

EMPLOYEE TRANSPORT SERVICES - TPT CAPE TOWN TERMINALS SERVICE LEVEL AGREEMENT

No.		DESCRIPTION	PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT	
			SUPPLIER	TPT							WEIGHT	MONTHLY RATING
1	Planning	a) All Departments to provide shift roster/list for the daily employee transportation		x	By 12h00 or 00h01 no later	Daily	Timeous provision of Daily roster/waybill	daily roster/waybill provided on time	Email	Service Provider & Copy Heads of Department		
		b) Provider to confirm to all Departments that the employees can and will be transported	x		4hrs prior to start of Shift	Daily	Timeous confirmation	100% adherence to transport employees rostered	Email	All enduser heads for project & PM		
		c) Provide notification of any cancelation of employees/shift		x	12 hours prior to the assigned pick-up time	As and when required	Timeous notification	0% delivery of cancelled request	Email	Service Provider		
2	Delivery of employees	a) Provide employees with transport and deliver on-time to relevant departments.	x		2hrs prior to shift start	For each shift	Employees ready to begin work on time per shift	100% on time delivery of employees 15minutes before start of shift. Weekly Report	N/A	All enduser heads for project & PM		
		b) Provide employees with transport from TPT Port of Cape Town departments to their designated residence	x		15 minutes after shift end	For each shift	Employees have left the premises	100% on time pick-up of employees 15minutes after end of shift. Weekly Report	N/A	All enduser heads for project & PM		
		c) Provide TPT with the Daily Trip Register (which must be completed and signed by the driver)	x		10h00 the next morning	Daily	Accurate recording of trip / transport undertaken by each driver	100% availability on request	Hand deliver/email	All enduser heads for project & PM		
3	Safety Requirements	a) Vehicles are not overloaded	x		per trip	Daily	Each employee is seated	0% complaints	Hand deliver/email	All enduser heads for project & PM		
		b) Driver adhere's to the rules and regulations of the National Land Transportation Act and safety policy and procedures of Transnet Port Terminals	x		per trip	Daily	Zero incidents and accidents	Zero incidents and accidents	Hand deliver/email	All enduser heads for project & PM		
4	Invoicing and Payments	a) Invoice TPT and submit with supporting documentation for all activities undertaken to execute agreed services	x	x	30 days	Monthly	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		
		b) Receive and check documentation, arrange electronic payment, and TPT Finance to advise Service Provider via remittance advice of payment details	x	x	Documents submitted during the month will be paid, 30 days from date of statement	Monthly	Authorisation of invoices for payment within 30 days	Monthly statement to confirm payment of invoices	Telephonic and e-mail to facilitate payment queries	Service Provider's Finance Dept		
5	Reporting	a) Provide reports clearly showing the number of trips undertaken per day for the month (broken down per route)	x	x	By 12h00 on the 2nd of each month	Monthly	Timeous and accurate data	100% on time submission of reports	E-Mail	All enduser heads for project & PM		
		b) Provide reports of non-performance of individual drivers	x		Immediately after incident	Ongoing	Reporting of all non-performance issues regarding individual performance	100% incidents reported	E-Mail/Fax	Service Provider		
		c) Provide feedback of disciplinary action taken	x		7 days after reported date	Ongoing	Feedback reports on corrective action taken	100% feedback reports	E-Mail/Fax	All enduser heads for project & Project Manager		
6	Documentation	a) Provide valid Insurance Certificate (value not less than R10m)	x		The valid documentation must be sent at least 1week prior to expiry of existing documentation	Annually	Submit and maintain valid Insurance Certificate (value not less than R5m)	0% of invalid documentation	E-Mail / & or Hand delivery	Contracts Manager/&SHEQ		
		b) Provide valid Workmen's Compensation Certificate	x		The valid documentation must be sent prior to expiry date	Annually	Submit valid and certified Workmen's Compensation Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Manager/&SHEQ		
		c) Provide proof that each employee has undergone the necessary medical examination	x		The valid documentation must be sent prior to expiry date	Every year	Submit medical examination certificates	0% documentation outstanding	Hand deliver	Contracts Manager / & SHEQ		
		d) Provide proof of provincial licenses and competency certificates of drivers	x		The valid documentation must be sent at least 1week prior to expiry of existing documentation	Annually	Submit relevant documents	0% documentation outstanding	Hand deliver	Contracts Manager / & SHEQ		
7	Training	a) Furnish a list of all employees who require induction	x	x	All new employees must be conducted prior to working on TPT's premises	As and when required	Submit accurate records of all employees inducted prior to any work done on all premises of TPT	100% records available on request by TPT	E-Mail and/or Hand delivery	Supervisors / PM		
		b) Ensure that all Drivers have completed First Aid Training with an accredited training centre	x		Annually	Annually	Submit accurate records of driver training. Records shall be readily available and accession for inspect/audit by TPT	100% records available on request by TPT	E-Mail and/or Hand delivery	Supervisor / PM		
8	Incidents & Accidents	a) Report any accidents and notifiable incidents	x		Immediately after incident	As and when required	Timeous notification of details of damages and/ or incidents	100% notification of damages and incidents	E-Mail	Supervisors & Project Manager & SHEQ Manager / Personnel		
		b) Provide Damage Report	x		Within 2 working days of it being realised 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		
9	Non-conformances	Number of non-conformances issued	x	x	As and when it occurs	As and when it occurs	Penalties settled by service provider in the month following hte month in which the penalties were raised	Reconciliation	Written credit note	PM		
10	Penalties	Payment of penalties	x	x	As and when it occurs	As and when it occurs	Non-conformance identified and lodged with the relevant person. Closing of non-conformances within seven (7) days	Corrective actions taken to avoid recurrence	Non-conformance report	PM		
Legends :					1 = Poor	2 = Not Acceptable	3 = Acceptable	4 = Excellent				