

ANNEXURE D1 - SERVICE LEVEL AGREEMENT (SLA) - PROVISION OF RIGGING AND CRANE HIRE SERVICES - TRANSNET PORT TERMINALS SERVICE LEVEL AGREEMENT

No.	%	Weight	DESCRIPTION	PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT	TRANSNET		Score		Percentage		Score		Percentage		Company #1		COMMENTS
				WEIGHT	Score							Percentage	Score	Percentage	Score	Percentage	Score	Percentage	Score	Percentage	Score	Percentage			
1	Safety Requirements	Eligibility (Yes/No)	YES/NO	a) Ensure that all equipment operating within TPT RCB complies with Road, Operations and Port Authority Safety and Environmental regulations. All equipment (Cranes) to have up to date calibration and load testing certificates.	✓	✓	Operation start date	Throughout the lease agreement period	Safety reports, safety briefing, risk assessment minutes reports	Safety Reports, Fleet Safety Assessment reports	Email/Hard copy	TPT	YES/NO	YES	YES	YES	YES	YES	YES	YES	YES	NO	NO		
				b) Ensure all contractor employees are inducted and fit to be exposed and work at TPT RCB Premises	✓	✓	Prior to site visit	Once off	Safety reports	0% number of employees inducted and fit to work at TPT premises vs. total number of actual employees for the job	N/A	N/A													
2	Planning	20%	20%	a) Plan, schedule and ensure attendance of all planning meetings and tasks. Adhere to plans and minimize standing times.	✓	✓	Per Shift	for every shift	Availability vs. Planned vs. Actuals	%Planned/Available & %Actual/Planned per shift	Fax/Email	TPT Fleet Manager			0.0%		0%		0%		0%		0%		
3	Site Activities	12%	4%	a) Contractor to share service records of all equipment (cranes), load testing and calibrations certificates of all lifting tools and accessories.	✓	✓	Acquisition date of Equipment	quarterly	Service, records, load testing certificates, calibration certificates, etc.	Statutory compliance report status of all equipment and tools on quarterly basis.	Email	TPT	1=0% 2=2% 3=3% 4= 4%				0%		0%		0%		0%		
			4%	b) Planned Refresher courses for employees	✓	✓	once a year	Annual	Training records.	Skill set vs. target of 3 trainings throughout the contract.	Email	TPT	1=0% 2=2% 3=3% 4= 4%				0%		0%		0%		0%		
			4%	c) Contractor to generate records of pre and post inspection records for all equipment and tools.	✓	✓	Prior to commencement of work and post activities.	As per set requirement informed by pre and post inspection	Inspection records of equipment and tools	Tasks executed vs. Inspections conducted.	Email	TPT	1=0% 2=2% 3=3% 4= 4%				0%		0%		0%		0%		
			5%	b) Response time to breakdowns must be kept at minimum and always prepare for the breakdown requirements to minimize downtime	✓	✓	As and when required	Every callout	Callouts response time vs. breakdown time in respect to the specific service	Callout time vs. specific task breakdown time.	E-Mail and/or Hand delivery	TPT Fleet Manager	1=2% 2=3% 3=4% 4= 5%				0%		0%		0%		0%		
5	Reporting	10%	2.5%	a) Provide reports on downtime of equipment		✓	Per shift	Ongoing	Reporting of all non-performance issues regarding individual performance or Equipment failure	Planned vs. Actuals, delays and resolutions	E-Mail/Fax	Material Handling Manager	1=0% 2=1.5% 3=2% 4= 2.5%				0.0%								
			2.5%	b) Report Fuel Expenditure		✓	per month	monthly	rated fuel consumption vs. actual	% of actual fuel cost vs. Rated	E-Mail/Fax/Hand over	Material Handling Manager	1=0% 2=1.5% 3=2% 4= 2.5%				0.0%								
			5%	c) Provide feedback of disciplinary action and/or Corrective measures taken		✓	5 days after reported date	Ongoing	Feedback reports on corrective action taken	100% feedback reports	E-Mail/Fax	TPT Operations Department	1=0% 2=2% 3=4% 4= 5%				0.0%								
6	Subcontract Commitments	5%	2.5%	a) Ensure information is provided to ensure supplier development commitments are adhered to	✓	✓	SLA Meeting	Monthly	Service Provider to ensure that the supplier development commitments are adhered to	100% adherence	Email	Procurement	1=0% 2=1% 3=2% 4= 2.5%				0%		0%		0%		0%		
			2.5%	b) Ensure information is required to ensure the improvement of B-BBEE commitments are adhered to	✓	✓	SLA Meeting	Monthly	Service Provider to ensure that the supplier development commitments are adhered to	100% adherence	Email	Procurement	1=0% 2=1% 3=2% 4= 2.5%				0%		0%		0%		0%		
7	Damage & Claims	5%	2%	a) Report any accidents and notifiable incidents.		✓	Within 24 hours of the occurrence	As and when required	Timeous notification of details of damages and/ or incidents	100% notification of damages and incidents	E-Mail	Supervisor and BUE and SHERQ Manager	1=0% 2=1% 3=1.5% 4= 2%				0.0%								
			2%	b) Provide Damage Report		✓	Within 2 working days of it being realized by TPT	As and when required	Timeous notification of details of damages and/ or loss and countermeasures	100% accuracy and details pertaining damage	E-Mail / Text	Service Provider - Claims Dept.	1=0% 2=1% 3=1.5% 4= 2%				0.0%								
			1%	c) Provide written notification of claims.		✓	By the 2nd day of the following month	Monthly	Accurate Measuring of the damage ratio	100% accuracy and details pertaining damage ratio	E-Mail / Text	Service Provider - Claims Dept.	1=0% 2=0.2% 3=0.5% 4= 1%				0.0%								
8	Invoicing and Payments	5%	2.5%	a) Invoice TPT and submit with supporting documentation(weighbridge certificate etc.) for all activities undertaken to execute agreed services	✓	✓	30 days	Monthly or After Delivery of Services	Submit accurate invoice(s) with clear item details, and supporting documentation. Provide a monthly statement to reflect all payments made and outstanding.	100% on time submission of invoices with accurate and reconciled supporting documents. Monthly statement to support invoices.	Monthly statement and hard copy of invoice(s) with supporting documentation hand delivered monthly.	Relevant Finance Department	1=0% 2=1% 3=2% 4= 2.5%				0%		0%		0%		0%		
			2.5%	b) Receive and check documentation, arrange electronic payment, and TPT Finance to advise Service Provider via remittance advice of payment details.		✓	Documents submitted during the month will be paid, 30 days from date of statement	Monthly or After Delivery of Services	Authorization of invoices for payment within 30 days.	Monthly statement to confirm payment of invoices.	Telephonic and e-mail to facilitate payment queries.	Service Providers Finance Dept.	1=0% 2=1% 3=2% 4= 2.5%				0.0%								
TOTAL		57%	100%																						

SCALE : 1 = Poor 2 = Need Improvement 3 = Acceptable 4= Excellent