



TRANSNET FREIGHT RAIL  
a Division of  
TRANSNET LIMITED  
(Registration No. 1990/000900/06)

## REQUEST FOR QUOTATION ("RFQ")

RFQ NUMBER HOAC-VAR-06678

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WATE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

ISSUE DATE	:	07 SEPTEMBER 2010
CLOSING DATE	:	10 SEPTEMBER 2010
OPTION DATE	:	28 DECEMBER 2010
CLOSING TIME	:	10H00

**TENDER BOX ALLOCATED AT THE CHAIRPERSON TRANSNET FREIGHT RAIL ACQUISITION COUNCIL, GROUND FLOOR, INYANDA HOUSE 1, 21 WELLINGTON ROAD, PARKTOWN, JOHANNESBURG.**

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

Respondent's signature

1

Date and company stamp

**SCHEDULE OF DOCUMENTS**

- 1. Notice to Bidders**
- 2. Requisition for quotation**
- 3. Scope of Work and General specification**
- 4. Returnable Schedules / Documents**
- 5. Supplier Declaration Form**
- 6. General Tender Conditions (CSS5 – Services)**
- 7. Standard Terms and Conditions of Contract (US7 - Services)**
- 8. Non-Disclosure Agreement**
- 9. Suppliers Code of Conduct**

"Preview Copy Only"

## SECTION 1

RFQ NO: HOAC-VAR-06678

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WASTE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

### NOTICE TO BIDDERS

Refer Document attached hereto

"Preview Copy Only"

Quotations are requested from interested Respondents to supply the above-mentioned requirement to TRANSNET FREIGHT RAIL.

On or after 07/09/2010 the RFQ documents may be inspected at, and are obtainable from the office of TRANSNET Freight Rail Tender Advice Centre, Inyanda 1, Ground Floor, 21 Wellington Road, Parktown.

A non-refundable tender fee of R100.00 (inclusive of Vat) is applicable per tender (listed below).

Payment is to be made to Transnet Freight Rail, Standard Bank Account number 203158598, Branch code 004805. The deposit slip must reflect the tender number and the Company Name.

Receipt/s to be presented prior to collection of the tender/s.

**NOTE:** This amount is not refundable.

In the interest of fairness and transparency the said information will then be made available to the other Respondents who have collected RFQ documents. For this purpose all Respondents need to indicate their intention to respond by informing the below-mentioned TRANSNET employee (per email only) of their contact numbers as soon as possible but before 10/09/2010.

Please bring the valid document on the day of briefing.

**NAME** : Gladys Mtambo  
**E-MAIL** : gladys.mtambo@transnet.net

Tenders in triplicate must reach the Chairperson, TRANSNET Freight Rail Acquisition Council, P.O.Box 4244, Johannesburg 2000 before the closing hour on the date shown below, and must be enclosed in a sealed envelope which must have inscribed on the outside:

**Tender No** : HOAC-VAR-06678  
**Description** : **INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WATE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

**Closing date and time** : 10 SEPTEMBER 2010 at 10h00  
**Closing address (refer options below)**

**DELIVERY INSTRUCTIONS FOR THIS RFQ:**

- 1** **If posted**, the envelope must be addressed to the Chairperson, TRANSNET Freight Rail Acquisition Council, P.O. Box 4244, Johannesburg 2000 and must be dispatched in time for sorting by the Post Office to reach the Chairperson before the closing time of the RFQ. In the event of the late receipt of a Proposal, the Respondent's franking machine impression will not be accepted as proof that the response was posted in time.
- 2** **If delivered by hand**, the envelope is to be deposited in the TRANSNET tender box which is located at the main entrance, Inyanda House, 21 Wellington road, Parktown, Johannesburg and should be addressed as follows:

**THE CHAIRPERSON  
TRANSNET FREIGHT RAIL ACQUISITION COUNCIL  
INYANDA HOUSE  
21 WELLINGTON ROAD  
PARKTOWN  
JOHANNESBURG  
2001**

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

**It should also be noted that the above tender box is located at the main entrance and is accessible to the public 24 hours per day, 7 days a week.**

- 3** **If dispatched by courier**, the envelope must be addressed as follows and delivered to the Office of The Chairperson, TRANSNET Freight Rail Acquisition Council and a signature obtained from that Office.

THE CHAIRPERSON  
TRANSNET FREIGHT RAIL ACQUISITION COUNCIL  
INYANDA HOUSE  
21 WELLINGTON ROAD  
PARKTOWN  
JOHANNESBURG  
2001

1. Please note that this RFQ closes punctually at 10:00 on Tuesday 10 September 2010
2. If responses are not posted or delivered as stipulated herein, such responses will not be considered and will be treated as "UNRESPONSIVE".
3. NO EMAIL OR FACSIMILE RESPONSES WILL BE CONSIDERED
4. The responses to this RFQ will be opened as soon as practicable after the expiry of the time advertised for receiving them.
5. TRANSNET shall not, at the opening of responses, disclose to any other company any confidential details pertaining to the Quotations received, i.e. pricing, delivery, etc. The names and location of the Respondents will, however, be divulged to other Respondents upon request.
6. Envelopes must not contain documents relating to any RFQ other than that shown on the envelope.
7. No slips are to be attached to the response documents. Any additional conditions must be embodied in an accompanying letter. Alterations, additions or deletions must not be made by the Respondent to the actual RFQ documents.

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

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

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

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

In terms of Government Gazette No. 32094, Notice No. 354 dated 23 March 2009, as from 1 August 2009, only BBBEE accreditation Certificates issued by SANAS approved verification agencies will be valid.

However accreditation certificates issued before 23 March 2009 and which are still within their one (1) year validity period will still be acceptable, until their expiry date provided that the accreditation was done in accordance **with the latest codes (i.e. those promulgated on 9 February 2007)**.

BBBEE Accreditation Certificates issued after the published date i.e. 23 March 2009, by a Verification Agency not approved by SANAS, will **NOT** be acceptable as from 23 March 2009.

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

- (a) **Large Enterprises (i.e. annual turnover >R35 million):**
- Rating level based on all 7 (seven) elements of the BBBEE scorecard
  - Enterprises to provide BBBEE certificate and detailed scorecard (to be renewed annually)
- (b) **Qualifying Small Enterprises – QSE (i.e. annual turnover >R5 million but <R35 million):**
- Rating based on any 4 (four) of the elements of the BBBEE scorecard
  - Enterprises to provide BBBEE certificate and detailed scorecard (to be renewed annually)
- (c) **Exempted Micro Enterprises – EME (i.e. annual turnover <R5m are exempted from being rated or verified):**
- Automatic BBBEE Level 4 rating, irrespective of race ownership, i.e. 100% BBBEE recognition
  - Black ownership >50% or Black Women ownership >30% automatically qualify as Level 3 BBBEE rating, i.e. 110% BBBEE recognition
  - EME's should provide documentary proof of annual turnover (i.e. audited financials) plus proof of Black ownership if Black ownership >50% or Black Women ownership >30% (to be renewed annually) from their Auditors / Accounting Officers

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

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

*Failure to submit your BBBEE Certificate and Detailed Scorecard will result in a score of zero being allocated for BBBEE evaluation.*

**Turnover:** Indicate your company's most recent annual turnover:

R.....

- If annual turnover <R5m, please attach auditors / accounting officers letter confirming annual turnover and percentage black ownership as well as Black Women ownership
- If annual turnover >R5m please attach BBBEE certificate and detailed scorecard from an accredited rating agency.

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

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

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

8.4 Kindly provide Transnet with your DTI B-BBEE UNIQUE PROFILE NUMBER with all tender submissions.

<p><b>DTI BBEE UNIQUE PROFILE NUMBER:</b></p> <p>.....</p>
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*Failure to submit your UPN will result in a score of zero being allocated for BBEE evaluation.*

8.5 Failure to submit your BBEE information in terms of 14.3 and/or 14.5 (above) will result in a score of zero being allocated for BBEE evaluation.

## 9. COMMUNICATION

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

A respondent may, however, BEFORE THE CLOSING DATE AND TIME, direct any enquiries relating to the RFQ to the TRANSNET employee as indicated in (2) above.

## 10. RFQ SCHEDULE

Respondents will be contacted as soon as practicable with a status update. At this time short-listed Respondents may be asked to meet with TRANSNET representatives. Respondents are to provide a list of persons who are mandated to negotiate on behalf of their company, together with their contact details.

### 10.1 INSTRUCTIONS FOR COMPLETING THE RFQ

- (i) Sign one set of documents (sign and date the bottom of each page). This set will serve as the legal and binding copy. A duplicate set of documents is required. This second set can be a copy of the original signed Proposal.
- (ii) Both sets of documents to be submitted to the address specified above.
- (iii) The following returnable documents must accompany all Proposals:
  - the Respondent's latest audited financial statements;
  - the Respondent's valid Tax Clearance Certificate.
  - a CD copy where applicable

## 11. COMPLIANCE

The Respondent shall be in full and complete compliance with any and all applicable State and Local Laws and Regulations.

**12. ADDITIONAL NOTES:**

- All returnable documents as indicated in the Proposal Form (Section 3) must be returned with the response
- Changes by the Respondent to its submission will not be considered after the closing date
- The person or persons signing the Proposal must be legally authorised by the Respondent to do so (Refer Section 4). A list of those person(s) authorised to negotiate on your behalf must be submitted along with the Proposal
- All prices must be quoted in South African Rands
- TRANSNET reserves the right to undertake post-tender negotiations with the preferred Respondent or any number of short-listed Respondents

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

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

**13. DISCLAIMERS**

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

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

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

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

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NAME OF RESPONDENT :

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PHYSICALADDRESS:

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Respondent's contact person:	Name:	_____
	Designation:	_____
	Telephone:	_____
	Cellphone:	_____
	Facsimile:	_____
	Email:	_____

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

## SECTION 2

RFQ NO: HOAC-VAR-06678

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WATE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

REQUISITION FOR QUOTATION

Refer Document attached hereto

**REQUISITION FOR QUOTATION**

MESSRS: .....

.....

.....

.....

Tel (011)

Fax (011)

ISSUE DATE 07-09-2010

CLOSING DATE 10-09-2010 (10h00)

SUPPLY CHAIN SERVICES

Contact: Gladys

Tel: (011) 584-0597

Prices in South African currency, including all costs.

Direct to consignees

ITEM NO:	DESCRIPTION	Price
1	REMOVAL OF ASBESTOS AT KIMBERLEY	
<b>Total price for the project</b>		
<b>2.Prices must be V.A.T. exclusive</b>		
3. Direct delivered to:	Transnet Freight Rail (Kimberely)	
4.Contact person:	Vincent Matabane – Tel.: (011) 584-0551	

**5. COMPULSORY DOCUMENTS**

**NOTE:**

**5.1. Return of tender documents**

The tender documents must be submitted on the closing date in **duplicate** and failure to do so will automatically disqualify your offer.

5.2. The following documents are compulsory, and they must be attached to the tender document. If **Not** your tender will not be considered.

- a) Tax Clearance Certificate
- b) Supplier Declaration Form
- c) Current Vat Registration No.
- d) BBBEE level certification and Score Card

**SIGNATURE OF TENDERER:** \_\_\_\_\_

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

## 6. FRAUD HOTLINE

Transnet strives to be fair, equitable and just in all its dealings with tenderers. As such we encourage all tenderers to report any practice, activity or information that they are aware of or become aware of which may result in any perception of or actual fraud being committed against or in the name of Transnet. The hotline details are:-

Hotline telephone: 0800 003 056

**Email:** [transnet@tip-offs.com](mailto:transnet@tip-offs.com)

**Fax:** 0800 007 788

**All information received will be treated with the utmost confidentiality**

## 7. BUSINESS ADJUDICATION CRITERIA :

7.1."Order winning criteria"

7.1.1.Total Price for the service

7.2."Technical"

7.2.1.Previous Experience

7.2.2. Ability to conduct audit

7.3."BBBEE"

7.3.1.Provide BBBEE level Certification

**SIGNATURE OF TENDERER:** \_\_\_\_\_

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

**COMPANY INFORMATION**

**9. STATEMENT OF WORK (S) SUCCESSFULLY CARRIED OUT BY THE TENDERER:**

Tenderers are to advise which other companies have they successfully provided or are currently providing similar services.

Service Description	For whom done	Period	Contact person and Telephone or Cell number

**SIGNATURE OF TENDERER:**

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

"Preview Copy Only"

## SECTION 3

RFQ NO: HOAC-VAR-06678

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WATE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

**SCOPE OF WORK**

"Preview Copy Only"

## **GENERAL SPECIFICATION :**

### **INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY – HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WASTE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES**

#### **TERMS OF REFERENCE**

#### **1. PURPOSE OF THE CONTRACT**

The purpose of the Contract is to arrange the provision of the specialist contracting service required to:-

- Inspect, identify, remove and dispose of asbestos waste that may be found along the Kimberley-Hotazel railway line during the major maintenance operations (Shutdown) to be conducted from the 13<sup>th</sup> until 22<sup>nd</sup> of September 2010; and
- Collect samples from various railway lines within Eastern Cape, Northern Cape and Free State Provinces and send the samples to the accredited laboratory for determination of asbestos contamination.

#### **2. BACKGROUND**

Transnet Freight Rail Kimberley Infrastructure depot intends to undertake major rail maintenance operations on the Kimberley-Hotazel Line (±336 Km) starting from the 13<sup>th</sup> until 22<sup>nd</sup> of September 2010. Major activities to be undertaken during the operations will include:

- Ballast screening/ sifting (with 3 screeners).
- Sleepers replacement.
- Set replacement and turnouts.
- Re-railing.

The Kimberley – Hotazel Line including other lines along which ballast waste is to be sampled and analysed were historically used for transportation of asbestos products. Incorrect loading profiles and other incidents had resulted in some asbestos spillages en-route to market destinations. A number of asbestos clean-up/ rehabilitation initiatives were conducted on these railway lines (including Kimberley – Hotazel) in the past. However, such clean –up programs had not been sustainable as asbestos keeps on re-surfacing during rainy seasons, windy events and during track maintenance.

It is against this background that the service of a qualified and AIA approved asbestos removal contractor is required to assist with inspection, identification, removal and disposal of any asbestos waste that may be found during the proposed maintenance operations as well as sampling of ballast waste along specified rail tracks within Eastern Cape, Northern Cape and Free State Provinces.

### 3. SCOPE OF WORK

The scope of work includes the following, as minimum requirements:

- The successful contractor must be present onsite throughout the duration of the proposed works.
- Prior to commencing any maintenance operations, the contractor will survey, inspect, identify and remove all asbestos waste found on the railway line, service roads or within the relevant rail reserve.
- Should any asbestos waste be exposed during maintenance operations (e.g. ballast sifting, sleeper replacement, etc), maintenance will be temporarily suspended and the contractor will be called in to assess the situation and remove the exposed asbestos waste.
- Asbestos clean up must also include points sections at Alex and Beaconsfield Yards as well as Lohattha Old Passenger Coaches Siding.
- All collected asbestos waste must be double bagged and stored in appropriate waste skips.
- The contractor must provide 3 Waste Skips which must be conveniently placed at Koopmansfontein, Barkley West and Lohattha stations.
- All collected asbestos must be disposed of at the permitted waste disposal site and disposal certificate/s must be submitted to Transnet Freight Rail Environmental Officer.
- Contractor must advise the staff (both Transnet, Contractors & Subcontractors) on the correct PPE, exposure risks on specific sections of the line and how the works must be conducted to mitigate the risks.
- Collect samples of ballast waste along the following railway lines:

#### Lines within Kimberley Infrastructure's jurisdiction

##### **Kimberley – Hotazel Line (336Km Long)**

Twelve [12] samples, one [1] at each of these stations: Barkley West, Wittersrush, Gong-gong, Ulco, Koopmansfontein, Plateau, Postmasburg, Clifton, Lime Acres, Closam, Lohattha and Borrelsko. However, from Sishen to Hotazel, five [5] samples, one between every two stations should be collected. Therefore, a total of 17 samples should be collected along the Kimberley – Hotazel Line. Sampling along this line should be conducted during the proposed maintenance operations (i.e. from 13<sup>th</sup> to 22<sup>nd</sup> of September 2010).

##### **Kimberley – Hamilton Line ( 163.31 Km Long)**

Three [3] samples should be collected at kilometre points: 77; 17. 5 and 18. Additional four [4] samples should be collected at every 25 km interval between Petrusburg and Kimberley.

##### **Prieska- Draghoender Line (84Km Long)**

Three [3] samples should be collected at every 25km interval distance.

##### **Douglas – Belmont Line (85.7Km Long)**

Three [3] samples should be collected at every 25km interval.

##### **Kimberley – De Aar Line (228.7 km Long)**

Nine [9] samples should be collected at every 25 km interval.

##### **Kimberley- Warrenton Line (71 Km Long)**

Three [3] samples should be collected at every 25Km interval.

**Noupoort –Springfontein Line (146 Km Long)**

Six [6] samples should be collected at every 25 km interval.

**Noupoort- De Aar Line (110.2 km Long)**

Four [4] samples should be collected at every 25 Km interval.

Additional six [6] samples should be collected at Conway Station (mastpole 64/12-13; mastpole 77/8-9), Evendowns (opposite signal apparatus), between Linde and Frans Stations (Mastpole 63/11-9), on the Hanover- Linde line (Mastpole 63/8-10) and De Aar Mastpole 1/5 on the Noupoort line.

**Lines within Bloemfontein Infrastructure's jurisdiction****Bloemfontein – Kroonstad Line (200km Long)**

Eight [8] samples should be collected at every 25 Km interval.

**Koffiefontein-Springfontein Line (143.79 Km Long)**

Six [6] samples should be collected at every 25 Km interval.

**Hamilton – Sprinfontein Line (140.27 Km Long)**

Six [6] samples should be collected at every 25 Km interval. Additional one [1] sample should be collected at km point 46.5.

**Lines within Port Elizabeth Infrastructure's jurisdiction****Rosemead- Middelburg Line (56Km Long)**

Two [2] samples should be collected at every 25 Km interval.

**Noupoort- Cookhouse Line (218.7 Km Long)**

Nine [9] samples should be collected at every 25 Km interval.

**Cookhouse- Swartkops Line (185 Km Long)**

Seven [7] samples should be collected at every 25 Km interval.

**Swartkops- Port Elizabeth Line (12 Km Long)**

One [1] sample should be collected at a distance of 6 km from Swartkops.

Additional three [3] samples should be collected at Carlton Station (Mastpole 13/21), Ou Sherbourne (Mastpole 23/12 -  $\pm 20$  sleepers); Ou Neland Station (Mast pole 180/21- in front of tunnel 12)

The contractor must send all samples (a total of **93** samples) to an accredited laboratory for analysis using Stereomicroscopy and Polarized Light Microscopy (PLM).

The contractor must also take photographs of all areas where sampling has been conducted and should include the photographs in the analytical report.

***NB: Should there be any need for deviation from the above scope of work; the Contractor must obtain a written approval from Transnet Freight Rail Environment, Hazmat, Fire and Emergency Services Office, Western Region, prior to effecting the changes.***

#### 4. DELIVERABLES

The successful Contractor shall supply:-

- A comprehensive work plan (including a Health and Safety Plan) designed under guidance of AIA detailing the manner in which the Contractor proposes to execute the project. The work plan must be submitted to and approved by relevant authority.
- AIA certificates for clean-up sites.
- Asbestos waste disposal certificates.
- Laboratory results.
- Upon completion, the contractor must submit a report (including photographs) detailing how the above scope work of was executed, any relevant environmental, health and safety risks that need immediate attention.

#### 5. AVAILABLE INFORMATION

The following will be made available to the Contractor:

- Asbestos spot list for the relevant railway line will be provided to Contractor.
- Transnet Freight Rail Infrastructure and Environmental staff members to accompany the successful Contractor to the site.

#### 6 QUALIFICATIONS AND EXPERIENCE OF THE SPECIALIST CONTRACTOR

The contract envisaged under this tender will only be awarded to an experienced asbestos removal contractor/ occupational hygienist duly registered with AIA and well conversant with Asbestos Regulations.

Tenderers' shall also attach full particulars of their experience in the field, quoting specific references and contact numbers.

Given the responsible nature of the work envisaged under this contract, Transnet reserves the right to award the tender to any contractor of choice, with due regard for a favourable balance between the cost of services, resources available and experience in the relevant field.

The lowest tender may therefore not necessarily be accepted. Unsuccessful Tenderers may be advised on reasons for acceptance or non-acceptance of any tender, without disclosure of any tender prices being given.

#### 7. QUANTITIES AND CONTRACT VALUE

Rates quoted for individual quantities shall remain fixed, irrespective of any upward or downward variation in such quantities and no escalation will be paid.

This contract makes no provision for establishment and disestablishment of the Contractor's site. All site establishment, accommodation, services and infrastructure that may be required by the Contractor shall be deemed to be included in the contract rates.

The Tenderer shall submit an itemized quotation clearly pricing measurable activities, approximately as below:

Item	Description	Unit	Tendered Quantity	Tendered Rate (R.c.) per unit	Amount (R.c)
1	Travel time	Hour			
2	Travel cost	Km			
3	Professional time	Hour			
4	Report Writing	Hour			
5	Disbursements				
5.1	Toll fees	Sum			
5.2	Accommodation	Sum			
5.3	Other (specify)	Sum			
6	Sampling and analysis (specify per test / analysis type)	Per sample			
7	Asbestos waste	Per tonne			
	<b>Total</b>				

Unless stated to the contrary, prices are deemed to exclude VAT.

Scheduled items that are not priced must be clearly indicated as Nil.

Payment for work performed will be on an actual basis at the rate per activity as tendered. The estimated quantity tendered, (e.g. number of hours or kilometres), may only be exceeded with prior approval by Transnet Freight Rail.

## 8. MEASUREMENT AND PAYMENT FOR SERVICES

### 8.1 MEASUREMENT

#### a) Travelling time (hour)

This item covers the costs associated with the time spent travelling to and from the site for the purpose of carrying out the duties of the Contractor.

Travelling time shall be measured on an actual basis, recorded separately from inspection time. Provision has been made for travel by road and no separate payment will be made for other modes of transport.

**b) Travel costs  
(km)**

This item covers all travel costs (excluding time) incurred by the contractor in travelling to, on and from the site. Travel costs shall be based on a distance not exceeding the distance between the Tenderer's office and the work site or actual distance, whichever distance is the lesser.

**c) Professional Time (hour)**

This item covers the costs for carrying out the duties associated with the inspection, identifying, removing and disposing of asbestos waste as well as air sampling at the site as described in the scope of work and the method statement submitted and approved.

The time claimed and payable under this item shall exclude travelling time to and from the site but shall include travelling time on the site.

**d) Reporting  
(hour)**

This item covers the costs for the compilation and writing of the final project report. This includes any reproduction that may be required, as well as all delivery / postage costs.

**e) Disbursements  
(sum)**

Provision is made in this item for reasonable disbursements incurred in the execution of the work by the contractor. Disbursements will be paid on an actual basis on production of the necessary supporting documentation. Payment for hotel accommodation will also be based on actual costs, to the maximum tendered by the Tenderer in the Schedule of Prices.

Separate payment will not be made for cell or other phone calls, faxes etc, all of which are deemed included in the Tenderer's overall professional and travelling rates.

The sum tendered for disbursements other than hotel accommodation (meals etc.) shall be an estimated maximum, which may not be exceeded without due motivation and approval.

**f) Sampling and laboratory analysis (sample)**

This item covers the sampling and reporting of results as specified in the method statement.

The rate tendered shall include all laboratory, packaging, materials, transport and incidental costs required for the collection, submission and reporting.

**g) Asbestos waste collected and disposed (tonne)**

This item will cover the cost for removal and disposal of actual quantities collected during the shutdown operation. Disposal certificate indicating date, name of approved disposal site and quantities disposed must be submitted to Transnet Freight Rail Environmental Officer for recording purpose.

**NB:** Payment for this item will be made subject to the submission of valid waste disposal certificate.

## 8.2 PAYMENT

All work and services rendered will be measured monthly on the 15th and payment will be made within thirty days thereafter. The Contractor shall submit an itemised invoice per the items in the Schedule of Prices, supported by a suitable timesheet.

## 9. CLOSING DATE AND ENQUIRIES

The work described must be commenced within 5 calendar days after notification of acceptance of Tender and be completed within 30 calendar days.

The Tenderer is free to approach only the following designated persons for further information with regard to this Contract:

\_\_\_\_\_  
Mr. Sam Fiff

**Environmental Manager**

Transnet Freight Rail  
Bloemfontein

Tel: 051 408 2565  
Fax: 011 774 9221  
Cell: 083 2843619  
E-mail: [Sam.Fiff@transnet.net](mailto:Sam.Fiff@transnet.net)

\_\_\_\_\_  
Mr. Livhuwani W. Ndou

**Officer**

Transnet Freight Rail  
Bloemfontein

051 408 2939  
051 408 4487  
083 278 9499  
[Livhuwani.Ndou@transnet.net](mailto:Livhuwani.Ndou@transnet.net)

*"We urge our clients/ suppliers to report fraud/ corruption at Transnet to TIP-OFFS ANONYMOUS: 0800 003 056."*

## SECTION 4

RFQ NO: HOAC-VAR-06678

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WASTE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

RETURNABLE DOCUMENTS

"Preview Copy Only"

**Refer Document attached hereto**

**C.1.Returnable Schedules / Documents required for tender evaluation purposes (By e.g.**

	<b>Returnable Schedules / Documents</b>	<b>YES/NO/N/A</b>	
1	Certificate Of Authority For Joint Ventures (Where Applicable)	x	
2	Schedule of the Tenderers Experience	x	
3	Certificate of Attendance at Clarification Meeting	X	
4	Labour Payment Schedule	X	
5	Supplier Declaration form (version2)	X	
6	Letter of Good Standing with the Compensation Commissioner	x	
7	Original / Certified BBBEE Rating Certificate With Detailed Scorecard	X	
8	Statement Of Compliance With Requirements Of The Scope Of Work	x	
9	Certified Copy of Financial Statements (for the past 3 years) including Balance sheets where BBBEE not provided.	x	
10	Certified Copy of Share Certificates CK1 & CK2	x	
11	Certified Copy Of Certificate Of Incorporation and CM29 and CM9	x	
12	Certified Copy of Identity Documents of Shareholders/Directors/Members (Where Applicable)	x	
13	Cancelled Cheque	X	
14	Original current Tax Clearance Certificate	X	
15	Original Vat Registration Certificate	X	
16	Copy of BEE Policy/BEE Plan/Employment Policy/Procurement Policy	X	

## SECTION 5

RFQ NO: HOAC-VAR-06678

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WATE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

SUPPLIER DECLARATION FORM

Refer Document attached hereto

"Preview Copy Only"

## Transnet Supplier Declaration/Application

The Financial Director or Company Secretary

Transnet Vendor Management has received a request to load your company on to the Transnet vendor database. Please furnish us with the following to enable us to process this request:

1. Complete the "Supplier Declaration Form" (SDF) on page 2 of this letter
2. Copy of cancelled cheque **OR** letter from the bank verifying banking details (**with bank stamp**)
3. **Certified** copy of Identity document of Shareholders/Directors/Members (where applicable)
4. **Certified** copy of certificate of incorporation, CM29 / CM9 (name change)
5. **Certified** copy of share Certificates of Shareholders, CK1 / CK2 (if CC)
6. A letter with the company's letterhead confirming physical and postal addresses
7. **Original** or **certified** copy of SARS Tax Clearance certificate and Vat registration certificate
8. A signed letter from the Auditor / Accountant confirming most recent annual turnover and percentage black ownership in the company **AND/OR** BBBEE certificate and detailed scorecard from an accredited rating agency (ABVA Member).

**NB:**

- **Failure to submit the above documentation will delay the vendor creation process.**
- **Where applicable, the respective Transnet business unit processing your application may request further information from you. E.g. proof of an existence of a Service/Business contract between your business and the respective Transnet business unit etc.**

### IMPORTANT NOTES:

- a) **If your annual turnover is less than R5 million**, then in terms of the DTI codes, you are classified as an Exempted Micro Enterprise (EME). If your company is classified as an EME, please include in your submission, a signed letter from your Auditor / Accountant confirming your company's most recent annual turnover is less than R5 million and percentage of black ownership and black female ownership in the company **AND/OR** BBBEE certificate and detailed scorecard from an accredited rating agency (e.g. permanent ABVA Member), should you feel you will be able to attain a better BBBEE score.
- b) **If your annual turnover is between R5 million and R35million**, then in terms of the DTI codes, you are classified as a Qualifying Small Enterprise (QSE) and you claim a specific BBBEE level based on any 4 of the 7 elements of the BBBEE score-card, please include your BEE certificate in your submission as confirmation of your status.  
**NB:** BBBEE certificate and detailed scorecard should be obtained from an accredited rating agency (e.g. permanent ABVA Member).
- c) **If your annual turnover is in excess of R35million**, then in terms of the DTI codes, you are classified as a Large Enterprise and you claim a specific BEE level based on all seven elements of the BBBEE generic score-card. Please include your BEE certificate in your submission as confirmation of your status.  
**NB:** BBBEE certificate and detailed scorecard should be obtained from an accredited rating agency (permanent ABVA Member).
- d) **To avoid PAYE tax being automatically deducted from any invoices received from you**, you must also contact the Transnet person who lodged this request on your behalf, so as to be correctly classified in terms of Tax legislation.
- e) Unfortunately, **No payments can be made to a vendor** until the vendor has been registered, and no vendor can be registered until the vendor application form, together with its supporting documentation, has been received and processed.
- f) **Please return the completed Supplier Declaration Form (SDF) together with the required supporting documents mentioned above to the Transnet Official who is intending to procure your company's services/products in order that he/she should complete and Internal Transnet Departmental Questionnaire before referring the matter to the appropriate Transnet Vendor Master Office.**

Regards,

Transnet Vendor/Supplier Management *[please substitute this with your relevant Transnet department before sending this document out]*



# Supplier Declaration Form

Company Trading Name							
Company Registered Name							
Company Registration Number Or ID Number If A Sole Proprietor							
Form of entity	CC	Trust	Pty Ltd	Limited	Partnership	Sole Proprietor	
VAT number (if registered)							
Company Telephone Number							
Company Fax Number							
Company E-Mail Address							
Company Website Address							
Postal Address						Code	
Physical Address						Code	
Contact Person							
Designation							
Telephone							
Email							
Annual Turnover Range (Last Financial Year)		< R5 Million		R5-35 million		> R35 million	
Does Your Company Provide		Products		Services		Both	
Area Of Delivery		National		Provincial		Local	
Is Your Company A Public Or Private Entity				Public		Private	
Does Your Company Have A Tax Directive Or IRP30 Certificate				Yes		No	
Main Product Or Service Supplied (E.G.: Stationery/Consulting)							
<b>BEE Ownership Details</b>							
% Black Ownership		% Black women ownership		% Disabled person/s ownership			
Does your company have a BEE certificate		Yes		No			
What is your broad based BEE status (Level 1 to 8 / Unknown)							
How many personnel does the firm employ		Permanent		Part time			
Name of person procuring your services/products							
Contact number							
Transnet operating division							
<b>Duly Authorised To Sign For And On Behalf Of Firm / Organisation</b>							
Name					Designation		
Signature					Date		
<b>Stamp And Signature Of Commissioner Of Oath</b>							
Name					Date		
Signature					Telephone No.		

**NB: Please return the completed Supplier Declaration Form (SDF) together with the required supporting documents mentioned above to the Transnet Official who is intending to procure your company's services/products.**



## Internal Transnet Departmental Questionnaire (for office use only)

**NB:** "Once-off vendor" will only be created for extraordinary circumstances, i.e. derailments and other emergency situations. Note that only one (1) purchase order must be created against a "once-off vendor". Should the need arise to use a "once-off vendor" again, then an updated SDF together with the required documentation, is required for a "trade vendor" to be created

Section 1: To be completed by the Transnet Requesting / Sourcing Department															
Vendor Name						Vendor Number									
TFR		TRE		TPT		TPL		TNPA		TCP	TRN				
Create		Unblock		Amend		Extend		Once-Off / Emergency Request							
Supplier's trading name															
Supplier's registered name															
Please indicate if the Supplier has a contract with sourcing Transnet OD								Yes		No					
If yes please submit / furnish details of such a contract (together with the SDF)															
a) What is being procured from the supplier?															
i. Products only				Yes				No							
ii. Services only				Yes				No							
iii. Labour only				Yes				No							
iv. Mix of services and products				Yes				No							
v. Mix of services and labour				Yes				No							
b) If your answer is <b>YES</b> to questions II, III, IV or V in paragraph a) above, please indicate whether the relevant <b>PAYE questionnaires</b> have been forwarded to the appropriate <b>Transnet Operational Divisions'</b> decision making bodies / <b>Strategic Supply Management</b> team for a directive /decision on tax withholding from payments to this supplier.															
Yes						No									
c) If your reply to (b) is " <b>NO</b> ", please furnish reasons :															
d) Advise on the Detailed Procurement Process (DPP) / Procurement Mechanism that was followed (Please also take into consideration the revised P2P value/strategy as set out in the Weekly News Bulletin dated 6 October 2008 on the Intranet)															
Name		Grade		Date				Signature							
				Y	Y	Y	Y	M	M	D	D				
Section 2: To be completed by the BEE Department (this section is for Confirmation/Determining of BEE Status)															
NARROW BASED (NB)				BROADBASED (BBBEE)											
BEE O/S	BWBE	DPBE	MR	CONTB. LEVEL	EME: <R5m	QSE: >R5m <R35m	LARGE: >R35m	VALIDITY DATE							
Name				Grade		Date				Signature					
						Y	Y	Y	Y	M	M	D	D		
						Y	Y	Y	Y	M	M	D	D		
Section 3: To be completed by Supplier Management															
I hereby approve			disapprove			this application									
Name		Grade		Date				Signature							
				Y	Y	Y	Y	M	M	D	D				
Vendor Number				Date captured on SAP				Recon Account							

## SECTION 6

RFQ NO: HOAC-VAR-06678

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WATE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

GENERAL TENDER CONDITIONS OF CONTRACT (CSS5 – SERVICES)

Refer Document attached hereto

"Preview Copy"

## SECTION 7

RFQ NO: HOAC-VAR-06678

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WATE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

STANDARD TERMS AND CONDITIONS OF CONTRACT (US7 – SERVICES)

Refer Document attached hereto

## SECTION 8

RFQ NO: HOAC-VAR-06678

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS  
WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN  
MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY  
LINE AS WELL AS CONDUCT BALLAST WASTE SAMPLING ALONGSIDE SPECIFIED  
RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN  
THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF  
REFERENCES**

NON DISCLOSURE AGREEMENT

Refer Document attached hereto

"Preview Only"

**SECTION 9****RFQ NO: HOAC-VAR-06678**

**INSPECT, IDENTIFY, REMOVE & DISPOSE OF ASBESTOS WASTE THAT COULD BE UNEARTHED DURING SHUTDOWN MAINTENANCE OPERATIONS ON KIMBERLEY-HOTAZEL RAILWAY LINE AS WELL AS CONDUCT BALLAST WATE SAMPLING ALONGSIDE SPECIFIED RAILWAY LINES FOR THE DETERMINATION OF ASBESTOS CONTAMINATION IN THE EASTERN CAPE, NORTHERN CAPE AND FREE STATE PROVINCES TERM OF REFERENCES**

SUPPLIER CODE OF CONDUCT

Refer Document attached hereto

"Preview Copy Only"

delivering on our commitment to you



# Suppliers Code of Conduct



## Suppliers Code of Conduct

Transnet aims to achieve the best value for money when buying or selling goods and obtaining services. This, however, must be done in an open and fair manner that supports and drives a competitive economy. Underpinning our process are several acts and policies that any supplier dealing with Transnet must understand and support.

These are:

- » Transnet Procurement Policy- A guide for tenderers;
- » Section 217 of the Constitution- the five pillars of Public PSCM (Procurement and Supply Chain Management): fair, equitable, transparent, competitive and cost effective;
- » The Public Finance Management Act (PFMA);
- » The Broad Based Black Economic Empowerment Act (BBBEE); and
- » The Anti-Corruption Act.

This code of conduct has been compiled to formally apprise Transnet Suppliers of Transnet's expectations regarding behaviour and conduct of its Suppliers.

### Prohibition of Bribes, Kickbacks, Unlawful Payments, and Other Corrupt Practices

Transnet is in the process of transforming itself into a self-sustaining State Owned Enterprise, actively competing in the logistics industry. Our aim is to become a world class, profitable logistics organisation. As such, our transformation is focused on adopting a performance culture and to adopt behaviours that will enable this transformation.

**Transnet will not participate in corrupt practices. Therefore, it expects its suppliers to act in a similar manner.**

- » Transnet and its employees will follow the laws of this country and keep accurate business records that reflect actual transactions with, and payments to, our suppliers.



- » Employees must not accept or request money or anything of value, directly or indirectly, from suppliers.

Employees may not receive anything that is calculated to:

- Illegally influence their judgement or conduct or to influence the outcome of a sourcing activity;
- Win or retain business or to influence any act or decision of any person involved in sourcing decisions; gain an improper advantage.

- » There may be times when a supplier is confronted with fraudulent or corrupt behaviour of Transnet employees. We expect our suppliers to use our "Tip-offs Anonymous" Hotline to report these acts - 0800 003 056.

**Transnet is firmly committed to free and competitive enterprise.**

- » Suppliers are expected to comply with all applicable laws and regulations regarding fair competition and antitrust practices.
- » Transnet does not engage non-value adding agents or representatives solely for the purpose of increasing BBBEE spend (fronting).

**Transnet's relationship with suppliers requires us to clearly define requirements, to exchange information and share mutual benefits.**

- » Generally, suppliers have their own business standards and regulations. Although Transnet cannot control the actions of our suppliers, we will not tolerate any illegal activities.



These include, but are not limited to:

- Misrepresentation of their product (origin of manufacture, specifications, intellectual property rights, etc);
  - Collusion;
  - Failure to disclose accurate information required during the sourcing activity (ownership financial situation, BBBEE status, etc.);
  - Corrupt activities listed above; and harassment, intimidation or other aggressive actions towards Transnet employees.
- >> Suppliers must be evaluated and approved before any materials, components, products or services are purchased from them. Rigorous due diligence must be conducted and the supplier is expected to participate in an honest and straight forward manner.
- >> Suppliers must record and report facts accurately, honestly and objectively. Financial records must be accurate in all material respects.



### Conflict of Interest

A conflict of interest arises when personal interests or activities influence (or appear to influence) the ability to act in the best interests of Transnet. Examples are:

- >> Doing business with family members.
- >> Having a financial interest in another company in our industry.



Show that you support good business practice by logging onto [www.transnet-suppliers.net](http://www.transnet-suppliers.net) and completing the form.

This will allow us to confirm that you have received, and agree to, the terms and conditions set out in our Suppliers Code of Conduct.

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