

**LEVEL AGREEMENT (SLA) -RFP : FOR THE SUPPLY AND DELIVERY OF BUILDING AND PLUMBING MATERIAL ON AND "AS AND WHEN REQUIRED" BASIS IN THE PORT OF DURBAN**

NO	Task	KPI	Measurement	% Weightings	Score	Remarks
1	Finance (Payment and Invoices)	<b>Provide TNPA the following outputs:</b> 1. Provide accurate invoices, TNPA must be pay the Service Provider after 30 days receiving invoices	Both Parties must provide a documentary evidence	20		
2	Compliance with Relevant Legislation	<b>Provide TNPA the following outputs:</b> 1. Relevant certificate (e.g Material data sheets, SABS certificate, Technical data sheets),	Certificate of compliance for material with SABS , Technical data sheets	25		
3	Delivery Lead Time	<b>Provide TNPA the following outputs:</b> 1.The Supplier will be expected to effectively deliver the require items within the agreed time from receiving an official order from Transnet National Port Authority. Failing to do so, the Supplier will be required to pay Transnet National Port Authority a penalty charge equal to 10% of the Purchase order value.	Delivery Note	40		
4	Sub-contracting, Social Economic Values and BBB-EE Improvement Plan	<b>Provide TNPA the following outputs:</b> 1. BBB-EE certificate/sworn affidavit. 2. proof of subcontracting(agreement), 3. proof of payment to subcontractor	Provide documentary evidence that reflect all listed KPI's.	15		
<b>TOTAL</b>				<b>100</b>	<b>100</b>	
<b>Weighted Average Score</b>						
<b>Poor / Unacceptable = 65% and below;      Average = 66% - 74%;      Good = 75% - 89%;      Excellent = 90% - 100%</b>						

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

**Transnet National Ports Authority****Service Provider**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Witness: \_\_\_\_\_

Witness: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

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