



ANNEXRE – J

SERVICE LEVEL AGREEMENT – HVAC

1. PROPOSAL SPECIFICATION

1.1. Scope of Work

The HVAC plant can be divided into the following sections but not limited to:

- Variable Refrigerant Volume/Flow (VRV/F) Systems including all accessories such as BS Boxes, Refnets, all indoor and outdoor units.
- Actuators
- Fire and fresh air Dampers
- Extraction & fresh air Fans including filters
- Variable Speed Drives (VSD)

The appointed service provider will be required to provide maintenance services for the Heating, Ventilation and Air-conditioning (HVAC) systems including all the above equipment or plant during the second (2) after installation.

1.2. General

- 1.2.1. The successful service provider will be responsible for the maintenance of the Heating, Ventilation and Air-conditioning systems (HVAC) including the refrigeration units at the CSIR TSO Building situated at Stellenbosch for a period of 12 months. The maintenance schedules or intervals are as per the bill of quantities.
- 1.2.2. The service provider will be required to respond to system failure/faults and call outs as and when required.
- 1.2.3. The service provider will also be required to supply and install spare parts on an ad hoc basis as and when required, subject to CSIR approval.

1.3. Call Outs

- 1.3.1. The service provider shall offer continuous technical support to CSIR TSO, addressing any inquiries and assisting in troubleshooting (24/7 operations).
- 1.3.2. The service provider is required to respond to incidents within the following timeframes from notification:
 - a) Critical incident = 1 hours from notification.
 - b) All other incidents = 2 hours from notification.
- 1.3.3. The service provider shall ensure that standby arrangements for call outs are always in place.
- 1.3.4. Upon appointment and commencement of services, the service provider must furnish the CSIR with a call-out list containing the names and contact numbers of technicians involved in the project.

1.4. Maintenance Staff

- 1.4.1. The service provider shall employ and manage its Maintenance Staff to ensure timely, efficient execution of the Works with minimum interruption to the CSIR ICC.
- 1.4.2. Technicians and any other staff members working at the CSIR must be issued with safety clothing with the company's name clearly visible.

1.5. Safety and security considerations

- 1.5.1. Upon appointment, the Contractor shall be expected to submit a safety file prior to commencement of works.
- 1.5.2. The Contractor to ensure all work performed and/or equipment used on site complies with the Occupational Health and Safety Act (OHS Act No 85 of 1993 and its Regulations).
- 1.5.3. During progress of the works and upon completion thereof, the Site of the Works shall be kept and left in a clean and orderly condition. The Contractor shall store materials and equipment for which he/she is responsible in an orderly and safe manner and shall keep the site free from debris and obstructions.
- 1.5.4. All redundant materials and waste arising from the work must be regularly removed from the site at the contractor's cost.

2. SERVICE LEVEL INDICATORS

2.1. Introduction

The purpose of the Service Level Indicators is to guide and document the expectations and requirements of the services to be rendered to the Tendering Institutions by the Service Provider.

This document may be used as the benchmark against which reviews and, as appropriate, modifications to the service provided by the Service Provider shall take place.

2.2. Key Performance Indicators

Key performance indicators (KPIs) are management tools designed to monitor supplier performance and help meet the goals, objectives and service levels of the contract.



3. RANGE OF SERVICES

The Services rendered are reflected in the Scope of Work (**Annexure B**: Technical Specification).

4. MEASUREMENT CRITERIA

The following table lists a comprehensive number of Key Performance Areas and Indicators:

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Comments
Equipment maintenance	Planned maintenance schedule compliance	Prevent Maintenance (PM's) are completed within the scheduled time	Archibus schedule	10%	
	Equipment availability	99% availability to be maintained for all systems.	Monthly	15%	
	Corrective maintenance	All issues are resolved within agreed timeframes	Per event	15%	
	Prompt response to ad-hoc requests for HVAC maintenance including fault findings and repair work	Response to be in line with strict SLA timelines	Per request	10%	
	Rework rate	To be sustained below 5%	Annually	10%	
	Preventive maintenance should be done on the aircons	Prevent Maintenance (PM's) are completed within the scheduled time	3 months	10%	
	Reporting and documentation	Intervention reports are provided within 5 working days from the date of execution of the CM or PM	Monthly	5%	
SHEQ compliance	Compliance with all the set regulations under health and safety act and any other relevant legislation	100% compliance to SHEQ regulations and CSIR policies/ procedures/ protocols.	Monthly	10%	
	Incident management	Zero SHEQ incidents and near misses	Monthly	5%	
Complaints management	Complaints handling, investigation and closure	Complaints are investigated and feedback is provided within 5 working days of receipt of the complaint.	Per event	5%	
Sustainability	Tracking and reporting of system performance metrics	The installation delivers within 5% of design point	Monthly	5%	

