



## **SERVICE LEVEL AGREEMENT**

in respect of the provision of

### **SUPPLY, INSTALLATION AND MAINTENANCE OF e-LTE WIRELESS BROADBAND NETWORK EQUIPMENT FOR A PERIOD OF THREE (3) YEARS**

Entered into by and between

#### **TRANSNET LIMITED**

Registration Number 1990/000900/30

A public company with limited liability and duly incorporated  
in compliance with the company laws of the Republic of South Africa

Trading as

**Transnet National Ports Authority  
Port of Ngqura**

(Hereinafter referred to as the "Client")

And

(Hereinafter referred to as the "Service Provider")

**SERVICE LEVEL AGREEMENT (SLA)**

**For the Supply and Installation of e-LTE Network Equipment and provision of Support and Maintenance at all Transnet National Ports Authority Ports for a period of three (3) years.**

**Transnet National Ports Authority** (hereinafter referred to as "TNPA")

By **XXXXXXX**

**Tender Reference: TNPA/2023/08/0020/40512/RFP**

<b>Parties to the SLA</b>	The Service Level Agreement (SLA) will be executed by and between Transnet National Ports Authority Head Office and <b>XXXXXXX</b> (the Service Provider)
<b>Purpose</b>	<p>The purpose of the Service Level Agreement is to define the requirements for the for the supply and installation of e-LTE network equipment and provision of support and maintenance at all Transnet National Ports Authority (TNPA) Ports and to quantify these requirements where possible as per the Master Agreement.</p> <p>This Service Level Agreement also defines the special conditions that will apply for the duration of the Agreement, if any.</p>
<b>Responsibilities</b>	<p>TNPA must ensure that the implementation of; adherence to and dissemination of the provisions of this Agreement are clearly articulated to the Service Provider. This is observed through the following:</p> <p style="text-align: center;">Signed Master Agreement between TNPA and <b>XXXXXXX</b></p> <p style="text-align: center;">Signed SLA between TNPA and <b>XXXXXXX</b></p> <p>The Service Provider must ensure a clear understanding of its obligation in terms of the Individual SLA and that the necessary care and due diligence is continuously exercised in fulfilling its duties in terms of the Master Agreement and the SLA.</p>

**Communication Forums**

Authorized officers and members of the Service Provider and TNPA must attend scheduled and emergency communication forums.

The following are key contact persons at TNPA Head Office and Regional Ports:

- Vasu Naidoo – Manager: Portfolio Integration, tel. 031 361 3767/083 299 7961.
- Sibusiso Mkwanazi – Manager: ICT Durban, tel. 031 361 8779/ 081 032 2409.
- Gerald Lamola – Manager: ICT Richards Bay, tel. 035 905 3305/ 066 409 3640.
- Phumla Msibi – Senior Manager: ICT Project Management Office, 066 424 1315.
- Andrew Moloisane – Senior Project Manager – ICT Project Management Office, tel. 011 583 0547/ 083 385 1066.

The following are key contact persons at **XXXXXXXXXXXX**

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The following minimum communication forums apply:

- Monthly Steering Committee meetings will be held at TNPA Head Office at the Port of Ngqura as per the schedule to be agreed by both parties.
- Weekly project meetings will be held at TNPA Head Office at the Port of Ngqura on the day to be agreed by both parties.
- Ad hoc and or Emergency Meetings as and when required.
- Weekly progress status reports to be submitted to TNPA PMO every Friday.

The following items will form part of every Agenda for the weekly and monthly meetings:

- Opening, Welcome, Safety Briefing, Attendance Register.
- Approval of previous minutes.
- Matters arising from previous minutes.
- Progress report:
  - Summary of progress.
  - Review and update of the project implementation plan.
  - Key risks and issues.
  - Project Governance Report.
  - Project Budget.
- Key decisions required.
- Activities planned for the next reporting period.
- Next steps.
- General; and
- Closure.

**Means of communication**

Official communication between TNPA and the contractor shall be done by e-mail.

**Equipment Supply and Installation Plan**

The service provider shall prepare an equipment supply and installation plan within fourteen (14) days of commencement of the contract satisfying the requirements detailed in the Functional Scope. The supply and installation plan shall include:

1. Equipment delivery timelines.
2. A list of all items to be delivered to TNPA.
3. Site visit and equipment health check timelines.
4. Site readiness timelines.
5. Installation and commissioning timelines.
6. A delivery schedule containing delivery dates for each deliverable.

TNPA shall have five (5) days to review and approve/reject the supply and installation plan. In a case the supply and installation plan is rejected, the service provider will have three (3) working days to provide TNPA with a revised supply and installation plan.

The service provider will use all reasonable efforts to deliver on schedule. The service provider can request an extension on deliverable timelines by given written notice for an extension of no more than a two (2) week time frame.

**Equipment Handover**

The service provider shall provide; immediately upon completion of the supply and installation of equipment, all relevant documentation; not limited to, network designs diagram, test results and other materials required to be provided as per the delivery schedule. TNPA shall have fifteen (15) days to review the documents to ensure that it is satisfied with the equipment and installation works.

TNPA shall provide the service provider with a written acceptance letter on approval or in the case of non-approval, TNPA will provide a written letter indicating areas of dissatisfaction that need to be corrected.

**Training**

The service provider shall provide training services to TNPA ICT regional team, skills transfer and change management to TNPA identified resources.

**Request for Change**

All changes to the work document will be effected by TNPA using a project change note (PCN).

All approved changes to be communicated in writing to the contractor by the TNPA Project Manager with the project supply and installation plan attached thereto.

<b>Maintenance and Support</b>	<p>The service provider shall provide maintenance of the network at all eight (8) TNPA ports for a period of three (3) years post conclusion of equipment installation. The service provider must acknowledge and respond to the service requests within the timeframes as listed below:</p> <ol style="list-style-type: none"><li>1. Help Desk:<ul style="list-style-type: none"><li>• Available 24 hours a day, 7 days a week.</li></ul></li><li>2. Remote Troubleshooting:<ul style="list-style-type: none"><li>• Available 24 hours a day, 7 days a week.</li><li>• For Priority 1 calls, respond within 30 minutes.</li><li>• For Priority 2 calls, respond within 45 minutes.</li><li>• For Priority 3 calls, respond within 1 hour.</li><li>• For Priority 4 calls, respond within 4 hours.</li></ul></li><li>3. Download of software updates<ul style="list-style-type: none"><li>• Providing the maintenance releases (patches and minor releases) of host software versions.</li></ul></li><li>4. Hardware repairs and replacement:<ul style="list-style-type: none"><li>• Available 9 hours a day (07:00 – 16:00), Monday to Friday.</li><li>• For service request received between 07:00-14:59, replacement part to be sent to designated site on the same day.</li><li>• For service request received after 15:00, replacement parts will be sent to designated site within the next Business Day (NBD).</li></ul></li><li>5. Technical Information<ul style="list-style-type: none"><li>• Technical information sharing including latest patch downloads.</li><li>• Updates on latest eLTE technological advancement.</li></ul></li></ol>
<b>System Availability</b>	<p>A 99.9% network availability is required.</p>
<b>Review</b>	<p>Performance levels against the SLA will be reviewed monthly. The Performance Balance Scorecard will be used as source document for the monthly review and to track performance against the identified key deliverables.</p>

Signed at ..... on this .....day of.....2023.

**WITNESSES:**

**Service Provider: XXXXXXXXXXXXXXXXXXXXXXXXXX**

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- 2. ....

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Signed at ..... on this ..... day of ..... 2023

**WITNESSES:**

- 1. ....
- 2. ....

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**XXXXX  
XXXXX  
Transnet National Ports Authority**