

NO	Task	KPI	Measurement	% Weightings	Score	Remarks
1	Team Composition	Service provider to provide the following outputs: 1. Teams that are responsible for Operational deployment plan, flying of the RPAS, spotters, and security for the team per deployment.	Posting sheets, attendance register, incident reports with full details of the incident and who was contacted from TFR. All team members must sign the reports as and when they report on and off duty.	5	0% Service provider did not provide a team composition report per deployment; 2% Team composition report is not complete; 3% Team composition per deployment is not fully complimented and; 5% Team composition reports were submitted in a month with full team composition expected.	
2	Off road vehicle capabilities	Service provider to provide the following outputs: 1. Off-road travel and high clearance (4 x 4 or a requirement) to ensure teams are highly mobile during operations. Teams will be requested to relocate from one place to another during a shift for tracking and tracking of suspects and operational reasons;	Details of the vehicle and kilometres (km) travelled per vehicle per month. Report on excess kilometres (if applicable) averaged with other vehicles in the same province. Reconciliation of the overruns and underruns on a quarterly basis. Vehicles must be rotated in a relevant geographical area to limit excess kilometres for any vehicle within that geographical area.	5	0% Service provider did not provide a monthly vehicle report; 3% Vehicle report provided is not complete and; 5% Vehicle report provided is complete with information expected (Refer to measurement).	
3	Flight time of each RPAS per shift and per month.	Service provider to provide the following outputs: 1. Based on the 8-hour shift, TFR will require a flight time of 6 x hours or more per RPAS. 2. Each RPAS is expected to fly a minimum of 180 hours per month.	Detailed report on hours flown per RPAS per shift and per month coupled with footage recorded to augment the report.	10	0% Service provider did not provide a monthly flight time report; 5% Service provider flight time report only 10% Service provider provided flight time report augmented by video footage per RPAS per month.	
4	Daytime and night time operation	Service provider to provide the following outputs: 1. The Service provider must be able to provide day time and night time services with thermal cameras and optical cameras during night time and daytime respectively.	Day time and night time reports per RPAS augmented by full day time and night time footages per RPAS.	10	0% Service provider did not provide a monthly day flight and night flight reports; 5% Service provider provided day/night flight time report without video footage and; 10% Service provider provided day/night flight time report augmented by video footage per RPAS per month.	
5	Redeployment changes within the provinces and availability of services as and when required	Service provider to provide the following outputs: 1. The Service provider must ensure that 100% of the services required are always available for the duration of the contract. Transnet Freight Rail (TFR) will request redeployment of RPAS/UAV to any Transnet facility within the province based on crime trends and patterns as well Transnet's specific requirements. TFR will provide a 48 hours' notice (Or less as agreed between the parties) to the service provider for such deployment changes at no additional cost to TFR.	Redeployment report augmented by footage that is date and time stamped to prove compliance to a 48 hours or less redeployment request. The footage must show the name of the area as well.	10	0% Service provider did not provide a monthly day flight and night flight reports; 5% Service provider provided day/night flight time report without video footage and; 10% Service provider provided day/night flight time report augmented by video footage per RPAS per month.	
6	Flight time of RPAS conditions before a recharge is required per shift and during RPAS operations.	Service provider to provide the following outputs: 1. Each RPAS must have the capacity to be airborne continuously for a minimum of sixty minutes before battery change is required per shift and during operations.	RPAS recharging report per shift and during operations coupled with footage to augment the report.	10	0% Service provider did not provide a monthly recharging report per shift per RPAS during operations; 5% Service provider provided RPAS recharging report without video footage per shift and during operations and; 10% Service provider provided RPAS recharging report augmented by video footage.	
7	Ability to deploy fixed wing and multirotor RPAS based on the requirement of TFR	Service provider to provide the following outputs: 1. Due to great distances that need to be covered, TFR wants to deploy fixed-wing RPAS unless it is specifically agreed upon by TFR based on the nature of the operation it will be conducting necessitating the use of a Multirotor.	Details of RPAS deployed for long distances and short distances augmented by footage recorded.	10	0% Service provider did not provide a report on RPAS deployed; 5% Service provider provided details of RPAS deployed without video footage to augment it and; 10% Service provider provided details of RPAS deployed augmented by video footage.	
8	Accuracy of invoices per month	Service provider to provide the following outputs: 1. Invoices submitted by the Service provider must be easy to comprehend as well as flawless in terms of content and numbers. Mistakes will not be tolerated.	Copies of invoices	2	0% Some of the invoices submitted had content and numerical errors and; 2% All invoices submitted by the Service provider were 100% accurate.	
9	Flight time lost	Service provider to provide the following outputs: 1. The flight time lost to issues beyond TFR and Service provider's control (E.g. Industrial strike, adverse weather conditions etc.) will be banked on a daily basis and the Service provider will have to reimburse TFR by flying extra hours to make up for lost flight time on a monthly basis. Flight hours beyond the minimum expected 6 hours may not be offset against shortages where less than the minimum flight time of 6 hours occurred, as the supplier is expected to fly 8-hour shifts.	A report on lost time and how TFR was reimbursed for lost time.	5	0% Service provider did not provide a report on flight time lost per month 5% Service provider provided a full report on flight time lost per month. The report also shows how TFR was reimbursed for lost time for a particular month.	
10	Licensing and accreditation requirements	Service provider to provide the following outputs: 1. The Service provider must be accredited with Private Security Industry Regulatory Authority (PSIRA) to provide the services required. Only active and valid PSIRA certificate of a bidding company would be accepted. The PSIRA certificates of individuals would not be accepted. 2. The Service providers must comply with all SACAA requirements for commercial operation of RPAS/UAV.	Provide status of accreditation with PSIRA and SACAA on a monthly basis.	5	0% Service provider did not provide status of PSIRA and SACAA status for the month and; 5% Service provider provided a status with PSIRA and SACAA and complies 100% with both authorities.	
10	Detection of incidents and reporting of same to TFR Security on a monthly basis.	The intention of RPAS operation is to detect intrusions and activate response teams to arrest the perpetrators.	Incident report per deployment augmented by footages and corresponding Occurrence Book numbers from TFR.	25	0% - Service provider did not provide incident report; 5% - 1 to 10 detections were achieved for the month based on number of deployments; 10% - 11 to 20 detections were achieved for the month based on number of deployments; 15% - 21 to 40 detections were achieved for the month based on number of deployments; 20% - 41 to 60 detections were achieved for the month based on number of deployments; ; 25% - 61 to 100 detections were achieved for the month based on number of deployments	The total percentage will be calculated using the mathematical formula below: $\frac{\text{Number of detections}}{\text{number of deployments}} \times 100/1$
11	Live or realtime surveillance video footage	Service provider to provide the following outputs: 1. the Service provider will strive to provide a continuous live or real time surveillance video footage to the Transnet control centre of the duration of flight per shift.	Footage of live/real time feeds to the Nerve Centre.	3	0% Service provider did not strive to provide a continuous live or real time surveillance video footage to the transnet control centre of the duration of flight per shift for the month and; 3% Service provider provided a continuous live or real time surveillance video footage to the Transnet control centre of the duration of flight per shift for the month	
TOTAL				100	100	
Weighted Average Score						
Poor / Unacceptable = 65% and below; Average = 66% - 74%; Good = 75% - 89%; Excellent = 90% - 100%						

Evaluators:

Signed at _____ this _____ day of _____ 20__

Transnet Freight Rail Service Provider

Name: _____ Name: _____
Title: _____ Title: _____
Witness: _____ Witness: _____
Name: _____ Name: _____

Name: _____

Designation: _____

Name: _____

Designation: _____

Name: _____

Designation: _____