

PROVISION OF PLANT AND EQUIPMENT HIRE CONTRACT FOR PORT MAINTENANCE WORK ON AS-AND-WHEN REQUIRED BASIS FOR SIXTY (60) MONTHS AT TNPA PORT OF NGQURA - SERVICE LEVEL AGREEMENT (SLA)															
No.			PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT				
			Service Provider	TNPA							WEIGHT	MONTHLY RATING	Service Provider	TNPA	
1	Planning	The Contractor to submit a Compliance File for approval and as required by the TNPA Port of Ngqura SHE Department after the award of tender. The Compliance File shall be viewed as a live document which shall be updated on regular basis.	X		As and when requested.	Annually	Compliance File and Contractor's Compliance File Checklist	Compliance File and Contractor's Compliance File Checklist	Written	SHE Department	10				
		Plant Operators and Labourers to be used on site to be inducted as and when required for each specific request.		X	As and when requested.	As and when requested.	Induction Attendance Register	Induction Attendance Register	Written	Project Manager	10				
		Issue site access certificate.		X	As and when requested.	As and when requested.	Valid site access certificate	Valid site access certificate	Written	Service Provider	5				
	Performance	The Contractors' plant and equipment shall be made available at the designated site(s) within 48 hours or at the time that has been mutually agreed between the Project Manager and the Contractor, after such request has been made. The appointment will be subjected to the plant being in good condition and working order.	X		Within 48 hours after request.	As and when requested.	Data Sheet and Written Communication	Availability of plant on site as per request	Written	Service Provider	20				
Demobilize the plant and/or equipment from designated sites on the termination of the period of hire or if plant and/or equipment is needed at a later date.		X		As and when requested.	As and when requested.	Data Sheet and Written Communication	Written communication / instruction	Written	Service Provider	5					
Plant and/or equipment shall be provided by the Contractor after request for emergencies within 24 hours.		X		Within 24 hours after request.	As and when requested.	Data Sheet and Written Communication	Timeous availability of plant on site as per request	Written	Service Provider	20					
All construction plant and equipment are to be inspected for safety by a TNPA Site Supervisor using a Contractor's plant checklist before they can enter the Port premises. Construction plant and mobile vehicles found to be unsafe shall not be allowed to enter the Port.			X	As and when requested.	As and when requested.	Inspection Checklist	100% Compliance to SHE standards	Telephone & Email	SHE Dept.	10					
3	Invoicing and Payments	Submit invoices to TNPA Project Manager for confirmation.	X		After plant and/or equipment usage	In line with requests	Invoices & Data Sheet	Invoices & Data Sheet	Telephone & Email	Project Manager	5				
		Payment of invoices due to the Contractor		X	Before 15th of every month	Monthly	Invoices vs TNPA budget & Contract Value	Financial Report	Telephone & Email	PM, CS & Finance	5				
		Submit site disposal certificate to TNPA Project Manager (where there was such site disposal) and attach it to the corresponding invoice.	X		After disposal	In line with requests	Valid site disposal certificate	Valid site disposal certificate	Telephone & Email	Project Manager and Contract Specialist	5				
	Ethics and Compliance	Ethics and compliance standards to be maintained and any issues with regards to ethics and compliance to be properly reported.	X	X	First week of the month	Monthly	Monthly meetings	Minutes of meeting	Telephone, Email & one-on-one	Project Manager, Contract Specialist & Contractor	5				
		Overall Score:									100				
		<50% = Unacceptable (Breach Notice) / >75% = Room for Improvement / >85% = Acceptable / 100% = Excellent										100			

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