

## **Annexure 10**

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SERVICE LEVEL  
REQUIREMENT  
FOR FACILITIES  
MANAGEMENT  
SERVICES AT CITY  
DEEP AND  
KASERNE  
PRECINCT

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Transnet  
Freight Rail

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## SERVICE LEVEL REQUIREMENT FOR INTEGRATED FACILITIES MANAGEMENT SERVICES AT CITY DEEP AND KASERNE PRECINCT

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## 1.0 Introduction

### 1.1 Purpose of this Service Level Requirement

The Integrated Facilities Management Service Level Requirement covers the provision of Services for the maintenance and repair of City Deep and Kaserne precinct and other systems and building fabric which support Transnet Freight Rail's business and operational requirements.

The Service Level Requirement objective is for the Facilities Management service provider to deliver a service to all Transnet Freight Rail's personnel and users of Transnet Freight Rail's City Deep and Kaserne precinct in respect to the provision of the services.

### 1.2 Facilities Management System

#### 1.2.1 General Management System

A systems approach is essential for maintaining the quality of the buildings and work environment. All aspects of operation, maintenance and change must be linked together in a unified management system that is to be proposed by the Facilities Management service provider and agreed with Transnet Freight Rail. The Facilities Management service provider will be responsible for the continuous development of this system.

The Facilities Management service provider will be responsible for adopting, maintaining (in accordance with Transnet Freight Rail standards) and further developing a computerised maintenance management system.

The framework of this system should be built around the service delivery elements set out in the following sections.

#### 1.2.2 Performance Measurement System

The performance measurement system will be developed jointly by Transnet Freight Rail and the Facilities Management service provider.

#### 1.2.3 Quality Management Regime

The Facilities Management service provider (and its Subcontractors) must provide the contracted Services in accordance with a quality assurance programme that is proposed by the Facilities Management service provider and agreed to by Transnet Freight Rail. The quality assurance programme must cover methods and workmanship practices and procedures.

#### 1.2.4 Certification

The Facilities Management service provider will be responsible for the certification of the Services being provided. The certification scheme is to be proposed by the Facilities Management service provider (including statutory compliance) and agreed with Transnet Freight Rail. Transnet Freight Rail must be able to audit the methods and results of the certification system.

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The Facilities Management service provider must create and maintain adequate documentation to demonstrate conformance with the Service standard.

#### 1.2.5 Facility Management Role and Functions Single Point of Accountability

Transnet Freight Rail will provide a properly qualified person within their organisation who will serve as a point of contact to the Facilities Management service provider Team. This person will be able to cover all services and interfaces with the Facilities Management service provider, and will be responsible for the Facilities Management service provider performance and the client assessment in regard to all aspects of the Contract

The Facilities Management service provider will provide a properly qualified person within their organisation who will serve as a point of accountability to Transnet Freight Rail. This person must be able to cover all services and interfaces with Transnet Freight Rail, and will be responsible for the Facilities Management service provider's performance in regard to all aspects of the Contract

#### 1.2.6 Communication Plan

The Facilities Management service provider must design and implement a process that provides Transnet Freight Rail with formal and informal communication and feedback. The Facilities Management service provider must develop a communication plan that identifies key meetings (types, participants and cycles), reports and evaluation programmes. The Facilities Management service provider must submit to Transnet Freight Rail sample reports, meeting agendas and recommendations for resolving breakdowns in communication. The Facilities Management service provider must also produce a record of all meetings with Transnet Freight Rail, and done in format(s) agreed by Transnet Freight Rail.

#### 1.2.7 The Facilities Management service provider's Facilities Management Team

The Facilities Management service provider must provide an appropriate management organisation, led by an executive who will have authority to deal with all matters relating to the Service provision.

#### 1.2.8 Benchmarking

It will be the responsibility of the Facilities Management service provider to establish benchmark performance standards based on the best industry standards. Regular inspections as set out in this document will be required.

## 2.0 Facility Management Service Requirements

### 2.1 Service Categories

#### 2.1.1 Introduction

This section identifies Transnet Freight Rail's general Service requirements and deals in particular with the maintenance of quality and performance standards. The individual requirements for the various Services are set out in Sections 3 and 4 of this document.

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### 2.1.2 Service Category Descriptions

Services have been divided into two main categories relating to the criticality of the service involved:

**Type 1 Services:** Services that are usually critical for the preservation of life and/or safety of Transnet Freight Rail's personnel and customers, and Transnet Freight Rail's ability to operate as a business and support its customer contracts.

Services such as the operation and management of the City Deep and Kaserne precinct, cleaning and waste, etc. that are essential for the regular on-going operation of the business.

**Type 2 Services:** Services that support Transnet Freight Rail's day to day operations, including building fabric maintenance.

Non-performance of any of these Services will result in various levels of financial penalties to be assessed against The Facilities Management service provider.

## 2.2 General Requirements

The Facilities Management service provider will provide and agree with Transnet Freight Rail the maintenance management system which the Facilities Management service provider will adapt in the management of City Deep and Kaserne precinct

### 2.2.1 Normal Hours of Operation

The normal hours of operation for the City Deep and Kaserne precinct will be:

**Monday through Friday excluding weekends and special holidays: 7h00 until 16h00.**

**Some Precinct buildings operate on a 24 hours/day, 7 days per week basis, holidays & weekends therefor it is required of the Facilities Management service provider to provide a service from 7h00 to 12h00.**

### 2.2.2 Maintenance

The Facilities Management service provider must operate the facilities within the sites and provide a comprehensive fault identification and maintenance management programme. This is essential for maintaining the operations performance and values of the facilities, and for ensuring that the building areas, plant, equipment and services systems are maintained for Health and Safety, habitability, and contents protection, functional efficiency and reliability

The Facilities Management service provider must comply with all relevant legal and statutory maintenance requirements and system priorities. The maintenance must be planned and organised to achieve the overall objectives, and support the image of Transnet Freight Rail. The Facilities Management service provider must be able to provide and complete appropriate maintenance outside normal hours of operation as may be required.

### 2.2.3 Repair Periods and Cycles

The Facilities Management service provider should operate and maintain the City Deep and Kaserne precinct in accordance with the maintenance requirements and in line with Transnet Freight Rail's approved budget provision

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#### 2.2.4 Environmental Requirements

The Facilities Management service provider must adopt and comply with Transnet Freight Rail's Environmental policies, targets and ISO 14001. The Facilities Management service provider must implement the waste management process based on waste hierarchy and further provide waste management infrastructure (colour coded waste collection bins) that encourages waste separation at source, re-use and recycling and proper waste management disposal. The service provision shall conduct waste accounting exercise per month and reconcile waste volumes per type, recycled and re-used. The Facility Management Service provider shall submit to TFR Risk Management, monthly waste statistics and accompanied waste disposal certificates.

#### 2.2.5 Statutory Inspections

The Facilities Management service provider must carry out regular statutory inspections for the installed systems via statutory inspections agent. The Facilities Management service provider must make available the necessary plan for inspections in a way which minimises the impact on Transnet Freight Rail's business operations. The results of these inspections must be made available to Transnet Freight Rail.

#### 2.2.6 Plant and Equipment

The Facilities Management service provider must provide all general equipment and apparatus for the delivery of each Service.

All equipment must be operational, fit for the purpose and used and maintained in accordance with the provisions of 2.2.2 and 2.2.3 above. All the Facilities Management service providers' personnel must be fully trained with official certification in operation of such equipment (see 2.2.9 below). The Facilities Management service provider must provide Transnet Freight Rail on request with current Portable Appliance Testing Certificates for all electrical and mechanical equipment used on the site. Equipment must be identified for designated use and must be reported to Transnet Freight Rail when its efficiency falls below that recommended by the Manufacturer.

#### 2.2.7 Materials and Products

The Facilities Management service provider must provide all the materials and products necessary to deliver the Service and ensure that all such materials and products are stored and used safely, under proper control and in accordance with the manufacturer's instructions and recommendations.

#### 2.2.8 Personnel

The Facilities Management service provider must employ personnel who are trained, skilled and experienced in all aspects of their work, and properly manage and supervise such personnel. The Facilities Management service provider must prepare and submit policy statements and procedures to Transnet Freight Rail which govern behaviour, appearance and identity of personnel. The Facilities Management service provider must also ensure that their personnel are properly trained. Such training may need to be specialised, site specific and/or for several business activities will need to occur outside normal hours of operation. All of the Facilities Management service provider's personnel will be required to undergo an induction process to be provided by Transnet Freight Rail.

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The Facilities Management service provider must ensure that all personnel are medically fit to perform the required function and that all necessary certification is complete and available for audit by Transnet Freight Rail.

Personnel records must be maintained and be available for inspection by Transnet Freight Rail. Transnet Freight Rail reserves the right to require the Facilities Management service provider to withdraw any employee without explanation. The Facilities Management service provider must submit details of personnel to Transnet Freight Rail for safety vetting. To meet the requirements of the shift system, The Facilities Management service provider must be able to offer the capacity to complete appropriate maintenance outside normal hours of operation. The Facilities Management service provider must provide Transnet Freight Rail on request, with an up-to-date directory of all key contacts for each service area.

#### 2.2.9 Resolution of Different Safety Standards

Except as noted otherwise, it is assumed that Transnet Freight Rail's current standards will apply. If the Facilities Management service provider proposes a higher standard, it should be discussed with Transnet Freight Rail before implementation.

### 2.3 Service Requirement Definitions

#### 2.3.1 General

The following definitions apply to the headings and other terms used in the Services tables in Sections 3, 4 and 5.

#### 2.3.2 Service

General description of the Service which is to be provided by the Facilities Management service provider.

#### 2.3.3 Scope of Service: Normal Requirement

A description of the output required for that particular Service or system to be provided by the Facilities Management service provider.

#### 2.3.4 Processes and Documents

A list of important relevant documents, other than relevant statutory legislation, local authority requirements and associated Codes of Practice which may also be applicable. With regard to the documents these are provided by Transnet Freight Rail and are to be employed by the Facilities Management service provider to achieve the delivery of the service in accordance with Transnet Freight Rail's corporate rules and regulations.

#### 2.3.5 Performance Standards

Description of the response and resolution times as set out by Transnet Freight Rail, or to be proposed by the Facilities Management service provider subject to Requirement with Transnet Freight Rail.

All performance standards are subject to design capability, availability of commissioning data and the limitations of performance measurement.

Performance Standards will be in line with current condition of fabric, equipment, finishes, etc. To be recorded at commencement of contract.

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Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule, with the exceptions where noted in the document.

#### 2.3.6 Response

Response is the time from when the Facilities Management service provider receives official notification of a possible fault to the dispatch of a qualified individual or team to the location of the fault. For those Services where 'As noted' is specified for Response, the time allowed for observing a possible fault if first identified by Transnet Freight Rail or another party will be as directed by Transnet Freight Rail at the time or, if first identified by the Facilities Management service provider, then as soon as possible.

#### 2.3.7 Diagnosis

Diagnosis is the process that begins with the arrival of the qualified individual or team at the location of the fault, to the notification to Transnet Freight Rail Real Estate Department of the recommended solution. The diagnosis will include: identification of the fault, options for resolutions, resolution plan, together with estimated costs and time for resolving the fault. Each diagnosis shall be communicated to an agreed/nominated person on site who is both responsible and has the necessary authority within Transnet Freight Rail's organization to make decisions and give direction to the Facilities Management service provider. The Facilities Management service provider must communicate its diagnosis in the most appropriate manner verbal, e-mail, or written.

#### 2.3.8 Resolution

Resolution is the time from the occurrence of the fault to its successful resolution or documented plan. For those services where 'As noted' is specified for 'Resolution', the time for resolving the fault if first identified by Transnet Freight Rail or another party will be as directed by Transnet Freight Rail at the time or, if first identified by the Facilities Management service provider, then as soon as possible.

The Facilities Management service provider must ensure that reasonable temporary measures are implemented to allow services provided to Transnet Freight Rail to be continued while response, diagnosis and resolution phases are being implemented. The cost of such temporary measures will be reimbursed by Transnet Freight Rail.

#### 2.3.9 Emergency

Emergency is the term used to describe events or situations which can affect the health and safety of, or create distress to the site's occupants. It also includes situations which might interrupt Transnet Freight Rail's business operations, or damage to Transnet's property asset.

#### 2.3.10 Working Hours

Working hour's means hours counted only during normal hours of operation. For example, if the specified performance time is '4 working hours' and the fault occurs at 2 hours before the end of the normal hours of operation period, then its correction must occur no later than 2 hours after the beginning of the next normal hours of operation period.

#### 2.3.11 Actual Hours

Actual hour's means any hours. For example, if the specified performance time is '4 actual hours' and the fault occurs at 2 hours before the end of the normal hours of operation

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period, then its correction must occur no later than 2 hours after the end of that normal hours of operation period.

**2.3.12 Continuous Operation**

Continuous Operation will mean available at all times (as agreed with Transnet Freight Rail), within reason, allowing for maintenance requirements. This applies to whole systems, not individual units.

**2.3.13 Manufacturer's Instructions**

Manufacturer's Instructions will form part of the review when establishing a technically effective and cost efficient maintenance and operation regime. Transnet's operational and budgetary requirements will influence the final solution.

**2.3.14 Work Order Priorities**

These work order priorities will be used to assess nature of fault and define required response and resolution times. For each Service Level Performance Standards section, the Priority category for critical and non-critical (as appropriate) activity has been specified.

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	W/O Priority	Classification	Description	Response Time	Resolution Time
Emergency	1	Life Safety / Political	Asset failure jeopardising life safety of the facility or occupant. i.e. Smell of burning, Revenue Earning facilities i.e. Computer Rooms / National Command Centre or Business reasons exist why the work should be carried out in this timeframe	30 Min	4 working hours, or Documented action plan
	2	Urgent	Asset failure which if left unattended impacts the productivity / safety of the facility user i.e. trip hazard,	2 working hours	2 days or documented action plan
Non Emergency	3	Planned Maintenance	Maintenance activity performed to prolong the life of equipment and prevent failures	As per Planned Preventative Maintenance (PPM)	Schedule / Maintenance plan
	4	As per PPM schedule	Normal	Normal Service request which if left unattended does not impact the productivity of the facility user. i.e. too hot/cold general lighting	1 Day or Documented action plan
	5	5 Days or documented action plan	Scheduled	Scheduled can be assigned to any of the above when after initial investigation the work requires ordering of materials or can only be carried out during a predetermined time slot	As per schedule / maintenance plan

### 2.3.15 Abbreviations

Following are the full terms for typical abbreviations used in this document:

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AHU	Air Handling Unit
BMS	Building Management System
CR	Construction Regulations
COSHH	Control of Substances Hazardous to Health
CPS	Continuous Power Supply
ENV	Environment
EOM	Engineering Operations and Maintenance
H&S	Health and Safety
M&E	Mechanical and electrical
NFPA	National Fire Protection Association
O&M	Operations and Maintenance
PAT	Portable Appliance Testing
PFC	Power Factor Correction
POE	Post Occupancy Evaluation
PO	Purchase Order
PPM	Planned Preventative Maintenance
SHE	Safety, Health and Environment
SLR	Service Level Requirement
SOR	Statement of Requirement
SOW	Statement of Work
SWP	Safe Working Practices
UPS	Uninterrupted Power Supply

### 3.0 Type 1 Service Requirements

#### 3.1 Introduction

In addition to the description of Type 1 Services under clause 2.1 2, these Services include the routine and long term operation, maintenance and repair of the sites and other systems, and a regular cleaning regime throughout the Inyanda building precinct. Provision of these Services is essential to the on-going occupation of the City Deep and Kaserne precinct.

#### 3.1.1 On-going Monitoring and Response to Problems

Type 1 Services must be maintained at an appropriate performance level. The Facilities Management service provider must continually monitor the Services so that essential operating conditions are maintained and problems are dealt with within the critical response times. The Facilities Management service provider must be responsible for establishing the necessary systems including the use of a computerised maintenance management system (CMMS) to log and record responses to problems as they occur.

#### 3.1.2 Operation, Maintenance and Provision of Engineering Services

The Facilities Management service provider will be responsible for the operation, provision and maintenance of all engineering Services outlined in this section. The systems used by the Facilities Management service provider for providing these Services must be based on the current and future development of the CMMS programme

The provision and maintenance of the engineering Services must include:

- a team of qualified engineers to operate and maintain the engineering Services
- a continual strategic review to continuously improve the efficiency of operation and energy conservation
- the provision and maintenance of a log book or record system for all buildings

The Facilities Management service provider must monitor the programme of statutory inspections by Transnet Freight Rail's nominated agent to ensure all equipment receives the required inspections at the correct time. The Facilities Management service provider must issue the programme to Transnet Freight Rail.

The Facilities Management service provider will be responsible for holding the O & M Manuals, drawings and the Health and Safety file for the leased buildings and to maintain them to be up-to-date. They must be available for inspection at any time by the relevant Transnet Freight Rail Safety representative(s).

#### 3.1.3 Repair Periods and Cycles

The description of a Service or its Scope of Service: Normal Requirement' will not state minimum periods for repair or replacement. These intervals will be determined by the Facilities Management service provider based on what is appropriate to meet Transnet Freight Rail's business and financial outputs.

In general, items and components shall be kept in appropriate condition. As items approach the end of their expected life cycle, or are in frequent need of repair and maintenance they must be identified in the Asset Management planning process.

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#### 3.1.4 End-State Condition

The equipment and facilities covered by the Type1 Services must be in appropriate condition at the end of the Requirement relative to the performance requirements. The Facilities Management service provider must develop a system life-cycle analysis and replacement schedule which identifies the remaining useful life of each major system.

#### 3.1.5 Fire Precautions

The Facilities Management service provider must liaise with the Fire Officer over their routine inspections and immediately report to Transnet Freight Rail Real Estate Department on any recommendations the Officer makes.

#### 3.1.6 Scopes and Performance Standards for Type1 Services

Following are the detailed scopes and performance standards of the Type 1 Services. Response and Resolution times for each activity are defined in Section 2. 3. 14. The criticality tables are to be used as a guideline to the likely criticality of activities within each Service element.

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- 3.2 Type 1 Services
  - 3.2.1 BMS Systems
  - 3.2.2 Mains Supplies & Distribution Systems
  - 3.2.3 Heating, Ventilation and Air-conditioning Systems
  - 3.2.4 Lighting & Lighting Controls
  - 3.2.5 Emergency Lighting System
  - 3.2.6 Standby Generator Systems
  - 3.2.7 Uninterruptable Power Systems (UPS)
  - 3.2.8 Lightning Protection Systems
  - 3.2.9 Earthing Systems
  - 3.2.10 Below Ground Drainage Systems
  - 3.2.11 Above Ground Drainage Systems
  - 3.2.12 Cold, Hot & Drinking Water Supply Systems
  - 3.2.13 Emergency Call-Out
  - 3.2.14 Fire Preventative and Protective Systems.
  - 3.2.15 Passenger Lift Systems
  - 3.2.16 Lock & Key Controls
  - 3.2.17 General Cleaning (including hygiene services)
  - 3.2.18 Toilet Cleaning
  - 3.2.19 Pest Control
  - 3.2.20 Waste management Hazardous Waste
  - 3.2.21 Water Management

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### SLR 3.2.1 Building Management System (BMS)

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty (Proposal)
3.2.1  Building Management System.(BMS)	<ul style="list-style-type: none"> <li>Maintain and operate the BMS's to monitor building engineering systems to provide the environmental conditions required to comply with TFR's requirements and statutory regulations. Adjust and update software as required</li> <li>Maintain and produce a status report by exception, including trend logs, (frequency and format to be agreed with TFR) to describe the operational status of all systems controlled and monitored by BMS</li> <li>When required provide Software training of nominated TFR personnel so that they can interrogate the system Allow for training TFR personnel</li> <li>Produce an annual assessment on the condition and performance/efficiency</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with HVAC Guides and National Standards.</li> <li>OEM specifications and O&amp;M documents</li> <li>For guidance use General Design Standards for Engineering Services (applies to all Mechanical and Electrical System Services).</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>PPM Schedules Completed (Plan vs. Actual)</li> <li>Reporting targets achieved</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

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### SLR 3.2.2 Mains Supplies & Distribution System

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.2  Mains Supplies & Distribution Systems.	<ul style="list-style-type: none"> <li>• Maintain and monitor the distribution and supplies of gas, water and electricity within TFR facilities.</li> <li>• Maintain valves, pipe-work, equipment and plant rooms, substations, transformers, switchgear, distribution boards, cables, wires, conduits, etc. from site source to connection of equipment, to allow performance of the distribution systems to comply with statutory requirements and satisfy the operational requirements of the buildings</li> <li>• Maintain records of performance of systems.</li> <li>• Produce report of systems failures and action plans to resolve as required</li> <li>• Produce an annual assessment on the condition and performance/efficiency of the system. with recommendations for improvement.</li> <li>• Produce an annual report of the energy and water efficiency of the facilities with recommendations for improvement</li> <li>• Provide Certificates of compliance and</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational Health and Safety Act</li> <li>• Electrical Machinery Regulations</li> <li>• Electrical Installation Regulations</li> <li>• National Standards</li> <li>• SANS 10142</li> <li>• OEM specifications and O&amp;M documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted,</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of response and resolution times</li> <li>• PPM schedule completed (Plan vs Actual)</li> <li>• Failures documented</li> <li>• Reporting targets achieved</li> <li>• SLR Non-compliance Work Order Listing</li> <li>• SLR Compliance Work Order Listing</li> <li>• SLR Rescheduled Work Order Listing</li> </ul>	

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	documentation relevant to alterations, including drawings				
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### SLR 3.2.3 Heating, Ventilation and Air-conditioning (HVAC) Systems

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.3  Heating, Ventilation and Air- conditioning (HVAC) Systems	<ul style="list-style-type: none"> <li>Maintain and operate HVAC systems (Chilled Water, Variable Refrigerant Volume, etc.) in accordance with designers and manufacturers specifications and O&amp;M Manuals to allow performance of the systems to comply with statutory requirements and satisfy the operational requirements of the buildings. The maintenance to include chiller plant, compressors, cooling towers condenser plant and condenser reticulation, chilled water or refrigerant reticulation, air-handling plant and air-conditioning cassettes and air-conditioning ducting, including plant rooms. Systems include exhaust extraction in basement parking areas</li> <li>Maintain records of performance of systems. Produce report of systems failures and action plan to resolve as required,</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>Pressure Equipment Regulations</li> <li>National Standards</li> <li>SANS 10147</li> <li>SANS 10400</li> <li>OEM specifications and O&amp;M documentation</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the document,</li> <li>Server/Machine Room: 21° ±1°</li> <li>Customer / Reception Areas / Offices: 23° C ±1°C</li> </ul>	<ul style="list-style-type: none"> <li>Server/ Machine room environmental conditions measured and reported monthly</li> <li>Achievement of response and resolution times</li> <li>PPM schedule completed (Plan v Actual)</li> <li>Failures documented</li> <li>Reporting targets achieved</li> <li>SLR Non-Compliance Work Order Listing</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ensure all pressure vessels and gas appliances are independently tested at appropriate intervals.</li> <li>• NB: Independent test to be arranged by the Facilities Management service provider</li> <li>• Monitor and record temperatures of heat distribution in all circuits where BMS is installed, as required.</li> <li>• Produce an annual assessment on the condition and performance/efficiency of the system.</li> </ul>			<ul style="list-style-type: none"> <li>• SLR Compliance Work Order Listing</li> <li>• SLR Rescheduled Work Order Listing</li> </ul>	
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### SLR 3.2.4 Lighting & Lighting Controls

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.4  Lighting & Lighting Controls Systems	<ul style="list-style-type: none"> <li>Maintain and operate lighting and lighting control systems (all internal, external and car park security lighting, including lamp replacement and disposal of waste).</li> <li>Produce an annual assessment on the condition and performance/efficiency of the system.</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National Standards</li> <li>SANS 10400</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted</li> <li>Lighting levels subject to original design constraints and SANS 10400 Part O</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times,</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>Reporting targets achieved</li> <li></li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

### SLR 3.2.5 Emergency Lighting System

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.5  Emergency Lighting System	<ul style="list-style-type: none"> <li>• Ensure continuous functioning of emergency lighting</li> <li>• Maintain and provide illumination levels of all fire escape routes, plant rooms, storage areas, and open plan office areas to comply with statutory requirements</li> <li>• Test in accordance with statutory requirements</li> <li>• Produce an annual assessment on the condition and performance/efficiency of the system.</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational Health and Safety Act</li> <li>• National Standards</li> <li>• SANS 10400</li> </ul>	<ul style="list-style-type: none"> <li>• Response and Resolution times to be in accordance with 2.3.14 — Work Order Priority Schedule with the exception where noted in the document.</li> </ul>	<ul style="list-style-type: none"> <li>• Fire Certificate held by the Facilities Management service provider</li> <li>• Achievement of Response and Resolution times</li> <li>• PPM Schedule completed (Actual v Plan)</li> <li>• Failures documented</li> <li>• SHE Manual audit</li> <li>• Reporting targets achieved</li> <li>• SLR Non-compliance Work Order Listing</li> <li>• SLR Compliance Work Order Listing</li> <li>• SLR Rescheduled Work Order Listing</li> </ul>	

### SLR 3.2.6 Standby Generator Systems

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.6  Standby Generator Systems	<ul style="list-style-type: none"> <li>Ensure continuous availability of standby generator systems, including provision of fuel as required for operation</li> <li>Maintain standby generator and all accessories to Manufacturer's specifications and statutory requirements. Maintain plant room and fuel storage tanks</li> <li>Provide refuelling of fuel tanks</li> <li>Test run generators in accordance with manufacturer specification to ensure availability and satisfactory operation of system and components.</li> <li>NB: Load testing is varied according to site specific, requirements and the user.</li> <li>Produce an annual assessment on the condition and</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National standards</li> <li>Manufacturer's O&amp;M manuals</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3. 14 - Work Order Priority Schedule with the exception where noted in the document.</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of Response and Resolution times</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>Reporting targets achieved</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	



	<ul style="list-style-type: none"> <li>Performance / efficiency of the system.</li> </ul>				
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### SLR 3.2.7 Uninterruptable Power Systems (UPS)

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.7  Uninterruptable Power Systems (UPS)	<ul style="list-style-type: none"> <li>Ensure continuous availability of Uninterruptable Power Systems.</li> <li>Maintain uninterruptable power systems to comply with Manufacturer's specifications and statutory requirements</li> <li>Test regularly to ensure availability and satisfactory operation of the system and its components.</li> <li>Produce an annual assessment on the condition and performance/efficiency of the system.</li> </ul>	<ul style="list-style-type: none"> <li>National standards</li> <li>Manufacturer O&amp;M manuals.</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 — Work Order Priority Schedule with the exception where noted in the document</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times.</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>Reporting targets achieved</li> <li>. SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

### SLR 3.2.8 Lightning Protection Systems

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.8  Lightning Protection Systems	<ul style="list-style-type: none"> <li>Ensure continuous availability of lightning protection systems.</li> <li>Maintain lightning protection to comply with statutory requirements and operational requirements of the buildings.</li> <li>Produce an annual assessment on the condition and performance/efficiency of the system.</li> </ul>	<ul style="list-style-type: none"> <li>National standards</li> <li>SANS 62305</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 — Work Order Priority Schedule with the exception where noted in the document</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>Reporting targets achieved</li> <li>SLA Non-compliance Work Order Listing</li> <li>SLR compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

### SLR 3.2.9 Earthing Systems

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.9  Earthing Systems	<ul style="list-style-type: none"> <li>• Ensure continuous functionality of earthing elements.</li> <li>• Maintain earthing elements to comply with statutory requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational Health and Safety Act</li> <li>• Electrical Machinery Regulations</li> <li>• National Standards</li> <li>• SANS 10142.</li> </ul>	<ul style="list-style-type: none"> <li>• Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the document,</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of response and resolution times</li> <li>• PPM Schedule completed (Actual v Plan)</li> <li>• Failures documented</li> <li>• Reporting targets achieved</li> <li>• SLR Noncompliance Work Order Listing</li> <li>• SLR Compliance Work Order Listing</li> <li>• SLR Rescheduled Work Order listing</li> </ul>	

### SLR 3.2.10 Below Ground Drainage Systems

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.10  Below ground Drainage Systems	<ul style="list-style-type: none"> <li>Maintain repair and operate below ground drainage systems including sewer and storm water pits and pumps</li> <li>Produce an annual assessment on the condition and performance/efficiency of the system.</li> </ul>	<ul style="list-style-type: none"> <li>National Standards</li> <li>SANS 10400</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the document,</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>PPM Schedule completed (actual vs. plan)</li> <li>Failures documented</li> <li>Reporting targets achieved</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

### SLR 3.2.11 Above Ground Drainage Systems

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.11  Above Ground Drainage Systems	<ul style="list-style-type: none"> <li>Maintain all drainage systems to comply with statutory requirements and operational requirements of the buildings.</li> <li>Includes (but not limited to): <ul style="list-style-type: none"> <li>➤ Sanitary Drainage,</li> <li>➤ Vent Installation,</li> <li>➤ Surface Water Drainage,</li> <li>➤ Sanitary Ware Systems,</li> <li>➤ Dosing of kitchen drainage systems and grease traps and deep clean to kitchen drains — allow for twice per year.</li> </ul> </li> <li>Produce an annual assessment on the condition and performance/efficiency of the system.</li> </ul>	<ul style="list-style-type: none"> <li>National Standards</li> <li>SANS 10400</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the document</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times.</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>Reporting targets achieved</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

### SLR 3.2.12 Cold, Hot & Drinking Water Supply Systems

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.12  Cold, Hot and Drinking Water supply systems	<ul style="list-style-type: none"> <li>Maintain cold, hot and drinking water supply and infrastructure systems including water storage tank and pumps</li> <li>Produce an annual assessment on the condition and performance/efficiency of the system.</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National Standards</li> <li>SANS 10306</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the document.</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>Reporting targets achieved</li> <li>Water Quality Test records</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

### SLR 3.2.13 Emergency Call-Out

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.13  Emergency Call- Out	<ul style="list-style-type: none"> <li>Provide emergency call-out</li> </ul> <p>Note: The call out system applies to any facilities-related call-out, that occurs outside of normal working hours, and requires attention to ensure minimum disruption to critical services or the provision of TFR's standards for the working environment, it is a specific TFR requirement that the call-out service be available on a 24/7 standby basis</p> <p>In addition to the above there is a dedicated call-out service to meet the specific requirements of TFR on 24/7 standby</p>	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be In accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the document.</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>Emergency Call Out Activity Report</li> </ul>	

### SLR 3.2.14 Fire Preventive & Protective Systems

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.14  Fire Preventive and Protective Systems	<ul style="list-style-type: none"> <li>These systems include but are not limited to: <ul style="list-style-type: none"> <li>➢ Fire Detection and Alarm (intercom)</li> <li>➢ Sprinkler Systems</li> <li>➢ Hose Reels</li> </ul> </li> <li>Smoke Control Systems <ul style="list-style-type: none"> <li>➢ Dry risers</li> <li>➢ Wet risers</li> <li>➢ Fire suppression systems</li> <li>➢ Portable fire extinguishers</li> </ul> </li> <li>Ensure protection of premises and occupants and the continuation of business operations</li> <li>Maintain fire engineering systems to comply with TFR's requirements, insurance requirements, and statutory requirements.</li> <li>Liaise with the Fire Officer/Authority</li> <li>Liaise where necessary (minimum of once in every 6 months) with TFR's insurers on sprinkler requirements and report any recommendation made by the insurers.</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National Standards</li> <li>SANS 10400</li> <li>(Fire Regulations)</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the document,</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times.</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented OHS Review</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	



	<ul style="list-style-type: none"> <li>• Co-ordinate activities regarding insurance, and statutory inspections and ensure any recommendations are actioned appropriately.</li> <li>• Liaise directly with the insurance company in the event of a significant failure.</li> <li>• In the event of a significant failure provide for immediate steps to minimise the risk to all TFR employees and contractors and visitors to Inyanda precinct and ensure that TFR is fully involved throughout this process.</li> <li>• Provision should be made for 24/7.</li> <li>• Provide for all emergency response team requirements covered under TFR Security documents.</li> <li>• Ensure all documentation relating to fire certificate or insurer's conditions are managed and maintained. (Refer to insurance approval for building, structural or fire protective/preventive system changes prior to carrying out)</li> <li>• Ensure TRANSNET are advised immediately on any significant failure or systems that affect the protective/preventive measures.</li> </ul>				
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	<ul style="list-style-type: none"> <li>• In concert with TFR Real Estate Management provide training in use of fire extinguishers and hose reels to selected TFR and the Facilities Management service provider personnel.</li> <li>• Provide regular servicing of portable extinguishers in accordance with fire certificates.</li> </ul>				
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### SLR 3.2.15 Passenger Lift Systems

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.15  Passenger Lift Systems	<ul style="list-style-type: none"> <li>To ensure vertical transportation of occupants and continuous business operation.</li> <li>Maintain and provide for use passenger lift installations, including lift shafts, rails, cars, traction ropes, power supplies, plant and equipment and machine rooms (including monitoring and testing, adjustment, cleaning, lubrication, etc.)</li> <li>To include for co-ordinating between the specialist service provider and TFR's insurers, ensuring all Statutory tests are monitored and performed and recorded at the appropriate times,</li> <li>Produce an annual assessment on the condition and performance efficiency of the system.</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>Lifts, Escalators and passenger conveyor regulations</li> <li>National Standards</li> <li>SANS 1545</li> <li>OEM specification and O&amp;M documents</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the document,</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>Reporting targets achieved</li> <li>SA Non- compliance Work Order Listing</li> <li>SLA Compliance Work Order Listing</li> <li>SLA Rescheduled Work Order Listing</li> </ul>	

### SLR 3.2.16 Lock & Key Controls

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3.2.16  Lock & Key Controls	<ul style="list-style-type: none"> <li>• Issue and control all office door keys.</li> <li>• Maintain all necessary audit documentation</li> <li>• Audit all master and core keys on a shift to shift basis,</li> <li>• Maintain all supplies necessary for the operation of a key service.</li> <li>• Ensure Master type keys are never issued outside of the security function.</li> <li>• Audit entire process every 6 months, document results and notify TFR Real Estate of any identified exposures.</li> </ul>	<ul style="list-style-type: none"> <li>• TFR Policy</li> </ul>	<ul style="list-style-type: none"> <li>• No audit exposures</li> </ul>	<ul style="list-style-type: none"> <li>• The Facilities Management service provider Self-Assessment</li> <li>• Monthly TFR Assessment</li> <li>• Check reports covering 6 monthly reviews of entire process.</li> </ul>	

### SLR 3.2.17 General Cleaning

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.17  General Cleaning	<ul style="list-style-type: none"> <li>• Provide a comprehensive cleaning service to ensure a neat, clean and healthy working environment. External and internal including window cleaning.</li> <li>• Ensure cleaning does not impact on TFR's business,</li> <li>• Provide programme to establish zoned areas for levels of cleaning in all locations.</li> <li>• Light fittings must be free from dust and dirt allowing fitting to perform to its stated lux output.</li> <li>• Carpets must be free of stains and dirt (mud and soil) and must be vacuumed at least once per week.</li> <li>• Basement parking must be free from dust and grease/oil</li> <li>• Bins must be empty at the start of the working day and must not be allowed to overflow during any part of the working day.</li> </ul>	<ul style="list-style-type: none"> <li>• TFR documented standard</li> </ul>	<ul style="list-style-type: none"> <li>• Response and Resolution times to be in accordance with 2.3.14 "Work Order Priority Schedule with the exception where noted in the PPM document.</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly The Facilities Management service provider Assessment</li> <li>• Monthly Contract Assessment</li> <li>• TFR departmental Satisfaction Survey/response</li> <li>• Annual User Satisfaction</li> <li>• TFR Review <ul style="list-style-type: none"> <li>➢ Visual</li> <li>➢ Standards/Image Measurements</li> </ul> </li> <li>• Provide a monthly report <ul style="list-style-type: none"> <li>➢ Monthly cleaning measurements</li> <li>➢ Periodical schedule review</li> <li>➢ Job cards for general cleaning</li> <li>➢ Image review reports</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>Sanitisation of telephones will be available as user funded works, The Facilities Management service provider to advise frequency</li> </ul>				
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### SLR 3.2.18 Ablution Cleaning

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.18  Ablution Cleaning	<ul style="list-style-type: none"> <li>Ablution must be clean and have a fresh appearance and odour at all times. Toilets must be cleaned at least once a day.</li> <li>Replenish consumable and dispose of sanitary waste as required.</li> <li>All sanitary facilities must be free of lime scaling.</li> <li>Maintain an inspection and recording regime for all ablution areas.</li> </ul>	<ul style="list-style-type: none"> <li>TFR documented standard</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 — Work Order Priority Schedule with the exception where noted in the PPM document</li> <li>Frequency of cleaning is dependent on building status and usage, and is in excess of once per day in a number of locations (to be defined), or areas within locations.</li> </ul>	<ul style="list-style-type: none"> <li>Weekly Facilities Management service provider Assessment</li> <li>TFR departmental Satisfaction Survey/response.</li> <li>Annual User Satisfaction Survey.</li> <li>TFR Review <ul style="list-style-type: none"> <li>➢ Visual Standard</li> <li>➢ Image</li> <li>➢ Measurements.</li> </ul> </li> <li>Daily toilet check sheets for toilet cleaning</li> </ul>	

### SLR 3.2.19 Pest Control

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.19  Pest Controls	<ul style="list-style-type: none"> <li>Ensure site and buildings are free of all pests: Rats, Mice, cockroaches, moles, mites, lice, fish moths and woodlice</li> <li>Implement Bird control in particular for doves and pigeon</li> <li>Keep records of inspections and treatments in a Pest Control Book.</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National Standards</li> <li>SANS 10206</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the PPM document</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>User satisfaction measurements</li> <li>OHS Reviews</li> <li>Up to date pest control log</li> <li>Pest control reports</li> </ul>	



### SLR 3.2.20 Waste Management, Including Hazardous Waste

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.20  Waste Mgt. Including Hazardous Waste	<ul style="list-style-type: none"> <li>Provision of waste infrastructure (waste separation bins) to support waste separation initiative for re-use and recycling programme.</li> <li>Specifically provide waste containers for hazardous materials and appropriately transport and dispose at Hazardous Landfill Site.</li> <li>Store waste as per the requirements of internal policies, SANS Codes and regulatory requirements</li> <li>Transport waste from the building in line with the applicable regulatory requirements.</li> <li>Use waste registers to record collected waste per type and compile an updated waste database.</li> <li>Manage the collection and provide reports capturing volumes on individual waste categories.</li> </ul>	<ul style="list-style-type: none"> <li>National Waste Management Policy</li> <li>Waste Management Hierarchy</li> <li>South African National standards</li> <li>SANS 10400</li> <li>TFR SHEQ Policy Statement</li> <li>TFR Waste Management Framework</li> <li>Waste separation guideline</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 — Work Order Priority Schedule with the exception where noted in the PPM document</li> </ul>	<ul style="list-style-type: none"> <li>Monitor and provide monthly reports on performance and provide consolidated monthly report</li> <li>Waste transfer/disposal certificates</li> <li>Waste stream statistics</li> </ul>	

### SLR 3.2.21 Water Management

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
3.2.21  Water Management Service	<ul style="list-style-type: none"> <li>• Compliance with Statutory requirements.</li> <li>• Organise/schedule and provide a register of visits by independent specialists.</li> <li>• Produce report on visits and outline of activities, Support all audit activities,</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational Health and Safety Act</li> <li>• National Standards</li> <li>• SANS 10400</li> </ul>	<ul style="list-style-type: none"> <li>• Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the PPM document.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of response and resolution times</li> <li>• PPM Schedule completed (Actual v Plan)</li> <li>• Failures documented</li> <li>• Provide current records of independent specialist latest visit</li> <li>• SLR Non -compliance Work order listing</li> <li>• SLR compliance Work order listing</li> <li>• SLR Rescheduled work order listing</li> </ul>	



## 4.0 Type 2 Service Level Requirements

### 4.1 Type 2 Services Requirements

#### 4.1.1 Introduction

Type 2 Services are those Services which support the general day-to-day operations of TFR and support to building occupants. An occasional failure to deliver these Services to the specified performance level will not affect occupancy of the building and, except for Building Fabric Maintenance, continuation of these Services is not essential for the long term occupation of the building

#### 4.1.2 Building Fabric Maintenance

The condition of all building fabric components and systems is to be kept under constant review, so that essential operating conditions can be maintained and short term problems dealt with within the critical response times. The Facilities Management service provider will be responsible for establishing the necessary systems of reporting/recording and responding to problems as they arise.

It will be the responsibility of the Facilities Management service provider to establish benchmark performance standards based on agreed industry standards. Regular inspections as set out in this document will be required.

#### 4.1.3 Scopes and Performance Standards for Type 2 Services

Following are the detailed scopes and performance standards of the Type 2 Services. Response and resolution times for each activity are defined in Section 2.3.14. The criticality tables are to be used as a guideline to the likely criticality of activities within each Service element

### 4.2 Type 2 Services

#### 4.2.1 TFR, Real Estate Management User Satisfaction Surveys

#### 4.2.2 Financial Management

#### 4.2.3 External areas cleaning including windows

#### 4.2.4 Landscaping and internal Planting

#### 4.2.5 External Building Fabric: Roofs

#### 4.2.6 External Building Fabric: Walls, windows and Doors

#### 4.2.7 External areas maintenance

#### 4.2.8 Interior: Walls

#### 4.2.9 Monthly Report

#### 4.2.10 Support to TFR, Real Estate Operations

#### 4.2.11 General Services

#### 4.2.12 Project Feasibility

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#### SLR 4.2.1 TFR, Real Estate User Satisfaction Surveys

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.1  TFR, Real Estate User Satisfaction survey	<ul style="list-style-type: none"> <li>Evaluate responses.</li> <li>Implement agreed actions and targets, and report back to the TFR, Real Estate</li> </ul>	<ul style="list-style-type: none"> <li>TFR documented standard</li> </ul>	Action plans within one month of obtaining results.	<ul style="list-style-type: none"> <li>TFR, Real Estate User Satisfaction Survey following publication of annual survey results</li> <li>Show action plan, provided within one month of obtaining survey results</li> <li>Monthly status report of actions agreed against target</li> </ul>	

#### SLR 4.2.2 Financial Management

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.2  Financial Management	<ul style="list-style-type: none"> <li>For Budgeting and Resource Planning:</li> <li>Prepare annual budget by month for provision of facility services based on achieving best value for money.</li> <li>Agree annual and monthly financial targets and review monthly.</li> <li>Prepare for monthly Business reviews and periodic TFR Audit &amp; reviews.</li> <li>For reporting and Controls: Prepare records of operating expenses.</li> <li>Maintain accurate records of spend and commitment categorised by the main service types.</li> <li>Monthly control figures and year and out-turn forecast for FM Services operating expenses, Contract &amp; Budget Variations</li> <li>For variations to this contract, provide documentation for review</li> </ul>	<ul style="list-style-type: none"> <li>TFR Budgetary business processes</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be agreed with TFR prior to commencement of contract</li> <li>Provide information monthly.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly Report - Finance</li> <li>TFR Real Estate Reviews.</li> <li>On-going integral part of reviews/audits</li> <li>Invoice reconciliation document</li> <li>Budget variation file, all BVOs correctly authorised</li> <li>Monthly invoice verification summary sheet actions arising from these reviews and close-out confirmation (action log sheet)</li> <li>Signed invoice tracking reports</li> </ul>	

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	<p>With TFR to include description of variation, business case and costs,</p> <ul style="list-style-type: none"> <li>• Track and monitor on a monthly basis for review with TFRs representative and for review with TFR Real Estate Finance Manager as part of monthly invoice submission by the Facilities Management service provider</li> <li>• Client Report Invoice Verification/ Review of orders invoices, approvals and all associated documentation with TFRs representatives</li> <li>• Document all actions and observations stemming from the review and close out.</li> <li>• Provide a dedicated qualified and competent person to produce, monitor and report to TFR Real Estate.</li> </ul>				
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#### SLR 4.2.3 External Areas Cleaning

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.3  External Areas Cleaning	<ul style="list-style-type: none"> <li>External areas include entrance, service areas, car parks, paths, external furniture and patios.</li> <li>Take reasonable measures to keep all parking area, driveways, access areas, service areas and pedestrian areas and walkways clear of leaves and litter/rubbish.</li> <li>Walkways and driveways must be kept reasonably clear and passable at all times during normal working hours.</li> </ul>	<ul style="list-style-type: none"> <li>TFR Documented Standard</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the PPM document</li> </ul>	<ul style="list-style-type: none"> <li>User Satisfaction Survey</li> <li>Achievement of response and resolution times</li> <li>Monthly supplier performance measurements</li> <li>Reports specific to external areas cleaning</li> </ul>	

#### SLR 4.2.4 Landscaping and Internal Planting

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.4  Landscaping and Internal Planting	<ul style="list-style-type: none"> <li>All maintenance operations carried out by full trained personnel. Certificated where required All chemicals used must be in accordance with statutory requirements</li> <li>Except where directed otherwise by TFR all grass areas cut to maintain a height of between 20-75mm weeded and maintained in good, healthy condition.</li> <li>All leaves and litter must be collected.</li> <li>All areas of shrub planting maintained in weed free condition, pruned, thinned and maintained in appropriate condition for the season.</li> <li>All planting, hedges and trees to be maintained by trimming and pruning as necessary.</li> <li>All plantings near buildings to be cut back to maintain a 600 mm line of sight around all buildings.</li> </ul>	<ul style="list-style-type: none"> <li>TFR Documented Standard</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14-Work Order Priority Schedule with the exception where noted in the PPM document</li> <li>All landscaping items must be maintained so that no plants shrubs, trees, grass etc. appear to be in a</li> </ul>	<ul style="list-style-type: none"> <li>TFR Real Estate Reviews</li> <li>Monthly landscaping measurements</li> <li>Report on landscaping work</li> <li>Show Control of Substances Hazardous to Health assessment</li> </ul>	

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	<ul style="list-style-type: none"> <li>• All trees to be monitored for disease. In the event of disease being diagnosed, The Facilities Management service provider to inform TFR and (if necessary the local municipal authority).</li> <li>• Guidance to be sought as to appropriate treatment or felling. All permissions to be sought and gained.</li> <li>• Paths and car parks maintained in weed free and neat condition. Car Park edges to be kept free of debris.</li> <li>• Maintain all ornaments and water features.</li> <li>• Maintain all internal landscaping features in all areas (entrance/reception, lobbies and working areas) including provision of plants and trees.</li> </ul>		'dead or dying' state.		
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#### SLR 4.2.5 External Building Fabric: Roofs

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.5  External Building Fabric: Roofs	<ul style="list-style-type: none"> <li>Maintain to meet visual, operational, ergonomic and health &amp; safety standards.</li> <li>NB. If identified by the Facilities Management service provider as failing then such item is to be included in the asset plan</li> <li>Inspection of roof leaks repair and maintain roof fabric</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National standards</li> <li>SANS 10400</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14- Work Order Priority Schedule with the exception where noted in the PPM document</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

#### SLR 4.2.6 External Building Fabric Walls, windows & doors

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.6  External Building Fabric: Walls, windows and doors	<ul style="list-style-type: none"> <li>Maintain to meet visual, operational, ergonomic and health &amp; safety standards</li> <li>Repair malfunctioning windows</li> </ul> <p>NB. If identified by the Facilities Management service provider as failing then such item is to be included in the asset plan</p>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National Standards</li> <li>SANS 10400</li> <li>Design standards and specifications</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 -Work Order Priority Schedule with the exception where noted in the PPM document</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

#### SLR 4.2.7 External Areas Maintenance (Hard surfaces to include road & car parking etc.)

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.7  Exterior Areas Maintenance (Hard surfaces to include road and car parking, hard- standings, paths etc.).	<ul style="list-style-type: none"> <li>Maintain to meet visual, operational, ergonomic and health &amp; safety standards.</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National Standards</li> <li>SANS 10400</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the PPM document</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

#### SLR 4.2.8 Interior: Wall (including doors, ceiling & floor systems)

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.8  Interior: Wall (Including doors), Ceiling and floor systems	<ul style="list-style-type: none"> <li>Maintain to meet visual, operational, ergonomic and health &amp; safety standards</li> <li>Includes inspections of Fire Stopping</li> <li>Repair doors, locks and door frames etc.</li> <li>Repair or replace ceiling elements</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National Standards</li> <li>SANS 10400</li> </ul>	<ul style="list-style-type: none"> <li>Response and Resolution times to be in accordance with 2.3.14 - Work Order Priority Schedule with the exception where noted in the PPM document</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of response and resolution times</li> <li>PPM Schedule completed (Actual v Plan)</li> <li>Failures documented</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

#### SLR 4.2.9 Monthly Report

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.9  Monthly Report	<ul style="list-style-type: none"> <li>Provision of Monthly Report detailing information regarding provision of services for previous month</li> <li>Monthly meeting between the Facilities Management service provider and TFR Real Estate including minutes and reviews of outstanding actions, issues and concerns and overall measurement of the Facilities Management service provider's performance.</li> </ul>	<ul style="list-style-type: none"> <li>TFR, Real Estate Management service monthly report format</li> </ul>	<ul style="list-style-type: none"> <li>Supporting documentation available</li> </ul>	<ul style="list-style-type: none"> <li>Monthly Report</li> <li>TFR, Real Estate Annual Review</li> <li>Provide monthly report in agreed format</li> <li>Provide signed copy monthly for filing and report purposes</li> </ul>	

#### SLR 4.2.10 Support to TFR, Real Estate Operations

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.10  Support to TFR, Real Estate operations	<ul style="list-style-type: none"> <li>The Facilities Management service provider is required to provide support to the operations that will form part of the Facilities Management service provider normal Business as Usual</li> <li>This shall cover audits. (technical) and support to projects. The Facilities Management service provider is required to assist the project parties by means of the provision of drawings, access permits, permits to work (where this is held by the Facilities Management service provider) and charged to the Project order where appropriate). The Facilities Management service provider shall take all reasonable steps to assist 3rd parties in their performance of TFR's duties</li> <li>The Facilities Management service provider shall form an integral part of the handover of any project. The Facilities Management service provider shall satisfy itself that all items handed over to them at the end of any project comply to the project spec.</li> </ul>	<ul style="list-style-type: none"> <li>The Facilities Management service provider to attend TFR meetings as required.</li> <li>Minutes of meetings</li> </ul>	<ul style="list-style-type: none"> <li>No complaints</li> </ul>	<ul style="list-style-type: none"> <li>Monthly report on support provided</li> <li>Provide copy of checklist where 3rd Party Project handed over</li> <li>Provide reports of work completed</li> <li>Provide list of Authority Levels to ensure compliance</li> </ul>	

	<ul style="list-style-type: none"> <li>The Facilities Management service provider will professionally liaise with other suppliers providing TFR with services and freely provide information judged beneficial to TFR's overall operation</li> </ul>				
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#### SLR 4.2.11 General Services

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.11  General Services	<ul style="list-style-type: none"> <li>Automated Doors</li> <li>Provide a maintenance regime for the automated doors as documented</li> <li>Internal plants to be maintained in a healthy condition or be replaced</li> <li>Building water features including fountains</li> <li>Furniture Maintenance example chairs, desk, credenza, cabinets and cupboards etc.</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act</li> <li>National Standards</li> <li>Manufacturer O&amp;M Manuals</li> <li>Indoor plants SA association standard</li> <li>TFR Finance processes</li> </ul>	<ul style="list-style-type: none"> <li>As per CMMS work order priority table</li> <li>As per CMMS work order priority table</li> <li>As per CMMS work order priority table</li> </ul>	<ul style="list-style-type: none"> <li>CMMS SLR compliance reports</li> <li>No queries from suppliers or landlords.</li> <li>SLR Non-compliance Work Order Listing</li> <li>SLR Compliance Work Order Listing</li> <li>SLR Rescheduled Work Order Listing</li> </ul>	

#### SLR 4.2.12 Project Feasibility

Service	Scope of Service: Normal Requirement	Processes & Documents	Performance Standards / Service Level	Measurements criteria / Key Performance Indicator	Penalty
4.2.12  Project Feasibility	<ul style="list-style-type: none"> <li>All feasibility for projects shall be compiled by the Facilities Management service provider. It shall include within the price for all associated design and costing work in preparing such feasibility studies that may be required (excluding for external design team which will be authorised by TFR as and when required) to meet the needs of Feasibility Process</li> </ul>	<ul style="list-style-type: none"> <li>Feasibility Process flow chart</li> </ul>	<ul style="list-style-type: none"> <li>Project specific</li> </ul>	<ul style="list-style-type: none"> <li>Cost Matrix <ul style="list-style-type: none"> <li>➤ Approved sign-off</li> <li>➤ Approved and repeated if required</li> </ul> </li> <li>Show delivery of between one and three options for feasibility study</li> <li>Show delivery of feasibility studies to agreed timescales</li> </ul>	