



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

**FACILITIES MANAGEMENT
SERVICE LEVEL SPECIFICATIONS GUIDELINE
FOR
SOFT AND WORKPLACE SERVICES**

2024

1	Abbreviations	1
2	Definitions	2
3	Overview	5
4	The Project's Aims	7
5	Bidders options	8
6	Business unit accounting	8
7	Minimum requirement for Contract Management Staff	8
8	Costing Schedule	Error! Bookmark not defined.
9	Operational accommodation	9
10	Minimum Professional Outputs, Standards & Performance required to deliver services	9
11	Performance Measurement	9
12	Insurance Requirement	9
12	Penalties / Credits	10
13	Access to site and on site movement	10
14	Client care survey	10
15	CAFM system and Data Base /Inventory	10
16	Costs of consumables/ Cleaning Hygiene	11
17	Supervision of outsourced subcontracts	11
18	Partially or fully excluded FM services, temporary and permanent	11
19	Working Hours	12
20	Service dependencies	13
21	Request Impact	14
22	Maintenance Schedule management plans	14
23	Change Requests	14
24	Compliance with external entities	15
25	Indicative number of resources	15
26	Exit Plan	1515
27	Soft and Workplace Services Scope of Work	155

1 Abbreviations

BBBEE	Broad-Based Black Economic Empowerment
BoQ	Bill of Quantities
BMS	Building Management System
CAFM	Computer Aided Facilities Management (system)
CM	Call out maintenance
CEM	Call out Emergency Maintenance
EM	Emergency maintenance
FF&E	Furniture, Fittings and Equipment
FM	Facilities Management
FMSP	Facilities Management Service Provider
GSE	Ground Support Equipment
HOD	Head of Department
HSE	Health Safety and Environment
ICT	Information Communication Technology
LRA	Labour Relations Act
MAD	Mutually agreed date
MIS	Management Information System
MSDS	Material Safety Data Sheet
NBD	Next business day
OEM	Original Equipment Manufacturer
OHS	Occupational Health and Safety
ORT	O. R. Tambo Airport
PAT	Portable Appliance Testing

PFMA	Public Finance Management Act, Act 1 of 1999
PPE	Personal Protective Equipment
PPM	Planned Preventative Maintenance
SAA	South African Airways
SAAT	South African Airways Technical
SAAC	South African Airways Cargo
SABS	South African Bureau of Standards
SLS	Service Level Specification
UPS	Uninterrupted Power Supply
VfM	Value for Money

2

Definitions

24 Maintenance Service	Means a maintenance service which is available for call out 24 hours a day 7 days a week, 365 days a year.
Agreed Standard	Means to the standard of the original installation taking fair wear and tear into consideration
Call Centre	Means the Call Centre manned and operated by SAA (or any other party) where all FM related calls are received, recorded, monitored and managed.
Churn (Minor Moves)	Minor moves means a relocation or reorganisation involving 6 or less workstations
Churn (Major Moves)	Means room reorganisation involving more than 6 workstations and the reorganisation and/or relocation of any equipment which requires specialist attention (excluding audio-visual, other electronic equipment or information technology equipment which shall be attended to by SAA), or moves which require construction work or modification to the electrical or data cabling or infrastructure to be undertaken
Major Move Plan	Means the plan and cost estimate submitted to SAA detailing the sequence of actions in respect of a Major Move

Confidential Waste	Means any waste which contains information which is confidential to the SAA in accordance with the SAA document management practices and protocols
Corporate	Corporate is the SAA business unit that provides all administrative support services across the organization but excludes SAA Technical and SAA Cargo
Critical Systems	Means any system that affects human life, human and asset safety or security breach
Disaster Recovery	Means is the process, policies and procedures that are related to preparing for recovery or continuation of technology infrastructure which are vital to an organization after a natural or human disaster
Emergency activation	Means an emergency alert system activated by any person or system (PA or Alarm or both)
Emergency Coordinator	Means a SAA appointed staff member responsible for oversee disaster response activities or crisis management procedures
Emergency equipment	Means all equipment used in providing continues supply of power to critical systems, this includes but is not limited to Generators, UPS, Transformers, Power Factor Correction Units, Distribution Boards, Bus Bars, Cabling, Emergency fuel supply and Pumps etc.
Environmental incident	Means an event or occurrence which may cause harm to the environment
Environmentally Friendly	Means not harmful to the environment
External Building Fabric	Means all external walls, roofs, floors, doors, windows, boundary walls, brick work, gutters, paving fenestration etc. and external building finishes
External Hard Surfaces	Means paths, roads, car parks, gravel strips, rock areas and paved areas
Facility	Encompasses the entire building area and external grounds of all SAA premises used by SAA Corporate, Cargo and Technical including the perimeter walling/fencing
Fire Warden	Means a SAA appointed staff member responsible for <i>fire</i> control in a particular area, they often have training on prevention or extinguishing of fires
FM Staff	Staff or sub-contractors provided by the FMSP

Internal Building Fabric	Means all internal walls, partitions, carpets, tiles, doors, ceilings etc. and internal building finishes. This excluded loose furniture but includes fitted furniture
Kitchen	Means the designated kitchen area used by caterers
Kitchenette	Means a small compact Kitchen area found throughout the campus used for the purpose of making hot beverages and possibly heating food
Laundry	Means items of cloths or linen that requires cleaning. In the case of the SAA Laundry will mostly comprise of towels, coats, boiler suits, overalls and tablecloths
Major Works	Means major building repairs or alterations to the building fabric where the value of materials exceeds R3500-00
Minor spillage	Means a spillage which the SAA would not consider an immediate health and safety risk and which can be cleaned without having to take any special precautions or without having to apply special cleaning procedures or equipment
Minor Works	Minor building repair works with a maximum value of R3500-00 for materials.
Non-working Hours	All hours outside of working hours
OHS Act	Occupational Health and Safety Act No. 85 of 1993
Pass Through Costs	Means costs that paid by the FMSP on behalf of SAA and reimbursed by SAA (including an agreed mark up of 8%)
Performance Standard	Is the provision of the service
Pest	Means a destructive insect or other animal that attacks food or invades building premises. This includes but is not limited to cockroaches, lice, fleas, birds, rodents etc.
Pest Infestation	Means the occurrence of one or more pest species in an area or location where their numbers and impact are currently or potentially at intolerable levels
Products	Means products approved by the department of agriculture. FMSPs may not use "cocktails" which is a mix of chemicals

Sanitary Waste	Means liquid or solid wastes originating solely from humans and human activities, such as wastes collected from toilets, wash basins etc.
Selected Areas	Means specific areas named by SAA to be cleaned by the FMSP
Service Provider	The companies that SAA has appointed to provide Facilities Management Services to SAA Business Units
SHE Representative	Means the Safety Health and Environment Representative, requires appointment and training
Soft Landscaping	Means using plant materials for landscaping, namely plants, shrubs, trees and turf, does not involve any construction and excludes decorative rock and pebbles
Softworx INFOR EAM	Means the SAA FM management and Call Centre platform
Standard Lock	Means a device for securing a door, gate, drawer, or the like in position when closed, consisting of a bolt and withdrawn by a mechanism operated by a key or a dial. This excludes electronic or magnetic locking systems. These more complex locking systems will be included in a separate SLS for Access Control Equipment
Strong Room	Means areas specially designed fire proof room with special access for safe keeping of records, valuables or cash
Waste Disposal Area	Means the area at the SAA where waste is to be stored prior to off-site disposal, this includes the waste transfer sites, hazardous waste disposal area and kitchen waste disposal area
Waste Management Policy	Means the procedure agreed between parties relation to the disposal of waste, including <i>inter alia</i> recycling
Working Hours	Means the generally accepted operational times that FMSP's are required to provide their services as detailed in section 19 of this guideline. Note: SAA Corporate, Technical and Cargo each have different working hours.

3 Overview

- This document sets out a description of the scope of Facilities Management Services defined by South African Airways and its complement of business units comprising
- SAA Corporate,
- SAA Technical and
- SAA Cargo.

The purpose of this document is to provide potential bidders with an overview of the provision of Facilities Maintenance Services and to provide context in which these services are to be delivered.

It should also provide operational detail to enable bidders to interpret user requirements and thereby respond in the most appropriate manner at the most competitive price.

SAA Facilities Services portfolio consists of the following and is to be rendered to all SAA Facilities, nationwide by one service provider for all services or one service provider for Hard Services and one for Soft and Work Place Services.

SAA Master Building list

A hierarchical list of buildings, formatted to commence with Business Units including indicative areas per building, is Annexure 3 - Building Master List:

SERVICES

Soft and Workplace Services

This document defines the scope and level of performance (SLA Document) expected from the appointed FMSP. The FMSP performance must be aligned to the operational objectives of SAA and the need to procure longer-term financial savings to SAA.

Service Requirements and Standard

The FMSP must familiarise themselves and comply with all applicable regulations and standards, e.g. OHS Act, OEM standards, SAA issued standards, etc.

All maintenance according to the applicable regulations and standards will be to the FMSP cost.

SAA will provide the historical PPM, within 6 months, the FMSP must ensure that these PPMs are in line with all applicable regulations and standards. Annexure 4 indicates the historical PPMs.

The FMSP will be expected to keep records of all maintenance and repairs for each equipment that are maintained. SAA must be given access to this information as and when required.

The call out fee will be for 3 hours and will include all travelling and one hour on site. Call out hours will not be chargeable during office hours.

Soft and Work Place Services

- Cleaning
- Hygiene
- Pest Control
- Office churn
- Gardening and Landscaping

3.1 Geographical Location of serviced sites

Services are to be provided at the following SAA sites.

- Johannesburg
- Cape Town
- Durban
- Port Elizabeth
- East London

Technical only

- George
- Bloemfontein
- Kimberly

3.2 Hand over and Mobilization

Two months will be allowed for hand over and four months for mobilisation. Any cost that arise during the Hand over period, will be for the account of the successful Bidder. SAA expects the successful Bidder to comply with all tender and Legislative requirements with specific reference to staffing and equipment on site by the end of the mobilisation phase. None compliance can result in a case by case credit to SAA.

3.3 FM Portfolio Changes

Successful Bidder must be adaptable to any changes to the SAA portfolio, with a three month notice period. The changes may have financial implications on the contract.

3.4 Procurement

The successful Bidder must have ability to assist with the procurement of:
spares/parts/equipment/consumables required by SAA, from time to time, applicable to the FM scope.

3.5 Consortiums

In the case of Consortiums, within six months after Letter of award, all tender requirements will apply to the Consortium. The Consortium will have to be registered for this contract. Failure to this condition, can result in suspension or termination of the contract.

4 The Project's Aims

The Project's principal aims are:

- To procure and provide for a period of **5 years (with an option of a further two (2) years extension should the awarded service provider be able to provide lucrative cost saving on the contract)** the services of competent Facilities Management Service Providers who have the capability and capacity to meet the needs of SAA.

- Procure FMSP/s that provide value for money
- To appoint FMSP/s that are able to add value to their service offering
- To maintain both the full functionality of the facility and preserve and protect the value of assets
- To ensure that SAA is able to fulfil its core mandate
- To enable and provide a safe working environment
- To facilitate the interface between the SAA and all other stakeholders
- To provide a functional and pleasing environment for both staff and visitors to the site

5 Bidders options

The tender will allow bidders options to bid on either of the services cognisant of the tender condition to be awarded in part or in full. Bidders are able to bid as a whole for all **Soft Services and Workplace Services** or per services as **Cleaning Services**; which consist of Cleaning, Hygiene, Office Churn and Pest Control (only provision costs) and **Gardening and Landscaping Services**. The contract will also make provision to include ad hoc maintenance services as and when they arise at an agreed baseline rate.

Bidders with a national footprint are entitled to bid on a national basis however joint ventures/Consortiums (with proper contracting), will also be allowed.

6 Business unit accounting

Facilities Maintenance services are to be provided to the three SAA business units comprising of SAA Corporate, SAA Technical and SAA Cargo.

These three business units must be treated separately from an accounting perspective.

It is a SAA business requirement that FMSP/s must invoice for their services on a per business unit and per geographical location basis.

SAA, as the implementing agent, will issue a single contract to the successful bidder/s for providing services across all three SAA business units. (Corporate, Technical & Cargo).

7 Requirement for Contract Management Staff

Refer to the Costing Schedule for the current staff requirement. Take note that SAA require bidders to show aggressive efficiencies resulting in resource optimisation, be it through bidding of services in part or as a whole.

8 Costing Schedule

Annexure 5 is the Costing Schedule which needs to be completed by bidders.

9 Operational accommodation

FMSP/s will engage with SAA to secure space from which they can conduct their operational activities. This includes office accommodation, equipment storage space and storage space for attic stock.

This existing space with exiting limited furniture will be provided to the FMSP/s at no charge.

10 Minimum Professional Outputs, Standards & Performance required to deliver services

SAA's requirements for the facilities management services for the duration of this appointment includes that:

- All work undertaken by FMSP/s shall be in accordance with the minimum requirements of relevant legislation, good industry practice, appropriate professional and technical standards and comply with the requirements of appropriate professional bodies or institutions, including guidance notes and Codes of Practice where applicable. FMSP/s shall exercise all reasonable skill, care and diligence in the discharge of the duties required by the Contract of Agreement.

11 Performance Measurement

The applicable measurements will apply as indicated in Annexure 6- SLA Performance Scorecard for all FM Services

12 Insurance Requirement

INSURANCE TYPE	COVER IN RANDS
Contractors All Risk (inclusive of Public liability)	R100 Million

- FMSP/s shall provide sufficient trained personnel for proper performance of the obligations under the Contract of Agreement. FMSP/s shall also provide adequate supervision of the staff employed by the FMSP (or persons under their control).
- FMSP/s and their employees (or persons under their control) shall be aware of and comply with all relevant standards and any relevant new legislation.
- All work undertaken by the FMSP/s shall comply with all relevant statutory acts and regulations (e.g. Health and Safety Acts, Labour Relations Act, National Building Regulations, Environmental Act. etc.), SANS codes and industry standards.
- FMSP/s shall comply with all new acts and regulations coming into force during the planning and implementation of the Works.
- FMSP/s shall also take cognisance of SAA's operational requirements, security requirements, operating codes and other standards produced by government and other relevant agencies and conform to their recommendations where relevant.

- FMSP/s activities will be undertaken on the basis of minimal disruption to SAA and other occupants of these premises.
- FMSP/s must fully understand and take on board the implications of any failure by SAA to fulfil its core mandate and obligations due to any failure in the provision of FM services by the FMSP/s or any of their subcontractors.
- FMSP/s must ensure compliance with all legislation pertaining to the various FM services on all sites.

12 Penalties

Penalties/Credit will be contractually agreed as per the SLA KPIs'.

13 Access to site and on site movement

- Access to the site as well as access to different sections the facility by non-authorised, non SAA personnel can only be obtained when security clearance has been obtained. All FMSP resources requiring clearance will need to comply.
- FMSP/s are to familiarise themselves with the security protocols and clearance procedures so that these requirements do not negatively impact on the reactive response times.
- Resources who fail SAA's security clearance protocols shall be replaced at no cost to SAA.
- FMSP/s need to make provision for staff access security permit costs.
 - SAA offices: (R150.00 per access permit)
 - Staff requiring Lounges/SAA offices on airside access: (+/- R450.00 per access permit)

14 Client care survey

The appointed FMSP/s will be expected to undertake a client care survey relating to the different areas of operation on a quarterly basis.

Client Cares will only become a requirement post the mobilisation period.

FMSP/s are required to work together and coordinate their activities when planning their client care surveys so that only one consolidated questionnaire is issued to SAA for this purpose.

15 CAFM system and Data Base /Inventory

FMSP/s must operate within the structure and prescribed processes of the SAA INFOR EAM CAFM system.

15.1 Facilities Management Call Centre (Help desk)

SAA operates its FM Call Centre using the Softworx INFOR EAM platform.

The Call Centre is currently operated by an SAA outsourced Service provider and over time it is expected for this service to be integrated with the FM main contract, subject to upgraded systems and functionality and cost. SAA reserves the right to keep the service separate or integrated.

The call centre operates 24/5/365.

FMSP/s performance will be monitored by the CAFM system.

15.2 Call Centre terminology

To provide consistency of terminology with regard to FM calls to the Call Centre the following terminology will apply:

- On Time Attendance or Contact with the Requester/Client
- On Time Rectification or Restoration
- On Time Completion

15.3 Data base/inventory

INFOR EAM is populated with all assets.

FMSP/s are required to verify all assets, for which they are responsible or manage, as soon as possible after the date of appointment but not later than 2 months from appointment. Each asset must, as a minimum, be fully described and linked to its exact location. This data base/inventory is to serve as an input to the CAFM.

FMSP/s to check, verify and update agreed PPM schedules and standard times for each job plan.

FMSP/s are required to maintain their data bases/inventories for the duration of their contracts in the INFOR EAM system.

All data remains the property of the SAA and is to be handed over to SAA in a usable format, at any time when requested to do so, as well as the end of the contract period. It would be a plus if FMSP has own FM system.

16 Costs of consumables/ Cleaning Hygiene

All consumables will be discussed and agreed with the awarded Bidder in the Handover and mobilisation phase of the contract. Existing available stock can be negotiated with the out-going SP if applicable during the handover period. Allowance for consumables will be made on the pricing Schedule.

17 Supervision of outsourced subcontracts

Refer to Costing Schedule.

18 Partially or fully excluded FM services, temporary and permanent

18.1 Hazardous waste management and removal

SAA Technical is responsible for the collection, temporary on site storage and final disposal of hazardous waste.

18.2 Information technology and telecommunications maintenance

SAA appointed FMSP/s are required to maintain any Information Technology or telecommunications infrastructure or equipment. For clarity, the appropriate FMSP/s will remain responsible for maintaining the infrastructure housing and supporting the ICT equipment i.e. server rooms.

18.3 Security staff

All personnel performing access control and security functions on these sites are either SAA employees or contracted resources and will not be provided or managed by the FMSP/s.

18.4 ICT and Audio visual equipment

The maintenance of all ICT and audio visual equipment will be undertaken by SAA's internal ICT department.

18.5 Other SAA business units

Only the three SAA business units of Corporate, Technical and Cargo are currently nominated to receive FM services in terms of this tender.

SAA however reserves the right to engage and negotiate with the successful FMSP/s appointed by this tender process, for an extension of the provision of FM services to other SAA business units.

19 Working Hours

Working hours differ greatly across the business units. The following schedule is currently applicable but is subject to change.

CLEANING HOURS

Airport Lounges	Hours
OR Tambo International Departure Lounges	06:00 – 22h00 Monday to Sunday 18h00 - 06h00 Monday to Sunday (Night shift)
OR Tambo Domestic Departure Lounge	04h30 – 20h30 Monday to Sunday 19h00 – 07h00 Monday to Sunday (Night Shift)
OR Tambo International Arrivals Lounge	04h30 – 12h30 Monday to Sunday

Cape Town International –Domestic lounge	04h30 – 20h30 Monday to Sunday
King Shaka International lounge	04h30 – 20h30 Monday – Sunday
Port Elizabeth	06h00 – 20h00 Monday to Sunday
East London (Technical & SAA Lounge are not Operating)	04h30 - 20h30 Monday to Sunday
Airport Offices (All Terminals)	Hours
Monday to Friday	07h00 – 16h00
Saturday and Public holiday	07h00 – 15h00
Sunday	07h00 – 15h00
SAA Corporate (Airways Park & Inflight Services)	Hours
Monday to Friday	07h00 – 16h00
Saturday and Public holiday (Airways Park only)	07h00 – 13h00
Sunday	07h00 – 13h00
SAA Technical (All Terminals)	Hours
Monday to Friday	07h00 – 16h00
Saturday and Public holiday	None
Sunday	None
SAA Cargo (All Terminals)	Hours
Monday to Friday	06h00 – 15h00
Saturday and (Public holiday only on arrangements)	07h00 – 12h00
Sunday	None

GARDENING HOURS

SAA Corporate (Airways Park & Inflight Services) - ORTIA	Hours
Monday to Friday	07h00 – 15h30
SAA Technical (All Terminals)	Hours
Monday to Friday	07h00 – 15h30
SAA Cargo (All Terminals)	Hours
Monday to Friday	07h00 – 15h30

20

Service dependencies

- SAA shall provide the FMSP/s reasonable access to its facilities (subject to SAA's security policy) to enable the FMSP/s to meet their obligations in terms of their agreements.

- FMSP/s rely heavily on an efficient and reliable approval process to deliver its services to SAA effectively and efficiently. All service requests unduly delayed by the approval process or being cancelled will not be included in any performance calculation.
- Maintainability depends on appropriate design requirements that would be catered for when a design is executed. FMSP/s depend on being allowed an agreed and appropriate maintenance window to execute maintenance. FMSP/s will inform SAA should the allotted maintenance window periods not be sufficient, timely or approved in time allowing maintenance to be done. FMSP/s will not be responsible for undue downtime and non-adherence to maintenance schedules by SAA in not allowing access for maintenance work as requested.

21 Request Impact

Fault severity (impact of the request) will be determined in terms of the following 4 priorities per request:

1. Threat to People Health / Safety (injury risk)/ Environmental / Airport Security breach and threat to revenue generation ability/ or SAA's brand image/Safety of People
2. Negatively impacting on productivity of the work environment (affecting the productivity of SAA staff. Potential of extended damage to assets through
 - Theft
 - Vandalism
 - Further operational damage
3. Transgression of service standards as defined in the SLA.
4. None of the above

Category 4 work will be typical non-SLA ad-hoc work or service requests that have very little impact on SAA's workplace operations. These types of requests would be typically "nice-to-haves". The execution of these requests will thus be scheduled to fit available manpower, existing planned maintenance and available budgets.

22 Maintenance Schedule management plans

The FMSP is responsible for the updating of Maintenance Schedule management plans. The plans must be based on OEM specifications.

The details of this plans will be incorporated into the SAA INFOR EAM CAFM system.

23 Change Requests

- SAA may from time to time submit a proposal requesting changes to the Services.

- All Change Requests shall be given priority by FMSP/s. On receiving a Change Request, the FMSP shall consult with the SAA regarding issues arising from such Change Request, including the priority to be given to the Change Request.

24 Compliance with external entities

The FMSP will engage with the local authority and SAA regarding the maintenance of the site to comply with any specific requirements they may have in this regard.

25 Indicative number of resources

Where any reference is made in this SLS guideline or accompanying tender documents to an "indicative number of resources" required to perform a specific FM task or provide a service.

26 Exit Plan

- The FMSP/s shall within 6 months of appointment, prepare (with SAA's input and assistance) a draft Exit Plan (inclusive of any cost implications) and submit such draft Exit Plan to SAA for approval.
- SAA's minimum periods for handover and mobilisation are 2 months for handover and a further 4 months for mobilisation. No fees will be paid to the incoming FMSP during the handover (2 month) period.
- Performance measurement of the incoming FMSP will only commence after 6 months from appointment.
- The penalty/credit mechanism will only become effective after 6 months from appointment and will be on a case by case merit.
- The Exit Plan shall as a minimum, contain the following:
 - An up-to-date description of the Service and of the Materials and underlying processes used by FMSP in the provision of the Services
 - A detailed program of the proposed transfer process of the Services
 - A description of the continuing provision of the Services throughout the handover period
 - A description of the information security procedures required to be adhered to on termination and/or expiration of the Agreement
 - A description of any back-up and recovery procedures on termination

Service Level Specification

The Service Level Specification will be agreed and finalised within 2 months after the Letter Of Award is issued. The scorecard will form part of the Monthly management report.

8 POST AWARD PHASE

- We expect the bidder to mobilize the contract within 3 weeks
- The FM Compliance Manager (if a new person is recruited) CV must be submitted within 2 weeks after the Letter of Award and acceptance approved by SAA management.
- The approved resource must be deployed within 8 weeks after the Letter of Award. Invoicing must only reflect Operational staff deployed.