

Annexure A - Scope of Work

For

IT End User Devices Supply

Bid Number COR8033/2025/RFP

Description:

Request for Proposal for Supplying, Delivering, Installing, and Commissioning of End User Devices and Software until the end of February 2027 to Airports Company South Africa

Tel +27 11 723 1400 Fax +27 11 453 9354
Western Precinct, Aviation Park, O.R. Tambo International Airport, 1 Jones Road, Kempton Park, Gauteng,
South Africa, 1632
P O Box 75480, Gardenview, Gauteng, South Africa, 2047
www.airports.co.za

Airports Company South Africa SOC Ltd Reg No 1993/004149/30 VAT no 4930138393 Board of Directors: F Zikalala Mvelase (Interim Chairperson), Dr K Badimo, D Hlatshwayo, A Khumalo, G Mancotywa, L Mbotya (Chief Financial Officer), M Mpofu (Chief Executive Officer), Y Pillay, S Sambo, N Siyotula, F Sefara (Company Secretary)

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Acronyms

Acronym	Definition
ACSA	Airports Company South Africa
BOM	Bill of Materials
CMDB	Configuration Management Database
COB	Close of Business
EUD	End User Devices
IMACD	Install, Move, Add, Change, and Decommission
KPI	Key Performance Indicator
OEM	Original Equipment Manufacturer
PDF	Portable Document Format
PM	Project Manager
PO	Purchase Order
ROE	Rate of Exchange
SFF	Small Form Factor
SLA	Service Level Agreement
SLR	Service Level Requirement
SOW	Statement of Work

Table 1 - Acronyms and definitions

1.0 SCOPE OF WORK OVERVIEW AND OBJECTIVES

1.1 Background

Airports Company South Africa (ACSA) requires a qualified and skilled Service Provider to Supply, deliver and Install new IT End-user Devices at all its sites.

1.2 High-Level Scope of Work Required

- 1.2.1 Supply** - The provisioning of IT Workplace Service equipment [laptops, desktops, screens, tablets, projectors, desktop printers, and other peripherals].
- 1.2.2 Warehousing** — Provide off-site storage for ordered equipment and ensure the equipment is always fully insured. ACSA will request proof of insurance and, occasionally, require amendment of the insurance provisions to be in line with ACSA's insurance requirements.
- 1.2.3 Asset Management**—Create and manage an Asset Register for all newly purchased EUD equipment according to the ACSA standard template. Asset tagging shall be done according to specifications and instructions from ACSA.
- 1.2.4 Deliveries** – Deliver equipment from warehouses or one ACSA site to another ACSA site/s.

1.3 Service Objectives

The following are the key high-level Service objectives ACSA expects to achieve through this work order

- 1.3.1** Acquire services with service quality guarantees backed by Service-Level Agreements (SLAs) and OEM extended warranties.
- 1.3.2** Achieve the Service Level Agreement (SLA) specified.
- 1.3.3** Asset tagging/engraving, inventory tracking per ACSA standards
- 1.3.4** Deploy in-scope Hardware.
- 1.3.5** Deploy in-scope Software.
- 1.3.6** Hand over all maintenance and warranties to the current maintenance contractor.

2.0 SERVICE ENVIRONMENT

2.1 Scope of the Infrastructure

- 2.1.1** The following subsections and related appendices further describe and scope the hardware requirements to be supplied as and when requested by ACSA in writing with which the Bidder shall comply.
- 2.1.2** **NOTE** that any procurement quantities mentioned in the Scope of Work and the attached annexures are indicative quantities only. NO procurement is guaranteed to be executed. Procurement will happen as and when needed.
- 2.1.3** A high-level listing and description of hardware and software is provided.

Category	Service /Device	Description
End-user devices	Laptops/Desktops/Windows	various models
	Tablets/Desktop Screens	
	Rugged Tablets	
	Interactive Display	
	iOS tablets	Apple iPad – Various models
Peripherals	• External storage devices (USB memory stick, external hard drives) • Mouse • Keyboard • Additional memory for laptops and desktops • Power supplies for laptops • Batteries for laptops • Backpacks / carry / trolley bags for laptops • Headsets • Covers for tablets • Docking stations for laptops. • The list of peripherals not limited to the above	Various accessories from different OEMs

Table 2 - High-Level List of existing Infrastructure and Software

2.2 Service locations

2.2.1 A description and location of all ACSA facility and office locations requiring in-scope services.

Region	Airports in the regions	Site Code
Cluster1	OR Tambo International Airport;	JNB
	Aviation Park	AVP
	Bram Fischer International Airport	BFN
Cluster2	Cape Town International Airport	CPT
	Kimberley Airport	KIM
	George Airport	GRJ
	Upington International Airport	UTN
Cluster3	King Shaka International Airport	DUR
	King Phalo Airport	ELS
	Chief Dawid Stuurman International Airport	PLZ

Table 3 - Regional Distribution of ACSA locations

SITE	ADDRESS
AVP	OR Tambo International Airport, Airport Rd, Johannesburg, 1627
JNB	OR Tambo International Airport, Airport Rd, Johannesburg, 1627
CPT	Cape Town International Airport, Matroosfontein, Cape Town, 7490
DUR	King Shaka International Airport, La Mercy, 4407
PLZ	Chief Dawid Stuurman International Airport , Allister Miller Drive, Walmer, 6070
GRJ	George Airport, Old Mossel Bay Road, George, 6529
ELS	King Phalo Airport, Settlers Way, East London, 5200
KIM	Kimberly Airport, Compound Patterson Road, Kimberly, 8300
BFN	Bram Fischer International Airport, Bloemfontein, 9300
UTN	Upington International Airport, Diedericks Street, Upington, 8801

Table 4 - Detailed site schedule

3.0 PRICING NOTES

The following notes should be considered when pricing services for this tender.

- 3.1** USD influenced items can be adjusted with the Rate of exchange during the contract term, according to the process and terms in Section 4.
- 3.2** A fixed % mark-up for the duration of the contract will be in place per product type (or its equivalent replacement)
- 3.3** No travel cost can be submitted for any OPEX items and should be included in the pricing. Travel cost submitted for CAPEX items cannot have any mark-up applied.
- 3.4** Bidder Quotations can be added as additional information, but the pricing file must be filled-in in the format provided.
- 3.5** Only Fill in Columns in Green in the pricing file
- 3.6** Use your own preventative maintenance plan as well as all the requirements in the SOW (Annexure A) for determining the costs.
- 3.7** Use the Baseline Information in the Scope of Work to scope the environment that needs to be maintained when calculating the required resources and costs. Pricing must include at least the minimum Resources as per the Scope of Work.

4.0 RATE OF EXCHANGE, QUOTATIONS, AND INVOICES

The following terms will be used to deal with the rate of exchange during the term of the awarded contract for items affected by the exchange rate as per the pricing files. It also details the requirements for quotations.

4.1 Rate of exchange

- 4.1.1** The final Quotation will be reviewed by the ACSA internal treasury department to approve the quoted rate of exchange.
- 4.1.2** ACSA will proceed with the order issuing process after treasury approval.
- 4.1.3** Should a Purchase order not be provided during the quote validity period (as per 4.2), the provider must supply ACSA with a Variance order quote once the Purchase order is received.
- 4.1.4** This Quote must clearly show the original Rate of Exchange and the actual rate of exchange (the spot rate for the day that the order is placed with the provider's supplier).
- 4.1.5** ACSA will proceed with obtaining approval of the Variance order quotation RoE.
- 4.1.6** Once approved a Variance order will be processed.

4.2 Quotations

- 4.2.1** All initial Quotations for engagements will use a Fixed Rate of exchange. This rate will be communicated by ACSA to the provider on a 3-monthly basis. This rate will not be used for placing an order.
- 4.2.2** Once scoping for an engagement is completed and funds secured. The provider will provide a final quote for the scope. This quotation must be fixed for a period of 14 days.
- 4.2.3** Pricing is based on a fixed mark-up % per item type. ACSA may, at its own discretion, ask for the supplier quote to be provided for every engagement. This will be used to verify the landed cost and to audit if the % mark-up as quoted for the type of device is upheld as per the pricing schedule.
- 4.2.4** If products were previously procured by the provider for stock, then the original invoice for that stock should be provided as proof against the quotation.
- 4.2.5** All quotations to be provided in PDF and Excel format (editable) and must have all relevant fields as per the Pricing schedule.

4.3 Invoices

- 4.3.1** All invoices must be accompanied by
 - a) Copy of Purchase order
 - b) Proof of delivery, signed by both the provider and an ACSA representative, that also includes the relevant serial numbers.
 - c) Asset list in Excel format according to the template provided by ACSA.
 - d) Proof of automated asset tracing activation.
 - e) Invoice to have the ACSA purchase order number coded on it.

- f) All invoices to shows the excluding VAT and including VAT amounts.
- g) All invoices to show the period for which the service is being billed.

4.3.2 All invoices not in dispute will be paid according to payment terms

5.0 ASSET MANAGEMENT, TRACKING and LOSSES

Due to the nature of the equipment related to the services covered by this work order, the following should be noted for special attention

5.1 Asset Management

- 5.1.1 ALL devices (new and returned) remain in the Service Provider's control until handed over to an ACSA user/representative. This handover must be recorded officially with a signed handover form or end user issue form signed by an ACSA employee. The record must be attached to the **ASSET** record for future reference.
- 5.1.2 The Service Provider is to provide **ASSET** management details that record ALL aspects of an asset, this should, at minimum, include (where applicable)
 - a) Serial number
 - b) ACSA Finance asset TAG number
 - c) PO number
 - d) Invoice number
 - e) Date Delivered (Warranty Start date)
 - f) Warranty end date
 - g) Model number
 - h) Type of device
 - i) Device Specification (e.g. 24" screen, Standard laptop, SFF laptop)
 - j) Delivery accepted by
 - k) Delivery requested by
 - l) Any information that relates to the issuing of the device (Request number, incident number, username etc)
 - m) Warranty Period
 - n) Initial value of the asset
 - o) IMEI number
- 5.1.3 All deliveries must be signed for by a duly authorised ACSA resource or representative and a Service Provider representative. Planning should consider this when deliveries to onsite are arranged, as this will affect the Service levels.

5.2 Asset Tags and Tracking

- 5.2.1 ACSA will provide financial asset tags to the Service Provider for affixing to the devices.
- 5.2.2 The Service Provider must ensure that the OEM adheres to the asset tag technical requirements as per the "Workplace Services Technical Specification and Response Sheet."
- 5.2.3 The Service Provider to ensure that the automated asset tracking functions are activated on ALL Laptops, Desktops and Tablets **BEFORE** a device is delivered to ACSA.
- 5.2.4 Proof of activation is required for invoicing

5.3 Losses

- 5.3.1** Any loss must be formally reported to ACSA within 2 days of being detected.
- 5.3.2** Any device, whether new, decommissioned, operational, or damaged, that is lost for whatever reason and is in the Service Provider's control must be replaced at the Service Provider's cost.
- 5.3.3** The process of replacement must be actioned within five days after either party detects the loss.
- 5.3.4** Any loss where the Service Provider does not have enough proof that the device was NOT in their control (Issue forms, transfer forms) will be deemed in their control.
- 5.3.5** The following table lists the value and terms of the replacements

Device Age	Replacement Terms
<=12 months	Replacement of the device with a new device at the current prevailing ACSA standard
12 to < 18 months	Monetary Replacement of 90% of the original device's cost
18 to < 24 months	Monetary Replacement of 70% of the original device's cost
24 to < 30 months	Monetary Replacement of 60% of the original device's cost
30 to < 36 months	Monetary Replacement of 50% of the original device's cost
36 to < 42 months	Monetary Replacement of 30% of the original device's cost
42 to < 54 months	Monetary Replacement of 15% of the original device's cost
54+ months	Monetary Replacement of 10% of the original device's cost

Table 5 - Loss replacement terms and values

- 5.3.5.1** Monetary values must be credited to ACSA's account and will be used to procure new devices.
- 5.3.5.2** Monetary values cannot be allocated to outstanding monies for other invoices.

5.4 Equipment Ownership Transfer

- 5.4.1** Any equipment procured under the agreement only transfers ownership when it is delivered to an ACSA site.
- 5.4.2** The Service Provider must ensure offsite storage is available for the bulk of the equipment.
- 5.4.3** All equipment warranties and licenses only "start" when the equipment transfers ownership and must be activated as such with the OEM as well.
- 5.4.4** Any losses before obtaining the issue forms are for the Service Provider's account.

5.5 Equipment Storage

- 5.5.1** All equipment to be warehoused by the Service Provider at no cost to ACSA until it is delivered.
- 5.5.2** Equipment delivered to the site will be stored in ACSA-provided storage facilities at JNB, CPT and DUR.

6.0 SERVICE MANAGEMENT

6.1 Objectives

- 6.1.1** A key objective of this Managed Service agreement is to attain SLRs.
- 6.1.2** SLRs applicable are identified in this Service Management SOW below.
- 6.1.3** Specific Service Management SLRs are specified with fee reductions, where business is impacted through failure to meet their respective SLRs. SLRs are detailed in the Service-Level Requirements section, and those associated with fee reductions are identified in 7.0 SERVICE CREDITS.
- 6.1.4** The Service Provider shall provide written reports to the ACSA representative regarding the Service Provider's compliance with the SLRs specified.

6.2 Reports

- 6.2.1** The Service Provider shall report to ACSA the performance of the Services against each SLA monthly, beginning on the Effective Date, along with detailed supporting information. As part of the standard monthly Service Level reports, the Service Provider shall notify ACSA of any
 - 6.2.1.1** Service Level Failures, and
 - 6.2.1.2** Penalties to which ACSA becomes entitled.
- 6.2.2** The Service Provider shall provide such reports and supporting information to ACSA no later than five (5) business days following the end of the applicable measurement interval. The raw data and detailed supporting information shall be confidential information of ACSA.

6.3 Root Cause Analysis

- 6.3.1** The Service Provider shall promptly investigate and correct Service Level Failures following the procedures for Root Cause Analysis

6.4 SERVICE-LEVEL REQUIREMENTS (SLRs)

The following Service-Level Requirements (SLRs) represent the minimum Service levels required. The Service Provider must consistently meet or exceed the following SLRs.

6.4.1 Review of Service Levels and KPIS

- 6.4.1.1** On an annual basis after the initial start-up (90 days), ACSA can request a change to any service level by providing notice to the Service Provider that a service level needs to be changed.
- 6.4.1.2** This change can take effect only after the Service Provider has had enough time (a maximum of 3 weeks) to review the requested change and determine if any modifications are required to the delivery of the support and maintenance services. Should the Service Provider require changes, then ACSA must allow the Service Provider reasonable time to make such changes before the service-level change takes place.

6.4.2 Requests

System Administration Service-Level Requirements			
System Administration Task	Service Measure	Performance Target	SLR Performance %
Request for quotation (normal specification devices)	Elapsed Time	3 working days	98%
	Formula	Number of instances within Performance Target ÷ Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measurement Interval	Measure Monthly	
	Reporting Period	Report Monthly	
	Measurement Tool	ACSA Service Desk Stats/ Service Provider request schedule	
	SLR Element Weighting Factor Allocation	50%	

Table 5 - Service requests SLR

6.4.3 Asset Management

6.4.3.1 Within five days after the first day of each calendar quarter, the Service Provider shall select a statistically valid sample, in accordance with the agreed process, to measure the Service Provider's compliance with the following SLRs pertaining to the accuracy of individual data elements in the asset tracking database. The accuracy of data shall adhere to the following SLR.

6.4.3.2 Historic information may not be available, and exclusion of certain data elements will be granted at the discretion of ACSA

Asset Tracking SLR			
Service Measure		Performance Target	SLR Performance %
Accuracy of Data in Asset Tracking Database	Accuracy	Accuracy percentage of each of the following data elements as determined by audit:	
		Data Element	Accuracy Percentage
		ACSA asset tag number, Serial Number, Model number, PO number, Invoice number	99%
		Location (Room tag number, Site)	99%

	Formula	Number of tracked assets where data element is determined to be correct ÷ Total number of tracked assets audited
	Measurement Interval	quarterly as of the Effective Date
	Measurement Tool	Physical Audit.
	SLR Element Weighting Factor Allocation	50%

Table 6 - Asset Management SLR

6.4.4 Overall Service Satisfaction

6.4.4.1 Where the Service Provider receives feedback through client surveys and end-user feedback, where satisfaction is measured on a scale of 1 to 5, with 1 being lowest and 5 being highest.

End-User Satisfaction SLR			
End-User Satisfaction	Service Measure	Performance Target	SLR Performance %
Scheduled Survey (conducted semi-annually by ACSA or its designated Third-Party agent)	End-User Satisfaction rate	clients surveyed should be very satisfied or satisfied	90%
	Formula	The sum of the survey results from each participant ÷ Total number of participants responding to scheduled survey	
	Measurement Interval	Quarterly	
	Reporting Period	Quarterly	
	Measurement Method/Source Data	ACSA Service management Tool, or results from special survey	
	SLR Element Weighting Factor Allocation	10%	

Table 7 - Overall satisfaction SLR

7.0 SERVICE CREDITS

The Service Credit Methodology aims to be an appropriate and adequate remedy for non-performance by the Service Provider. The philosophy of the Service Credit Methodology is such that it should drive positive behaviour by encouraging compliance with the Service Level Requirements (SLRs) and be consistent with the outcomes required by ACSA. The Service Credit Methodology has been designed to recognise this philosophy and incorporates:

- the need to match Service Credit payments to the severity of the failure/defect.
- the need to provide appropriate incentives based on regimes to cure any defect or failure as quickly as possible.
- the need to avoid an inappropriate impact on Service Provider funding.
- the need to be easily understood and unambiguous.
- the need to be administratively manageable.
- the need to avoid consistent non-performance.

7.1 Principles

The principles for the calculation of the credits are described below:

- 7.1.1** Service Credits only occur as a result of Service Level Failures.
- 7.1.2** The Service Levels are calculated for each SLR according to the measurement interval specified in each SLR table (monthly by default),
- 7.1.3** The Service Credits are calculated according to the formula associated with the SLR as specified in each SLR table.
- 7.1.4** The Service Credits are totalled for each SLR and valued using the contractual value of a Service Credit.
- 7.1.5** A good performance on a SLR cannot compensate a bad performance on another one
- 7.1.6** The SLRs that are considered as critical by ACSA will always be associated with Service Credits assigned. The other set of SLRs can be subject to Service Credits mechanisms, if they are included in a quality improvement plan, or if the Service Levels attained are periodically below requirements.
- 7.1.7** The fact that an SLR is not associated with a Service Credit does not mean that this SLR is not important to ACSA.
- 7.1.8** ACSA reserves the right to associate Services Credit mechanism to SLRs where the Service Provider would have been in failure over several consecutive months.
- 7.1.9** ACSA reserves the right to not apply some or any Service Credits that may occur at its sole discretion.
- 7.1.10** The Service Provider will be allowed a grace period of three ninety (90) days (to familiarise itself with the operations at all airports) before the implementation of service credits will commence. SLA's will be measured and reported on during the grace period, however, no credits will apply

7.2 Definitions

- 7.2.1 Total Per Site Monthly Fee** - means the monthly service fixed fee per ACSA site payable by ACSA to the Service Provider for the services.
- 7.2.2 At Risk Amount** - means, for any month during the Term, fifty percent (50%) of the monthly fixed service fees per ACSA Site.
- 7.2.3 Weighting Factor** - means, for a Service Level Requirement (SLR), the portion of the At-Risk Amount used to calculate the Service Credit payable to ACSA in the event of a Service Level Failure concerning that SLR.
- 7.2.4 Monthly Service Credit Pool** - means two hundred percent (200%).
- 7.2.5 Service Level Failure(s)** - means whenever the Service Provider's actual level of performance for a particular Service Level metric (as calculated by that particular metric service level calculation) is worse than the Target Performance adjusted by the Minimum Performance Percentage (%) for that Service Level.
- 7.2.6 Service Credit** - means a calculated value based on the percentages in Weighting of Monthly Service Credit Pool in Section 3 of this document.
- 7.2.7 Service Level Requirement Categories** – SLRs are allocated against the following categories:
- 7.2.7.1 Primary Category: Has a direct impact on ACSA business. Service Credits will be applied.**
 - 7.2.7.2 Secondary Category:** Has some direct impact on ACSA business, no service credits are applicable to these SLRs which have a Weighting Factor of zero percent (0%).

7.3 Methodology

7.3.1 Monitoring; reports; root cause analysis.

7.3.1.1 Monitoring

The Service Provider shall utilize ACSA measurement and monitoring tools and produce the metrics and reports necessary to measure its performance against the Service Levels.

Additional Tools may be implemented by the Service Provider at its own cost should the ACSA tools not be enough.

Upon request and at no additional charge to ACSA, the Service Provider shall provide ACSA or its designees with information and access to the tools and procedures used to produce such metrics.

7.3.1.2 Reports

The Service Provider shall report to ACSA its performance of the services against each SLR every month beginning on the Effective Date, along with detailed supporting information. As part of the standard monthly Service Level reports, the Service Provider shall notify ACSA of any

- (i) Service Level Failures, and

(ii) Service Credits to which ACSA becomes entitled.

The Service Provider shall provide such reports and supporting information to ACSA no later than 5 (five) Business Days following the end of the applicable Measurement Interval. The raw data and detailed supporting information shall be Confidential Information of ACSA.

7.3.1.3 Root Cause Analysis

The Service Provider shall promptly investigate and correct Service Level Failures following the procedures for root cause analysis outlined in the Agreement.

7.3.2 Calculating service credits

For each Primary Service Level Failure, the Service Provider shall pay or credit to ACSA a Service Credit that will be computed by multiplying (a) the Weighting Factor Allocation for such Service Level by (b) the At-Risk Amount.

For example, assume for purposes of illustration only, that the Service Provider fails to meet a Service Level with a Weighting Factor of 10% (ten percent) and that the monthly Fees equal R100,000 (one hundred thousand rands) and the At-Risk Amount is 20% (twenty percent). The Service Credit due to ACSA for such Service Level Failure would be $10\% * (20\% * R100,000.00) = R2,000$.

7.3.3 Service breach

If a Service Level Failure recurs **in more than four consecutive** Measurement Intervals, then such Service Level Failure shall constitute a material breach entitling ACSA to the rights set out in the Agreement.

7.3.4 Several service level failures

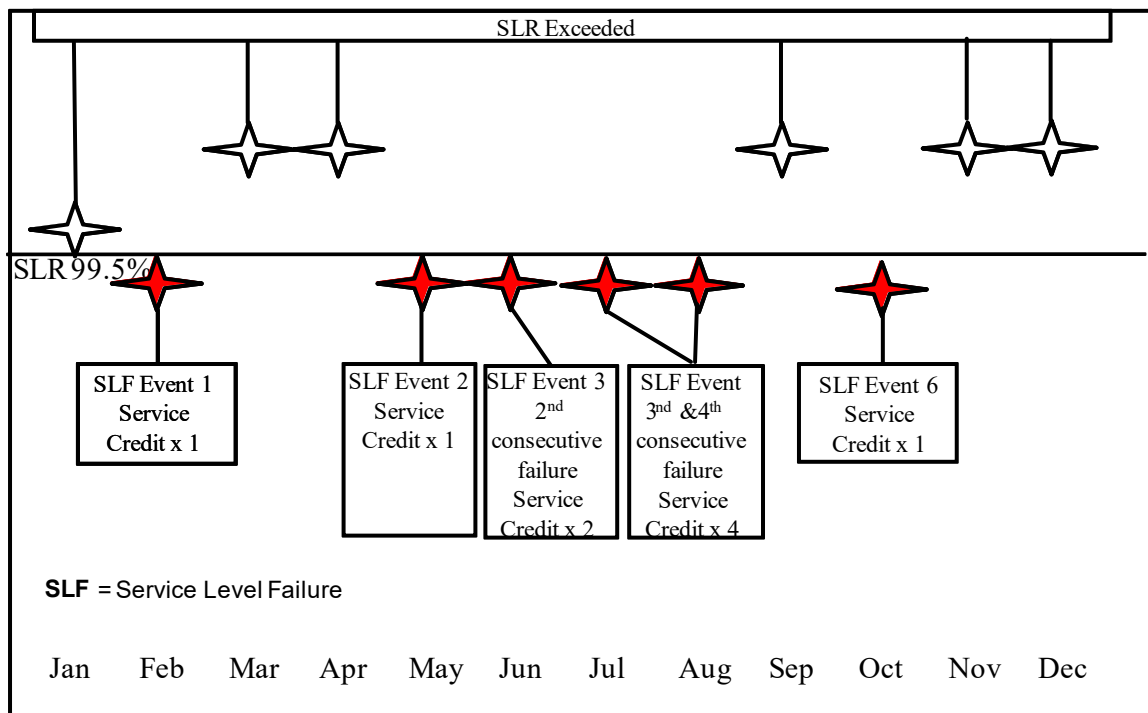
Subject to Section 7.3.5, if more than one Service Level Failure with respect to Service Levels has occurred in a single month, the sum of the corresponding Service Credits shall be credited or paid to ACSA.

7.3.5 Successive Service Level Failures

If a Service Level Failure with respect to a given Service Level recurs in consecutive Measurement Intervals, the amount of the applicable Service Credit payable to ACSA shall be multiplied by the following factors for subsequent Measurement Intervals:

- (i) Service Level Failure in two consecutive Measurement Intervals, then **twice (x2)** the amount of the Performance Credit as originally calculated; and
- (ii) Service Level Failure in three or more consecutive Measurement Intervals, then **four times (x4)** the amount of the Service Credit as originally calculated.

The Service Credit for any given Service Level shall only be increased as described above, and such increase shall be payable for all consecutive Service Level Failures concerning such Service Level.

Figure 1. Service Credit for Successive Failures Example**7.3.6 Service credits cap**

In no event shall the aggregate amount of Service Credits credited or paid to ACSA concerning all Service Level Failures occurring in a single month exceed the At-Risk Amount.

7.3.7 Payment/credit of service credits

The Service Provider shall itemise the total amount of Service Credits it is obliged to credit to ACSA with respect to Service Level Failures occurring in each month on the invoice that contains charges for such month. The Service Provider shall credit the total amount of such Service Credits related to a given month in the subsequent monthly invoice after ACSA signoff of the Service Credits for the applicable Measurement Interval. Upon termination or expiration of the Term, the Service Provider shall pay to ACSA the amount of any Service Credits not so paid or credited to ACSA's account or any unused portion of such Service Credits.

7.3.8 Non-exclusive remedy

The Service Provider acknowledges and agrees that the Service Credits shall not be deemed or construed to be liquidated damages or a sole and exclusive remedy or instead of any other rights and remedies ACSA has under the Agreement, at law or in equity.

7.3.9 Earn-Back

Following any service-level failure, ACSA may allow the Service Provider the opportunity to earn back the service credits charged in one or more measurement periods.

If all the service levels for the relevant service and any others agreed to be associated with that service are exceeded, during each of the three measurement periods following the service-level failure, ACSA may, at its sole discretion, return half of the service credits paid to the Service Provider.

If all the service levels for the relevant service and any others agreed to be associated with that service are exceeded, during each of the six measurement periods following the service-level failure, ACSA may, at its sole discretion, return the remaining half of the service credits paid to the Service Provider.

The Service Provider may, where the requisite levels of performance are exceeded, make representations to the Company in this regard.

7.4 Changes to Performance Measurements

7.4.1 Changes to weighting factors

ACSA may request changes to the Weighting Factors for any Service Level by sending written notice to the Service Provider. These requested changes will be negotiated through the appropriate Relationship Management structures to gain mutual agreement on such changes prior to them taking effect during the next full measurement interval pertaining to such changed metrics.

7.4.2 Additions

No more than once quarterly, ACSA may add Service Levels by sending written notice to the Service Provider at least 30 (thirty) days prior to the date that such added Service Levels are to be effective. The target performance levels for such additional Service Levels shall be determined by mutual agreement of the Parties using industry-standard measures.

7.4.3 Deletions

ACSA may delete Service Levels by sending written notice to the Service Provider at least thirty (30) days prior to the date that such deletions are to be effective.

8.0 MEETINGS AND REPORT REQUIREMENTS

8.1 The following section defines the meeting and report requirements for all services.

8.1.1 All reports must be submitted as defined in the below table. If reports are not delivered within the stipulated times, ACSA will withhold invoice payment for the month until the reports are submitted

8.1.2 Project meetings: Will be held weekly at ACSA and/or on demand for the duration of the project and arranged by the ACSA Project Manager. The meeting will be attended by the Service Providers' Project Manager, as well as the ACSA Project Manager. The agenda for the meeting shall include but not be limited to project progress; project delays; risks & issues and project financials

Meeting Name and frequency	Participants and roles	Documents to be produced after meeting by Service Provider
Weekly Project status update	- ACSA-IT PM (chair) - ACSA IT Asset and Configuration Manager, - ACSA IT Service Quality and Change Manager - ACSA IT Technical Manager Digital infrastructure - Service Provider Senior Site Manager - Service Provider Project Manager - Service Provider administrator	- Minutes of meeting - Updated project schedule - Action register for any open actions to be addressed - Risks and Issues register
Monthly Care Review	- ACSA IT Asset and Configuration Manager (chair). - ACSA IT Service Quality and Change Manager - ACSA IT Technical Manager Digital infrastructure - ACSA IT Vendor and Contract Manager - Service Provider Senior Site Manager - Service Provider relationship Manager	- Minutes of meeting - Action register for any open actions to be addressed - Risks and Issues register - Service Credit Report

Meeting Name and frequency	Participants and roles	Documents to be produced after meeting by Service Provider
	Service Provider administrator	
Annual review meeting	- ACSA IT Asset and Configuration Manager (chair). - ACSA IT Service Quality and Change Manager (chair) - Senior Manager Digital Infrastructure and Operations - ACSA IT Vendor and Contract Manager - Service Provider Senior Site Manager - Service Provider Relationship Manager - Service Provider administrator	- Minutes of meeting - Action register for any open actions to be addressed - Risks and Issues register

Table 8 - Meetings definitions

Frequency	Report Name	Report Content	Due date	Submit to	Format	Meeting Name and frequency
	Project and IMACD updates	Installations completed including relocations and projects. Present detailed job cards.	One day before project status update meeting	ACSA Technical Lead & ACSA Project Manager	Email written report summary with supporting tables.	Weekly Project status update
	Asset Data	· Serial Number · Model · Brand · Type · Form Factor · Spec · Product Number · Delivery site · Delivery Date · Warranty End Date · Delivery requested by · Delivery accepted by · Unit price · Etc.	COB every Friday	ACSA Technical Lead	Email Excel document	Weekly Service Review
	Stock levels	BOM register documenting stock levels on hand	COB every Friday	ACSA Technical Lead	Email Excel document	Weekly Service Review
Monthly	Consolidated Care Report	Monthly consolidated report · Payment · Monthly services deliverables · SLA Report (performance against SLR's) · SLA improvement plan · Service Credits	3 days before meeting	Technical Operations Manager	Email presentation with attached supporting information	Monthly Care Review

Frequency	Report Name	Report Content	Due date	Submit to	Format	Meeting Name and frequency
Quarterly	Contract appendix review	Review updates to contract appendixes are completed	3 days before Quarterly review meeting	ACSA Technical Lead	Email PDF document	Quarterly review meeting
	Baseline (CMDB) information	Review updates to Baseline CMDB	3 days before Quarterly review meeting	ACSA Technical Lead	Email Excel document	Quarterly review meeting
	Transformation	Performance, financial and development report of all transformation partners	3 days before Quarterly review meeting	ACSA Technical Ops manager	Presentation detailing performance and transformation progress, financial report	Quarterly review meeting
	Proposed improvements report	Proposed improvements or enhancement report	3 days before annual review meeting	ACSA Technical Lead	Email Word document	Annual review meeting
Annual	Annual performance SLA report	Consolidation of previous 12 months SLA performance	3 days before annual review meeting	Technical Operations Manager	Email PDF document	Annual review meeting
	Contract adherence review	Summary of contract requirements and adherence thereof	3 days before annual review meeting	Technical Operations Manager	Email PDF document	Annual review meeting

Table 9 - Reporting definitions

