



**PROVISION FOR A DEDICATED STAFF TRANSPORT SERVICE  
FOR TRANSNET SOC LTD, OPERATING AS TRANSNET PORT  
TERMINALS ("TPT"), AT THE PORT OF CAPE TOWN, FOR A  
PERIOD OF SIXTY-FOUR (64) DAYS.**

**SCOPE OF WORK**

**Document reference:  
CTMPT31032025**

**Site:  
Cape Town multi-Purpose Terminal**

## **GENERAL SCOPE OF REQUIREMENTS**

### **1. BACKGROUND**

The Port of Cape Town Multi-purpose terminal plays a pivotal role in the regional economy. It is well positioned to facilitate the movement of cargo to and from the Asian, European, American and Australian markets.

The Port of Cape Town is world renowned for the export of deciduous fruit, perishables and frozen products. Fruit and fresh produce are Cape Town's major export commodities, and these go via the break-bulk facilities. Now, however, it has become increasingly common to transport these goods in containers through the Port of Cape Town. The Port of Cape Town operates on a 24/7 basis and therefore Transnet Port Terminals is seeking to collaborate with the Service Provider who can provide reliable staff transportation.

TPT intends to award the staff transport services to one (1) Service Provider at the Port of Cape Town for a period of sixty-four (64) days.

### **2. SCOPE OF REQUIREMENTS**

To provide transportation services for Transnet Port Terminal's employees from their designated residential address and/or areas to their place of work i.e. Cape Town Multi-Purpose Terminal (CT MPT) for a period of sixty-four (64) days.

This service will be rendered for morning shift, and night shift on weekdays, as well as weekends and public holidays. Shift patterns as well as Pick-up and drop-off areas are mentioned below; refer to section 2.3.4 for shifts and section 2.4 for designated routes, in line with CTMPT shift patterns including ad hoc requests outside of the CTMPT shift pattern.

The Service Provider should ensure that the employees are:

- Transported on time via the agreed vehicles and in a safe manner considering all aspects of safety associated to the transportation of staff.
- Employees to be dropped off and picked up at agreed times as stipulated by TPT.
- Employees should be dropped off at the workplace 15 minutes prior to the commencement of shift (see below for shift patterns) and collected at the

workplace 15 minutes after the shift has been completed.

- The Service Provider shall ensure that the first TPT employee is collected on time to allow for sufficient time for other collections and the transport time to the terminal. As an example, for the 06H00 shift, the first employee should be collected at approximately 04H30 and for the 18H00 shift, the first employee should be collected at approximately 16H30.
- Door-to-door service.
- The contract covers fares only, which will be paid per trip.
- TPT has the right to cancel all collection requests within 2 hours of the time of collection.
- Maintenance / service & repair of vehicles will be for the suppliers' own costs and not for the TPT account.
- The Service Provider will be required to operate on a 24/7 basis for a period of sixty-four (64) days to support TPT's 24/7 operation during this period.
- The service provider will be required to supply 13-seater-passengers carrying capacity vehicles to shuttle employees from their residential homes to the Port and vice versa as and when required.
- The Service Provider will be required to cover all areas, including informal settlement areas as well as areas with gravel roads.
- All employees are expected to be picked up in front of their homes and dropped off in front of their homes.

## **2.1 SPECIAL AD HOC REQUIREMENTS**

- The Service Provider will further be required to support TPT in ad hoc requests for transportation of staff whereby TPT will request an additional quotation from the Service Provider(s) and if satisfied with the quoted price, such a quotation will be accepted for but not limited to the following services:
- Supplying a 13-seater passenger carrying capacity bus to shuttle operational staff to and from the quayside, to shuttle operational staff outside the shift pattern.
- The Service Provider shall activate ad hoc transport upon approval by CTMPT Senior Operations Manager.

## **2.2 GENERAL REQUIREMENTS**

- The vehicles required must be reliable and have legal carrying capacity to transport the number of staff i.e. 13-seater passenger carrying vehicles (excluding driver).
- All vehicles supplied should be designed and manufactured for passenger carrying/ passenger transportation and not vehicles that are aftermarket converted into passenger carrying vehicles.
- Time Management is critical as it can have an impact on the productivity levels of TPT should employees arrive late and therefore Service Provider should ensure that time is of the essence.
- Service Provider to provide feedback in writing to TPT about all the challenges they are faced with TPT staff during the execution of the services.
- Service Provider will be required to have a supervisor per Terminal on-site after completion of each shift when employees are to be taken home to ensure that vehicles are loaded correctly as per the designated routes and to ensure the smooth flowing of the transportation service.
- The Service Provider will be required to attend a monthly Service Level Agreement meeting whereby all issues for the previous month will be addressed to ensure that a resolution is obtained.
- The scope of work for the transportation services provided and the obligations of the Service Provider in regard thereto, will be outlined in the proposed Draft Dedicated Transport Services Agreement which is attached to the bid (refer Section 9).
- The Service Provider to ensure that daily vehicle inspections are completed and any vehicle, which is identified as being a risk, should not be utilized for the transportation of staff.
- TPT will perform ad hoc inspections to verify that the vehicles being utilized are safe and 'fit for purpose'.
- Service Provider shall provide a maximum of Ten (10) vehicles, depending on the requirements of the particular shift to be transported.
- The collection list / pick-up list will determine the number of vehicles to be deployed.
- TPT will supply the Service Provider with a list of employee names to be collected at their residence, at the following times: -

<b>Shift</b>	<b>Collection List / Pick-up list to be submitted to Service Provider by:</b>
<b>Day Shift</b>	By 16H00 on the day prior
<b>Night Shift</b>	By 16H00 on the day prior

- The Service Provider will be required to filter the collection list and group the employees in their respective residential areas as per the route allocation for collections.
- The Service Provider will issue each route with a waybill, which will reflect all details i.e. Route/date/shift/area and employee's names, addresses and contact details.
- The Service Provider will ensure that a trip register/waybill gets signed after each delivery by the Vehicle Driver for each vehicle and a TPT shift supervisor on duty or Operations sign on officer or TPT nominated employee so that accurate records are maintained for all drop offs whereby copies should be attached to the monthly invoices as proof of delivery/ services rendered.
- TPT will further provide a confirmation with a collection list of all employees required to be collected at the Port to be delivered to their residence at the end of each shift. The collection list will be provided to the service provider latest ten (10) hours after shift commences.
- The route layout shall be agreed upon with the successful Respondents at award of business. The successful Respondents' drivers would need to conform to the agreed route.

## **2.3 SHIFTS IN OPERATION AND TECHNICAL DEPARTMENT**

- TPT does not guarantee that the information stated in the tables below (2.3.1; 2.3.2; 2.3.3) would be accurate at the time of intent. The information stated below is indicative and is subject to change based on the business demands. It should be noted that where it is stipulated 'transport required' it is for those employees coming to work as well as for those employees going home.

### 2.3.1 DAILY

SHIFTS	START	END
Day	05h45 (Transport required)	18h15 (Transport required)
Night	17h45 (Transport required)	06h15 (Transport required)

### 2.3.2 WEEKEND

SHIFT	START	END
Morning	05h45 (Transport required)	18h15 (Transport required)
Night	17h45 (Transport required)	06h15 (Transport required)

### 2.3.3. PUBLIC HOLIDAY

SHIFT	START	END
Morning	05h45 (Transport required)	18h15 (Transport required)
Night	17h45 (Transport required)	06h15 (Transport required)

### 2.3.4 SERVICE REQUIRED

#### **Hours of Transport: Weekdays**

Transport will be required but not limited to the following times:

- **Day Shift: Arrival 05:45 (shift commencement)**

(Collect at the employee's residential address from 04H30 – to drop off at the Port 15 minutes prior to shift start) as per list provided.

Item number	Designated Routes	No. of Vehicles	No. of Trips	No of Days
1	NORTHERN SUBURBS 1 (KRAAIFONTEIN/ WALACEDENE/ BLOEKOMBOS/WATSONIA PARK/ BRACKENFELL/ NORTHPIKE)	1	4	64
2	NORTHERN SUBURBS 2 (KRAAIFONTEIN/ SCOTTSVILLE/ SCOTTSDENE/ BUH REIN ESTATE)			
3	NORTHERN SUBURBS 3 (BELLVILLE/PARROW VALLEY/ GOODWOOD/RUITEWAGHT/ BELHAR/ BISHOP LAVIS)			
4	BELHAR/ BONTEHEUWEL (EDGEMEAD/GOODWOOD/ RUITEWAGHT/BISHOP LAVIS/ MANENBURG)			
5	DELFT/BLUE DOWNS 1 (DELFT SOUTH/ BRENTWOOD PARK/ MALIBU VILLAGE/ FOUNTAIN VILLAGE/ BLUE BERRY HILLS)	1	4	64
6	DELFT/MFULENI (LEIDEN/ N2 GATEWAY/ EXTENSION 6/ KLEIN VLEI)			
7	EERSTERIVER 1 (TUSCANY GLEN / LEONSDALE/ HILLVIEW/ SOMERSET HEIGHTS/ SILLWOOD HEIGHTS)			
8	EERSTERIVER 2 (STRADFORD GREEN/ MELTON ROSE/ DEVON PARK/ BEVERLY PARK/ CONDO PARK)	1	4	64
9	KUILSRIVER 1 (WESBANK/ SUNBIRD PARK/ HIGHBURY/DRIFTSANDS/ HIGH GATE/ RUSTDAL)	1	4	64
10	KUILSRIVER 2 (SEREPTA/KALKFONTEIN/ VREDELUST/SUMMERVILLE/ BLACKHEATH)			
11	MITCHELL PLAIN 1 (SAMORA MICHELLE/ COLORADO/ WOODLANDS/WOODRIDGE/ RONDEVLEI PARK/ WELTEVREDEN/ WESTGATE/ STRANDFONTEIN)	1	4	64
12	MITCHELL PLAIN 2 (MONT CLAIR/ MANDALAY/ LENTEGEUR/ BEACON VALLEY/ EASTRIDGE/ ROCKLANDS/PORTLANDS)			
13	GUGULETHU / PHILLIPI 1 (MALENGA PARK/ BROWNS FARM/ MARCUS GARVEY/ CXROSS ROADS/ ARCADIA)	1	4	64
14	PARKLANDS/TABLEVIEW (SUMMERGREENS/ MILNERTON/ JOE SLOVO/ DU NOON/ PHOENIX/ MAITLAND)	1	4	64
15	KHAYELITSHA 1 (MAKASAR/ HARARE)	1	4	64
16	KHAYELITSHA 2 (IKWEZI/LITHA PARK)			
17	KHAYELITSHA 3 (SITE B / SITE C)			
18	SOUTHERN SUBURBS (ATHLONE/ BRIDGETOWN/ CLAREMONT/ STEENBERG/ RETREAT/ LAVENDER HILL/ GRASSY PARK/ WESTLAKE)	1	4	64
19	GA (TOWNSHIP/ BACKSTAGE/ OLD FLATS)	1	4	64
20	NGA (NYANGA EAST/LUSAKA/ZWELITSHA)			

(Collect at the **Port** from 18:15 to depart from 18H30 – to drop off at the employee's residence.)

- **Night Shift: Arrival 17H45 (shift commencement)**

(Collect at the employee's residential address from 16H30 – to drop off at the Port 15 minutes prior to shift start)

(Collect at the Port from 06H15 – and depart at 06H30 to drop off at the employee's residence)

- **Weekends** – please refer to the Weekend shift pattern above.
- **Public Holidays** – please refer to the Weekend shift pattern above.

### **CRITICAL REQUIREMENTS**

- The Respondent is required to provide commitment that they are able to provide a maximum pool of Ten (10) vehicles (that are not older than four (4) years) either owned or leased which complies with the following:
  - i) All vehicles to be fitted with GPS/Tracker systems (supporting documents to be provided)
  - ii) Vehicles must have a minimum seating capacity of 13 passenger seats (excluding driver) which should not be modified / converted into passenger carrying vehicles.
- Vehicle to be licensed, registered and roadworthy with certified (supporting documents to be provided) copies of motor vehicle registration/ license discs & or roadworthy certificate.
- The Respondent must indicate if the vehicles will be leased or owned.
- The Respondent must provide a minimum of two (2) trade reference letters from the Respondents' clients, where the service was provided in the last five (5) years. The trade references must illustrate evidence that the Respondent has experience in providing staff transportation.
- Each trade reference letter must be on the client's letterhead, which must clearly state the services rendered by the Respondent, including and length of service (i.e. number of years), provided by the Respondent to the client.
- The Respondent is required to provide commitment that they will provide Transnet Port Terminals (TPT) with a valid Public Operating License (issued by the Western Cape Government, Transport and Public Works). Proof of application must be provided to TPT within one (1) week of the successful Respondent receiving a signed letter of award.



- Respondents to submit a comprehensive Business Continuity Plan, the following criteria must be included as a minimum:
  - i) Contingency labour work force per shift
  - ii) Training
  - iii) Transport
- The Strike management plan is crucial. It defines the roles and responsibilities of the strike management team. It should cover the following minimum information in the following categories: Pre-strike planning, during the strike, post-strike review.
  - i) List the strike management team and their contact details.
  - ii) Command Centre Operation
  - iii) Communication protocols e.g. notifying customers and regular strike reports.
  - iv) Disciplinary process for illegally striking employees
  - v) Strike Diary
  - vi) Emergency Planning
- The Respondent is required to provide confirmation that a functional office within a 50km radius from the Port of Cape Town will be established within one (1) week of receiving the Letter of Award.
- The Respondent is required to provide their list of drivers and attach copies of their valid driver's licenses (code B/08), with valid professional driver permits (PDP). The list must contain a minimum of Twelve - (12) Drivers.
- The Respondent must submit proof of valid/active insurance cover i.e. General Liability/Public liability or Passenger Liability insurance, either by supplying a copy of the insurance policy or a letter from an underwriter confirming policy exists and that the maximum amount claimable is R1m per incident.

#### **(a) OWNED VEHICLES**

- The respondent must provide copies of the vehicle registration certificates (Form RC1) referencing the year model of vehicle; date of first registration as well as owner (responded should be listed as either owner or holder of the vehicle).

#### **(b) LEASE VEHICLES**

- Where the service provider leases the vehicles i.e. the vehicles are currently in the possession of the service provider in terms of an existing lease agreement; The

successful service provider must submit the following additional document prior to commencement of services:

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

### **(c) INTENTION TO LEASE/PURCHASE**

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

- i. It intends to enter into a lease agreement/sale agreement for the required vehicles with the service provider.
  - ii. a description of the vehicles to be leased/purchased i.e. make, model and date of first registration.
  - iii. the quantity of vehicles to be leased/purchased.
  - iv. the seating capacity of each vehicle to be leased/purchased.
  - v. Availability of the required vehicles to support a two-week contract readiness period.
- A letter from the source reflecting the information as set out in paragraphs a-e above.
  - Kindly note that the bidder must ensure that all the above-mentioned information (i.-v.) is captured in the document from the source.
  - *Should any information be outstanding, then the document will NOT be considered for evaluations.*

## **2.5 ADDITIONAL REQUIREMENTS /INFORMATION**

- All drivers should be medically fit and free from any ailments, which will require them to take medication and/or render them unfit to perform this function. (Medical certificates of all drivers need to be provided).
- The Service Provider must be able to provide alternate drivers and vehicles.
- The Service Provider must have a detailed accident procedure in place.
- Projected total monthly trips.

## **2.6 SAFETY**

- Drivers to have a valid public driving permit, license, clean record, sober habits, medically

fit (at least annual medicals), not afflicted with night blindness, no high-risk conditions (diabetes mellitus high BP, untreated epilepsy, nervous breakdown background).

- Service Provider should have an induction program whereby first aid training is included and supported by certificates issued by an accredited Service Provider.
- Service Provider must have a safety program Standard Operating Procedures (SOP) in the event of punctures, breakdowns/vehicle inspection.
- Service Provider should engage in daily pre-drive checks vehicle and disinfection of all vehicles.
- There should be a zero tolerance of any substance abuse i.e. alcohol, drugs etc. whereby random testing should/will take place including screening of body temperature.
- Service Provider to ensure that all drivers are equipped with hand sanitizers, safety clothing / PPE as required by TPT terminals viz reflective jackets, dust masks.
- All vehicles should be fitted with serviceable fire extinguishers.
- No loud music in transit
- No passengers are allowed on trips other than TPT staff.
- The appointed Service Provider will be required to furnish TPT with a Safety file within 48 hours of receiving the Purchase Order.
- SHERQ Manager/Officer will issue more specific criteria/requirements for the Safety File upon award of business.
- The appointed Service Provider will be subject to ad hoc safety audit(s).

## **2.7 COMPLIANCE WITH STATUTORY AND OTHER REQUIREMENTS**

- Respondents shall comply with all laws, including, without limitation, the following:
  - (a) All South African law which impacts on the Proposed Dedicated Staff Transport Agreement, a copy of which is included in the bid pack.
  - (b) Occupational Health & Safety Act 85 of 1993 ("OHSA").
  - (c) International Health Regulation Act 28 of 1974.
  - (d) Hazardous Substances Act 15 1973.
  - (e) The Compensation for Occupational Injuries and Disease Act, 1993 (Act No.130 of 1993).
  - (f) All material aspects of all applicable legislation, provincial ordinances and local authority by-laws, including all relevant regulations promulgated in terms thereof, which affects the Maritime business.
  - (g) The Basic Conditions of Employment Act No. 75 of 1997.
  - (h) Criminal Procedure Act No. 51 of 1977.

- (i) National Ports Act No. 12 of 2005 and enabling legislation thereto, including the Port Rules.
- (j) Control of Access to Public Premises and Vehicle Act, No. 53 of 1985.
- (k) Legal Succession to the South African Transport Services Act No. 9 of 1989 (but excluding any tariff provided for in such regulations).
- (l) Any other Transportation laws or directives that govern TPT's Transportation and Handling Services.
- (m) Merchant Shipping Act No.57 of 1951, the Maritime Security Regulations 2004 read in conjunction with the International Ship and Port Facility Security Code and Maritime Occupational Safety Regulations (1994), as amended.
- (n) Codes of Good Practice embodied in the Broad Based Black Economic Empowerment Act No. 53 of 2003.
- (o) Customs and Excise Act No 91 of 1964.
- (p) National Road Traffic Act and Regulations Act 93 of 1996 (as amended from time to time).
- (q) The National Railway Safety Regulator Act No 16 of 2002,
- (r) The Labor Relations Act No. 66 of 1995 and the Regulations thereto; and
- (s) All TPT policies and procedures