sourcing on consumables, machinery &amp; equipment and timelines, maintenance of repairs of machinery &amp; equipment in service.</p> <p>Employment and labour relations includes but not limited to, employment process and management of employment, remuneration and wage management, management of absenteeism, misconduct, insubordination and disciplinary process, labour disputes, employee retainment/retention plan, resignations and constructive dismissal, record keeping</p> <p>Training plan, includes formal and on the job training on but not limited to, Occupational Health &amp; Safety, cleaning processes, hygiene and housekeeping, supervisory skills and management.</p>	<p><b>50%</b></p>

**5. 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 Tax Clearance Certificate and valid B-BBEE Verification Certificate, for the duration of any contract emanating from this RFQ. 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 forthwith without any liability and without prejudice to any claims which Transnet may have for damages against the Respondent.

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

\_\_\_\_\_  
 Date & Company Stamp

**Returnable Document**

**SECTION 3**

**QUOTATION FORM AND CERTIFICATE OF ACQUAINTANCE WITH RFQ DOCUMENT**

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

hereby offer to supply the goods/services at the prices quoted in the Price Schedule below, in accordance with the conditions related thereto.

I/We agree to be bound by those terms and conditions in:

the Standard RFQ Terms and Conditions for the Supply of Services to Transnet; and

any other standard or special conditions mentioned and/or embodied in this Request for Quotation.

I/We accept that unless Transnet should otherwise decide and so inform me/us, 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. I/We further agree that if, after I/we have been notified of the acceptance of my/our Quotation, I/we fail to deliver the said goods/service/s within the delivery lead-time quoted, Transnet may, without prejudice to any other legal remedy which it may have, cancel the order and recover from me/us any expenses incurred by Transnet in calling for Quotations afresh and/or having to accept any less favourable offer.

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

\_\_\_\_\_  
Date & Company Stamp

**Price Schedule**

I/We quote as follows for the goods required, on a "delivered nominated destination" basis, excluding VAT:

User	Asset No	Description of Premises	Square metres	Frequency	Price per Asset per Month for Year 1	Price per Asset per Month for Year 2	Total Price per Asset per Month for Two Years (24 Months)	Number of cleaners
Terminal	02AK240J	Café (Kaalfontein)	44	Twice a day - 2 shifts - Monday - Sunday	R	R	R	1
Terminal	02AK241J	Store Police Post	15	Twice a day - 2 shifts - Monday - Sunday	R	R	R	
Terminal	02MK015J	Office / Rest Room	114	Twice a day - 2 shifts - Monday - Sunday	R	R	R	
Terminal	02MK016J	Offices Police Post	78	Twice a day - 2 shifts - Monday - Sunday	R	R	R	
Terminal	02MK017J	Ablution Facility	31	Twice a day - 2 shifts - Monday - Sunday	R	R	R	
Terminal	02MK018J	Ablution Facility	31	Twice a day - 2 shifts - Monday - Sunday	R	R	R	
ABL	02BK184J	Control Cabin	150	Twice a day - 2 shifts - Monday - Sunday	R	R	R	

**Note :**

**1. The total bidding price should include the increase for the second year.**

**1. Total Price for Assets Year one (01)**

R \_\_\_\_\_

**2. Total Price for Employee Salaries, Consumables, Equipment, Chemicals, Uniforms, Safety Clothing, Training,  
Admin & Other Costs for Year (01)**

R \_\_\_\_\_

**3. Total Price for Assets Year two (02)**

R \_\_\_\_\_

**4. Total Price for Employee Salaries, Consumables, Equipment, Chemicals, Uniforms, Safety Clothing, Training,  
Admin & Other Costs for Year (02)**

R \_\_\_\_\_

**5. GRAND TOTAL FOR ASSETS, EMPLOYEE SALARIES, CONSUMABLES, EQUIPMENT,  
CHEMICALS, UNIFORMS, SAFETY CLOTHING, TRAINING, ADMIN & OTHER COSTS  
FOR THE PERIOD OF TWO YEARS (24 MONTHS INCLUDING ESCALATION AND *EXCLUDING VAT* (Total tender Amount)**

R \_\_\_\_\_

**6. VAT [If applicable]**

R \_\_\_\_\_

**7. GRAND TOTAL FOR ASSETS, EMPLOYEE SALARIES, CONSUMABLES, EQUIPMENT,  
CHEMICALS, UNIFORMS, SAFETY CLOTHING, TRAINING, ADMIN & OTHER COSTS  
FOR THE PERIOD OF TWO YEARS (24 MONTHS INCLUDING ESCALATION AND *INCLUDING VAT* (Total tender Amount)**

R \_\_\_\_\_

**Returnable Document**

**Delivery Lead-Time from date of purchase order:** \_\_\_\_\_  
**[days/weeks]**

**Notes to Pricing:**

- a) All Prices must be quoted in South African Rand, exclusive of VAT
- b) To facilitate like-for-like comparison bidders must submit pricing strictly in accordance with this price schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being disqualified.
- c) 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.

**All Items on Pricing Schedule must be Priced, failure to so will result in bidders being disqualified.**

**Returnable Document**

**SECTION 4**

**CERTIFICATE OF ACQUAINTANCE WITH RFQ 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 RFQ. 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 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 in calculating tendered prices or any other purpose:**

Transnet’s General Bid Conditions*
Standard RFQ Terms and Conditions for the supply of Goods or Services to Transnet – <b>Annexure G</b>
Transnet’s Supplier Integrity Pact*
Non-disclosure Agreement*
Vendor Application Form* and all supporting documents (first time vendors only) <b>Annexure F</b> . Alternatively, for all existing vendors, please complete the table below under the heading “Existing vendors”.
<b>Respondents are to note that the documents marked with a “*” are available on request or at the Transnet website (<a href="http://www.transnet.net">www.transnet.net</a>). Please click on “Business with Us”, proceed to the tab “Tenders” and then click on “Standard Bid Documents”.</b>

Existing vendors: existing vendors are required to confirm whether all the information (e.g. company address, contact details, banking details, etc.) relating to the existing vendor number is still correct at the time of submission of this bid or update their information in the table below:

<b>Transnet Operating Division [e.g. TFR, TE, etc.]</b>	<b>Vendor Number</b>	<b>Information still current [tick if applicable]</b>	<b>Information change [indicate detail of change/s &amp; attach appropriate proof]</b>

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFQ 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 the Standard terms or conditions could result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid to which they intend to respond, before submitting the bid. The Bidder agrees that he/she will have no claim based on

**Returnable Document**

an allegation that any aspect of this RFQ was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if this Certificate of Acquaintance with RFQ documents included in the RFQ 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: \_\_\_\_\_



**Returnable Document**

**SECTION 5**

**RFQ 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 RFQ Clarification purposes;
2. we have received all information we deemed necessary for the completion of this Request for Quotation [**RFQ**];
3. We have been provided with sufficient access to the existing Transnet facilities/sites and any and all relevant information relevant to the Supply of the Goods as well as Transnet information and Employees, and has 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 RFQ from Transnet sources, other than information formally received from the designated Transnet contact(s) as nominated in the RFQ documents;
5. we are satisfied, insofar as our entity is concerned, that the processes and procedures adopted by Transnet in issuing this RFQ and the requirements requested from Bidders in responding to this RFQ have been conducted in a fair and transparent manner; and
6. furthermore, 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.
7. In addition, we declare that an owner / member / director / partner / shareholder of our entity **is / is not** [delete as applicable] an employee or board member of the Transnet Group.
8. If such a relationship as indicated in paragraph 6 and/or 7 exists, the Respondent is to complete the following section:

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

ADDRESS:

---

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Indicate nature of relationship with Transnet:

---

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*[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]*

9. 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.

**BREACH OF LAW**

10. We further hereby certify that *I/we **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:

NATURE OF BREACH:

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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.

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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 _____

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**SECTION 6**

**B-BBEE PREFERENCE 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 Broad-Based Black Economic Empowerment [**B-BBEE**] Status Level of Contribution.

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011.**

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**GENERAL CONDITIONS**

The following preference point systems are applicable to all bids:

the 80/20 system for requirements with a Rand value of up to R1 000 000 (all applicable taxes included); and

the 90/10 system for requirements with a Rand value above R1 000 000 (all applicable taxes included).

The value of this bid is estimated to not exceed R1 000 000 (all applicable taxes included) and therefore the **80/20** preference point system shall be applicable.

Preference points for this bid shall be awarded for:

Price; and

B-BBEE Status Level of Contribution.

The maximum points for this bid are allocated as follows:

	<b>POINTS</b>
<b>PRICE</b>	<b>80</b>
<b>B-BBEE STATUS LEVEL OF CONTRIBUTION</b>	<b>20</b>
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

**Failure on the part of a bidder to submit** a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System [**SANAS**], or a Registered Auditor approved by the Independent Regulatory Board of Auditors [**IRBA**] or a sworn affidavit confirming annual turnover and level of black ownership in case of all EMEs and QSEs with 51% black ownership or more together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution **are not claimed**.

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.

**DEFINITIONS**

**"all applicable taxes"** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;

**"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;

**"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

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Empowerment Act;

**"bid"** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;

**"Broad-Based Black Economic Empowerment Act"** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);

**"CIPC"** means the Companies and Intellectual Property Commission, formerly known as CIPRO, the Companies and Intellectual Property Registration Office.

**"comparative price"** means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;

**"consortium or joint venture"** 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;

**"contract"** means the agreement that results from the acceptance of a bid by an organ of state;

**"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);

**"firm price"** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;

**"functionality"** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;

**"non-firm prices"** means all prices other than "firm" prices;

**"person"** includes a juristic person;

**"QSE"** means a Qualifying Small EEnterprise 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);

**"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;

**"sub-contract"** means the primary contractor's assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;

**"total revenue"** bears the same meaning assigned to this expression 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 and promulgated in the *Government Gazette* on 9 February 2007;

**"trust"** means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and

**"trustee"** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

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**ADJUDICATION USING A POINT SYSTEM**

The bidder obtaining the highest number of total points will be awarded the contract.

Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.

Points scored must be rounded off to the nearest 2 decimal places.

In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.

However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.

Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

**POINTS AWARDED FOR PRICE**

**THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS**

A maximum of 80 or 90 points is allocated for price on the following basis:

**80/20**

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P<sub>s</sub> = Points scored for comparative price of bid under consideration

P<sub>t</sub> = Comparative price of bid under consideration

P<sub>min</sub> = Comparative price of lowest acceptable bid

**POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION**

In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

A bidder who qualifies as an EME in terms of the B-BBEE Act **must submit a sworn affidavit confirming Annual Total Revenue and Level of Black Ownership**. Furthermore EMEs may also obtain a sworn affidavit from CIPC (formerly CIPRO) Self Service Terminals when registering a business or filing annual returns. In these instances Transnet would require proof of turnover as well as proof of

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ownership. 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](http://www.dti.gov.za/economic_empowerment/bee_codes.jsp).

**QSEs that are at least 51% Black owned or higher are only required to obtain a sworn affidavit** on an annual basis confirming that the entity has an Annual Total Revenue of R50 million or less and the entity’s Level of Black ownership.

A Bidder other than EME or a QSE that is at least 51% Black owned must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.

A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

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.

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.

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.

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 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.

**BID DECLARATION**

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

**B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 5.1**

B-BBEE Status Level of Contribution: . = .....(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or a sworn affidavit.

**SUB-CONTRACTING**

Will any portion of the contract be sub-contracted?

( *Tick applicable box* )

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

If yes, indicate:

What percentage of the contract will be subcontracted.....%

The name of the sub-contractor.....

The B-BBEE status level of the sub-contractor.....

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Whether the sub-contractor is an EME.

**(Tick applicable box)**

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

**DECLARATION WITH REGARD TO COMPANY/FIRM**

Name of company/firm:.....

VAT registration number:.....

Company registration number:.....

**TYPE OF COMPANY/ FIRM**

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

[TICK APPLICABLE BOX]

**DESCRIBE PRINCIPAL BUSINESS ACTIVITIES**

.....  
.....

**COMPANY CLASSIFICATION**

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

[ TICK APPLICABLE BOX]

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

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 paragraph 7 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

The information furnished is true and correct;

The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

In the event of a contract being awarded as a result of points claimed as shown in paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;

If the B-BBEE status level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

disqualify the person from the bidding process;

recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;

cancel the contract and claim any damages which it has suffered as a result of having to make



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less favourable arrangements due to such cancellation;

restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, 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

forward the matter for criminal prosecution.

<b>WITNESSES</b>
1. ....
2. ....

..... <b>SIGNATURE(S) OF BIDDERS(S)</b>
DATE: .....
ADDRESS .....
.....

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**ANNEXURE A**

**CLAUSE BY CLAUSE COMPLIANCE TO SPECIFICATION**

**RFQ NUMBER: CRAC-JHB-23442**

The compliance response is to contain ONLY the following statement, **“Comply” or “Do not comply”**.

Bidders Are To Refer To The Specifications (page 6-19 of the RFQ) For Full Detailed Description For Provision of Cleaning Services at Kaalfontein for the Period of Twenty Four [24] Months.

**FAILURE TO FULLY COMPLETE OR COMPLY WITH ANNEXURE A WILL BE REGARDED AS NON-COMPLIANCE.**

	<u>COMPLY</u>	<u>DO NOT COMPLY</u>	<u>COMMENTS</u>
<p><b>11.1 Background</b></p> <p>Transnet Freight Rail requires the services of a cleaning service provider for the provision of good quality cleaning service for <b>KAALFONTEIN</b>. The scope of works includes cleaning of building’s internal floors, ablutions, kitchens, external surroundings, deep cleaning, vacuuming and other cleaning-related and complementary services.</p> <p>The Service provider shall provide all necessary machinery, tools and materials for the proper cleaning of above mentioned areas and execution of the work. Such machinery and materials shall be of a high standard, appropriately maintained and suitable for use within the Buildings.</p> <p>The Service provider shall ensure that the OHS Act and any other relevant legislative prescripts, policies and procedures are observed, and shall ensure that all cleaning functions and activities are carried out in a compliant manner.</p>			
<p><b>11.2 Service requirements</b></p> <p><b>11.2.1 General Service Requirement</b></p> <p>The Service provider is duly required to ensure the neat appearance of TFR buildings at all times. Effectiveness of manual cleaning depends on the worker, therefore Transnet requires all personnel to be appropriately trained in the cleaning competencies needed for the service that they provide.</p> <p>The Selected bidder shall conduct proper training and induction of cleaning requirements to ensure personnel are well-trained in all areas they service. The Service provider shall provide suitable equipment, protective clothing and training on proper use of chemicals, to ensure appropriate safety and wellness measures are taken to protect his employees and those of Transnet. The minimum requirements and frequency of intervention are as illustrated in the schedule.</p> <p>The Selected bidder’s cleaning programme must demonstrate fair distribution of the work-load; ensuring that each and every person is productive.</p> <p>Situations of over-utilisation and under-utilisation of staff i.e. where person has either too much or too little work to do, must be addressed as soon reported through an improved service programme with more efficient use of all personnel and fair model of work allocation.</p> <p>This contract requires hands-on supervision with each Supervisor being aware of the contribution of their personnel. The Supervisor must be able to competence gaps, and ensure the personnel receive the required training.</p> <p>Service concerns and areas of development will also from part of the Supervisor’s responsibilities to ensure personnel are developed and given the</p>			

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<p>right support.</p> <p>The bidder shall meet the minimum capacity requirements for resources i.e. plant, machinery and personnel.</p> <p>The Service provider shall take cognisance that cleaning service is regarded as an essential service and shall therefore ensure the continuity of service in the event of employees’ absenteeism, sickness or any form of leave, during industrial action or any other service interruptive actions.</p> <p>Duties and responsibilities assigned to personnel must be well balanced in the allocated working area.</p> <p>The Service provider shall consider and adopt industry cleaning standards and norms where personnel are kept up to date with new developments, cost saving initiatives are institutionalised, appropriate benchmarks for cleaning in terms of type of cleaning required, frequency of such cleaning, correct cleaning methods that not damage surfaces and upholsteries are used and correct chemicals and equipment are at all times used.</p> <p>Working hours are between 07h00 and 15h00 weekdays Monday to Friday and on weekends where required. Working hours exclude public holidays.</p> <p>Transnet shall monitor the cleaning activities to ensure adherence to the agreement.</p>					
<p><b>11.2.2 Personnel Requirements</b></p> <p>The average personnel requirements are as indicate in Table A below. Figures are indicative staff compliment based on historic service level requirements and are therefore intended to serve as minimum requirement.</p> <p>Bidder is expected to allocate as a minimum the number of personnel stipulated in the schedule to the contract.</p> <p>The Successful Bidder shall deploy the total number of personnel contracted for to site, daily for the total number of designated hours for entire duration of the contract. Not at any point shall there be less staff than was agreed.</p> <p><u>Table 1 Personnel requirements</u></p> <table border="1" data-bbox="92 1406 948 1464"> <tr> <td data-bbox="92 1406 560 1464">Total staff</td> <td data-bbox="560 1406 948 1464">1 cleaner 1 supervisors</td> </tr> </table> <p>The contractor shall bear sole responsibility for the recruitment, training, and provision of uniform, remuneration and engagement with cleaning personnel whatsoever is required for the provision cleaning services.</p> <p>The Successful Bidder shall provide to Transnet within 7 days of appointment, the identity of all staff allocated to the contract, specifying whether they are employed on a permanent or temporary basis and furthermore supply copies of identification documents for each individual.</p> <p>Transnet prefer low supervisor to personnel ration to avoid Supervisors being overwhelmed by the large number of employees to supervise.</p> <p>There must be good coordination and communication between supervisors and their subordinate, and teams must be efficiently managed.</p>	Total staff	1 cleaner 1 supervisors			
Total staff	1 cleaner 1 supervisors				
<p><b>11.2.3 Cleaning Personnel</b></p> <p>Cleaners should be observant, keen, alert, efficient, willing and pleasant; and adequately trained to guarantee a high cleaning standard.</p>					

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<p>Personnel shall at all times be neatly dressed in identifiable uniform.</p> <p>The Successful Bidder is encouraged to retain their staff for total duration of the contract, however in the event of staff replacement; the Contractor shall inform Transnet in writing immediately prior to the replacement of any staff and submit identification of the new appointee(s).</p> <p>The Service provider shall immediately substitute any staff found to be absent for whatever reason in order to ensure continued of service, refer to clause 2.4.</p> <p>Personnel shall report maintenance matters, faults, and health and safety concerns to their supervisor for attention. Supervisors must follow up and escalate maintenance issues to Property Management.</p>			
<p><b>11.2.4 Relief Staff</b></p> <p>The Service provider is responsible for providing a continuous service to Transnet. If a cleaner is ill, away or on leave, it is the Contractor's responsibility to ensure that the service is still provided, as such shall make alternative arrangements.</p> <p>The contractor is expected to have bank of temporary relief staff as contingency to absenteeism.</p> <p>The Site Manager shall be responsible for the proper arrangement of substitute staff and such person shall be on site for total working hours for the total days for which they are required.</p> <p>In case of emergency or unplanned leave, the Site Manager shall be allowed until 09h00 to have the substitute staff on site.</p>			
<p><b>11.2.5 The Supervisor</b></p> <p>The Supervisor, who has sound knowledge and experience in supervising cleaning works for high quality buildings, shall effectively supervise cleaning personnel and all daily operations at the Contractor's own cost.</p> <p>Such supervisor shall be on the premises daily to report and where possible remedy any faults or irregularities which may affect daily operation.</p> <p>The Supervisor must escalate all faults, health and safety concerns and maintenance issues reported by personnel to Property Management.</p> <p>The onsite Supervisor must be trained and understand the contract requirements so they can translate the requirements into tasks that a cleaning person can handle and execute in a timely manner.</p> <p>The Supervisor must furthermore ensure the balance of activities between personnel, working time, equipment and supplies required to execute the tasks.</p> <p>The supervisor shall draw-up daily work schedules for staff under their management.</p> <p>The Supervisor shall ensure relevant personnel are registered in the work schedules including areas to which they are assigned.</p> <p>Supervisor shall ensure the monitoring schedule is displayed on rest room doors and shall be responsible for the management and sign off of the schedule during hourly rounds.</p>			

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<p>The Supervisor shall keep accurate records of attendance of staff and work schedules. These records must be made available to Transnet Property Management when required.</p> <p>The Supervisor shall perform daily walk-about and evaluation of all cleaning operations for areas under their supervision.</p> <p>The onsite Supervisor must be able to conduct a work orientation of the service personnel are to provide in areas of the buildings.</p> <p>The Supervisor must be able to train personnel. This would include on the job training and facilitation of personnel to ensure they understand the layout of their run, the time allotted for each task, equipment and chemicals utilised and their proper and safe use.</p> <p>The Supervisor must ensure balanced and even distribution of equipment and consumables between personnel.</p> <p>The onsite Supervisor must have sufficient soft skills to engage personnel, building manager/s and Transnet employees who may have need of his/her time and attention.</p> <p>People skills, basic math, training ability and scheduling are few of the skill sets required of competent Supervisor assigned to this contract.</p> <p>A well-motivated supervisor shall go a long way in providing good service to Transnet and its employees.</p>			
<p><b>11.2.6 Site Manager/Customer Service Manager</b></p> <p>The Service provider shall appoint a Site Manager/Customer Service Manager to the contract.</p> <p>The Manager shall have the experience and competence to address contractual and service problems, provide guidance to supervisors and personnel alike, remedy situations that arise and present feedback to Transnet Property Manager as required.</p> <p>Transnet representative shall direct all communication to Manager of their delegated person regarding any service and contract related matters and the onus shall rest with the Manager to communicate further to Supervisors and cleaning staff and/or remedy the situation as the situation may require.</p>			
<p><b>11.3 Training</b></p> <p>Training shall be given to the staff and be exposed to mentoring and coaching.</p> <p>Staff shall be afforded the opportunity to be upskilled and developed during the course of the contract.</p> <p>The bidder shall provide a comprehensive training plan on formal and on the job training various skills and modules.</p> <p>The selected bidder is expected to conduct refresher training for personnel, assess skill gaps and developmental needs and provide the needed training to personnel.</p>			
<p><b>11.4 Site File</b></p> <p>The appointed service provider is required to provide a Transnet specific Site File which will include all statutory and management information and documents such as:</p> <p>OHS Policy and Procedures;</p>			

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<p>Safe works Procedures; Risk Assessments Procedures; Department of Labour documents e.g. COIDA, UIF and etc.</p> <p>The Service provider will be required to provide a comprehensive site file within 30 days after appointment.</p> <p>The service provider will conduct a site assessment and to update, if required, any of its standard procedures as listed above, to suit any Transnet specific site requirements.</p>			
<p><b>11.5 Orientation sessions</b></p> <p>Orientation sessions will be conducted annually by the Property Manager for the newly appointed Service provider and staff.</p> <p>Newly appointed staff will be orientated if there is staff turnover during the contract period. However, the selected bidder is encouraged to retain their staff for total duration of the contract and a plan on how this will be achieved should be submitted.</p>			
<p><b>11.6 Meetings</b></p> <p>Monthly meetings shall be held between Property Management, Contract manager/Site manager to discuss the contract and service. Minutes of these must be kept in the Site file and be made available to Property Management on request.</p> <p>Emergency meetings may be held in urgent and emergency situations.</p> <p>The Service provider shall hold monthly meetings with personnel to discuss among other things hygiene and cleanliness, Occupational Health and Safety, skills and development, training etc.</p>			
<p><b>11.7 General Service Requirements</b></p> <p>The Contractor shall provide and promote good customer service</p> <p>Display openness and transparency</p> <p>Utilise protective clothing in all cleaning functions as appropriate</p> <p>Ensure timeous cleaning of venues before and after events</p> <p>Display signage all times in areas where cleaning personnel are working</p> <p>Cleaning during emergencies:</p> <p>In the event of an emergency, cleaning service must only be conducted as soon as it is deemed safe to do so.</p> <p>In the event of flooding, emergency cleaning must be undertaken within 24 hours or as soon as deemed safe.</p> <p>Contractor's staff are prohibited from taking in their possession any objects property of Transnet irrespective of size or value.</p>			
<p><b>11.8 Equipment</b></p> <p>The service Provider shall supply all equipment and tools required to render the daily cleaning service.</p> <p>Maintenance of equipment shall be responsibility of the Service Provider and all costs associated with maintenance of equipment shall be borne by him.</p>			

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<p>The Service Provider shall ensure that defective equipment is either be replaced or repaired as the case may require, within 24 hours from the time that such defective equipment is reported by personnel or Transnet Freight Rail Property Management.</p>																																																																				
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<p>Great care must be taken to assure that brushes and equipment are cleaned to avoid cross-contamination</p> <p>Cloths, mops and pads must be laundered after use and dried as necessary.</p> <p>No dirty or foul smelling equipment shall be used.</p>																																																																				
<p><b>11.9 Cleaning consumables</b></p> <p>The contractor shall provide chemicals and materials which are not harmful to either persons or the environment.</p> <p>Transnet has preferred products based of historic use. However their proposed use will not advantage the tenderer in any way.</p> <p>Alternative products may be considered provided they are proven safe and</p>																																																																				

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<p>desirable.</p> <p>Such alternative products may be subject to Transnet prior approval, and samples may be required from shortlisted bidders when appropriate during the tender process.</p> <p><b>List of consumables</b></p> <p>Ammoniated cleaner</p> <p>Ammonia stripper/ non ammoniated stripper</p> <p>Liquid polish stripper</p> <p>Heavy duty refuse bags</p> <p>All Purpose cleaner (For removal of lime and urine deposits on toilet bowls. This is highly foaming. Extremely acidic)</p> <p>Toilet scrubber</p> <p>Antiwax</p> <p>General degreaser</p> <p>Probiotic Cleaner</p> <p>Floor emulsion polish and wax</p> <p>Shoe covers</p> <p>Disposable gloves</p> <p>Deep cleaning liquid</p> <p>Wood polish</p> <p>Window cleaner</p> <p>Dishwasher</p> <p>Furniture Polish</p> <p>Colour coding cloth</p> <p>Mutton cloth</p> <p>General disinfectant</p> <p>Heavy duty soap</p> <p>Neutral soap</p> <p>Carpet cleaner/ shampoo</p> <p>Paper towels and cleaning rags</p> <p>Waste bags (to fit rubbish bins)</p> <p>Air freshener</p> <p>Antibacterial soap</p> <p>Dish soap</p> <p>Bleach</p> <p>Anti-dust spray</p> <p>Insecticides</p> <p>Two ply toilet paper</p>			
<p><b>11.10 Scope of Service and Schedule</b></p> <p>The Service provider shall render good quality service wherein proper equipment, biodegradable chemicals and material are used, well trained personnel and experienced supervisors provide the cleaning service and general expertise is applied in ensure a satisfactory service.</p> <p>Cleaning personnel shall have access to areas in the building as inducted by the Property manager. Personnel should be allowed to carry out their duties in these areas, unless a department requests differently.</p> <p>The confidentiality and sensitivity of some work areas must be considered; therefore reasonable arrangement must be made with Property management for access to these areas.</p> <p>It shall be the responsibility of related employees to ensure adherence to good governance and have all confidential documentation kept under lock and key.</p>			

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<p><b>1.10.1 Cleaning of floor types</b></p> <p><b><u>Polished concrete floors</u></b></p> <p>Sweep clean of soil and dust – mop floor with wet mop in detergent solution – remove all excess water from surface with wringed mop.</p> <p>An approved floor wax may be applied where a highly polished finish is desirable.</p>			
<p><b><u>Tiles</u></b></p> <p>Sweep clean of all dust – scrub with approved liquid detergent solution – wash down thoroughly with clean water – remove all excessive water from surface with clean cloth.</p> <p>An approved water emulsion polish may be applied to tile walls where a highly polished finish is desirable.</p> <p><b>N.B.</b> – Unsafe cleaning detergents that will eat away the concrete grouting surrounding the tiles must be avoided.</p>			
<p><b><u>Terrazzo</u></b></p> <p>Sweep clean of all dust – scrub with approved liquid detergent solution – wash down thoroughly with clean water – remove all excess water from surface with clean cloth.</p> <p>An approved water emulsion polish may be applied to mosaic tile walls and dados where a highly polished finish is desirable.</p> <p><b>N.B.</b> – Avoid unsafe cleaning detergents, acids or other corrosive liquids that may eat the concrete matrix away from the marble chips.</p>			
<p><b><u>White or Coloured Rubbed Granite</u></b></p> <p>Sweep clean of all dust – scrub with approved liquid detergent solution – wash down thoroughly with clean water and remove all excess water with clean cloth.</p> <p><b>N.B.</b> – Avoid the use of metal brushes or wire wool.</p>			
<p><b><u>Marble</u></b></p> <p>Sweep clean of all dust – scrub with warm water and a non-caustic detergent. Wash down with clean water and remove all excessive water with clean cloth.</p> <p>The surface may be polished where a brilliant finish is desirable. As required, a non-slippery liquid wax may be applied onto marble finishes.</p> <p><b>N.B.</b> – Avoid the use of acid which is harmful to marble.</p>			
<p><b><u>Thermo-Plastic (asphalt or Vinyl) Tiles</u></b></p> <p>Sweep clean of all dust – wash with a weak solution of approved liquid detergent, wash down thoroughly with clean water and dry with clean cloth.</p> <p>Apply a thin film of water emulsion Polymer type polish which is self-polishing and dries with a bright surface in about 20 minutes.</p> <p>After repeated applications of polish, a “build-up” old polish may occur – this may be removed by the use of an approved concentrated detergent cleanser of the appropriate type of stripping agent.</p>			

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<p><b><u>Quarry Tiles</u></b></p> <p>Sweep clean of all dust – scrub with an approved liquid detergent solution - wash down thoroughly with clean water and dry thoroughly with clean cloth.</p> <p>If a dust free surface is required a coat of spirit solvent wax can be applied. Allow drying out and when thoroughly dried buffs to a brilliant finish preferably with a suitable polishing machine.</p> <p><b>N.B.</b> Do not use pigmented polishes without prior consent from the Manager.</p>			
<p><b><u>Teak Block Floors</u></b></p> <p>Sweep clean of all dust – apply a film of spirit solvent wax (do not use water emulsion wax unless the floor has been thoroughly sealed), or, where the traffic density is high, natural paste wax.</p> <p>Allow the liquid polish time to harden. Buff daily with a suitable polishing machine.</p>			
<p><b><u>Glazed Tiles</u></b></p> <p>Brush clean of all dust – scrub with an approved liquid detergent solution – wash down thoroughly with clean water and dry thoroughly with clean cloth.</p> <p><b>N.B.</b> – Each operator should clean, rinse and dry an area of about 1m2 at one time. This allows time to rinse before the cleaning solution has had time to dry and cause streaks.</p>			
<p><b><u>Linoleum</u></b></p> <p>As for Thermo-plastic Tiles.</p> <p><b>N.B.</b> – High quality paste wax and spirit solvent wax can be used if traffic conditions are heavy. They should be applied generously, allowed to dry thoroughly and then buffed to a brilliant finish using a suitable polishing machine.</p>			
<p><b><u>Rubber Flooring</u></b></p> <p>Before waxing it is essential that the surface should be perfectly clean.</p> <p>Avoid excessive use of water as this might creep between the joints of the flooring and affect the adhesion of the rubber to the sub-floor.</p> <p>The best method of cleaning of the rubber floor is by means of a paste cleanser applied with a damp cloth. Thorough rinsing is essential, again a minimum amount of water should be used and the floor dried thoroughly with a clean cloth.</p> <p>Good quality bar or liquid soap can also be used but soft soaps with high alkalinity, liquids containing essential oils (e.g. turpentine and pine oil) and coarse abrasives should be avoided.</p> <p>When clean, the floor should be treated with an approved water emulsion Polymer type polish, which should be allowed to dry thoroughly before traffic is allowed to pass over it.</p> <p><b>N.B.</b> – Solvent based waxes should not be used on rubber floors. White spirit and other solvents such as petrol, benzene and paraffin attack rubber flooring causing it to become soft and sticky and “bleeding” of colours may occur.</p>			
<p><b><u>Cork Flooring</u></b></p> <p>The floor should first be cleaned with a good quality neutral soap or detergent.</p>			

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<p>A minimum amount of water should be used as excess water may seep between the tiles and loosen them from the floor.</p> <p>The floor should then be rinsed with clean water and thoroughly dried. Then dry steel wool (or gauze) may be used to remove stains and clean badly soiled areas.</p> <p>When dry, the floor should be sealed with either a polyurethane or oleo resinous seal. Such sealing is a specialized process and should not be attempted other than under experienced supervision.</p> <p>If the floor is not sealed, it then requires to treat the surface with several coats of high-grade polish or to fill up the pores. Over this base any polish including emulsions can be used. However, whatever polish is applied, it is to be stripped at regular intervals and followed by frequent maintenance detailed below.</p> <p>For subsequent maintenance, an occasional application of floor wax, either solvent bound or an emulsion polish will considerably extend the life of the seal and provide a better resistance to scuff marks.</p>			
<p><b><u>Painted Surface (Oil)</u></b></p> <p>Flat finish: Remove all surface dust with a soft brush, wipe down with damp cloth containing weak approved detergent solution. Wipe down with a clean damp cloth.</p> <p>Persistent stains may be removed by the sparing use of a fine abrasive paste or powder.</p> <p>High gloss finishes: do not use any form of abrasive to remove stains.</p> <p>The use of washing soda or any other highly alkaline material should also be avoided.</p> <p>For a superior finish a high quality paste wax can be applied and buffed to the required finishes.</p>			
<p><b><u>Stainless Steel</u></b></p> <p>To maintain the original bright and clean appearance, accumulation of deposit from the atmosphere must be prevented.</p> <p>Frequent careful washing with soap and water or an approved detergent solution will maintain appearance indefinitely.</p> <p>Avoid the use of abrasives and steel wool. Accumulated dirt may be removed by the use of nylon web pad.</p>			
<p><b><u>Bronze Finishes</u></b></p> <p>Bright bronze must be kept free from dust during the process of toning down, so that the atmosphere may act on it evenly until the required colour is obtained. This action must then be checked and the surface preserved by building up on it (by frequent applications of wax polish) a coating of hard wax, impervious to moisture and easily polished.</p> <p>Chemically toned bronze requires the action of the atmosphere for a short time after fixing to "see" it to its permanent shade, during which it should be kept free from dust by occasionally cleaning with a little petrol. After which the surface should be protected in the same way as natural toned bronze.</p> <p><b>N.B.</b> – The usual kinds of metal polish, and oil such as paraffin, should on no</p>			

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account be used. An approved natural wax may be used. Apply with a cloth pad and allow to dry. When thoroughly dry buff to a brilliant finish.			
<b><u>Aluminium</u></b>  Thoroughly wash down with water containing non-alkaline soap or detergent and dry thoroughly with clean cloth. Accumulated dirt may be removed by the use of nylon pad. Occasional application of a wax polish may preserve an attractive appearance.  <b>N.B.</b> – Avoid the use of abrasive and steel wool.			
<b><u>Chrome Finishes</u></b>  Chrome finishes rarely require anything more than a rub down with a soft cloth, but to prevent pitting such finishes may be cleaned once a month with chrome cleaners.			
<b>11.10.2 Windows and Blinds</b>  Blinds in offices to be deep cleaned twice a year;  High windows to be cleaned four times a year;  Window sills must be wiped clean of all dust daily;  Window handles must be cleaned and polished with metallic polish once monthly;  All ground and eye level windows (inside and outside) must be cleaned once monthly.			
<b>11.10.3 Doors</b>  All revolving / entrance glass doors must be cleaned daily;  Office doors must be wiped clean of dust and dirt weekly;  Door handles to be dusted and cleaned weekly.			
<b>11.10.4 Walls and Surfaces</b>  Walls and surfaces must be wiped clean of all marks and dirt with a clean damp cloth, daily;  High dusting of walls and corners to be done weekly;  Low walls must be wiped off weekly;  Washing of walls monthly using SABS approved cleaning detergents;  Damp cleaning of doors, door frames and cupboard doors weekly.			
<b>11.10.5 Restrooms and Ablution Facilities:</b>  Restrooms and ablution facility floors must be cleaned daily;  Walls and wall tiles cleaning of weekly  Daily cleaning and disinfection of all toilets, urinals, basins and drains;  Cleaning of restroom door handles, taps, and equipment must be done weekly;  Mirrors must be cleaned weekly to a clear and shiny finish.			
<b>11.10.6 Equipment and Appliances</b>  Cleaning and disinfection of domestic appliances with SABS approved cleaning			

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materials daily.			
<p><b>11.10.7 Workstations</b> Tables must be wiped clean twice weekly with clean damp cloth;</p> <p>Office machinery and utilities (telephones, photocopier machine, desktop, laptop etc.) must be dusted and wiped clean twice weekly</p>			
<p><b>11.10.8 Upholstery (suites, chairs, couches etc.)</b> Deep cleaning of upholstered furniture quarterly.</p>			
<p><b>11.10.9 Cleaning Scope and Schedule</b> Water/detergent solutions must be changed frequently and cleaning must be done with clean water solution.</p> <p>Soil must be removed from the equipment by scraping the surfaces or soft rubbing depending on surface type, and swept off prior to application of water solution.</p>			

Area	Cleaning function	Frequency			
<b>Offices, workstations, boardrooms and entertainment areas</b>					
Office equipment, Photocopier Machines, Printers, Phones, handsets, computers/Laptops	Dust all equipment with microfiber cloth Wipe clean with clean damp cloth	Twice weekly Twice weekly			
Desk, tables, chairs	Dust clean with microfiber cloth Wipe clean with clean damp cloth Polish with furniture/wood polish	Twice weekly Twice weekly Twice weekly			
Waste bins	Empty bins in morning and afternoon Wipe bins clean Disinfect with liquid disinfectant	Twice daily Daily Daily			
Floors	<Clean according to floor type>	Daily			
<b>Kitchen</b>					
Appliances and kitchen equipment	Wash with liquid soap solution and wipe clean Wipe clean	Twice weekly Daily			
Kitchen sink	Wash with liquid soap solution and wipe clean Disinfect with liquid disinfectant	Daily Daily			
Floors	<Clean according to floor type>	Daily			
Light fitting and switches	Wipe clean with damp cloth	Twice weekly			
Furniture	Wipe clean with damp cloth Polish	Twice weekly Twice weekly			
Cupboards and counters The cleaning of will take place at specific intervals during the day	Wipe clean with damp cloth Polish with furniture/wood polish	Twice weekly Weekly			
Tea cups and utensils	Wash with warm water and liquid dishwasher Rinse and dry	Twice daily			

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<b>Rest rooms and ablution facilities</b>					
Ablutions must be cleaned fully once a day (in the morning) and spot cleaned in the afternoon. In a reception area or in high traffic areas ablutions must be fully cleaned twice daily.					
Toilet bowls	Wash the inside with soapy solution and toilet brush Wipe clean with clean damp cloth Sanitize	Twice daily			
Urinals	Wash the inside with soapy solution and brush Wipe clean with clean damp cloth Sanitize	Twice daily			
Hand basins	Wash with soapy solution and cloth Wipe clean with clean damp cloth Sanitize	Twice daily			
Taps	Wash with soapy solution and cloth Wipe clean with clean damp cloth Sanitize				
Mirrors	Wipe clean with damp cloth and window cleaner dry with dry cloth Shine with cloth and window cleaner	Daily			
Floors	<Clean according to floor type>	Daily			
Walls and wall tiles	Wipe with damp cloth Disinfect Spot clean	Daily  When required			
Doors, door frames and handles	Spot clean Wipe with damp cloth and polish	When required Weekly			
Vanity tops	Clean with cloth and soapy solution Sanitise	Daily			
Toilet equipment (paper dispensers, SHE Bins, waste bins, etc.)	Clean and wipe with damp cloth and disinfectant solution Disinfect	Weekly  Weekly			
<b>Common rooms and areas (reception areas, entrance hall)</b>					
Furniture	Dust Polish with furniture/wood polish Steam clean	Daily Weekly  Quarterly			
Upholstery	Dust Steam cleaning	Daily Quarterly			
<b>Stairwells and landings</b>					
Handrails and fittings	Wipe clean with damp cloth sanitize	Weekly			
Floors	Sweep clean of soil and dust Mop according to floor type	Twice weekly			
<b>Walkways and corridors</b>					
Skirting tiles and boards	Wipe with semi dry cloth	Weekly			
<b>Corridors and walkways</b>					
Floor area and skirting	Sweep and dust Damp mop and buff	Daily Weekly			
Walls	Spot clean	Daily			
<b>Lifts</b>					

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Floors	Remove refuse and litter Damp clean	Daily Weekly			
Doors	Wipe clean with disinfectant solution	Weekly			
<b>External area</b>					
Parking area	Remove refuse and litter	Daily			
Main entrance	Damp mop Polish	Weekly Weekly			
Common facilities and amenities that require cleaning function:					
Facility/amenity	Cleaning function	Frequency			
<b>Waste bins</b>					
All waste bins	Empty Wipe clean Disinfect	Twice daily Daily			
<b>Blinds</b>					
Blinds	Dust clean Damp wipe Vacuum	Weekly Weekly Twice yearly			
<b>Curtains</b>					
Curtain	Dust and fluff dust off	Weekly			
<b>Curtain rail</b>	Dust clean Wipe with damp cloth	Monthly			
<b>Windows</b>					
Interior windows	Wipe clean with damp cloth and window cleaner Dry and shine Wash thoroughly	Weekly  Quarterly			
Exterior windows	Wash thoroughly	Quarterly			
Window sills	Dust clean Wipe with damp cloth Polish	Weekly			
Window burglar proofing	Dust clean Wipe with damp cloth	Weekly Weekly			
<b>Doors</b>					
Burglar gates	Dust clean Wipe with damp cloth	Weekly Weekly			
Door handles	Wipe with damp cloth Polish	Weekly Weekly			
<b>Glass doors</b>	Wipe clean with damp cloth and window cleaner Dry and shine	Weekly			
<b>Carpets</b>					
Fitted carpets	Vacuum/dry cleaning Spot clean Steam clean	Weekly When required Quarterly			
Loose mats	Vacuum Spot clean Steam clean	Weekly When required Quarterly			
<b>High and low surfaces</b>					
Necessary safety precautions must be exercised when cleaning high lying areas					
High ledges/shelves	Dust clean Clean with semi dry cloth where required	Once monthly			
Low ledges, skirting boards	Dust clean Clean with semi dry cloth where required	Weekly Weekly			
<b>Walls</b>					

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All walls	Wash Spot clean Clean with damp cloth	Quarterly When required Weekly			
<b>Pot plant holder</b>					
Pot plant holders	Spot clean	Weekly			
<b>11.10.10 Carpet shampooing/Dry cleansing to be done quarterly</b>					
<p><b>Rotary brush method</b> – Dry vacuum the area first, then shampoo carpeting carefully with a good quality appropriately diluted liquid shampoo &amp; to comply with the manufacturer’s instructions for operating the rotary machine. Use wet vacuum immediately to remove excessive water and slurry. After shampooing brush the carpet pile in the direction with a carpet pile brush and warn users not to walk on the carpet until it is completely dry. As a final operation, dry vacuum on the following day to remove any loose fluff and lint loosened by the refinishing process.</p> <p><b>Dry foam method</b> – Use a pile-lifting machine to run over the area first. A fully automatic dry-foam machine which converts the liquid shampoo &amp; into a foaming fluffy solution will be operated (i) lay the fluffy solution, (ii) scrub with brushes in one pass and in one direction and immediately suck up the slurry.</p> <p><b>Steam extraction method</b> – Use a fully automatic steam machine to jet heated solution of appropriately mixed water and shampoo into the carpet under pressure in one pass and in one direction and remove all loosened dirt instantly by simultaneous vacuum action.</p> <p><b>N.B.</b> – Before cleaning carpets with any of the above methods, it is essential to clear the room of all light furniture and scrub a small area to check for colourfastness and backing wetness. Only skilled operators are allowed to carry out such carpet shampooing and great care must be taken to prevent shrinkage and over-wetting. A second pass may be necessary in heavily soiled areas.</p>					
<b>11.11 Strip and seal</b>					
Strip and seal should be done twice a year for vinyl and stone/ceramic floors.					
<b>11.12 Insurance</b>					
<p>The service provider will be required to have insurance to protect himself and Transnet against liability claims. Proof of such insurance must be submitted within 7 days of having been appointed.</p> <p>Insurance of workmen in terms of provisions of the Compensation for Occupational Injuries and Disease Act No.130 of 1993.</p>					

Respondent’s Signature

Date & Company Stamp



**Returnable Document****11.13 Cleaning at Kaalfontein**

User	Asset No	Description of Premises	Square metres	Frequency	Number of cleaners	Comply	Do Not Comply	Comments
Terminal	02AK240J	Café (Kaalfontein)	44	Twice a day - 2 shifts - Monday - Sunday	1			
Terminal	02AK241J	Store Police Post	15	Twice a day - 2 shifts - Monday - Sunday				
Terminal	02MK015J	Office / Rest Room	114	Twice a day - 2 shifts - Monday - Sunday				
Terminal	02MK016J	Offices At Police Post	78	Twice a day - 2 shifts - Monday - Sunday				
Terminal	02MK017J	Ablution Facility	31	Twice a day - 2 shifts - Monday - Sunday				
Terminal	02MK018J	Ablution Facility	31	Twice a day - 2 shifts - Monday - Sunday				
ABL	02BK184J	Control Cabin	150	Twice a day - 2 shifts - Monday - Sunday				

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CONTRACT CLEANING MINIMUM WAGE PRICE SCHEDULE FROM NCCA (Effective 1st December 2016 for period ending 30th November 2017)

#	ITEM	DESCRIPTION	AMOUNT
<b>1</b>	<b>Basic monthly wage cost</b>	Cleaning sectorial determination	<b>R 3 356.62</b>
	Hourly rate	40 hours per week	<b>R 19.38</b>
	Daily rate	8 hrs per day	R 155.04
	Weekly wage cost	Hourly wage x 40 hours	R 775.20
<b>2</b>	<b>Leave provisions</b>		<b>R 361.75</b>
	Annual leave	15 days per year	R 193.79
	Sick leave	10 days per year	R 129.20
	Family responsibility	3 days per year	R 38.76
<b>3</b>	<b>Other: Employer contribution</b>		<b>R 682.90</b>
	Provident fund	5.25% of monthly wage	R 176.22
	Bonus	4.33 weeks for a full 12 months	R 279.72
	UIF	1% of basic monthly wage	R 33.57
	COID	1.6% of basic monthly wage	R 53.71
	NCCA / Union levy fee	1.52% per employee per month	R 0.00
	Training levy	SDL = 1% of wage	R 33.57
	Uniform	R500 per year	R 41.67
	Severance pay	1.92%	R 64.45
<b>4</b>	<b>Monthly Labour Cost ( per 1 x cleaner )</b>	<b>A1 + A2 + A3</b>	<b>R 4 401.27</b>
<b>5</b>	<b>Total monthly labour cost ( per total number of cleaners required</b>	<b>1</b>	<b>R 4 401.27</b>

**TOTAL LABOUR COST FOR THE CONTRACT PERIOD OF 24 MONTHS**

(including all required gardeners)

R \_\_\_\_\_

I, \_\_\_\_\_ hereby commit my company to pay my employees according to the above-mentioned salary template.

Signed by: \_\_\_\_\_

Full Name &amp; Surname: \_\_\_\_\_

Capacity: \_\_\_\_\_

**IMPORTANT NOTICE**\* **Random payslips will be requested from the cleaning personnel once contract is in place**\* **Please include the weekend and public holidays rates where applicable**

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**ANNEXURE C**

**TRANSNET FREIGHT RAIL SAFETY HEALTH AND ENVIRONMENTAL (SHE)  
SPECIFICATIONS FOR CONTRACTORS**

**1. Introduction**

- 1.1 This Safety, Health and Environmental (SHE) specification is Transnet Freight Rail (TFR) minimum requirements to be met by Service provider when performing work for or on behalf of TFR. They set out the requirements to be followed by the Principal Contractor and other contractors so that the health and safety of all people's potentially at risk may receive the same priority as other facets of the project.
- 1.2 The service provider shall **develop a SHE plan and prepare a SHE file** based on these requirements, risk assessment as well as all the relevant applicable legislation. The service provider shall remain accountable for the quality and execution of his health and safety programme for his employees. This specification in no way releases the service provider from compliance with the relevant legislation.

**2 Purpose**

- 2.1 The purpose of this specification is to ensure that the The Service provider provides and maintains, as far as reasonably practicable a safe working environment for all employees and the public whilst performing work for or on behalf of TFR.
- 2.2 This specification form an integral part of the contract, and the The Service provider shall forward this specification to all subcontractors at the bidding stage so that they can in turn prepare health and safety plans relating to their operations

**3 Scope and Application**

- 3.1 This specification is applicable to all contractors, suppliers and all activities and processes carried out for or on behalf of Transnet Freight Rail. The Specification defines the strategies to manage Health and Safety and is a compliance document drawn up in terms of the Occupational Health and Safety Act 85 of 1993 and Construction Regulations, February 2014.
- 3.2 This specification shall also apply to any subcontractors as employers in their own right. The Service provider shall furnish the TFR Contract Representative/Technical Officer with full particulars of such subcontractors and shall ensure that they comply with the OHS Act and Regulations and Transnet's safety requirements and procedures.

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- 3.3 Every effort has been made to ensure that this specification document is accurate and adequate in all respects. Should it however, contain any errors or omissions they may not be considered as grounds for claims under the contract for additional reimbursement or extension of time, or relieve the Principal Contractor from his responsibilities and accountability in respect of the project to which this specification document pertains. Any such inaccuracies, inconsistencies and/or inadequacies must immediately be brought to the attention of the TFR Contract Representative/Technical Officer or Client Agent.

**4 General**

- 4.1 Service provider and Transnet Freight Rail are individual employers, each in its own right, with their respective duties and obligations set out in the Occupational Health and Safety Act, Act 85 of 1993 (herein referred as the OHS Act) and applicable Regulations.
- 4.2 The Service provider accepts, in terms of the General Conditions of Contract and in terms of the OHS Act, his obligations as an employer in respect of all persons in his employ, other persons on the premises or the Site or place of work or on the work to be executed by him, and under his control. The Service provider shall, before commencement with the execution of the contract work, comply with the provisions set out in the OHS Act, and shall implement and maintain a SHE Plan approved by Transnet Freight Rail, on the Site and place of work for the duration of the contract .
- 4.3 The Service provider accepts his obligation with complying to the OHS Act and applicable Regulations notwithstanding the omission of some of the provisions of the OHS Act and the Regulations from this document.
- 4.4 Transnet Freight Rail accepts, in terms of the OHS Act, its obligations as an employer of its own employees working on or associated with the site or place of work, and the Service provider and TFR Contract Representative/Technical Officer or his deputy shall at all times, co-operate in respect of the health and safety management of the site, and shall agree on the practical arrangements and procedures to be implemented and maintained during execution of the works
- 4.5 In the event of any discrepancies between any legislation and this specification, the applicable legislation will take precedence.

**5 Section 37(2) Agreements**

- 5.1 Transnet Freight Rail and the Service provider shall enter into an agreement in terms of section 37(2) of the Occupational Health and Safety Act to the arrangements and procedures between them To ensure compliance by the Principal Contractor with the provisions of the OHS Act.

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5.2 The agreement shall be completed and signed by the Service provider mandated representative as soon as possible and returned to the relevant TFR Project Manager / TFR Contract Representative for his/her signature on behalf of TFR.

5.3 The Service provider shall enter into a Section 37(2) Agreement with their respective sub-Contractors. Signed copy of such agreement must be kept on the Contractor's SHE file.

**6. Definitions**

6.1 In this Specification the definitions as listed in the Occupational Health and Safety Act 85 of 1993 and Construction Regulations, 2014 shall apply, unless the context otherwise indicates: -

6.2 **"construction Work"**, which, in terms of the Construction Regulations, 2014 means any work in connection with: -

- a) the construction, erection, alteration, renovation, repair, demolition or dismantling of or addition to a building or any similar structure; or
- b) the, construction, erection maintenance, demolition or dismantling of any bridge, dam, canal, road, railway, runway, sewer or water reticulation system or the moving of earth, clearing of land, the making of an excavation, piling or any similar civil engineering structure; or any similar type of work.

6.3 **"competent person "**means a person who—

- a) has in respect of the work or task to be performed the required knowledge, training and experience and, where applicable, qualifications, specific to that work or task: Provided that where appropriate qualifications and training are registered in terms of the provisions of the National Qualification Framework Act, 2000 (Act No.67 of 2000), those qualifications and that training must be regarded as the required qualifications and training; and
- b) is familiar with the Act and with the applicable regulations made under the Act;

6.4 **"contractor"** means an employer who performs construction work, and includes a principal contractor (principal contractor and subcontractor);

6.5 **"fall protection plan "**means a documented plan, which includes and Provides for-

- a) All risks relating to working from a fall risk position, considering the nature of work undertaken;

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b) The procedures and methods to be applied in order to eliminate the risk of Falling; and

c) A rescue plan and procedures

6.6 **"Safety, Health and Environmental (SHE) File"** means a file or other record in permanent form, containing the information required to be kept on site in accordance with the OHS Act and applicable Regulations;

6.7 **"health and safety (SHE) plan"** means a site, activity or project specific documented plan in accordance with the client's health and safety specification;

6.8 **"risk assessment"** means a programme to determine any risk associated with any hazard at a work site, in order to identify the steps needed to be taken to remove, reduce or control such hazard;

6.9 **"principal contractor"** means an employer appointed by the client to perform construction work

6.10 **"TFR"** means Transnet Freight Rail, a division of Transnet SOC Ltd (Registration No. 1990/000900/06), a public company incorporated in accordance with the company laws of the Republic of South Africa

6.11 **"TFR Contract Representative"** TFR employee appointed to liaise with the contractor to ensure that the specifications of the contract are met (with special emphasis on safety, technical specifications, inspection of quality and quantity of work). It includes a Technical Officer, Security Depot Manager, Senior Protection Officer, Leading Protection Officer, Maintenance Supervisor's etc.

**7. Notification of Construction Work**

7.1 The Contractor who intends to carry out any construction work other than work where a Construction Work Permit is required, must at least 7 days before carrying out such work, notify the Provincial Director of the Department of Labour in writing if the construction work:-

(a) Includes excavation work

(b) includes working at a height where there is a risk of a person falling;

(c) Includes the demolition of a structure; or

(d) includes the use of explosives to perform construction work,

7.2 The notification to the Provincial Director shall be on a form similar to Annexure 2 of the

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Construction Regulations, 2014. The Contractor shall ensure that a copy of the completed notification form is kept on site for inspection by an inspector, TFR Contract Representative/Technical Officer or employee.

**8. Letter of Good standing**

8.1 The Service provider shall submit proof of registration and Letter of Good Standing with the compensation fund or with a licensed compensation insurer as contemplated in the Compensation for Occupational Diseases Act , 1993 (Act No. 130 of 1993) for his company and each of his sub-contractors'.

8.2 No Service provider may do any work for TFR without a valid letter of good standing. The Principal Contractor must ensure that the Letter of Good Standing remains valid for the duration of the contract period.

8.3 The letter of good standing must reflect the name of the Service provider, registration number and, expiry date.

**9. Management and Supervision**

9.1 The Service provider shall submit a SHE organogram outlining the site SHE management structure including the relevant appointments/competent persons or the intended appointments where such appointments have not been made.

9.2 The Service provider shall, in accordance with the OHS Act and applicable Regulations, make all the necessary appointments of competent persons in writing. Copies should also be retained on the SHE file.

**10. SHE Committee Meetings and SHE Representatives**

10.1 The Service provider shall appoint SHE Representative/s in writing after consultation with employees and ensure that they are trained in performing their duties.

10.2 SHE Representatives duties shall include inspections of the workplace, taking part in incident investigations, risk assessments, attending SHE Committee meetings etc. Records of monthly inspections of SHE Representatives must be kept on the SHE file.

10.3 The number of SHE Representatives appointed shall be in accordance with the requirements of the Occupational health and Safety Act 85 of 1993.

10.4 The Service provider must ensure that /site SHE Committee meeting is held monthly and minutes of such meeting shall be recorded and records kept on the SHE file. The Service provider

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representative and appointed SHE representatives shall attend the monthly SHE Committee meeting.

10.5 The TFR Contract Representative/Technical Officer or his deputy shall be allowed to attend meetings of the Contractor's health and safety committee as an observer.

**11. SHE Audits and Contractor Monthly Reports**

11.1 The TFR Contract Representative/Technical Officer or his deputy shall ensure that the Service provider SHE Plan is audited at intervals mutually agreed to between them, but at least once every month to ensure that the SHE Plan is implemented and maintained on site.

11.2 TFR Safety Officers / Specialists shall at all reasonable times be allowed access to the work sites, the Service provider site offices and tool-sheds to inspect the Service provider and its subcontractor's tools, equipment, registers and workplace.

11.3 Should any non-compliances or contraventions to the TFR safety requirements, legal requirements, this specification or the principal contractor's SHE Plan be identified, such non-compliances or contraventions shall be rectified by the contractor at its cost immediately or within a period specified by the TFR Contract Representative/Technical Officer, his deputy, or TFR Safety Officers/ Specialists.

11.4 Should the Service provider refuse or fail to rectify such non-compliances or contraventions, TFR may take remedial action at the Service provider cost as it may deem necessary to ensure safety at the TFR sites at all times.

11.5 TFR reserves the right to conduct safety audits without prior warning.

11.6 The Service provider on all contracts of more than 1 month shall provide a monthly safety performance report as required by TFR.

11.7 The Monthly safety performance report shall be compiled in terms of Annexure 2 or in any format that the Service provider has as long as it includes all items listed in Annexure 2.

**11.2 REGULAR INSPECTIONS**

**11.2** The Service provider must ensure that the following is complied with:

- a) The person responsible to inspect ablutions is appointed using 1.14.1 template attached.
- b) Person responsible to perform cleaning duties is appointed using 1.14.2 form attached



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- c) Ablutions are inspected by the Service provider supervisor on a monthly basis using inspection checklist for ablution facilities 1.14.3 attached and proof of inspections be submitted to TFR contract representatives/Safety specialist in order to ensure deviations are corrected accordingly.
- d) Cleaning program is compiled and made available to TFR contract representative. 1.14.4, cleaning program to be used or any other documentation from the service provider.
- e) Service provider must ensure that all employees are sensitised in the use of cleaning materials according to the manufactures specification and proof of training be recorder on register 1.14.5 attached.

**12. Training, Competence and Awareness****12.1 Induction Training**

- 12.1.1 The Service provider shall ensure that all his employees undergo a TFR SHE Induction with regard to the general hazards prevalent on the site, rules and regulations, and other related aspects before commencing work. It is the responsibility of the Service provider to inform TFR whenever new Employees are appointed after the initial induction was conducted.
- 12.1.2 In addition to the TFR SHE induction, it is the responsibility of the Service provider to develop and implement a site specific SHE Induction programme, a job specific induction programme and a general employee SHE awareness programme, to develop awareness amongst employees on the generic SHE issues associated with the scope of work and the specific environmental issues in question.
- 12.1.3 The Service provider shall ensure that all visitors and suppliers to the site undergo and comply with Service provider site-specific safety induction requirement prior to being allowed access to site. All visitors and suppliers shall sign the attendance register.
- 12.1.4 All visitors and suppliers shall wear the necessary personal protective equipment whilst on site and shall remain in the care of the host who understand the scope of work and associated risks.
- 12.1.5 The Service provider shall maintain comprehensive attendance records of SHE induction training on the SHE file.

**12.2 Competency / Training**

- 12.2.1 The Service provider must ensure that all his employees are adequately trained to perform the tasks allocated to them and that there is the requisite amount of supervision at all times to maintain safe work practices and standards.
- 12.2.2 The Service provider shall identify training requirements of employees whose work may have a significant impact on their health and safety or that might create a significant impact upon the environment and ensure that these employees will receive appropriate training. A Training matrix shall be used as a mechanism to manage and control the training of employees.

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- 12.2.3 The Service provider shall identify all training needs and incorporate the site specific training into the SHE plan.
- 12.2.4 The Service provider shall be required to ensure that before an employee commences work on the contract that the supervisor in control with responsibility for the employee has informed the employee of his scope of authority and any hazards associated with the work performed. This will include man - job specifications, the discussion of any standard task procedures or hazardous operational procedures to be performed by the employee
- 12.2.5 The Service provider is to ensure that the supervisor has satisfied himself that the employee is conversant with all hazards associated with any work to be performed by conducting task observations.
- 12.2.6 The Service provider must ensure that certificate/s of competence where applicable is/are provided in the SHE File.

**12.3 Awareness Training**

- 12.3.1 Awareness training required shall be identified for all employees on the project using the SHE Policy, the SHE Plan, the SHE programmes and procedures.
- 12.3.2 The Service provider shall have a daily safety talk. This talk shall include subcontractor employees.
- 12.3.3 The talk must be brief and concise. Subject topics should be applicable to the job at hand, incidents, accidents and up-and-coming work will be discussed along with suggestions and comments. These meetings can be used as a training meeting with the central idea of educating employees.

**13. Health and Safety Plan (SHE Plan)**

- 13.1 Potential Service provider submitting tenders shall submit with their tender, a Health and Safety Plan setting out the practical arrangements and procedures to be implemented by him to ensure Compliance by him with the OHS Act and Regulations, this SHE specification and particularly in respect of: -
- (a) The provision, as far as is reasonably practical, of a working environment that is safe and without risk to the health of his employees in terms of section 8 of the OHS Act;
- (a) the execution of the contract work in such a manner as to ensure in terms of section 9 of the OHS Act that persons other than those in the Contractor's employment, who may be directly affected by the contract work are not thereby exposed to hazards to their health and safety;

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- (b) ensuring, as far as is reasonably practical, in terms of section 37 of the OHS Act that no employee or subcontractor of the Contractor does or omits to do any act which would be an offence for the Contractor to do or omit to do.
- 13.2 The Service provider Health and Safety Plan shall be based on a risk assessment in respect of the hazards to health and safety of his employees and other persons under his control that are associated with or directly affected by the Contractor's activities in performing the contract work and shall establish precautionary measures as are reasonable and practical in protecting the safety and health of such employees and persons.
- 13.3 The SHE Plan shall include full particulars in respect of: -
- (a) Safety Management Structure arrangements i.e. Appointments to be done and how;
  - (b) SHE Organisation arrangements i.e. SHE Committees, SHE Audits, Findings and Corrective Actions
  - (c) Risk Management i.e. Risk Assessment frequencies, methodology
  - (d) Education and Training i.e. safety induction, site / job specific training arrangements
  - (e) Emergency Planning
  - (f) Health and Safety Communication i.e. Toolbox talks, incident recall
  - (g) Safe working methods and procedures to be implemented i.e. safe work procedures, task Observation
  - (h) Fall Protection Plan i.e. documented plan, training/competency, medical surveillance, rescue plan
  - (i) Personal protective Equipment and Clothing
  - (j) Project Security i.e. site access control and security
  - (k) SHE Costs
  - (l) Occupational Health i.e. Medical Surveillance, First Aid, Welfare Facilities, Substance Abuse testing, Noise, Vibration, Manual Handling etc.
  - (m) Environmental management
  - (n) Incident Management i.e. reporting and investigation
  - (o) Operational Control
  - (p) Review plan of the SHE Plan
- 13.5 The Service provider shall submit a final SHE Plan after awarding of the contract which shall be subject to the TFR Contract Representative/Technical Officer's approval and he may, in consultation with the Contractor, order that additional and/or supplementary practical arrangements and procedures be implemented and maintained by the Contractor or that different working methods or safety equipment be used or safety clothes be issued which, in the TFR

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Contract Representative/Technical Officer's opinion, are necessary to ensure full compliance by the Contractor with his obligations as an employer in terms of the OHS Act and Regulations.

- 13.6 The Service provider shall approve the SHE Plan of the subcontractor and further take reasonable steps to ensure that each subcontractor's SHE Plan is implemented and maintained on the site: Provided that the steps taken, shall include periodic audits at intervals mutually agreed to between them, but at least once every month.
- 13.7 The Service provider shall stop any subcontractor from executing any construction work, which is not in accordance with the Principal Contractor's, and/or subcontractor's SHE Plan for the site or which poses a threat to the health and safety of persons.
- 13.8 The Contractor shall ensure that a copy of the SHE Plan is available on site for inspection by an inspector, TFR Contract Representative/Technical Officer, agent, subcontractor, employee, registered employee organisation, health and safety representative or any member of the health and safety committee.

**14. Hazards Identification and Potential Hazardous Situations**

- 14.1 The Service provider shall ensure a risk assessment is carried out by a competent person, appointed in writing, before commencement of any work and reviewed during the duration of the contract period. The Risk Assessments shall form part of the Health and Safety Plan to be applied on the site and shall include at least the following:
- (a) The identification of the risks and hazards (including ergonomic risks) that persons may be exposed to;
  - (b) The analysis and evaluation of the hazards identified;
  - (c) A documented plan, including safe work procedures to mitigate, reduce or control the; risks identified; and
  - (d) A monitoring and review plan.
- 14.2 Risk assessments shall be conducted by a competent person and such person shall use a documented method to analyse and evaluate identified risk and hazards.
- 14.3 The Service provider shall consult with the health and safety committee or, if no health and safety committee exists, with a representative group of employees, on the development, monitoring and review of the risk assessment
- 14.4 The risk assessment shall be reviewed when there are changes that affect the design of the structure that may affect the health, safety and environment on site or after an incident.
- 14.5 The Service provider shall ensure that all employees are to be informed, instructed and trained

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regarding any risks, hazard and related SHE procedures by a competent person as outlined in the

risk assessment prior to commencement of work and thereafter at predetermined intervals as outlined in the monitoring plan.

14.7 The risk assessment shall be available on site for review. Where a risk assessment is not readily available or not communicated to Service provider employees, the construction activities shall be stopped until such time the contractor complies.

14.8 The Service provider and the TFR Contract Representative/Technical Officer shall immediately notify one another of any hazardous or potentially hazardous situations which may arise during performance of the contract or any subcontractor and, in particular, of such hazards as may be caused by the design, execution and/or location and any other aspect pertaining to the contract work.

14.9 The Service provider shall be required to analyse his scope of work and define these critical activities. For each activity, a risk assessment shall be required which defines systems and safe work procedures that will be used in order to complete the activity safely.

14.10 Copies of all safe work procedures and proof that employees have been trained on those safe work procedures shall be kept on the SHE file.

**15. Safety, Health and Environmental (SHE) File**

15.1 The Service provider shall prepare a SHE file and submit to TFR Contract Representative for approval prior to commencement of work on site. The file shall include all documentation required as per the OHS Act and applicable regulations. ,

15.2 The approval time of the file is at least 5 working days

15.3 The Service provider shall ensure that a copy of the both his SHE File as well as any subcontractor's SHE File is kept on site and made available to an inspector of the Department of Labour, the TFR Contract Representative/Technical Officer, or subcontractor upon request.

15.4 The Service provider shall hand over a consolidated SHE file to the TFR Contract Representative/Technical Officer upon completion of the Construction Work and shall in addition to documentation mentioned in the OHS Act and applicable Regulations include a record of all drawings, designs, materials used and other similar information concerning the completed structure.

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**16. Occupational Health**

**16.1 Medical Surveillance Programme**

16.1.1 The Service provider shall ensure that all his and subcontractor employees have a valid medical certificate of fitness issued by an Occupational Health Practitioner.

16.1.2 Medical certificate of fitness must be available and be kept in the SHE file.

**16.2 Substance Abuse**

16.2.1 All Service providers must comply with the Transnet Substance Abuse Policy and Regulation 2A of the General Safety Regulations of the OHS Act.

16.2.2 No Service provider may possess, sell, offer to other person, use, store, manufacture, transport, distribute, or transfer drugs or alcohol during work hours, on or off TFR premises.

16.2.3 TFR will not tolerate substance abuse or use which put at risk the health and safety of its employees or threatens its services to our stakeholders. It is on this basis that a contractor employee will be considered unfit for work if:

- (a) He/she is subjected to alcohol screening and/or alcohol testing and is found to have alcohol in his/her breathe and/or blood;
- (b) Refuses to undergo substance screening and/or testing;
- (c) He /she produces a positive confirmatory test for any other substances, measured by sample analysis at a registered pathological laboratory and authorised by a medical practitioner; and/or
- (d) Through observation by security personnel or TFR Contract Representative, it is evident that the contractor's physical, emotional, mental or behavioural state reflects that they are intoxicated or under the influence.

16.2.4 Any transgression of this policy will constitute a breach of the relevant contract and may result in the termination of services/contract.

16.2.5 Any Service provider employee using medication that has a narcotic effect must declare before work to his / her supervisor.

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**16.3 First Aid requirements**

- 16.3.1 Service provider shall ensure that their employees receive prompt first aid treatment in case of injury or emergency. The Service provider must have the necessary equipment and/or facility on site for treatment of injured persons.
- 16.3.2 Service provider shall ensure that the first aid box / boxes are available and accessible. More first aid boxes shall be provided if the risks, distance between work teams, or the working environment requires it.
- 16.3.3 Taking into account the type of injuries that are likely to occur on site, the nature of activities performed and the number of employees on site, the Contractor shall ensure that the first aid box contain suitable first aid equipment which includes at least the minimum contents as listed on Annexure 1 of General Safety Regulation (GSR).
- 16.3.4 The Service provider must ensure that trained / certificated first-aid personnel are appointed and be available on site at all times. The ratio of first aiders to employees shall be 1:50.

**16.4 Asbestos Control**

- 16.4.1 The Service provider shall inform the TFR Project Manager or TFR Contract Representative if during construction work asbestos or suspected asbestos containing material is found. Only Asbestos Approved Contractor can work on asbestos containing material.

**16.5 Noise**

- 16.5.1 The Service provider shall ensure that the requirements of the Noise Induced Hearing Loss Regulations are complied with.
- 16.5.2 Service provider shall ensure that machinery and equipment are operated at noise levels not exceeding an equivalent level of 85-dB (A) during normal working conditions.
- 16.5.3 Where the noise levels at the Operator position or to employees working in the vicinity exceed an equivalent level of 85-dB (A) during normal working conditions, the Service provider shall take appropriate measures to reduce such levels to an equivalent level of 85-dB (A). The use of Personal Protective Equipment (PPE) should be the last resort.
- 16.5.4 All employees exposed to noise must be trained on the effects of exposure, precautionary measures to be taken to prevent exposure and the correct use of PPE.
- 16.5.5 Noise zones must be demarcated as such.

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**16.6 Manual Handling**

- 16.6.1 Service provider must reduce risk of injury due to manual handling by using mechanical assistance involving the use of mechanical aids to assist the manual handling operation. Mechanical aids such as hand-powered hydraulic hoists, specially adapted trolleys, hoist for lifting patients and roller conveyors can be used.
- 16.6.2 Service provider shall ensure all employees involved in manual handling are trained in good lifting techniques.

**16.7 Weather precautions**

- 16.7.1 In the event of adverse weather (high winds, flooding, storm surge, lightning etc.) or other conditions, the Service provider must institute precautionary measures to protect employees on site.
- 16.7.2 The Service provider shall take steps to prevent heat stroke, dehydration and exhaustion of employees as a result of exposure to excessive heat on site. Such steps may include employees taking regular breaks, consuming enough water, provision of sun brims for their hard hats and sun screen to protect them against sun burn.
- 16.7.3 The Service provider shall take steps to prevent hypothermia or dangerous overcooling of the body as a result of exposure to cold temperatures.

**17 Incidents/Occurrences**

- 17.1 All incidents referred to in Regulation 9 of General Administration Regulations of the OHS Act involving the contractor and his subcontractor on TFR premises, shall be reported to the TFR Contract Representative and Department of Labour as prescribed by the OHS Act.
- 17.2 TFR must be forwarded with a copy of a report of any investigation, formal inquiry conducted in terms of Section 31 and 32 of the Act into any incident involving the contractor, his subcontractor, any person or machinery under his control on TFR premises.
- 17.3 TFR Contract Representative must be informed of the above incidents/occurrences before the end of shift when the incident/occurrence occurred.
- 17.4 Service provider Service provider shall make available its employees to attend as witnesses when required so by TFR during an investigation into any incident where TFR believes the said contractor employees were witnesses or may assist in the investigation.
- 17.5 The Service provider shall make available to TFR any documents required to assist in their investigation.

**18. SHE Cost**

- 18.1 The Service provider shall ensure that it has made adequate provision for the cost of health and safety measures in the tender offer.
- 18.1 The Service provider shall ensure that its subcontractors have made adequate provision for the cost of health and safety measures in the tender offer.



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**19. Personal Protective Equipment (PPE)**

- 19.1 The Service provider shall ensure that all employees are provided with appropriate prescribed Personal Protective Equipment (PPE) free of charge (according to General Safety Regulations (2), suitable for the type of activities that the employees will perform.
- 19.2 Such PPE shall be approved by credible institution such as SABS, EN, or AN.
- 19.3 The Service provider shall manage the issuing of PPE and ensure that PPE is used at all times. Employees shall be trained in the proper use of PPE.

**20. Emergency Evacuation Plan and Procedure**

- 20.1 The Service provider must establish and implement an emergency evacuation plan to ensure that in the event of fire, explosion structural collapse etc. all staff is able to evacuate the area to a demarcated areas for the purpose and it must be used in collaboration with TFR emergency procedure .
- 20.2 The Service provider and its employees shall collaborate and adhere to TFR evacuation drills and requirements.

**21. Access Control and Security**

- 21.1 The Service provider shall, before commencing any work, obtain from the TFR Contract Representative/Technical Officer a Site Access Certificate as in Annexure 1 executed and signed by him, permitting and limiting access to the designated site or place of work by the Service provider.
- 21.2 The Service provider must assess the security risks and implement appropriate measures. All contractors are to strictly adhere to all security requirements on the premises.
- 21.4 The Service provider in collaboration with the TFR representative will ensure that proper access control is in place and functional at all times onto and out of the site. A form of access control will be issued to Service provider employees who have been inducted and submitted copies of ID documents or work permits (where required).
- 21.5 Access Permits should be carried by a contract employee at all time when on site. Access Permits shall be produced at the point of entry / gate.
- 21.8 Service provider shall ascertain from TFR Contract Representative/Technical Officer the correct route along with their employees may proceed when coming on or going off shift and direct their employees accordingly.

**22. Management of Subcontractors**

- 22.1 The Service provider is directly responsible for the actions of his contractors/sub-contractors.
- 22.2 The Service provider will also be responsible for initiating any remedial action (recovery plan) that may be necessary to ensure that the contractor complies with all requirements.

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- 22.3 The Service provider shall provide any contractor who is making a bid or appointed to perform construction work, with the relevant sections of the documented SHE specification, who would in turn provide a SHE plan for approval.
- 22.4 The Service provider shall carry out inspection/audits on the contractor/subcontractor to ensure that their SHE plan is being implemented and maintained and submit audit report to TFR Representative.
- 22.5 The Service provider shall stop any contractor/subcontractor from executing construction work which poses a threat to the safety and health of persons or the environment.
- 22.6 The Service provider shall ensure that the sub-contractors appointed have the necessary competencies and resources to perform the work safely.
- 22.7 The Service provider will be required to submit 37(2) mandatory agreement between the Service provider and subcontractor to the TFR Contract Representative

**23. Environmental Management**

- 23.1 Before commencement with any of the services to be rendered to TFR, the Service provider shall make available all personnel who will be working on the specified contract to be given environmental induction training. All Contractor employees arriving on the site shall attend such induction.
- 23.2 The Service provider shall adhere to all instructions issued by TFR contract representative in promotion of environmental management and legal compliance.
- 23.3 The Service provider shall ensure that his or her employees are aware of the procedures to be followed when dealing with spills and leaks, which shall include notifying the relevant authorities and TFR as required in terms of National Environmental Management Act (NEMA), 1998 and National Water Act (NWA), 1998. The Service provider shall ensure that all necessary material and equipment required for use during clean – up/rehabilitation of spills and leaks are available on site at all times.  
Treatment, remediation and/or rehabilitation of contaminated areas shall be undertaken to the reasonable satisfaction of the TFR Environmental Control Officer or relevant Environmental Specialist.
- 23.4 The Service provider must notify the TFR Contract representative immediately of any pollution incident. An incident record system shall be maintained on site for inspection by TFR and relevant authorities.
- 23.5 All vehicles and equipment's shall be kept in good working condition. All leaking equipment's shall be repaired immediately or removed from site. All vehicles and equipment shall be maintained and not emit excessive noise.
- 23.6 Transportation, handling and storage of all substances classified as hazardous must comply with the provisions of the Hazardous Substances Act, 15 of 1973, relevant Regulations and SANS Codes.

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**24. Operational Safety**

**24.1 National Railway Safety Regulator Act / Railway Safety**

24.1.1 The Service provider shall ensure that its equipment, machinery and employees when on TFR premises complies fully with all applicable railway safety requirements and/or regulations of the National Safety Regulator Act 16 of 2002 and the relevant SANS Codes of Practice.

**24.2 Vehicle Safety**

With respect to vehicles, Service provider must ensure that:

24.2.1 They are of an acceptable design and construction, are maintained in a good working order and are used in accordance with their design and the intention for which they were designed

24.2.2 Are operated by a person who has received appropriate training, is certified competent and in possession of proof of competency and is authorised in writing to operate such vehicle and mobile plant;

24.2.3 Are operated by a person who has a medical certificate of fitness to operate those vehicle and mobile plant, issued by an occupational health practitioner;

24.2.4 Vehicles used to transport employees have seats firmly secured and adequate for the number of employees to be carried. No employees will be allowed to be transported at the back of LDV's / bakkies unless it is provided with a seat and safety belt and further that the risk assessment has indicated it to be a low risk.

24.2.5 Vehicles are fitted with structures designed to protect the operator from falling material or from being crushed should the vehicle or mobile plant overturn;

24.2.6 Vehicles must be inspected by the authorised operator or driver on a daily basis using a relevant checklist prior to use and that the findings of such inspection are recorded in a register kept in the construction vehicle or mobile plant.

24.2.7 Tools, material and equipment are secured and separated by means of a physical barrier in order to prevent movement when transported in the same compartment with employees.

24.2.8 Those working or operating on public roads comply with the requirements of the National Road Traffic Act, 1996.

**24.3 Housekeeping and general safeguarding on construction sites**

24.3.1 Service provider must ensure that suitable housekeeping is continuously implemented on each site

24.3.2 The Service provider must ensure proper storage of materials and equipment and the removal of scrap, waste and debris at appropriate intervals.

24.3.3 The Service provider must ensure that materials required for use, are not placed on the site so as to obstruct means of access to and egress from workplaces and passageways

24.3.4 The Service provider must ensure that materials which are no longer required for use do not accumulate on and are removed from the site at appropriate intervals.

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**24.4 Hazardous Chemical Substances (HCS)**

- 24.4.1 The Service provider must ensure that all employees exposed to hazardous chemicals are trained on the potential source of exposure, potential risk to health caused by exposure and measures to be taken by the contractor and employees against any risk of exposure.
- 24.4.2 HCS risk assessment to be conducted and where it indicates that any employee may be exposed, the contractor shall ensure that monitoring is carried out in terms of regulation 6 and 7 of the Hazardous Chemical Substances Regulations.
- 24.4.3 Employees exposed to hazardous substances shall be under medical surveillance
- 24.4.4 Material safety data sheet for all chemicals used to be available onsite and proof of communication to all users be kept.

**24.5 Stacking and Storage**

- 24.5.1 The Service provider shall ensure that a competent person is appointed in writing with the duty of supervising all stacking and storage of material.
- 24.5.2 Adequate storage areas are provided, demarcated as storage areas and are kept neat and under control.

**24.6 Fire Precautions**

- 24.6.1 The Service provider must ensure that all appropriate measures are taken to avoid the risk of fire
- 24.6.2 Sufficient and suitable storage is provided for flammable liquids, solids and Gases
- 24.6.4 In confined spaces and other places in which flammable gases, vapours or dust can cause danger only suitably protected electrical installations and equipment, including portable lights, are used, there are no flames or similar means of ignition and adequate ventilation is provided.
- 24.6.5 Combustible materials do not accumulate, oily rags, waste and other substances liable to ignite are without delay removed to a safe place
- 24.6.9 Sufficient number of employees are trained in the use of fire extinguishing equipment.
- 24.6.10 there is an effective evacuation plan providing for all persons to be evacuated speedily without panic
- 24.6.11 where appropriate, suitable visual signs are provided to clearly indicate the Escape routes in the case of a fire and the means of escape is kept clear at all times.

**24.7 Fall Protection Plan**

- 24.7.1 In the event of the risk and hazard identification, as required in terms of clause 14 of this Specification, revealing risks relating to working from an elevated position the contractor shall cause the designation of a competent person, responsible for the preparation of a fall protection plan;
- 24.7.2 The Service provider shall implement, maintain and monitor the fall protection plan for the duration of the contract. The Service provider shall also take such steps to ensure the continued adherence to the fall protection plan.

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24.7.3 The fall protection plan shall include:-

- (a) a risk assessment of all work carried out from an elevated position;
- (b) the procedures and methods to address all the identified risks per location;
- (c) the evaluation of the employees physical and psychological fitness necessary to work at elevated positions;
- (d) the training of employees working from elevated positions;
- (e) rescue plan; and
- (f) the procedure addressing the inspection, testing and maintenance of all fall protection equipment

**24.8 SHE Signage (Symbolic Safety Signs) on plant and in buildings**

24.8.1 The Service provider employees shall comply with all SHE signage posted at various locations of TFR sites.

24.8.2 The service provider must provide 'wet floor signage' when working at all times

**24.9 Electrical Equipment**

The Service provider must ensure that:

- 24.9.1 Implementation and compliance with Electrical Installation Regulations, Electrical Machinery Regulations and regulation 24 of the Construction Regulations and OH&S Act.
- 24.9.2 All electrical installations, machinery and electrical work is performed in compliance with TFR Electrical Safety Instructions.
- 24.9.3 Connections are not made to any power supply without the prior written approval of the TFR Contract Representative.
- 24.9.4 All electrical machines and appliances provided by the Service provider r for his own use on the Site are in a serviceable condition
- 24.9.5 Power tools used on the Site are protected by residual current devices approved by TFR Contract Representative and are double insulated.
- 24.9.6 All extension cords, portable tools and electrical plant supplied at a voltage above 32 volts are inspected, tested and tagged by a Licensed Electrician at regular monthly intervals. Details of inspections and tests are kept in Log Books available for inspection by the TFR Contract Representative or any other authorised Officer of TFR.
- 24.9.7 All electrical installations are inspected by the TFR Contract Representative (or his nominee) to ensure that the installation complies with the Statutory Regulations applicable to the site and TFR Electrical Safety Instructions. Any installations deemed unsatisfactory by the TFR Contract Representative should be removed by the Contractor at his expense.
- 24.9.8 Portable lights have adequate stability and are fitted with a mechanical guard to protect the lamp. Temporary festoon lighting is of the 'double insulated' type and is supported at least 2.5m above the floor, if possible. Hand lamps are of the 'all insulated' type.
- 24.9.9 All temporary light fittings are supplied from more than one final sub-circuit, with the supply from a residual current device, extra low voltage source or an isolating transformer.
- 24.9.10 The Service provider must obtain approval from the TFR Contract Representative before any of his employees or Sub-contractors commence work within three (3) metres of conductor rails or high

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tension wires, or where there is a possibility of equipment coming close to and/or touching a power source, and must provide suitable protective insulating barriers. For the erection of scaffolding, the distance is five (5) metres.

24.9.11 Only authorised persons may enter Electrical Contactor Houses, Motor Rooms, Switch Rooms, Control Rooms or Cable Ducts. Should the Contractor require entering such places to carry out work, he must first obtain permission from the TFR Contract Representative and obtain a valid Permit to Work.

24.9.12 The Service provider employees required to enter such electrical spaces "authorised persons", with the names entered in the TFR Authorised Persons Register, after receiving approval from the TFR Electrical Officer, or they are accompanied by an authorised person who must supervise the placement of Danger Tags and Out-of-Service Tags, as well as Electrical Isolation Permit.

24.9.13 Electrical equipment supply cabling distribution boards, fixed lighting and portable appliances, extension leads, welding machines, compressors, pumps and hand portable tools are inspected on a monthly basis and also by the user daily before use.

24.9.14 Such monthly inspection(s) are to be performed by an appropriately qualified Electrician.

24.9.15 Service provider working on, over, under, or adjacent to railway lines and near high voltage equipment shall comply with the TFR E7/1 Specification for Works On, Over, Under or Adjacent to Railway Lines and Near High Voltage Equipment.

**25. Confidentiality**

25.1 The Service provider must, at all times, consider all data or information given to him or that is required in connection with the work of the Company, as confidential and not makes unauthorized use of it.

25.2 He/she must ensure that such data or information is not given to any non-employee of the contractor without written consent of the TFR Project Manager.

25.3 The Service provider shall be aware of the confidentiality of the mentioned information and is compelled to treat it accordingly.

25.4 the contractor must provide adequate physical protection for any confidential documents, etc., which were obtained from Transnet in connection with the contract work as well as any copies made thereof. If any documents or sketches are lost TFR must be notified immediately.

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**Attachment 1.14.1: APPOINTMENT & ACCEPTANCE: PERSON RESPONSIBLE TO INSPECT ABLUTIONS**

<b>APPOINTMENT AND ACCEPTANCE: PERSON RESPONSIBLE TO INSPECT ABLUTION FACILITIES</b>	
<p>I, _____, having been appointed in terms of the Occupational Health and Safety Act (85 of 1993), hereby appoint you _____ in your capacity as _____ responsible for ensuring that personal hygiene risks are identified/managed and provide adequate and clean facilities.</p> <p>You are further instructed to keep proper records of all inspections and tests of all the ablution facilities on the premises.</p> <p>Please confirm your acceptance of this appointment by signing and returning the duplicate copy of this letter to the undersigned.</p>	
_____	_____
<b>SHE. S 8</b>	<b>DATE</b>
 <b><u>ACCEPTANCE OF APPOINTMENT</u></b>	
<p>I, the undersigned, hereby acknowledge the above appointment and the associated duties and responsibilities.</p>	
_____	_____
<b>SIGNATURE</b>	<b>DATE</b>

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**Attachment 1.14.2: APPOINTMENT & ACCEPTANCE: PERSON RESPONSIBLE TO PERFORM CLEANING DUTIES**

APPOINTMENT & ACCEPTANCE: PERSON RESPONSIBLE TO PERFORM CLEANING DUTIES	
You, _____ are responsible for the cleaning of offices, buildings, etc., as laid down in the cleaning program.	
_____ SHE. S. 6	_____ DATE
<b><u>ACCEPTANCE OF APPOINTMENT</u></b>	
I, _____ accept the appointment at _____	
_____ SIGNATURE:	
_____ DESIGNATION:	
_____ DATE:	



**Returnable Document****Attachment 1.14.3: INSPECTION CHECKLIST FOR ABLUTION FACILITIES**

<b>SUPERVISOR:</b>			<b>INSPECTION MONTH:</b>		
<b>LEGEND: 1-Clean/Correct/Yes. 2-Dirty. 3-Damaged. 4-Faulty. 5-Missing. 6-Sufficient. 7-Unauthorised storage. 8 - Insufficient</b>					
<b>Facility</b>	<b>ASSET NO'S</b>				
<b>SANITATION</b>	<b>Finding</b>	<b>Comment</b>	<b>DINING-ROOMS</b>	<b>Finding</b>	<b>Comment</b>
1.Are lights working			1.Are lights working		
2.Facilities accessible			2.Tables		
3.Doors			3.Chairs		
4.Walls & Floors			4.Area clean		
5.Toilet bowls & Seats			5.Housekeeping / Incorrect		
6.Toilet paper			6.Ventilated		
8.Paper towels			7.Utensils/equipment		
9.Hand soap					
10.Windows & ventilated			<b>KITCHENS</b>		
11.Hand was basins			1.Are lights working		
12.Running hot water			2.Area clean		
13.Running cold water			3.Are equipment clean		
14.SHE bins			4.Dust bin clean		
15.Refuse bins			5.Ventilated		
16.Gender sign in place			<b>SHOWER FACILITIES</b>		
17.Facilities deep cleaned			1.Are lights working		
<b>SAFEKEEPING FACILITIES</b>			2.Shower floors slip-free		
1.Lockers			3.Shower walls smooth		
2.Bathroom cupboards			4.Shower windows glazed		
3.Storage in lockers			5.Showers privacy (walls)		
<b>CHANGING ROOMS</b>			6.Running hot water		
1.Are lights working			7.Running cold water		
2.Seating adequate			8.Ventilated		
3.Housekeeping/Incorrect			9.Drainage effective		
4.Windows glazed			10.Gender sign in place		
5.Entrance screened			11.Showers deep cleaned		
6.Facilities to dry clothes (men only)					
7.Ventilated					
<b>Actions on deviations:</b>					
<b>INSPECTOR</b>			<b>CHAIRPERSON</b>		
Signature:			Signature:		
Date:			Date:		

Respondent's Signature

Date &amp; Company Stamp

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**Attachment 1.14.4: CLEANING PROGRAM**

**CLEANING PROGRAM**

1. Every responsible person at the depot, as well as sub-depots must strictly adhere to the following program:

**2. CLEANING PROGRAM:**

ITEM	DUTIES	DAILY	WEEKLY	FORTH-NIGHTLY	MONTHLY
2.1	Windows				
2.2	Sweep floors				
2.3	Wash floors				
2.4	Wash tiles				
2.5	Urinals & toilets (Wash & replenish toilet paper, soap and detergent)				
2.6	Dust cupboards				
2.7	Wash cupboards				
2.8	Eradicate weeds in yard				
2.9	Empty garbage bins/dust bins in offices and workplace				
2.10	Water garden				
2.11	Cut grass				
2.12	Dust furniture in office/s				
2.13	Clean lights				
2.14	Keep eating facilities clean and hygienic				

**3. CLEANING MATERIALS:**

- 3.1 \_\_\_\_\_
- 3.2 \_\_\_\_\_
- 3.3 \_\_\_\_\_
- 3.4 \_\_\_\_\_

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**Attachment 1.14.5: CLEANER TRAINING REGISTER**

<b>CLEANER TRAINING REGISTER</b>		
DEPOT: _____  DATE: _____  The following people have been sensitised in the use of cleaning materials according to the specifications of the manufacturers.		
NAME	EMPLOYEE NUMBER	SIGNATURE
TRAINING RECEIVED FROM: _____ <div style="text-align: center; margin-left: 200px;">                         _____                          SUPERVISOR                     </div>		

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**Attachment 1.14.6**

**SERVICE PROVIDERS MONTHLY SHE REPORT**

<b>For Month/Year</b>		<b>Name of Contractor</b>		
<b>Name of Project</b>				
<b>Project Number</b>	<b>Date of Commencement</b>	<b>Date of Completion</b>		
<b>Number of employees</b>	<b>Man-hours worked this Month</b>	<b>Cumulative (Project duration man-hours)</b>	<b>Man-hours Since last Lost Time Incident (LTI)</b>	<b>DIFR</b>

**1. Details of SHE Incidents**

<b>Incident</b>	<b>This Month</b>	<b>Cumulative(Project duration)</b>	<b>Short description of major/ significant incidents and preventative action taken</b>
<b>Number of fatalities</b>			
<b>Number of disabling incidents</b>			
<b>Number of Medical Treatment Cases</b>			
<b>Number of first aid Cases</b>			
<b>Number of near miss incidents</b>			
<b>Motor vehicle incidents</b>			
<b>Number of environmental incidents</b>			
<b>Positive substance abuse incidents</b>			
<b>Substandard Act/ Conditions observed</b>			
<b>Legal violations observed</b>			

**2. Details of SHE Meetings**

<b>Date</b>	<b>No of participants</b>	<b>Major SHE Concerns</b>	<b>Action taken</b>

**3. Details of Audits/Inspections**

<b>Date</b>	<b>Area / Facility</b>	<b>Findings/Recommendations</b>	<b>Action taken</b>

**5. Details of any SHE Promotional activities for the month**

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

\_\_\_\_\_  
 Date & Company Stamp

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<b>Date</b>	<b>Activity</b>	<b>Remarks</b>

**6. Safety Communication**

<b>Month</b>	<b>Number of Safety talks held</b>	<b>Remarks</b>

Attach separate sheets for further or other details

.....  
Name of Contractor Representative

.....  
Signature

Date

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**ANNEXURE D**

**Tenderer SHE Management System Questionnaire**

This questionnaire is part of the TFR tender evaluation process and is to be completed by all Tenderer’s and submitted with their tender offer. The objective of the questionnaire is to provide an overview of the status of the Tenderer’s SHE management system. Tenderers will be required to verify their responses noted in their questionnaire by providing evidence of their ability and capacity in relevant matters. The tender warrants that the information provided below is accurate and correct. The tenderer shall advise TFR of any changes.

**TFR may verify the accuracy of this information (where necessary) during the physical visit as part of the tender evaluation.**

The information provided in this questionnaire is an accurate summary of the company's SHE management system.		
Company Name:		
Signed:	Name:	
Position:	Date:	
Tender Description:		
Tender Number:		
<b>Tenderer SHE Management System Questionnaire</b>	<b>Yes</b>	<b>No</b>
<b>1. SHE Policy and Management</b>		
- <b>Is there a written company SHE policy?</b>  - If yes provide a copy of the policy (ANNEXURE #)		
- <b>Does the company have an SHE Management system e.g. NOSA, OHSAS, IRCA System etc.</b>  - If yes provide details		
- <b>Is there a company SHE Management System, procedures manual or plan?</b>  - If yes provide a copy of the content page(s)		
- <b>Are the SHE responsibilities clearly identified for all levels of Management and employees?</b>  - If yes provide details		
<b>2. Safe Work Practices and Procedures</b>		
- <b>Are safe operating procedures or specific safety instructions relevant to its operations available?</b>  - If yes provide a summary listing of procedures or instructions		

Respondent's Signature

Date & Company Stamp

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<p>- <b>Is there a SHE incident register?</b>                  If yes provide a copy</p>		
<p>- <b>Are Risk Assessments conducted and appropriate techniques used?</b>                   - If yes provide details</p>		
<p><b>3. SHE Training</b></p>		
<p><b>Describe briefly how health and safety training is conducted in your company:</b></p>		
<p>- <b>Is a record maintained of all training and induction programs undertaken for employees in your company?</b>                   - If yes provide examples of safety training records</p>		
<p><b>4. SHE Workplace Inspection</b></p>		
<p>- <b>Are regular health and safety inspections at worksites undertaken?</b>                   -If yes provide details</p>		
<p>- <b>Is there a procedure by which employees can report hazards at workplaces?</b>                   - If yes provide details</p>		
<p><b>5. SHE Consultation</b></p>		
<p>- <b>Is there a workplace SHE committee?</b></p>		
<p>- <b>Are employees involved in decision making over SHE matters?</b>                   - If yes provide details</p>		
<p>- <b>Are there appointed SHE representatives?</b>                   - Comments</p>		
<p><b>6. SHE Performance Monitoring</b></p>		
<p>- <b>Is there a system for recording and analysing health and safety performance statistics including injuries and incidents?</b>                   - If yes provide details</p>		
<p>- <b>Are employees regularly provided with information on company health and safety performance?</b>                   - If yes provide details</p>		
<p><b>Is company registered with workmen's compensation and up to date?</b>                   - If yes provide proof of letter of good standing</p>		

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<p><b>- Has the company been fined or convicted of an occupational health and safety offence?</b></p> <p>- If yes provide details</p>		
---	--	--

**Safety Performance Report**

**Monthly DIFR for previous months**

<b>Previous Year</b>	<b>No of Disabling Injuries</b>	<b>Total Number of employees</b>	<b>DIFR per month</b>
Jan			
Feb			
Mar			
Apr			
May			
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			

**DIFR = Number of Disabling injuries x 200000 divided by number of man-hours worked for the period**

Signed

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

\_\_\_\_\_  
 Date & Company Stamp



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**ANNEXURE E**

**RFQ SITE MEETING**

**A COMPULSORY BRIEFING SESSION WILL BE HELD AT THE FOLLOWING VENUE:**

**Venue:** Kaalfontein Terminal

**Time:** 10:00 AM

**Date:** 07 March 2017

The briefing session and site inspection meeting are compulsory and companies not attending **will be excluded** from the tendering process.

**ATTENDANCE CERTIFICATE**

This is to certify that.....

Representative/s of .....

Has/have today attended the Tender briefing in respect of the proposed:

.....

.....

TRANSNET'S REPRESENTATIVE

TENDERER'S REPRESENTATIVE

DATE: .....

DATE: .....

**VERY IMPORTANT**

ANY TENDERER NOT ATTENDING THE BRIEFING SESSION WILL AUTOMATICALLY BE EXCLUDED FROM THE BUSINESS AWARDING PROCESS

PLEASE BRING THE VALID TENDER DOCUMENT ON THE DAY OF BRIEFING, ALSO ENSURE THAT YOU BRING YOUR SAFETY SHOES AND REFLECTIVE VEST TO SITE.

PLEASE NOTE THAT IF YOU DON'T BRING VALID TENDER DOCUMENT, SAFETY BOOTS AND REFLECTIVE VEST YOU WILL NOT BE ALLOWED IN THE BRIEFING SESSION AND ACCESS TO SITE.

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

\_\_\_\_\_  
Date & Company Stamp

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ANNEXURE F

## SUPPLIER DECLARATION FORM

---

Transnet Vendor Management has received a request to load / change your company details on to the Transnet vendor database. Please return the completed Supplier Declaration Form (SDF) together with the required supporting documents as per Appendix V to the Transnet Official who is intending to procure your company's services / products, to enable us to process this request. Please only submit the documentation relevant to your request.

**NB:** Effective 1 April 2016 all organisations, institutions and individuals who wish to provide goods and/or services to Organs of the State must be registered on the National Treasury Central Supplier Database (CSD). This needs to be done via their portal at <https://secure.csd.gov.za/> before applying to Transnet.

**General Terms and Conditions:**

**Failure to submit the relevant documentation will delay the vendor creation / change process.**

Where applicable, the respective Transnet Operating Division processing your application may request further information from you.

The Service Provider warrants that the details of its bank account ("the nominated account") provided herein, are correct and acknowledges that payments due to the Supplier will be made into the nominated account. If details of the nominated account should change, the Service Provider must notify Transnet in writing of such change, failing which any payments made by Transnet into the nominated account will constitute a full discharge of the indebtedness of Transnet to the Supplier in respect of the payment so made. Transnet will incur no liability for any payments made to the incorrect account or any costs associated therewith. In such event, the Service Provider indemnifies and holds Transnet harmless in respect of any payments made to an incorrect bank account and will, on demand, pay Transnet any costs associated herewith.

Transnet expects its suppliers to timeously renew their Tax Clearance and B-BBEE certificates (where applicable, as EMEs and QSEs are only expected to supply an affidavit as per Appendix III and IV), as well as all affidavits, annually. Failure to do so may result in the supplier's account being temporarily suspended.

Document Name: Supplier Declaration Form

Revision: Version 7.3

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**SUPPLIER DECLARATION FORM**

**NB:** Effective 1 April 2016 all organisations, institutions and individuals who wish to provide goods and/or services to Organs of the State must be registered on the National Treasury Central Supplier Database (CSD). This needs to be done via their portal at <https://secure.csd.gov.za/> before applying to Transnet.

CSD Number (MAAA xxxxxxxx):

Company Trading Name	
Company Registered Name	
Company Registration No. Or ID No If a Sole Proprietor	
Company Income Tax Number	

Form of Entity	CC	Trust	Pty Ltd	Limited	Partnership	Sole Proprietor
	Non-profit	Personal Liability Co	State Owned Co	National Govt	Provincial Govt	Local Govt
	Educational Institution	Specialised Profession	Financial Institution	Foreign International	Foreign Branch Office	

Did your company previously operate under another name? Yes  No

If YES state the previous details below:

Trading Name	
Registered Name	
Company Registration No Or ID No If a Sole Proprietor	

Form of Entity	CC	Trust	Pty Ltd	Limited	Partnership	Sole Proprietor
	Non-profit	Personal Liability Co	State Owned Co	National Govt	Provincial Govt	Local Govt
	Educational Institution	Specialised Profession	Financial Institution	Foreign International	Foreign Branch Office	

Your Current Company's VAT Registration Status

VAT Registration Number

If Exempted from VAT registration, state reason and submit proof from SARS in confirming the exemption status

If your business entity is not VAT Registered, please submit a current original sworn affidavit (see example in Appendix I). Your Non VAT Registration must be confirmed annually.

Company Banking Details	Bank Name	
Universal Branch Code	Bank Account Number	

Company Physical Address		Code	
--------------------------	--	------	--

Company Postal Address		Code	
------------------------	--	------	--

Company Telephone number

Company Fax Number

Company E-Mail Address

Company Website Address

Company Contact Person Name

Designation

Telephone

Email

Document Name: Supplier Declaration Form

Revision: Version 7.3

Respondent's Signature

Date & Company Stamp

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Is your company a Labour Broker?				Yes		No	
Main Product / Service Supplied e.g. Stationery / Consulting / Labour etc.							
How many personnel does the business employ?				Full Time		Part Time	
Please Note: Should your business employ more than 2 full time employees who are not connected persons as defined in the Income Tax Act, please submit a sworn affidavit, as per Appendix II.							
Most recent Financial Year's Annual Turnover		<R10Million		>R10Million <R50Million		>R50Million	
Does your company have a valid BBBEE certificate?				Yes		No	
What is your broad based BEE status (Level 1 to 9)							
Majority Race of Ownership							
% Black Ownership		% Black Women ownership		% Black Disabled person(s) ownership		% Black Youth ownership	
Please Note: Please provide proof of BBBEE status as per Appendix V. If you qualify as an EME or QSE then provide an affidavit following the examples provided in Appendix III and IV respectively. If you have indicated Black Disabled person(s) ownership, then provide a <b>certified</b> letter signed by a physician, on the physician's letterhead, confirming the disability.							
<b>By signing below, I hereby verify that I am duly authorised to sign for and on behalf of firm / organisation and that all information contained herein and attached herewith are true and correct</b>							
Name				Designation			
Signature				Date			
<b>Stamp And Signature Of Commissioner Of Oaths</b>							
Name				Date			
Signature				Telephone No			

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

\_\_\_\_\_  
 Date & Company Stamp

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**Appendix II**

Example of an Affidavit or Solemn Declaration as to number of employees

**Affidavit or Solemn Declaration**

I, \_\_\_\_\_ solemnly swear/declare that \_\_\_\_\_  
\_\_\_\_\_ employs three or more full time employees, which employees are  
engaged in the business of rendering the services of the organisation and are not connected  
persons as defined in the Income Tax Act.

Signature: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

**Commissioner of Oaths**

Thus signed and sworn to before me at \_\_\_\_\_ on this the \_\_\_\_\_ day of \_\_\_\_\_  
\_\_\_\_\_ 20\_\_\_\_\_,

the Deponent having knowledge that he/she knows and understands the contents of this Affidavit,  
and that he/she has no objection to taking the prescribed oath, which he/she regards binding on  
his/her conscience and that the allegations herein contained are all true and correct.

\_\_\_\_\_  
Commissioner of Oaths

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Appendix III

Example of an Affidavit or Solemn Declaration as to EME B-BBEE Status

**SWORN AFFIDAVIT – B-BBEE EXEMPTED MICRO ENTERPRISE**

I, the undersigned,

<b>Full Name &amp; Surname</b>	
<b>Identity Number</b>	

Hereby declare under oath as follows:

1. The contents of this statement are to the best of my knowledge a true reflection of the facts.
2. I am a member / director / owner of the following enterprise and am duly authorised to act on its behalf.

<b>Enterprise Name</b>	
<b>Trading Name</b>	
<b>Registration Number</b>	
<b>Enterprise Address</b>	

3. I hereby declare under oath that:

- The enterprise is \_\_\_\_\_ % black owned;
- The enterprise is \_\_\_\_\_ % black woman owned;
- The enterprise is \_\_\_\_\_ % black youth owned;
- The enterprise is \_\_\_\_\_ % black disabled owned;
- Based on the management accounts and other information available for the \_\_\_\_\_ financial year, the income did not exceed R10, 000,000.00 (ten million rand).

Please confirm on the table below the B-BBEE level contributor, **by ticking the applicable box.**

100% black owned	<b>Level One</b> (135% B-BBEE procurement recognition) More than 51% black	
More than 51% black owned	<b>Level Two</b> (125% B-BBEE procurement recognition) Less than 51% black	
Less than 51% black owned	<b>Level Four</b> (100% B-BBEE procurement recognition)	

4. The entity is an empowering supplier in terms of **the dti** Codes of Good Practice.
5. I know and understand the contents of this affidavit and I have no objection to take the prescribed oath and consider the oath binding on my conscience and on the owners of the enterprise which I represent in this matter.
6. The sworn affidavit will be valid for a period of 12 months from the date signed by commissioner.

**Deponent Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Commissioner of Oaths  
Signature & stamp**

Returnable Document

Appendix IV

Example of an Affidavit or Solemn Declaration as to QSE B-BBEE Status

**SWORN AFFIDAVIT – B-BBEE QUALIFYING SMALL ENTERPRISE**

I, the undersigned,

<b>Full Name &amp; Surname</b>	
<b>Identity Number</b>	

Hereby declare under oath as follows:

- The contents of this statement are to the best of my knowledge a true reflection of the facts.
- I am a member / director / owner of the following enterprise and am duly authorised to act on its behalf.

<b>Enterprise Name</b>	
<b>Trading Name</b>	
<b>Registration Number</b>	
<b>Enterprise Address</b>	

3. I hereby declare under oath that:

- The enterprise is \_\_\_\_\_ % black owned;
- The enterprise is \_\_\_\_\_ % black woman owned;
- The enterprise is \_\_\_\_\_ % black youth owned;
- The enterprise is \_\_\_\_\_ % black disabled owned;
- Based on the management accounts and other information available for the \_\_\_\_\_ financial year, the income did not exceed R50,000,000.00 (fifty million rand);
- The entity is an empowering supplier in terms of Clause 3.3 (a) or (b) or (c) or (d) or as amended 3.3 (e) of the dti Codes of Good Practice. **(Tick appropriate box in table below).**

(a) At least 25% of cost of sales, (excluding labour costs and depreciation) must be procurement from local producers or suppliers in South Africa; for the services industry include labour costs but capped at 15%		(b) Job Creation – 50% of jobs created are for black people, provided that the number of black employees in the immediate prior verified B-BBEE measurement is maintained	
(c) At least 25% transformation of raw material / beneficiation which include local manufacturing, production and /or assembly, and / or packaging		(d) At least 12 days per annum of productivity deployed in assisting QSE and EME beneficiaries to increase their operation or financial capacity	
(e) At least 85% of labour costs should be paid to South African employees by service industry entities			

Please confirm on the table below the B-BBEE level contributor, by ticking the applicable box.

100% black owned	<b>Level One</b> (135% B-BBEE procurement recognition)	
More than 51% black owned	<b>Level Two</b> (125% B-BBEE procurement recognition)	

- I know and understand the contents of this affidavit and I have no objection to take the prescribed oath and consider the oath binding on my conscience and on the owners of the enterprise which I represent in this matter.
- The sworn affidavit will be valid for a period of 12 months from the date signed by commissioner.

Deponent Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
 Commissioner of Oaths  
 Signature & stamp

Returnable Document

**ANNEXURE G**  
**GENERAL BID CONDITIONS - SERVICES**  
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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 **Respondent(s)** shall mean a respondent/bidder to a Bid Document;
- 1.5 **RFP** shall mean Request for Proposal;
- 1.6 **RFQ** shall mean Request for Quotation;
- 1.7 **RFX** shall mean RFP or RFQ, as the case may be;
- 1.8 **Services** shall mean the services required by Transnet as specified in its Bid Document;
- 1.9 **Service Provider** shall mean the successful Respondent;
- 1.10 **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;
- 1.11 **Transnet** shall mean Transnet SOC Ltd, a State Owned Company; and
- 1.12 **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 SUBMISSION 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 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.
- 3.3 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 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 not in other forms 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 must be completed for submission and not a reprocessed copy thereof.

**Returnable Document**

- 4.3 Only if insufficient space has been allocated for a particular response may a Respondent submit additional information under separate cover using its 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 such Bid Documents.
- 5.2 Only Respondents that have paid the Bid fee and provided proof of payment when submitting their Bid will be considered.

**6 VALIDITY PERIOD**

- 6.1 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 VISIT / BRIEFING SESSION**

Respondents may be requested to attend a site visit where it is considered necessary to view the site prior to the preparation of Bids, or where Transnet deems it necessary to provide Respondents with additional information relevant to the compilation of their Bids. When such visits or sessions are indicated as compulsory in the Bid 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 RFX before the closing date, the Respondent must direct such queries to the contact person identified in the Bid Document.

**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 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.

## Returnable Document

### **11 POST TENDER NEGOTIATIONS**

Transnet reserves the right to conduct post tender negotiations with the preferred bidder or a shortlist of preferred bidders. Should Transnet decide to conduct post tender negotiations, bidders will be requested to provide their best and final offers to Transnet based on such negotiations. A final evaluation will be conducted in terms of 80/20 or 90/10 (whichever is applicable) and the contract will be negotiated and awarded to the successful bidder(s).

### **12 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.

### **13 DEFAULTS BY RESPONDENTS**

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

- 13.1 enter into a formal contract when called upon to do so within such period as Transnet may specify; or
- 13.2 accept an order in terms of the Bid;
- 13.3 furnish satisfactory security when called upon to do so for the fulfilment of the contract; or
- 13.4 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.

### **14 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 RFX.

### **15 PRICES SUBJECT TO CONFIRMATION**

- 15.1 Prices which are quoted subject to confirmation will not be considered.
- 15.2 Firm prices quoted for the duration of any resulting order and/or contract will receive precedence over prices which are subject to fluctuation if this is in Transnet's best interests.

### **16 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.

**Returnable Document**

**17 EXCHANGE AND REMITTANCE**

- 17.1 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 Service Provider, effect payment overseas directly to the foreign principal of such percentage of the contract or order value as may be stipulated by the Respondent in its Bid Documents.
- 17.2 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.
- 17.3 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 to whom payment is to be made.
- 17.4 The South African Reserve Bank's approval is required before any foreign currency payments can be made to or on behalf of Respondents.
- 17.5 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 agreement on an overall Rand contract has been reached.
- 17.6 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**].

**18 ACCEPTANCE OF BID**

- 18.1 Transnet does not bind itself to accept the lowest priced or any Bid.
- 18.2 Transnet reserves the right to accept any Bid in whole or in part.
- 18.3 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.
- 18.4 Where the Respondent has been informed by Transnet per fax message or email of the acceptance of its Bid, the acknowledgement of receipt transmitted shall be regarded as proof of delivery to the Respondent.

**19 NOTICE TO UNSUCCESSFUL RESPONDENTS**

Unsuccessful Respondents shall be advised in writing that their Bids have not been accepted as soon as possible after the closing date of the Bid. On award of business to the successful Respondent all unsuccessful Respondents shall be informed of the name of the successful Respondent and of the reason as to why their Bids have not been successful.

**20 TERMS AND CONDITIONS OF CONTRACT**

- 20.1 The 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.

---

Respondent's Signature

---

Date & Company Stamp

### Returnable Document

20.2 Should the Respondent find any conditions unacceptable, it should indicate which conditions are unacceptable and offer amendments/ alternatives by written submission on its 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.

## 21 CONTRACT DOCUMENTS

21.1 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.

21.2 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 award / intent, subject to all additional amendments and/or special conditions thereto as agreed to by the parties.

21.3 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.

## 22 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.

## 23 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.

## 24 CONTRACTUAL SECURITIES

24.1 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 an advanced payment guarantee [APG] and/or a performance bond [Performance Bond], as the case may be, to be furnished by an approved bank, building society, insurance or guarantee corporation carrying on business in South Africa.

24.2 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.

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- 24.3 Such security, if required, shall be an amount which will be stipulated in the Bid Documents.
- 24.4 The successful Respondent shall be required to submit to Transnet or Transnet's designated official the specified security document(s) within 30 [thirty] calendar days from the date of signature of the contract. Failure to return the securities within the prescribed time shall, save where prior extension has been granted, entitle Transnet without notice to the Service Provider to cancel the contract with immediate effect.
- 24.5 Additional costs incurred by Transnet necessitated by reason of default on the part of the Service Provider in relation to the conditions of this clause 24 will be for the account of the Service Provider.

**25 DELETION OF ITEMS TO BE 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.

**26 VALUE-ADDED TAX**

- 26.1 In respect of local Services, i.e. Services to be rendered in the Republic of South Africa, the prices quoted by the Respondent are to be exclusive of VAT which must be shown separately at the standard rate on the Tax Invoice.
- 26.2 In respect of foreign Services rendered:  
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  
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.

**27 IMPORTANT NOTICE TO RESPONDENTS REGARDING PAYMENT**

**27.1 Method of Payment**

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.

However, in addition to the foregoing the Respondent is invited to submit offers based on alternative methods of payment and/or financing proposals.

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.

The Respondent must, therefore, in the first instance, tender strictly in accordance with clause 27.10 above. Failure to comply with clause 27.10 above may preclude a Bid from further consideration.

NOTE: The successful Respondent [the **Service Provider**], where applicable, shall be required to furnish a guarantee covering any advance payments, as set out in clause 24 above [*Contractual Securities*].

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**27.2 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 from the date of receipt by Transnet of the 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 in terms of the contract or order. Incomplete and/or incorrect Tax Invoices shall be returned and the conditional discount period will be recalculated from the date of receipt of the correct documentation.

**28 DELIVERY REQUIREMENTS**

**28.1 Period Contracts**

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.

**28.2 Progress Reports**

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

**28.3 Emergency Demands as and when required**

If, due to unforeseen circumstances, the rendering of the Services covered by the Bid are required at short notice for immediate delivery, the 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 services 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 Services*" section in the Terms and Conditions of Contract will not be applicable in these circumstances.

**29 SPECIFICATIONS AND COPYRIGHT**

**29.1 Specifications**

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 the Services strictly in accordance with the specifications supplied by Transnet.

**29.2 Copyright**

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

**30 BIDS BY OR ON BEHALF OF FOREIGN RESPONDENTS**

30.1 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.

### Returnable Document

- 30.2 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.
- 30.3 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.
- 30.4 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.

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.

The Power of Attorney must be signed by the principal under the same title as used in the Bid Documents.

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.

The Power of Attorney must authorise the South African representative or agent to choose the *domicilium citandi et executandi* as provided for in the Terms and Conditions of Contract.

- 30.5 If payment is to be made in South Africa, the foreign 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]:
- funds are to be transferred to the credit of the foreign Service Provider's account at a bank in South Africa, in which case the name and branch of such bank shall be furnished; or
- 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.

## 31 CONFLICT WITH BID DOCUMENT

Should a conflict arise between these General Bid Conditions and the Bid Document issued, the conditions stated in the Bid Document shall prevail.

## 32 TRANSNET'S LIST OF EXCLUDED TENDERERS (BLACKLIST)

- 32.1 All the stipulations around Transnet's blacklisting process as laid down in Transnet's Supply Chain Policy and Procurement Procedures Manual are included herein by reference. Below follows a condensed summary of this blacklisting procedure.
- 32.2 Blacklisting is a mechanism used to exclude a company/person from future business with Transnet for a specified period. The decision to blacklist is based on one of the grounds for blacklisting. The



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standard of proof to commence the blacklisting process is whether a "prima facie" (i.e. on the face of it) case has been established.

32.3 Depending on the seriousness of the misconduct and the strategic importance of the Goods/Services, in addition to blacklisting a company/person from future business, Transnet may decide to terminate some or all existing contracts with the company/person as well.

32.4 A supplier or contractor to Transnet may not subcontract any portion of the contract to a blacklisted company.

32.5 Grounds for blacklisting 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 Service 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) caused Transnet damage, or to incur costs in order to meet the contractor's requirements and which could not be recovered from the contractor;
- h) has litigated against Transnet in bad faith.

32.6 Transnet recognizes that trust and good faith are pivotal to its relationship with its suppliers. When a dispute arises between Transnet and its 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, 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:

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- a) Vexatious proceedings. These are frivolous proceedings which have been instituted without proper grounds;
  - b) Perjury. Where a supplier commits perjury either in giving evidence or on affidavit;
  - c) Scurrilous allegations. Where a supplier makes allegations regarding a senior Transnet employee which are without a proper foundation, scandalous, abusive or defamatory.
  - d) Abuse of court process. When a supplier abuses the court process in order to gain a competitive advantage during a bid process.
- 32.7 Where any person or Enterprise has been found guilty by a court of law, tribunal or other administrative body of a serious breach of any law, during the preceding 5 Years, such person/Enterprise may also be blacklisted. Serious breaches of the law would include but are not limited to corruption, fraud, theft, extortion, or contraventions of the Competition Act 89 of 1998 (e.g. collusive tendering). This process excludes minor convictions such as traffic offences or personal disagreements between parties which have no bearing on the business operations of the person or Enterprise.
- 32.8 Grounds for blacklisting include a company/person recorded as being a company or person prohibited from doing business with the public sector on National Treasury's database of Restricted Suppliers or Register of Tender Defaulters.
- 32.9 Companies associated with the person/s guilty of misconduct (i.e. entities owned, controlled or managed by such persons), any companies subsequently formed by the person(s) guilty of the misconduct and/or an existing company where such person(s) acquires a controlling stake may be considered for blacklisting. The decision to extend the blacklist to associated companies will be at the sole discretion of Transnet.
- 32.10 Any person or enterprise or company against whom a decision to blacklist has been taken, may make representations to the Chief Financial Officer of Transnet SOC Ltd, whose decision shall be final.