ANNEXURE F

FOR THE PROVISIONING OF HARDWARE, ARCHITECTURE, DESIGNING, PURCHASE AND SOFTWARE OF INFRASTRUCTURE FOR TRANSNET PORT TERMINALS (TPT), TRANSNET NATIONAL PORTS AUTHORITY (TNPA) AND TRANSNET CORPORATE CENTRE (TCC) FOR A PERIOD OF FIVE (05) YEARS

SERVICE LEVEL REQUIREMENTS (SLR)

TABLE OF CONTENT

1. INTRODUCTION AND SCOPE

1.1 Introduction

The purpose of this SLA is to define the service levels, performance targets, governance framework, performance measurement criteria, reporting obligations, escalation procedures, service credit methodology, and continuous improvement requirements applicable to the Services delivered under the Agreement.

1.2 Scope

This SLA applies to all services provided under the Data Centre Consolidated Infrastructure Programme, including but not limited to:

- Data Centre Consolidated Infrastructure planning, design, supply, installation and commissioning.
- Compute, storage, network and backup infrastructure.
- Cloud platform infrastructure and management services.
- Huawei Cloud Stack (HCS) platform services.
- Data Centre refresh and modernization services.
- Infrastructure migration and workload transition services.
- Disaster Recovery (DR) planning, implementation, testing and operational readiness.
- Infrastructure monitoring, alerting and performance management.
- Hardware and software maintenance services.
- Firmware, microcode and software patch management.
- Backup and recovery services.
- Incident, problem, request and change management services.
- Knowledge transfer, skills transfer and operational handover services.
- Technical support, reporting, governance and supplier relationship management services.

1.3 Service Level Application

The Service Levels defined within this SLA shall apply across two service phases:

- **Project Implementation Phase**
    - Service Levels applicable during:
    - Project planning and design.
    - Solution architecture activities.
    - Procurement and logistics.
    - Hardware delivery.
    - Installation and commissioning.
    - Configuration and integration.
    - Migration and cutover activities.
    - Testing and acceptance.
    - Training and knowledge transfer.
    - Project governance and reporting.
- **Post-Implementation Operational Phase (Business as Usual)**
    - Service Levels applicable after successful production handover and operational acceptance, including:
    - Infrastructure availability.
    - Incident response and resolution.
    - Hardware maintenance and replacement.
    - Monitoring and fault management.
    - Backup and recovery services.
    - Disaster Recovery readiness.
    - Capacity and performance management.
    - Operational reporting.
    - Service reviews and governance.
    - Continuous improvement activities.

2. DEFINITIONS

Definitions are given in the Master Services Agreement. Additional definitions and terms pertinent to this annexure are listed in Table 1: Definitions.

Table 1: Definitions

Term	Description
At-Risk Amount	The maximum monetary value that Transnet may receive in Service Level Credits in any one month. The maximum At-Risk Amount will only be credited if all Service Levels fail during a Measurement Interval.
At Risk Percentage	The percentage allocated to each Service Level Requirement and used in the calculation of Service Level Credits.
Compute Infrastructure	Physical and virtual server resources supporting business applications, databases, cloud workloads, disaster recovery services and associated infrastructure services.
Critical Incident (Priority 1)	An Incident causing a complete loss of service, major production outage, disaster recovery failure, critical infrastructure failure, or significant business disruption requiring immediate intervention.
Data Centre Consolidated Infrastructure Services	The services associated with the design, supply, installation, configuration, migration, commissioning, support, maintenance, monitoring and lifecycle management of infrastructure services delivered under this Agreement.
Business Day	Defined in the Master Services Agreement.
Close of Business	The end of a Business Day.
Closed	With reference to a ticket in the ticket logging tool, the ticket status which means that the ticket has been Resolved and finally Closed. The ticket cannot be reopened.
End User	A Transnet user who consumes the agreed to services as per scope of the Agreement.

Term	Description
Incident	An unplanned interruption to a service, reduction in service quality, infrastructure failure, performance degradation or event impacting normal service operation.
Measurement Interval	The period over which the Service Provider's performance of a Service Level will be measured in order to calculate the Service Level Achievement. Normally monthly.
Monthly Bill	For any Month, the total amount that Transnet is invoiced for services provided under the Master Services Agreement.
Request / Service Request	Defined in the Master Services Agreement.
Resolved	A ticket status in the ticket logging tool. 1. In the case of an Incident, it means that service has been restored or a work-around which is acceptable to Transnet is available. 2. In the case of a Request, it means that the request has been fulfilled. Service Level definitions may further expand on what 'Resolved' implies with reference to that specific Service Level.
Root Cause Analysis (RCA)	An investigation into the underlying cause of a Service Level Failure. Transnet may also request RCAs for any service delivery issue of concern to them.
Service	Defined in the Master Services Agreement.
Service Coverage Window (SCW)	Defined window of time during which the Service Provider will deliver a specified service according to a Service Level. See Table 4.

Term	Description
Service Improvement Plan	A Service Improvement Plan is a plan and road map, with milestones and dates, for improving service levels and/or service delivery.
Service Level	A service delivery performance area, with a Service Level Performance Target.
Service Level Achievement	The actual Service Level performance results for a Measurement Interval.
Service Level Credit / Service Credit	An amount in South African Rands which shall be credited by the Service Provider to the affected Transnet in the event of a Service Level Failure.
Service Level Failure	Failure to meet or exceed the defined Service Level Performance Target.
Service Level Measurement Period	The period for which the Performance Specification for a Service Level is measured. This period is a calendar month unless otherwise specified.
Service Level Performance Target	The minimum percentage, or other metric, that the Service Provider must achieve for a Service Level in a Measurement Interval for the Service Level to be achieved.
Service Level Report	A monthly report providing the Service Level Achievements per Service Level for the last Measurement Interval. It may include historic performance as well.
Standard Operational Report	Report agreed by Parties to be delivered to Transnet on a scheduled basis.
Service Review Pack	A set of reports and presentations reviewed and presented (by the Service Provider) at the Service Review meetings.

Term	Description
Weighting Factor / Service Level Weighting Factor	Each Service Level has a Weighting Factor expressed as a percentage. In the event of a Service Level Failure, the associated Weighting Factor is used in a formula to calculate the Service Level Credit due to Transnet in respect of that failure. The sum of all Weighting Factors shall equal 100%.

3. SERVICE LEVELS

NB: In an event whereby the tabled service level requirements are different from what Transnet has stipulated, the service provider is expected to provide a view on a structure used by the OEM. Taking into consideration the requirements tabled in both the scope document and the Service Level Requirements document.

3.1 The Service Levels are set out in detail in Table 5 (Service Levels – Specification and Targets).

3.2 The Service Provider agrees to deliver the Services at a sufficiently high quality to consistently meet or exceed the Service Level Performance Targets for each Service Level.

3.3 Not all aspects of the Services are covered by a Service Level. This in no way implies that those aspects are unimportant, and the Service Provider agrees to deliver all aspects of the Service with due care.

3.4 Each Service Level has a Measurement Period of a calendar month, unless otherwise specified in this document.

3.5 Service Levels will apply in two (2) phases:

- Project Phase Services including planning, design, procurement, delivery, installation, configuration, migration, testing, commissioning, training and acceptance activities.
- Post-Implementation Services (Business as Usual) including support, maintenance, monitoring, incident management, disaster recovery readiness, reporting and governance activities.

3.6 Service level performance shall be assessed through documented evidence including service management records, monitoring tools, incident records, maintenance records, project documentation, governance records and agreed reporting outputs.

3.7 Failure to meet the agreed service level performance targets may result in service level credits being applied in accordance with the agreed service credit methodology.

3.8 The service provider shall establish and maintain service level management practices to ensure developing issues are proactively identified, managed and resolved before they result in service level failures.

3.9 The service provider shall maintain documented procedures, measurement methods and supporting evidence for all service levels and shall make such information available to Transnet upon request for verification and audit purposes.

4. SERVICE LEVEL MANAGEMENT

4.1 The Service Provider will implement Service Level Management practices in a manner such that the delivery of Services to Transnet is rigorously managed against the agreed-to Service Levels. This includes tracking, monitoring, and managing performance so that:

4.1.1 Developing issues which could lead to Service Level Failures can be proactively identified and appropriate corrective action(s) taken which are aimed at preventing a failure or reducing the impact should a failure occur.

4.1.2 Service Level Failures go through a formal process of Root Cause Analysis and preventative actions are subsequently implemented.

4.1.3 Service Level reporting is accurate and auditable.

4.2 The Service Provider will produce and maintain standard operating procedures detailing the tools, procedures, calculations, and raw data sources used to measure and calculate Service Level Achievements. The Service Provider will deliver this document to Transnet by the agreed date, but no later than two months following commencement of services.

4.3 The Service Provider will give Transnet access to any raw data, and transformed data, used in the Service Level reporting.

4.4 Both parties will do monthly quality checks on a random sample of a minimum of 5% of the Incident and Request tickets pertaining to the Services. The quality checks will include, but not be limited to, correct categorisation/classification of the tickets and adequacy and quality of recorded information in the tickets.

4.5 The Service Provider shall provide Transnet with access to supporting performance records, monitoring information, incident records, service management records, maintenance records, change records, and any other information used for Service Level measurement and reporting.

4.6 Both parties may perform periodic quality assurance and audit reviews on service delivery records, Incident records, Service Requests, Change Requests, maintenance records, project records and Service Level reporting to validate the accuracy and effectiveness of the Service Level Management process.

4.7 The Service Provider shall maintain and update Service Improvement Plans (SIPs) where recurring Service Level Failures, performance concerns or operational risks are identified. Progress against Service Improvement Plans shall be reviewed during Service Review Meetings until closure.

4.8 The Service Provider shall support Transnet's Strategic Supplier Relationship Management approach through participation in service reviews, supplier performance reviews, technology roadmap reviews and executive governance forums as required by Transnet.

4.9 The supplier relationship shall be governed as a strategic supplier relationship throughout the contract period. The Service Provider shall participate in agreed governance structures, including operational service reviews, supplier performance reviews, technology roadmap reviews, executive governance forums and continuous improvement reviews.

4.10 The maturity of the supplier relationship shall be reviewed periodically against agreed performance, governance, innovation, risk management, service improvement and value-realisation measures. Where gaps are identified, the Service Provider shall develop and implement agreed improvement actions, which shall be tracked through Service Improvement Plans and governance action registers until closure.

4.11 The Service Provider's performance shall be managed through a structured Supplier Performance Management Framework aligned to agreed Service Levels, KPIs, reporting obligations, governance forums, escalation processes, Root Cause Analysis, Service Improvement Plans and supplier performance reviews. Supplier performance shall be reviewed through monthly service reviews, quarterly supplier performance reviews and executive governance forums where required. Performance outcomes, service failures, risks, improvement actions, innovation opportunities, value-realisation measures and contractual compliance matters shall be documented, tracked and reported until closure.

5. PERFORMANCE AND SERVICE DELIVERY REPORT PACK

5.1 The Service Provider will provide a monthly performance and service delivery report pack to Transnet's designated representative(s) within **10 Business Days** of the end of the month being reported on. The Service Provider may make a written request for an extension, but such extension will be granted at Transnet's sole discretion.

5.2 The content and layout of the report pack will be developed by the Service Provider and approved by Transnet. The Service Provider will accommodate all changes to the pack that Transnet may reasonably require from time to time.

5.3 Where relevant, information in the pack will be broken down by OD, Data Centre, Site level, and a Transnet-wide view also provided.

5.4 At a minimum the pack will include:

5.4.1 The Service Level Achievements (achieved and failed) for the period, with comparative data from past periods.

5.4.2 The Rand value of any Service Credits due because of Service Level Failures.

5.4.3 Where excused performance has been granted and applied to the Service Level Achievement, the Service Provider will report on both the before and after excused performance figures.

5.4.4 Other management information such as, but not limited to, trends on tickets logged and resolved, summary of reasons for requests for excused performance (if applicable) including a view on Service Improvement Plans, details of ticket quality checks done, and progress with preventative actions identified through Root Cause Analysis.

5.4.5 Business Continuity reporting including disaster recovery readiness status, disaster recovery testing results, replication status, Recovery Point Objective (RPO) performance, Recovery Time Objective (RTO) performance and business continuity risks and mitigation actions.

5.4.6 Supplier Risk Management reporting, including supplier-related risks that may impact service delivery as per agreed to report format that will be discussed with a successful bidder.

5.4.7 Knowledge Transfer and Operational Readiness reporting including training conducted, knowledge transfer activities completed, operational handover status, documentation delivered, operational readiness progress and outstanding operational support actions.

5.4.8 Minutes of the previous meeting (compiled by the Service Provider) together with the action register, decision log, outstanding actions and governance approvals to be reviewed and approved so they may be signed off.

6. EXCUSED PERFORMANCE

6.1 Transnet recognises that the Service Provider may be prevented from meeting a Service Level (or the target on an individual ticket), due to material actions, or lack of actions, by Transnet and/or Transnet's 3rd Parties or challenges within the service provider processes.

6.2 The Service Provider will track and manage such occurrences during the month and report on them in writing, with the full circumstances, to Transnet's designated representative.

6.3 The Service Provider may request the Transnet/OD designated representative for excused performance on these tickets and/or affected Service Level as per approved process (use formal template and follow the process in place. The process and templates will be shared with a successful bidder).

6.4 The OD/Transnet will consider the merits of the request for excused performance and recommend approval or deny the request. This must be fully documented and signed by both parties. It should be noted that the contract owner has the final say to approve or decline the request (as per approved process).

6.5 Any disputes for excused performance will be taken through the agreed escalation path for arbitration.

6.6 All provisions for excused performance must be carried out timeously, and prior to the delivery of the Service performance pack.

6.7 The excused performance process will be discussed in detail with an awarded service provider and amendments to be effected where needed.

7. SERVICE REVIEW MEETINGS (MONTHLY/ WEEKLY)

7.1 The Service Provider will meet with the OD representative(s) on a regular basis as required by the OD (weekly at a minimum) to discuss service delivery at OD-level (where required).

7.2 A monthly Transnet-wide Service Review Meeting will be held between the parties, according to the provisions in the MSA, and failing that, by mutual agreement the time maybe rescheduled to suit all stakeholders.

8. ROOT CAUSE ANALYSIS REPORTING

8.1 In the event of a Service Level Failure, the Service Provider shall provide a Root Cause Analysis (RCA) report using a Transnet approved format. The RCA report shall detail the underlying root cause of the Service Level Failure as well as any contributing factors, and set out remedial actions, with planned completion dates, that the Service Provider shall take to prevent further such failures.

8.2 Progress on remedial actions will be tracked to completion in subsequent OD level (where required) and Service review meetings. Transnet may request more frequent progress updates.

8.3 Transnet shall have the right to ask the Service Provider to make quality improvements to the RCA report and Transnet will approve the report only once it is satisfied with its quality.

8.4 All RCA reports shall be signed off by Transnet and Service Provider representatives.

8.5 Transnet may at its discretion request an RCA report on any matter of concern it has regarding the delivery of services provided under the Master Services Agreement. Such report shall be provided by Close of Business on **the fifth Business Day** following the request, or later as proposed by the Service Provider and agreed to by Transnet.

9. SERVICE LEVEL CREDITS

9.1 The process to calculate Service Level Credits is stipulated in **Annexure G** Service Level Credit Methodology.

9.2 If the Service Provider does not report on the Service Level Achievement for any Service Level **within 1 (one) month** after the end of a Reporting Interval, the Service Level shall be deemed to have been failed, and the Service Level Credit in respect of that Service Level shall become due. Under exceptional circumstances the Service Provider may request Transnet to extend the one-month period. Transnet will consider the merits of the request and decide whether to grant the extension.

9.3 The Service Level Credit Methodology also reflects Service Level Weighting and At-Risk amount per Service Level Requirement.

10. SERVICE DESK

10.1 Users will report Requests and Incidents including Change Management Requests to the Service Desk designated by Transnet (with possible integration to the Service Providers tool).

10.2 All Change Management requests that will affect the Transnet environment or services should be communicated to Transnet prior to the change being implemented. All reports on change interventions will be reflected in the monthly service review pack.

10.3 In the event that an integration is required, the Service Provider will implement an automated solution (at their own cost) for bi-directional bridging between the Transnet designated Service Desk, and the Service Provider' Service Desk (system integration into Transnet ITSM tool).

10.4 All parties to consider including transition SLA's as they might be different from post implementation SLA's. Prior to commencement of the transition period, the parties should engage on onboarding of the new service provider onto Transnet Service Desk environment while integration is addressed during the transition period.

10.5 The Service Provider's Service Desk will be available during the agreed to operational hours as defined in **Table 2: *Service Coverage Window*.**

11. SERVICE COVERAGE WINDOW

11.1 For the services consumed on this contract, Service Levels will be measured according to the Premium Service Class defined in Table 1: *Service Coverage Window*. However, there are Service Levels where the Standard or Extended Service Class may apply.

11.2 The SLA Clock should be paused during periods outside the designated Service Coverage Window.

11.3 The SLA Clock shall start once the ticket has been assigned to the designated Service Desk.

11.4 From time-to time, Transnet may need Ad Hoc support outside of a Service Coverage Window. This would be mainly when an Incident occurs 'afterhours' and must be attended to urgently. Very occasionally, Ad Hoc support may be needed under other circumstances. E.g., an on-site presence may be required. Service Levels will be treated according to the priority on the incident. Performance monitoring should consider travelling that might be required to get to site.

Table 2: Service Coverage Window (SCW)	
Service Class	**Service Coverage Window**
Standard	Normal office hours: 07:00 - 17:00 on Monday to Friday, excluding public holidays
Extended	Extended Office Hours - 07h00 - 22h00 Monday to Friday and 07h00 am 17h00 on Saturdays, including public holidays
Premium	Full - 24 hours a day, 7 days a week, all year round

12. OPERATIONAL REPORTS

12.1 The Service Provider will provide Transnet with suggested Standard Operational Reporting which will be reviewed and approved (with any changes required) by Transnet. These reports will be developed and delivered by the Service Provider at no additional cost to Transnet. Refer to section 5 of this document for a view on some of the reports expected on a monthly reporting interval (including transition/project related phase).

12.2 From time to time, Transnet may request changes or improvements to the Standard Operational Reports, additional Standard Operational Reports, or request an ad hoc report. These changed reports and ad hoc reports will be developed and delivered by the Service Provider at no additional cost to Transnet.

KEY PERFORMANCE INDICATORS (KPIS)

The service provider shall be measured against key performance indicators ("kpi's") to assess overall service performance, contract compliance, operational effectiveness, governance maturity and achievement of service objectives throughout the contract period. The KPI framework shall complement the service levels defined in this SLA and shall be reviewed during monthly service review meetings, quarterly supplier performance reviews and other governance forums agreed between the parties.

Table 3: Key Performance Indicators

Table 3: KEY PERFORMANCE INDICATORS			
3. Reporting and Analytics			
Column A **KPI Category**	**Column B** **KPI Description**	**Column C** **Measurement Frequency**	**Column D** **Target**
Service Availability	Infrastructure Availability achieved against agreed SLA targets.	Monthly	≥ 99.9%
Incident Management	Percentage of Incidents resolved within agreed SLA targets.	Monthly	≥ 95%
Innovation and Continuous Improvement	At least one meaningful innovation or improvement proposal, with approved initiatives tracked to closure.	per quarter	≥ 95%
Hardware Support	Percentage of hardware faults resolved within agreed support targets.	Monthly	≥ 95%

Backup Services	Successful completion of scheduled backups.	Monthly	≥ 98%
Disaster Recovery	Successful completion of DR testing and achievement of RPO/RTO targets.	Quarterly	100%
Change Management	Percentage of successful changes implemented without service disruption.	Monthly	≥ 95%
Service Requests	Percentage of Service Requests completed within agreed timelines.	Monthly	≥ 95%
Reporting & Governance	Timely submission of all agreed reports and governance documentation.	Monthly	100%
Service Review Pack	Delivery of Monthly Service Review Pack within agreed timelines.	Monthly	100%
Billing Accuracy	Accuracy of invoices submitted to Transnet.	Monthly	≥ 99%
Knowledge Transfer	Completion of agreed training, documentation and handover activities.	Quarterly	100%
Operational Readiness	Completion of agreed operational readiness and support handover deliverables.	Quarterly	100%
Customer Satisfaction	Customer satisfaction rating from Transnet stakeholders.	Quarterly	≥ 85%

Service Improvement	Closure of agreed Service Improvement Plan actions within agreed dates.	Quarterly	≥ 90%

PROJECT PHASE SERVICE LEVELS - SPECIFICATION AND TARGETS

The table below reflects a view on expected performance levels, noting that a proposed project plan will be shared by the awarded Service Provider for discussion and agreement to timelines.

TABLE 4:

Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Performance Target**
The following minimum communication forums apply: • Monthly Steering Committee meetings will be held on Microsoft Teams or at Transnet Group Head Office in Johannesburg as per the schedule to be agreed by both parties. • Weekly project meetings will be held on Microsoft Teams on the	• Attendance logs from Microsoft Teams. • Meeting minutes and action item trackers. • Document submission timestamps. • Weekly attendance records. • Meeting minutes and progress update logs. • Communication records	• Attend **at least 95%** of scheduled Monthly Steering Committee meetings, held via Microsoft Teams or at Transnet Group Head Office in Johannesburg. • Join meetings **within 5 minutes** of the scheduled start time. • Submit relevant agenda items, reports, and documentation **no later than two (2) working days** prior to each meeting. • Ensure that **at least 90%** of action items assigned during previous meetings are

day to be agreed by both parties. • Ad hoc and or Emergency Meetings as and when required	confirming schedule changes. • Timestamped meeting requests and responses. • Attendance records. • Post-meeting documentation.	completed and reported on by the next scheduled meeting. • Attend at least 98% of scheduled weekly project meetings, held via Microsoft Teams. • Confirm any changes to meeting schedules within 24 hours of notification. • Provide verbal or written progress updates during each meeting. • Respond to requests for ad hoc or emergency meetings within **two (2) hours** during business hours (08:00–17:00 SAST). • Attend **at least 90%** of ad hoc or emergency meetings when requested. • Provide a meeting summary or action plan within **one (1) working day** following the meeting.

Official communication between Transnet and the contractor shall be done by e-mail.	• Timestamped email and Teams message logs. • Response time tracking via communication platforms.	• **Standard Queries**: Respond to routine emails or Microsoft Teams messages within **one (1) business day**. • **Urgent Queries**: Acknowledge and respond to urgent communications within **two (2) hours** during business hours (08:00–17:00 SAST). • **Acknowledgement**: All communications must be acknowledged within the specified timeframes, even if a full response requires additional time.
Installation & Commissioning	• Completed installation, configuration, testing, commissioning and operational handover activities measured against the approved Project Plan, implementation schedule, acceptance criteria and signed acceptance documentation. Measurement shall be based on milestone achievement, completion certificates, commissioning	• Coverage ≥ 95% within agreed implementation timeline-No penalty. • Coverage ≥ 90% and < 95% within agreed implementation timeline-Service Provider to submit corrective action plan and daily progress updates until achievement of target. • Coverage ≥ 85% and < 90% within agreed implementation timeline-Service Provider to submit recovery plan, resource remediation plan and progress reports to Transnet.

	reports, acceptance records and project governance documentation.	• Coverage < 85% within agreed implementation timeline or failure of any critical commissioning activity required for production readiness- Formal escalation and Root Cause Analysis (RCA) required. • Any delay against approved project milestones shall be reported immediately together with recovery actions and revised completion dates. • All installation and commissioning deliverables must be formally signed off by Transnet prior to progression to the next project phase.
The service provider will be required to submit: • Weekly progress reports • Risk and issue logs • Updated project plans and resource utilization reports	• Timeliness and completeness of reports. • Alignment with project milestones and meeting agendas.	• Submit **weekly progress reports** summarizing key activities, milestones, risks, and next steps. • Provide **monthly summary reports** aligned with Steering Committee meetings. • Ensure all reports are submitted **at least one (1) working day** before scheduled meetings.
Quality Assurance & Testing: Deliverables will undergo rigorous quality	• Deliverables shall undergo quality assurance and testing activities including System	**Planning**:

assurance checks, including: • System Integration testing • User acceptance testing (UAT) • Performance and security testing • Acceptance criteria will be clearly defined and agreed upon before test plans sign-off.	Integration Testing (SIT). • User Acceptance Testing (UAT), Performance Testing, Infrastructure Validation Testing. • Disaster Recovery Testing and Security Validation Testing (where applicable). • Measurement shall be based on approved test plans, test execution reports, defect logs, defect resolution records, acceptance reports and signed-off test results.	• Submit test plans, test cases and success criteria at least five (5) working days before commencement of testing. • Ensure all test cases are traceable to the approved requirements and scope. **Execution & Defect Management**: • Resolve Critical defects within two (2) Business Days. • Resolve Major defects within five (5) Business Days. • Achieve a minimum defect closure rate of 95% prior to production cutover or go-live. **Quality Metrics**: • Achieve a minimum UAT first-time pass rate of 90%. • Post implementation defect rate shall not exceed 2% of implemented deliverables. • Root Cause Analysis shall be completed for recurring or Critical defects. **Compliance**: • Participate in all quality assurance reviews and testing governance forums.

		• Ensure all deliverables comply with Transnet standards, approved designs, technical specifications and acceptance criteria prior to sign-off.
Training After the completion of the Pilot Deployment, the service provider shall provide hand-holding services to Transnet end users, provide training, skills transfer and change management to Transnet identified resources. The service provider to ensure that there is clear separation of the end users training and the post implementation support to be provided to the project.	• Training attendance logs • Participant feedback and evaluation forms • Timeliness and completeness of training materials and post-training support	• Submit detailed training plan and materials **at least five (5) working days** before the scheduled training. • Ensure materials are accurate, relevant, and aligned with project deliverables. • Conduct training sessions as per the agreed schedule, with **100% adherence** to planned dates and times. • Achieving a **minimum participant satisfaction score of 85%**, based on post-training evaluations. • Ensure **at least 95% attendance** by targeted participants. • Provide training recordings, manuals, and FAQs within **two (2) working days** after each session. • Respond to post-training queries within **one (1) business day**.

Stakeholder Feedback & Evaluation (Customer Satisfaction): Subsequent to the completion of training the service provider shall ensure that: • Feedback will be collected from end-users and business units during and after implementation. • Surveys and interviews will be used to assess: ➢ Ease of use ➢ Training effectiveness ➢ Overall satisfaction with the solution and support	• Survey results and evaluation scores • Feedback session attendance and reporting • Corrective action logs and implementation tracking	• Achieve a **minimum satisfaction score of 85%** across key stakeholder groups, based on quarterly surveys or evaluations. • Address any negative feedback or concerns within **five (5) working days** of receipt. • Participate in **quarterly stakeholder feedback sessions** coordinated by Transnet. • Submit a **Stakeholder Feedback Summary Report** within **five (5) working days** of each session, including key insights and proposed corrective actions. • Implement agreed corrective actions from stakeholder feedback within **ten (10) working days**. • Demonstrate measurable improvements in stakeholder satisfaction over time.
Billing (Project phase, transition phase): Adhere to Transnet's billing policies, formats, and approval workflows.	• Include all required supporting documents (e.g., timesheets, deliverable acceptance forms, progress reports) with each invoice.	• Submit invoices **within five (5) working days** of the end of each billing cycle or milestone completion. • Respond to billing-related queries within **two (2) working days**.

	• Invoice submission logs • Error rate in submitted invoices • Query response times	• Ensure **100% accuracy** in invoicing, including correct rates, quantities, and applicable taxes. • Resolve any billing discrepancies within **five (5) working days** of notification.

POST IMPLEMENTATION SERVICE LEVELS - SPECIFICATION AND TARGETS

1.1. Table 5: *Service Levels* details the Service Levels and their respective Service Level Performance Targets. These targets will come into effect post-implementation of each module then monitoring will resume.

Table 5: SERVICE LEVELS			
1. Incident Response and Resolution			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
The percentage of Incidents which are Resolved within target. Incidents include system down or inaccessible faults, inability to login to the system, unavailable reports system, unavailable reports etc	• All Incidents shall be measured and reported at Operating Division level and consolidated into a Transnet-wide view. • Service Level Credits shall apply at the applicable measurement level.	Service Level Achievement (%) = (Total number of Incidents resolved within target resolution time ÷ Total number of Incidents resolved during the Measurement Interval) × 100	**Priority 1 (Critical Incident)** • Response Time ≤ 15 minutes • Service Restoration ≤ 4 hours **Priority 2 (High Incident)** • Response Time ≤ 30 minutes • Service Restoration ≤ 8 hours **Priority 3 (Medium Incident)** • Response Time ≤ 1 hour • Service Restoration ≤ 24 hours

			Priority 4 (Low Incident) • Response Time ≤ 4 hours • Resolution ≤ 3 Business Days **Overall Performance Target:** • ≥ 95% of Incidents resolved within applicable target times. • Major Incident communication updates to be provided every 30 minutes until service restoration. • Root Cause Analysis required for all Priority 1 incidents and recurring Priority 2 incidents.

Table 5: SERVICE LEVELS			
2. Infrastructure Monitoring and Asset Visibility			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
Measures the visibility, monitoring and reporting of supported infrastructure components within the managed environment.	Measurement shall be reported monthly and based on assets configured and available within the approved monitoring platform.	Service Level Achievement (%) = (Number of monitored infrastructure assets reporting successfully ÷ Total number of supported infrastructure assets) × 100	• ≥ 98% of supported infrastructure assets monitored and reporting successfully. • ≥ 95% of critical infrastructure assets continuously monitored. • Infrastructure inventory, monitoring status and exception reporting to be included in the monthly Service Review Pack. • Monitoring configuration changes to be updated within five (5) Business Days of implementation.

			• Monitoring gaps and failed asset reporting to be identified and corrected within five (5) Business Days of detection.

Table 5: SERVICE LEVELS			
3. Reporting and Analytics			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
Measures the timely delivery, completeness, accuracy and availability of operational, service, infrastructure, project, disaster recovery, maintenance, SLA and governance reports required under the Agreement.	• Reports shall be measured monthly against agreed reporting schedules and approved reporting requirements.	Service Level Achievement (%) = (Number of reports delivered accurately and within agreed timelines ÷ Total number of reports due during the Measurement Interval) × 100	• ≥ 98% of required reports delivered within agreed timelines.

Table 5: SERVICE LEVELS			
4. Infrastructure Availability			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
Measure the percentage of time that the infrastructure environment is available and functional	• Measures the percentage of time that the infrastructure environment is available and operational. • Planned maintenance windows will be presented by the Service Provider and approved by Transnet.	Service Level Achievement (%) = (Total Available Service Time – Total Unplanned Downtime) ÷ Total Available Service Time) × 100	• Infrastructure Availability ≥ 99.9% per calendar month. • Any unplanned outage exceeding thirty (30) minutes shall be recorded as a Service Incident.

Table 5: SERVICE LEVELS			
5. Monthly Service Review Pack			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
Monthly Service Review Pack	Monthly Service Review Pack is delivered no later than Close of	If the Pack is delivered no later than Close of Business on the 10th Business Day of the Month, then this	• Monthly Service Review Pack delivered no later than Close of

Table 5: SERVICE LEVELS			
5. Monthly Service Review Pack			
Column A **Service Level Description**	**Column B** **Measurement Notes**	**Column C** **Formula**	**Column D** **Performance Target**
	Business on the 10th Business Day of the month.	Service Level is met, otherwise it is failed. Any challenge should be communicated by the Service Provider and agreed to by both parties. Approval will be at Transnet's discretion.	Business on the **10th Business Day** of the month. • 100% of agreed reporting components included in the Service Review Pack.