



ANNEXURE A

OPERATIONS MANAGEMENT

FACILITIES MANAGEMENT

ACSA Western Precinct Facilities Management Specification/Scope Of Works

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Definitions

“ACSA”	Airports Company South Africa SOC Limited
“Agreed Procedures”	Processes discussed and agreed with ACSA during Mobilisation and as updated from time to time to reflect changes in ACSA operational requirements at each of the Premises.
“Asset(s)”	Plant, equipment (including portable appliances) or installations which are subject to the Services, and which require periodical testing, inspection, maintenance, or replacement within the economic life of the ACSA’s Premises.
“Asset Register”	A list and details of Assets located at ACSA’s Premises included within the scope of the Contract.
“Beyond Economic Repair”	A situation where the projected cost of a Repair of a repairable Asset exceeds [60%] of the replacement cost of that Asset or (ii) a situation where the repair or replacement of an Asset or component offers limited additional operational life such that having regard to the cost involved such repair or replacement does not represent good value for money.
“Business Day”	Normal ACSA working day excluding public holidays.
“Contract Period”	[5 Years] from the Effective Date
“Core Business Hours”	The normal operational service times of ACSA’ core business at each of the Premises. These vary from Property to Property and are identified in the Service Matrix.
“Core Service Hours”	The normal main hours of operation for delivery of each of the Services as defined for each of the Premises in the Service Matrix. Services will still be required on a reactive or variable basis outside the Core Service Hours.
“Critical Premises”	Means Premises which when not fully operational ACSA would have significant difficulty in continuing their core business or would render the execution of core business

	impossible including: [All data centres and mobile telephone exchanges].
“Critical Assets”	Assets where failure of the Asset can result in significant disruption to ACSA’s business critical operations.
“Defect”	A circumstance, condition, fault, event, or flaw that adversely affects any Asset in the performance of its functions and / or which compromises safety or security.
“Effective Date”	The date on which the Contractor commences delivery of the Services.
“Estimate”	An assessment made by the Supplier of the likely (Not Fixed) cost of a Project based on the Suppliers professional experience, giving a breakdown of the costs (including labour, materials, profit, overheads, and any other relevant costs).
“Helpdesk”	The service provided by the Supplier to receive Service Requests and other general property, or facilities related enquiries from customers.
“Planned Activities”	Any element of the Services as set out in the Specification and / or contained in the Supplier’s Service Delivery Plans which is planned on an annual basis.
“Planned Maintenance”	Routine, cyclical, or planned inspections, tests, and maintenance services.
“Premises”	The range of buildings (including car parks) and associated grounds as listed in [Schedule 19 to the contract].
“Premises Change Projects”	Projects related to Asset upgrades, fit-out, refurbishment or other construction related changes to the Premises.
“Priority Level”	The urgency of a reactive Service Request in line with Appendix 1, assigned by the Helpdesk accounting for the specific context of each Service Request.
“Project(s)”	Services provided in relation to ad hoc activities for which either Estimates or Quotations are provided by the Supplier.

“Quotation”	The Suppliers fixed price (valid for [90 days]) for delivering a Project, providing a detailed breakdown of all costs, including but not limited to; Project Management (only where required), labour, sub-contracts, materials, equipment, overhead and profit)
“Reactive Activities”	Any element of the Services as set out in the Specification which is unplanned in nature.
“Reactive Maintenance”	A Repair or replacement of an Asset or component undertaken in response to identification of a Defect.
“Reactive Maintenance Threshold”	The following financial allowances within the Suppliers fixed price for Reactive Maintenance for each Defect of Assets (which are not agreed by ACSA to be Beyond Economic Repair). [ZARXXX] for Retail Stores [ZARXXX] for all other Premises Excluding VAT (including labour, (excluding travel time), materials, profit, overheads, and any other relevant costs), applicable to the Supplier’s delivery of Reactive Maintenance.
“Repair”	Is an action or series of actions undertaken by the Supplier to rectify a Defect for example replacement of faulty lamps, starters, pumps, compressors, battery, controller board, actuator, motor, etc. If more than one Repair takes place over a period on a single ‘system’ then the Reactive Maintenance Threshold will be applied to each Defect requiring repair/replacement i.e., a single HVAC system requiring the replacement of a valve on day one and an actuator on day two, etc. If more than one component on an Asset needs Repair or replacement because of a single event, then only 1 Reactive Maintenance Threshold would be applied i.e., pump and condenser replacement/repair because of oil contamination.

“Scheduled Activities”	Any element of the Services as required in the Specification where the exact nature of the requirement and the timing of delivery of the service is agreed on an individual basis between the Supplier and the customer.
“Service Levels”	The service standards expected for each of the Services as described in Appendix [1] Performance
“Service Request”	Any request by ACSA for the provision of Reactive Activities or Scheduled Activities.
“Services”	The various Facilities Management requirements as detailed in this specification.
“Specialists”	Professional resources outside of those which could be expected to be provided by the Supplier during day-to-day delivery of the Services.
“Supplier”	[NAME OF ORGANISATION] and all sub-contractors.
“Suppliers Staff”	All persons engaged by the Supplier in the management and delivery of the Services, including the Supplier supply chain employees.
“ACSA’s Staff”	Members of the ACSA Property and Facilities Management team or other ACSA employees as identified in Agreed Procedures.



1 GENERAL INFORMATION AND REQUIREMENTS

1.1 Integrated Facilities Management (Fixed Cost)

1.1.1 The Supplier shall manage the Services in an integrated manner which optimises the delivery structure and enhances the quality of the delivery of the Services.

1.1.2 Location and Timing of the Services

1.1.2.1 The Supplier shall provide each of the Services which require the Service as indicated within the Service Matrix.

1.1.2.2 The Supplier shall provide the Services for the Core Service Hours required as indicated within the Service Matrix for some Services, ensuring that preparation and set up time is done before commencement of Core Service Hours, particular in customer facing Services.

1.1.3 Communication with Internal Customers

1.1.3.1 The Supplier shall include details of the scope and levels of service, and any costs applicable to each service within all publications.

1.1.3.2 When requested by ACSA, the Supplier shall publish within ACSA internal communications media details of the performance of the Services.

1.1.4 Confidentiality

1.1.4.1 The Supplier shall keep confidential all information provided for the performance of the Supplier's duties and all information gained during these duties and shall always comply with the terms of the confidentiality agreement.

1.1.5 ACSA Policy & Standards

1.1.5.1 The Supplier shall comply with all ACSA policies, procedures, and standards as they apply to the delivery of the Services.

- a ACSA Group's Fraud, Risk and Security Building Categories and Security Standards Documents
- b Data Centre Policy
- c SOC Controls Policy
- d Security Access Application & Approvals process
- e Car Parking Policy

1.1.6 Legislation & Licenses



1.1.6.1 The Supplier shall conform to all [EC & national] statutory and legislative requirements and shall keep himself informed as to any changes in law that may affect the Services in the Premises and will alter the provision of Services in reaction to those changes as appropriate. This will include any requirements and updates regarding the 'Green Building' status.

1.1.6.2 The Supplier shall maintain all licenses and permits required to deliver the Services.

- a Workplace Strategy / Utilisation Policy
- b Health & Safety Policy
- c Environmental Policy
- d Business Continuity Policy
- e Sustainable Operations Policy.
- f Social Responsibility Policy.

1.1.7 The Supplier shall review delivery of the Services in relation to ACSA policies on an [annual] basis.

1.1.8 Interaction ACSA

1.1.8.1 The Supplier shall interact as required with various parties within ACSA in relation to the delivery of the Services including but not limited to: -

- a Group Fraud, Risk and Security
- b ACSA Information Systems Department
- c Health & Safety Team
- d Maintenance Engineering

1.1.9 Interaction with Others

1.1.9.1 The Supplier shall interaction and co-operate fully with others in relation to the delivery of the Services, including but not limited to: -

- a Works Project Programme or Project Managers.
- b Works Project Contractors.
- c 3rd Party Contractors.
- d Public Health Inspectors.
- e Fire Inspectors.
- f Tenants.
- g Independent Consultants appointed by ACSA; and
- h Maintenance contractors for leased equipment.

1.1.10 Business Continuity

1.1.10.1 The Supplier shall be responsible for the implementation and maintenance of the Business Continuity Plan for the facilities.

1.1.10.2 The Supplier shall endeavour to mitigate and minimise disruption to the facilities in the event of incidents where the business continuity plan is enacted.

1.1.11 ACSA Provided Space



1.1.11.1 ACSA will provide to the Supplier the space [including utilities] for offices, stores, staff room, etc, agreed during mobilisation.

1.1.11.2 The Supplier shall ensure that all accommodation provided by ACSA for the exclusive use of the Supplier shall always remain clean and tidy.

1.1.11.3 No material or equipment, other than that required for delivery of the Services shall be stored at the Premises.

1.1.12 ACSA Provided Equipment

1.1.12.1 ACSA shall not provide any equipment.

1.1.13 Supplier Provided Equipment

1.1.13.1 The Supplier shall provide all Equipment required to deliver the Services.

1.1.13.2 Where the Supplier's provided equipment needs to be used on ACSA's IT network, this shall be subject to compliance with ACSA's IT protocols and the agreement of ACSA. The Supplier shall ensure adequate back-ups are retained for the systems for which he has control.

1.1.14 Support to External Contractors.

1.1.14.1 The Supplier shall provide support to Works Projects or Premises Change Projects delivered by third party contractors.

1.1.14.2 The Supplier's activities shall include, but not be limited to: -

- a Arming/disarming life safety systems.
- b Escorting construction contractors.
- c Bypassing infrastructure components; and
- d Training of contractors regarding risks associated with accidental service interruption.

1.1.15 The Supplier shall ensure that no equipment failures, downtime, or interruptions are caused by the Supplier or their sub-contractors because of support activities.

1.1.16 ACSA reserves the right to add or remove services from the scope.

1.2 Records Management (Fixed Cost)

1.2.1 The Supplier shall be responsible for the safekeeping O&M Manuals, drawings, Asset Register, maintenance and service records, Statutory Test and Inspection compliance certificates, inspection programmes, orders, logbooks, documents and the relevant Health and Safety file(s) for ACSA's Premises. These shall be held at ACSA's Premises. The Supplier shall ensure that they remain up-to-date and that all records are stored retained and disposed of in accordance with ACSA's policies and procedures.

1.2.2 The Supplier shall keep up-to-date disposal records for all hazardous waste removal and disposal.



1.2.3 The Supplier shall keep up-to-date records of all health and safety Risk Assessments, Method Statements and safe systems of work which relate to the delivery of the Services. The Supplier shall update Workplace Risk Assessments in relation to the delivery of the Services.

1.2.4 The Supplier shall have full responsibility for the updating of all building records following any works conducted by themselves or their sub-contractors, inclusive of capital works projects conducted during the Contract.

1.2.5 For works not conducted by the Supplier or their sub-contractors, the Supplier will be responsible for communicating any identified updates required to plans, records and drawings to ACSA, who will either update the drawings accordingly or request the supplier to perform this action on behalf of ACSA.

1.2.6 The Supplier shall have the items referred to in clauses above available for inspection by ACSA upon reasonable notice and shall present a report of them to ACSA as and when requested.

1.2.7 Right to Audit

1.2.7.1 The Supplier shall collaborate fully with ACSA or appointed third party auditors, making available all necessary information and resources available within a reasonable time limit.

1.2.8 Information ownership

1.2.9 All building records, data and information obtained by the Supplier during the delivery of the services, including information held on the CAFM and Helpdesk, the Asset Register and any other such information shall remain the exclusive property of ACSA, shall be always made available to ACSA on request and left in the possession of ACSA at the end of the Agreement.

1.2.10 The Supplier shall provide and maintain suitable fire rated cabinetry. The cabinetry shall be handed over to ACSA at the end of the contract.

1.3 Materials, Products, and Consumables (Fixed Cost for each building)

1.3.1 The Supplier shall provide all materials, consumables, and products necessary to deliver all Services, except where explicitly stated otherwise.

1.3.2 The Supplier shall ensure that all materials, products, chemicals, and consumables are stored and used under proper control, safely and in accordance with the manufacturer's instructions and recommendations.

1.3.3 Where appropriate, risk assessments shall be undertaken by the Supplier to ensure that the materials, products, and consumables used do not give rise to risks to ACSA's Staff or others who may be affected by the work.

1.3.4 The Supplier shall provide to ACSA, on request, data/information on the safe use and storage of all Supplier materials used at ACSA's Premises [including COSHH Assessment sheets].

1.3.5 The Supplier shall ensure the most energy efficient replacement parts, components, and equipment are selected wherever possible.

1.3.6 Only 'Energy A' rated appliances shall be provided as replacements for appliances.



1.3.7 The Supplier shall ensure that all replacement parts or materials are on a like-for-like basis, or where this is not possible shall be of a comparable quality and appearance.

1.3.8 The Supplier shall price this item separately for each building noting that these costs are chargeable based on building occupancy.

1.4 Demobilisation

1.4.1 The Supplier shall return all keys, information, data, manuals, drawings, and other information received from ACSA or generated during the contract including the CAFM system.

2 THE SUPPLIERS SERVICE DELIVERY TEAM

2.1 Accreditations and Memberships

The Supplier shall maintain corporate membership of SAFMA industry bodies relevant to the delivery of all Services.

2.2 Personnel Conduct

2.2.1 The Supplier shall ensure that whilst on ACSA Premises, all Suppliers Staff: -

- a Behave in a professional, appropriate, and respectful manner.
- b Display identification always in line with ACSA's Security Policy.
- c Be clean & tidy and dressed in the agreed uniform or attire.
- d Do not use mobile phones for personal use during paid working time.
- e Do not use televisions, personal stereos, or radios; or
- f Do not consume food or read whilst on duty in customer facing roles.

2.3 Staff Levels

2.3.1 The Supplier shall provide enough Staff required to fulfil his obligations under the Contract.

2.3.2 The Supplier shall not reassign or redeploy to duties unconnected with the Services any of the Key Staff or the Account Manager without prior approval or their replacement by ACSA.

2.3.3 The Supplier shall provide additional Staff as required to ensure delivery of the Services to the required performance levels.

2.4 Staff Skills, Qualifications, Experience and Training (Fixed Cost)

2.4.1 The Supplier shall always provide staff having skills, qualifications, and experience appropriate to the Services to be provided and shall provide evidence of such competence on request.

Position	Qualifications	Experience
Account Manager	Bachelor's Degree	5 years
SHEQ Specialist	National Diploma in Safety Management	5 years
Building Coordinator	Business& Project Management	5 years
Technician – HVAC, Fire	NQF Level 7	5 years
Artisan – Electrician, Plumber, Locksmith, Carpenter, Builder	NQF Level 3	5 years
Plumber	NQF Level 3	5 years
HVAC Technician	NQF Level 4	5 years



2.4.2 The Supplier shall develop, implement, and document a training and continuing professional development programme to ensure the Services are delivered to the required performance levels and that all Staff are: -

- a Inducted to the ACSA contract and Premises.
- b Deliver the Services in a safe and professional manner.
- c Kept up to date with best practice.
- d Developed to the benefit of the individual, the Supplier and ACSA.
- e Trained in customer care techniques; and
- f Competent in critical environment maintenance (as required).

2.4.3 ACSA reserves the right to instruct the Supplier to replace any of the Supplier's personnel if in ACSA's opinion the Suppliers Staff is not suitably competent, qualified, attired, or does not promote the cultural values of ACSA whilst on the Premises.

2.5 Right to refusal

2.5.1 ACSA reserves the right to stop any works, operations, or actions of the Supplier's Staff if in reasonable opinion of ACSA, the way these are being undertaken constitutes a risk to the health and safety of any person or property. ACSA will not accept responsibility for any loss incurred by the Supplier because of any such actions.

2.6 Methods of Working

2.6.1 Minimising Disruption

2.6.1.1 The Supplier shall always deliver the Services in a manner which minimises disruption to; and ensures the health and safety of all ACSA, its tenants, staff, and visitors whilst on the Premises.

2.6.1.2 The Supplier's staff shall not move any item on any desk unless specifically requested by an ACSA representative.

2.6.1.3 All ACSA Premises have their own Core Business Hours yet are in principle accessible 24 Hours a Day, 7 Days a Week including public holiday.

2.6.1.4 The Supplier shall request ACSA approval for all requirements to access ACSA's Premises outside of Core Business Hours to conduct any potentially disruptive activities.

2.6.2 Working Practices and Standards

2.6.2.1 The Supplier shall manage and deliver the Services, through the development and implementation of working practices that: -

- a Comply with industry regulators standards.
- b Meet approved codes of practice.
- c Take account of established good industry practice.
- d Take advantage of innovative technologies; and
- e Ensures the Services are delivered to a professional and high-quality standard.



2.6.2.2 ACSA reserves the right, if it considers it necessary, to notify or seek the advice of the appropriate enforcing statutory authority where ACSA believes that there is, has been, or will be a breach of the relevant health and safety regulations or any other statutory provisions relating to health and safety.

2.6.3 The Supplier shall maintain catering facilities in a clean, hygienic and pest free condition, either as defined herein or in accordance with generally accepted standards within the catering industry.



3 BUSINESS CONTINUITY MANAGEMENT

3.1 Business Continuity Plan (Fixed Cost)

3.1.1 The Supplier shall appoint a suitably qualified and experience person to develop a Business Continuity Plan for the facilities managed under this contract.

3.2 Business Continuity Plan Testing (Fixed Cost)

3.2.1 The Supplier shall evaluate the robustness of its business continuity plans on an annual basis and implement changes to the plan based on test outcomes.



4 HEALTH & SAFETY MANAGEMENT

4.1 Health & Safety File (Fixed Cost)

4.1.1 The Supplier shall submit a safety file to ACSA for approval within 30 days of the commencement of providing the services.

4.1.2 The safety file shall include the following:

4.1.2.1 PPE requirements,

4.1.2.2 Appointment letters of all persons required in terms of the OHS Act.

4.1.2.3 Hazard identification and risk assessment.

4.1.3 The Supplier shall not commence with the Services prior to the approval of the safety file.

4.1.4 In terms of Section 37(2) of the Occupational health and Safety Act of 1993 (Act 85 of 1993), the Supplier agrees that ACSA is relieved of any and all of its liabilities in terms of Section 37(1) of this Act in respect of any acts or omissions of the Supplier and his employees to the extent permitted by this Act, and that this contract comprises the written agreement between ACSA and the Supplier contemplated in section 37(2).

4.2 Health & Safety System (Fixed Cost)

4.2.1 The Supplier shall be responsible for the setting up and operation of a safe system of work about the Services, in line with their risk assessments and method statements, and the management of communication to stakeholders within ACSA including the Supplier's systems for.

4.2.1.1 Lone working.

4.2.1.2 Hot works.

4.2.1.3 Confined spaces.

4.2.1.4 Working at heights; and

4.2.1.5 Out of Hours working.

4.2.1.6 Contractor management

4.2.2 The Supplier shall remain up to date with changing legislation and any advances in technology that may affect health and safety.

4.2.3 The Supplier shall consult with ACSA as appropriate regarding any health & safety matters which arise because of activities undertaken pursuant to this Contract.



- 4.2.4 The Supplier shall be responsible for issuing and managing all permits to access and permits to work. The Supplier is also required to manage and agree all third-party consents as part of this process (for example landlords) before commencing the Services.
- 4.2.5 For the avoidance of doubt, all permits to work shall be supported by full risk assessments and method statements for undertaking the work.
- 4.2.6 The Supplier shall keep up to date all health and safety risk assessments, Method Statements and Safe Systems of Work, which relate to delivery of the Services.
- 4.2.7 The Supplier shall record, investigate, and report all health and safety accidents and incidents: -
- a [On the Premises]; OR
 - b [In connection with the delivery of the Services].
- 4.2.8 The Supplier shall also record all accidents and incidents data on the ACSA accident reporting system.
- 4.2.9 The Supplier shall undertake monthly audits of the Premises to report on compliance with relevant health & safety legislation and ACSA policy, and make recommendations on required changes to management procedures, or other actions required to achieve compliance.
- 4.2.10 The Supplier appointed SHEQ/Safety Officer shall report any OHS matters to ACSA.
- 4.2.11 The Supplier shall keep records of all training plans.

4.3 Laws and Bylaws (Fixed Cost)

- 4.3.1 The Supplier shall ensure that the facility adheres to all laws and bylaws.

4.4 Compliance (Fixed Cost)

- 4.4.1 The Supplier shall provide and maintain electrical and other certificates of compliance for the Premises.



5 COMPUTER AIDED FACILITIES MANAGEMENT (CAFM)

5.1 CAFM System (Fixed Cost)

5.1.1 The Supplier shall implement a CAFM (Computer Aided Facilities Management) system for the management of the Services. The system records accurate details of all Planned Activities, Scheduled Activities and Reactive Activities within the system.

5.1.2 The Supplier shall develop a Key Performance Schedule in consultation with ACSA.

5.1.3 The Supplier shall ensure the CAFM system can integrate all ACSA Building Management Systems, ensuring all works conducted because of alarms are recorded on the CAFM system.

5.1.4 The Supplier shall configure the CAFM system to take all levels of Asset Register data and enable maintenance related Reactive Activities to be linked to the Assets to which they relate.

5.1.5 The Supplier shall manage all software and management systems required for the CAFM whilst providing access to these systems for ACSA. The Supplier shall ensure that all software upgrades are implemented in a timely manner in consultation with and ACSA.

5.1.6 The Supplier shall maintain all firmware, front-end software, and database software upgrades for access, BMS and intruder systems.

5.1.7 The CAFM system shall provide an intelligent asset management capability, comprising but not limited to: -

- a Asset tracking?
- b Ability to report on historical data.
- c Maintenance cost analysis
- d Business cases for asset replacement
- e Cost reduction proposals
- f Reactive maintenance trend analysis
- g Asset availability
- h Condition monitoring.
- i Asset failure analysis
- j Route cause analysis of asset failure
- k Utilising CAFM data to improve the services.

5.1.8 The Supplier shall hand the CAFM system over to ACSA at the end of the contract and arrange for the transfer of licences etc.

5.2 CAFM Configuration & Reporting (Fixed Cost)

5.2.1 The Supplier shall maintain the CAFM system to accurately report service data and costs by: -

- a Premises
- b Assets
- c Services and sub-services



- d KPI's
- e Service level priorities.

5.3 The Asset Register (Fixed Cost)

5.3.1 The Supplier shall maintain the Complete Asset Register up to date at all times throughout the Contract Period.

5.3.2 The Supplier shall witness and document the testing and commissioning of new Assets and shall develop and manage the process for adding new assets to the Complete Asset Register and Annual Planned Maintenance Schedule within [2 weeks] of the change occurring.

5.3.3 The Supplier shall ensure that the Complete Asset Register records as a minimum the following level of detail for all assets:

- a Asset code
- b Asset description
- c Asset location (including situation placement and working division)
- d Asset manufacturer
- e Asset model type (if applicable)
- f Asset capacity (if applicable)
- g Asset warranty period (if applicable)

5.3.4 Annually before each anniversary of the Effective Date, the Supplier shall review and submit an updated and revised Complete Asset Register to ACSA, taking account of all changes to the Premises including but not limited to changes to the service matrix, acquisitions and disposals of Premises, additions and disposals of the Assets, warranties, and maintenance records within the previous year.

5.3.5 The Supplier shall manage the Asset Register and update the register upon a change of Assets. Any additional Assets added to the Premises by ACSA shall be maintained by the Supplier subject to the agreement of a Contract Change Notice submitted by the supplier.

5.3.6 The Supplier shall take account of all Assets that are added or omitted during the agreement and provide a Contract Change Notice on a quarterly basis.

5.3.7 The Supplier shall manage all movable and non-movable assets ensuring that all assets on the Premises is discreetly labelled and added to the register.

5.3.8 That a quarterly audit on all movable and non-movable is completed.

5.3.9 The Supplier shall be responsible for ensuring the working environment has the correct number and type of furniture as agreed by ACSA.

5.4 Workplace Utilisation

5.4.1 The Supplier shall conduct quarterly census checks at the Premises in accordance with the ACSA Workplace Strategy/Utilisation Policy and report quarterly and trend results to ACSA. Information to be included in the quarterly census check shall include but not be limited to: -

- a Staff Names
- b Employment Status (Staff or Contractor)
- c Division; and
- d Department.

6 MAINTENANCE

6.1 Scope of Maintenance

6.1.1 The Supplier shall provide a professionally managed, high quality maintenance service that ensures the effective operation of: -

- a All items of plant and equipment at Western Precinct and its tenants as detailed within the Asset Register (& subsequent updates).
- b Critical Assets
- c All fridges, dishwashers, and hot water distributors.
- d All firefighting equipment (e.g., fire extinguishers).
- e All above and below ground plumbing and drainage systems (including sanitary ware).
- f Building fabric; and
- g All utilities services (electricity, gas, water) from the main connection point to the building to all appliances, up to the point of connection.
- h Wet services
- i HVAC services
- j Sprinkler and fire room
- k Generators

6.1.2 The Supplier shall work with ACSA property and ACSA VIS teams to support the SLA between these two parties.

6.1.3 The Supplier shall monitor [in “real time”] and manage the electrical and environmental infrastructure demand and capacity to maintain a balanced and stable infrastructure with Assets operating at optimum performance.

6.1.4 The Supplier shall manage and maintain an inventory of [Class 1] spare parts and consumables required to ensure the continued operation of Critical Assets.

6.1.5 Existing [Class 1] critical parts will be transferred to the Supplier for inventory control.

6.1.6 The Supplier shall monitor at an appropriate 24-hour monitoring centre all automated alarms.

6.1.7 The Supplier shall immediately escalate all alarm activations or other performance abnormalities to ACSA Staff as per the agreed procedures.

6.2 Availability and Environmental Conditions

6.2.1 The Supplier shall collect and analyse a range of data relating to the operation, performance, and capacity of Assets (at component level where required) in Critical Premises.

6.2.2 The Supplier shall provide within the Service Delivery Report and as a separate report to ACSA Staff, an update on the electrical and environmental infrastructure demand & capacity at Critical Premises.

6.2.3 The Supplier shall ensure that Critical Premises reporting as a minimum: -

- a Reflects current conditions.



- b Includes changes occurring during the reporting period.
- c Reflects demand forecasting needs; and
- d Identifies risks presented by Assets nearing “end of life.”

6.2.4 The Supplier shall maintain all Assets to minimise downtime and disruption to ACSA’s business, in particular the Supplier is responsible for ensuring that the following experience no unplanned downtime: -

- a Uninterruptable Power Supply Systems
- b Critical Assets
- c Critical Premises

6.2.5 The Supplier is also responsible for ensuring that the required environmental conditions of the following continually meet ACSA requirements: -

- a UPS and Battery Rooms
- b Generators
- c Energy Centre

6.3 Forward Maintenance Planning (Fixed Cost)

6.3.1 During the first year of the Contract Period, the Supplier shall develop in conjunction with ACSA the 5 year Forward Maintenance Plan.

6.3.2 The first Forward Maintenance Plan shall be submitted to ACSA by no later than two months after the Effective Date.

6.3.3 The Supplier shall include in the Forward Maintenance Plan all: -

- a Critical and non-critical assets maintenance schedule, resources, consumables, and anticipated call outs
- b Outstanding reactive maintenance requirements above the Threshold.
- c Proposed Life-cycle Replacement works,
- d Other required works which do not appear on the Annual Planned Maintenance Schedule as result of changes in regulation, adjusted practices and operational efficiencies.
- e Budget and cashflow schedule

6.3.4 The Supplier shall identify the reason for each item appearing on the Forward Maintenance Plan and prioritise each item in terms of: -

- a Impact on health & safety.
- b Impact on normal use of the Premises.
- c Impact on on-going costs of maintenance.
- d The business resilience risks to ACSA; and
- e Any other relevant criteria.

6.3.5 The Forward Maintenance Plan shall provide indicative costs for each item, broken down into an appropriate level of detail to assist ACSA in planning and budgeting.

6.4 Annual Maintenance Planning (Fixed Cost)

6.4.1 The Supplier shall update and issue for ACSA approval the Annual Planned Maintenance Schedule no less than 30 calendar days prior to the anniversary of the Effective Date.

6.4.2 The Supplier shall make the Annual Planned Maintenance Schedule available to ACSA for inspection by himself or a third party appointed by ACSA, at any time.



6.5 Planned Maintenance Delivery

6.5.1 The Supplier shall deliver planned maintenance in accordance with the Annual Planned Maintenance Schedule.

6.5.2 The Supplier shall notify ACSA's Representative no less than 7 (seven) Days in advance of any proposed changes to the dates or locations of planned maintenance and shall undertake the planned maintenance on the proposed changed date only if approved in advance by ACSA.

6.5.3 The Supplier shall operate a permit to work system.

6.5.4 If during Planned Maintenance, the Supplier identifies defects where there is a risk of danger to persons and / or property, the Supplier shall isolate or make safe immediately.

6.5.5 The Contractor shall report the hazard to ACSA's Representative as soon as practicable but in any case, within no more than 2 hours of making safe.

6.5.6 The Supplier shall communicate no less than [3 weeks] in advance to ACSA Staff regarding all operations and maintenance activities which have the potential to present an increased risk (e.g., loss of redundancy) to ACSA's normal operations in Critical Premises.

6.5.7 The Supplier shall as part of his communications provide as a minimum: -

- a Contact details.
- b Detailed method statements.
- c Assets or ACSA equipment affected; and
- d Impact risk assessments, mitigation plans and back up strategies.

6.6 Reactive Maintenance Delivery

6.6.1 The Supplier shall undertake Reactive Maintenance in accordance with the response and rectification times detailed in the Performance Schedule.

6.6.2 Where there is failure of an access and / or intruder system, the Supplier shall escalate to ACSA Staff to determine appropriate action.

6.6.3 If when undertaking Planned Maintenance, the Supplier discovers the need to undertake remedial works, this shall be treated as a defect. The Contractor shall report the defect to the helpdesk.

6.7 Environmental & Energy Management (Fixed Cost)

6.7.1 Scope of Service

6.7.1.1 The Supplier shall provide Services, which have ISO 14001 [and ISO 50001] or equivalent accreditation.

6.7.1.2 The supplier shall provide services to support ACSA Environmental and Energy Policies including: -

- a Energy consumption minimisation
- b Meter readings
- c Water readings



- d EPBD / EPC Reporting
- e [Carbon Reduction Commitment]
- f Reporting energy consumption
- g Forecasting energy consumption
- h Trend analysis and benchmarking
- i Identifying opportunities for energy saving
- j Recommending energy conservation initiatives

6.7.2 Energy Management

6.7.2.1 The Supplier shall ensure all Premises are operated to conserve energy by ensuring all plant and equipment operates efficiently, optimising performance, managing operating times, and set points, and managing the whole Premises to avoid waste.

6.7.2.2 The Supplier shall support ACSA in complying with its responsibilities under the Green Building Council of South Africa, [and Carbon Reduction Commitment] including the commissioning of EPCs (Environmental Performance Certificate) as required. [Where an EPC is required, ACSA will meet the cost.]

6.7.2.3 The Supplier shall gather data from all energy supply meters, including any localised meters installed as part of the EPBD regulations. This data will be stored in a format that provides trends over the previous two years as a minimum.

6.7.3 Energy Consumption Analysis and Reporting

6.7.3.1 The Supplier shall undertake an analysis of annual energy consumption, identifying significant consumption factors at the Premises, and opportunities to improve energy efficiency and reduce consumption recommended. These recommendations shall be provided with a clear cost benefit analysis. The Supplier shall also review proposals from ACSA when requested.

6.7.3.2 The Supplier shall produce an annual Energy Report summarising energy consumption for the Premises and, forecast consumption for the coming 5 years and identifying opportunities for energy consumption improvement, with the costs and benefits identified.

6.7.3.3 Where energy consumption improvements are implemented, the Supplier's Energy Report shall contain details of the progress and impact of the initiatives implemented.

6.7.4 Environmental Compliance

6.7.4.1 The Supplier shall support ACSA's compliance with all statutory regulations and ACSA's policies including.

Waste management contractor licences, carrier's licence, and disposal records for all hazardous waste.

Other Environmental Regulations.

6.7.4.2 The Supplier shall implement measures (including a regular fixed schedule of inspections), to detect and repair leaks to reduce the environmental impact and ensure the proper recovery of F Gases.



7 OFFICE RELOCATION AND MINOR WORKS

7.1 Projects

7.1.1 The Supplier shall support ACSA on a variety of Project based activities across the full range of Services, which may include the delivery of the Services outside of Core Service Hours. Projects include: -

- a Office relocation.
- b Minor Works Projects.
- c Premises Change Projects.

7.2 Projects Estimates and Quotes

7.2.1 The Supplier shall consult with ACSA to develop Project briefs and specifications for Projects as required.

7.2.2 The Supplier shall provide three (3) detailed Quotations for Projects as requested by ACSA within five (5) working days or as otherwise agreed with ACSA.

7.2.3 The Supplier shall engage other Specialists as required to support the provision of Estimates and Quotations for more complex Projects.

7.2.4 The Supplier shall be entitled to charge a facilitation fee. The facilitation fee shall include all costs associated with the successful completion of the works.

7.3 Office Relocation (Fixed cost)

7.3.1 The Supplier shall design, plan, manage and deliver all aspects of moves within the Premises including but not limited to: -

- a Stakeholder Management (Client, Customers, third parties).
- b Preparation of space planning drawings.
- c Porterage (including furniture assembly).
- d Provision of / Updating of records (e.g., asset registers).
- e Post move reviews including customer satisfaction surveys.

7.3.2 The Supplier shall provide office relocation of up to ten desks or people as a fixed cost. Relocation of more than ten or people will be done as a project.

8 GROUNDS MAINTENANCE

8.1 Scope of Services

8.1.1 The Supplier shall provide a comprehensive high quality grounds maintenance service that includes.

- a Hard Landscaping Maintenance
- b Garden Services

8.2 Hard Landscaping Maintenance (Fixed Cost)

8.2.1 Hard Landscaping Maintenance shall include all external hard surfaces, boundary walls, and other external assets including but not limited to the following: -

- a Footpaths / road surfaces & drainage / car parking.
- b Kerbs, edgings, gullies, and pre-formed channels.
- c Steps, railings, paving and decking.
- d Fences, walls, and gates
- e Fixed seating, wooden furniture, sculptures etc.
- f Bicycle, bus, and smoking shelters.
- g Lighting columns and lit bollards.

8.2.2 The Supplier shall undertake painting of road lines and hatching as required, to maintain clear visibility of road markings.

8.2.3 The Supplier shall ensure that through the provision of a planned service all external hard surfaces are: -

- a Kept safe, free of defects and clean and tidy.
- b Kept free of leaves, weeds, moss, lichen, or any other plant growth.
- c Fences, gates, and boundaries are maintained and replaced to deter unauthorised access and to retain the appearance of well-kept facilities.

8.2.4 The Supplier shall ensure that the entrance areas to the Premises, main pathways and car parks are maintained free from debris, litter and spills and always retain a clean and tidy appearance.

8.2.5 The required service standard is to be evident before the start of each Business Day and shall be maintained to this standard during the business day. The following standard shall apply:

- a All Entrances to the premises shall be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages, or stains are apparent after cleaning. Disinfectant may be used where appropriate. (For the avoidance of doubt, the cleaning of all car parks, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards and the outside premises is included in the grounds maintenance specification).
- b All external waste bins shall be kept clean emptied to central rubbish collection/disposal arrangements and replaced by the Supplier in their original locations.



8.3 Garden Services (Fixed Cost)

8.3.1 The Supplier shall maintain the soft landscape at the Premises to provide an attractive and high-quality environment, and ensure they are free of litter, leaves, weeds, and any other solid matter and are tidy in appearance.

8.3.2 The Supplier shall maintain all planted areas (including planting beds and containers) to ensure they remain in healthy growth, are weed free, with dead or dying plants removed and replaced as necessary on a like-for-like basis.

8.3.3 The Supplier shall ensure that all planting pots and containers are clean and are replaced when broken, discoloured or untidy in appearance.

8.3.4 The Supplier shall ensure that all trees, shrubs, hedges, and other plants are kept to an appropriate height and form ensuring they are safe, do not obstruct windows, CCTV, Signage, and Pathways etc. or adversely impact on surrounding property.

8.3.5 The Supplier shall agree with ACSA in advance all tree surgery works.

8.3.6 The Supplier shall manage the grassed areas to maintain an even, weed free lawn with a close textured sward, and a tidy and attractive appearance.

8.3.7 The Supplier shall ensure that where the grass meets a horizontal surface (path or road) it shall be cut at 90 degrees to the horizontal plain in straight lines and smooth curves as appropriate.

8.3.8 The height of the grass shall not exceed the following heights at any time: -

- a Prestige Lawns = 20mm
- b Standard Lawns = 35mm

8.3.9 The Supplier shall arrange the grass-cutting regime for areas planted with bulbs appropriate to the growing season of the planted bulbs.

8.3.10 The Supplier shall manage meadow grasslands in an appropriate ecological manner.

8.4 Pest Control (Fixed Cost)

8.4.1 The Supplier shall keep the Premises free from birds and infestation by insects, rodents, rabbits, cats, fleas and other pests.

8.4.2 The Supplier shall supply and maintain all measures at the Premises to prevent avian access, such as nets and roosting wires and shall ensure that the Premises are free from excessive build-up of avian fouling.

8.4.3 The Supplier shall provide a full action plan for the entrapment and eradication or prevention of infestations, dealing with the range of pests likely to be found in the Premises and shall agree the action plan with ACSA.

8.4.4 The Supplier shall deliver pest control services in accordance with the action plan.



8.4.5 The Supplier shall provide ACSA with a written report following each planned pest control visit to the Premises. These shall be dated and include but not be limited to:

- a A description of pests found in the building and their origins.
- b Annotated maps, plans or sketches as required.
- c The extent and nature of infestations or pest activity.
- d Potential risks identified and mitigation measures.
- e The extent of treatments undertaken; and
- f Further action that is required.

8.4.6 The Service Provider shall use the most effective and humane methods possible and remove all animal, avian and/or insect corpses immediately upon discovery.



9 INTERNAL PLANTS

9.1 Internal Plants (Fixed Cost)

9.1.1 The Supplier shall maintain a register of all internal plants, both live and artificial, detailing all plant types, locations, and the frequency of planned visits.

9.1.2 The Supplier shall maintain all plants to ensure they remain in healthy growth with an attractive and tidy appearance, being kept to a height and form appropriate for its position with the Premises.

9.1.3 The Supplier shall replace all plants which have died or appear to be dying with a comparable replacement.

9.1.4 The Supplier shall ensure that pots and containers are clean and damaged pots and containers are immediately replaced.

9.1.5 The Supplier shall maintain all artificial plants in a clean and presentable condition, with damaged or broken plants or displays removed and replaced.

9.2 Floral Displays (Fixed Cost)

9.2.1 The Supplier shall provide and maintain a high quality (5-star hotel standards) floral display in the following locations, ensuring that the display is replaced at intervals to maintain the required standard and appearance:

- a All Main Receptions
- b Meeting Suite Areas
- c Executive Wing
- d International convention centre
- e Other areas as required from time to time.

10 CLEANING

10.1 Daily Cleaning (Fixed cost)

10.1.1 The required service standard is to be evident before the start of each Business Day and shall be maintained to this standard during the business day.

10.1.1.1 The following standard shall apply:

- a All Entrances to the premises shall be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages, or stains are apparent after cleaning. Disinfectant may be used where appropriate. *(For the avoidance of doubt, the cleaning of all car parks, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards and the outside premises is included in the Grounds Maintenance).*
- b All waste bins shall be kept clean emptied to central rubbish collection/disposal arrangements and replaced by the Supplier in their original locations.

10.1.1.2 Daily Cleaning Areas:

- a Tiled and carpeted areas (vacuum, swept, and mopped) – daily
- b Toilets – three times a day
- c Kitchen – three times a day
- d Barrier mats – daily
- e Office furniture (polish) – weekly
- f Ad hoc spills and stains – as and when required

10.1.2 The Supplier shall price the above for Building B and Building C separately noting that these costs are chargeable based on building occupancy. (Building A is excluded)

10.2 Specialist Cleaning (Fixed Cost)

10.2.1 Periodic cleaning of the internal and external areas shall reflect the required Cleaning Standards. The Supplier shall provide a programme for the periodic and specialist cleaning activities to ACSA for approval. This programme will be discussed during the periodic progress meetings and revised when necessary. The Supplier shall take responsibility for ensuring ACSA Staff are informed prior to conducting periodic cleaning activities.

10.2.2 The following cleaning standards apply to the periodic cleaning activities:

- a Walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free of marks, stains, dust, and smears.
- b All carpets, carpet tiles, and hard floor coverings shall be deep cleaned in accordance with manufacturer's recommendations and good industry.
- c All dust, dirt, stains, and soiling are to be removed from window blinds and curtains. If the blinds are unstrung during cleaning, they shall be restrung, and when curtains are removed from rails they shall be rehung.
- d Dust mats shall be free of grit, dust, and debris. All dust mats shall be clean and dry.
- e All toilet and other sanitary areas shall be deep cleaned to ensure the areas are disinfected and free from dust, grime, hair, scum, limescale, marks and smears. The areas shall be dry and clean, and no residue of cleaning agent shall be present.



10.3 High Access Cleaning – internal and external (Fixed Cost)

10.3.1 The Supplier shall clean both sides of all internal and external glazing.

10.3.2 The table below indicates the minimum frequencies per property type:

- a Internal windows – quarterly
- b External windows – quarterly

10.3.3 The following cleaning standard shall be applied:

- a All floors and furniture are to be adequately protected before the commencement of work.
- b All glazing throughout the Premises shall be cleaned. Glass shall mean both sides of glass of every description, including, but not limited to, internal partition glazing, display case (external surface only) and panel glazing, glass balustrades, exterior glazing, and exterior windows.
- c The Supplier shall leave glazing clean, dry, and free from smears. There shall be no evidence of run marks, Verdigris, stains or finger marks on glass, window ledges, sills, paintwork, or surrounds.
- d Adjacent surfaces, including sills, mullions, frames, and structural parts associated with the glass, shall also be left free from liquid spillage, smears, and cleaning marks.
- e The Supplier shall ensure that any cleaning access equipment is in proper working order. Where such equipment is not provided by ACSA or available on site the Supplier shall provide the specialist access equipment. The cost of providing such access equipment shall be included within the Fixed Price.

10.4 Feminine Hygiene (Fixed Cost)

10.4.1 The Supplier shall provide and maintain feminine hygiene bins, ensuring these are emptied bi-weekly to prevent overflowing or bins becoming foul smelling.

10.4.2 The list below indicates the number of bins in each of the buildings

- a Building A – 35
- b Building B – 35
- c Building C – 30

10.5 Waste Removal (Cost per skip)

10.5.1 The Supplier shall be responsible for monthly waste removal.

10.5.1.1 An average of two (2) skips are required per month per building.

10.5.2 The Supplier shall be responsible for the prompt removal from the Premises of all waste or surplus material arising from the delivery of the Services and shall ensure its safe disposal.

10.5.3 The Supplier shall bear the cost of legal penalties which are incurred because of the Supplier's failure to procure and provide sufficient waste receptacles required where the local authority is the waste carrier.

10.5.4 The Supplier shall ensure that waste collected by third parties is ready for collection at the appropriate times.

11 FIRE SYSTEM

11.1 Fire Risk (Fixed Cost)

11.1.1 The Supplier shall prepare and maintain fire risk assessments and action plans for the Premises.

11.1.2 Supplier shall ensure that safety signs, evacuation plans are in place.

11.1.3 Supplier shall manage and participate in fire drills/excises.

11.2 Fire Equipment (Fixed Cost)

11.2.1 The Supplier shall ensure that fire equipment is inspected, tested, and serviced as per legal requirements.

11.2.1.1 Fire equipment list (Qty to be determined by Supplier)

a Fire extinguisher	each	250
b Fire hose reels	each	100
c Fire hydrants	each	56
d Fire alarms (signals to other systems included)	each	11
e Smoke detectors	each	191
f Heat detectors	each	1
g Fire water tanks	each	2
h Fire water pumps	each	1
i Sprinklers	each	1
j Booster connections	each	11
k Fire suppression systems	each	20

11.3 Fire Alarm Testing (Fixed Cost)

11.3.1 The Supplier shall conduct weekly fire alarm testing at the same time each week, at a time to be agreed with ACSA, unless instructed otherwise. The weekly test regime shall include activation of the fire alarm sounders to an audible level. Silent testing shall not be acceptable unless expressly requested by ACSA.

11.3.2 The Supplier shall conduct annual testing of all call points and smoke detectors.

12 HVAC

- 12.1 Air Conditioning, Ducting, Supply and Return System
- 12.2 Self-Contained Air Conditioning
- 12.3 Water Cooling Tower
- 12.4 Ventilation and Exhaust Systems
- 12.5 Chillers
- 12.6 Pumps (Heat Pumps)
- 12.7 Refrigeration/ Fridges/Cold-rooms
- 12.8 Ice Cells



13 ELECTRICAL

13.1 Electrical Services and Distribution - High Tension Electrical

13.2 Electrical Services and Distribution - Low Tension Electrical

13.3 Energy Management

13.4 Standby Generator

13.4.1 Fuel reimbursed at cost

13.5 UPS



14 LIFTS

All lifts will be maintained in accordance with the OEM specifications. The Supplier shall provide all licenses.

14.1 Lift A1

14.2 Lift A2

14.3 Lift A3

14.4 Lift A4

14.5 Lift A5

14.6 Lift B1

14.7 Lift B2

14.8 Lift B3

14.9 Lift B4

14.10 Lift B5

14.11 Lift C1

14.12 Lift C2

14.13 Lift C3

14.14 Lift C4

14.15 Lift C5

14.16 Lift P1

14.17 Lift P2

14.18 Lift I1

14.19 Lift I2



15 WET SERVICES

15.1 Plumbing

15.1.1 Refer to drawings and OEM specifications.

15.2 Pumps

15.2.1 Refer to drawings and OEM specifications.



16 CALL-OUT CHARGES

16.1 Callout Charges

16.1.1 Callout charge includes first two hours on site.

16.1.2 Travel cost and travel time are not reimbursable.

16.1.3 Response Times

- a M-F 8:00 - 17:00
- b After hours (1.5)
- c Public holidays (2)

16.2 Day Works Rates

16.2.1 There are four categories of staff, i.e., Technician, Artisan, Semi-skilled, and General Assistant.



17 ALLOWANCES

17.1 Spares and Materials

17.1.1 The spares and materials provisional allowance will be used at the direction of ACSA. The Supplier will be reimbursed the cost of the spares and materials plus markup.

17.2 Contract Price Adjustment

17.2.1 All rates will escalate annually on the anniversary of the contract by STATSA CPI index.