



ANNEXURE - K

SERVICE LEVEL AGREEMENT – LIFT

1 SCOPE OF WORK

The CSIR requires the service provider to perform a comprehensive maintenance service (type B contract) to the lifts, with due regard for the age of the lifts. The service provider will be required to:

- 1.1** Systematically examine the equipment in accordance with the lift regulations/ standards and the Manufacturer's requirement at monthly intervals.
- 1.2** Ensure that maintenance work of a technical nature shall be performed by "Competent" persons as defined by the Occupational Health and Safety Act who are qualified Lift Mechanic/s experienced and skilled in maintaining equipment similar to which are subject matter of this request and who are employed and supervised by the service provider. CSIR reserves the right to request and be granted copies of certificates of qualification/ competence for the Lift Mechanic/s or Senior Technical personnel.
- 1.3** Not to permit the maintenance agreement to be assigned, transferred, or modified without written approval of the CSIR.
- 1.4** To perform the maintenance and repair work required in terms of the Maintenance Agreement during regular working hours being Monday to Friday during the hours of 08:00 to 16:30, statutory holidays excluded, except in the case of call-backs. Competent and qualified technicians shall perform all work of a technical nature.
- 1.5** To provide call out service twenty-four (24) hours a day, seven (7) days per week. The call-out service shall be carried out at no additional expense to the CSIR unless caused by misuse or abuse of the equipment. Technicians shall be equipped with adequate communication equipment to ensure a minimum delay in the response to emergency call- backs.

- 1.6 To supply, repair and replace all parts of every description made necessary by normal wear and tear without expense to the CSIR when such replacement or repair is deemed necessary by the service provider in accordance with the Maintenance Agreement" and the manufacturer's requirements. Only parts that are correctly designed, manufactured and suitable in all respects, shall be used.
- 1.7 To replace all parts timeously, thereby limiting the incidence of break- downs, unplanned maintenance or repair and consequently maintain maximum equipment operation.
- 1.8 To ensure that within a one (1) month period after being appointed for the maintenance work, all wiring diagrams and other drawings of a technical nature related to the equipment are available for the sole use of the service provider, the CSIR or its technical personnel. The wiring diagrams enclosed in plastic protection sleeves shall be located and retained in suitably sized and constructed steel cabinets/enclosures situated within the motor room/machine compartment; In the event where controllers have been modified outside of the Original Equipment Manufacturers, THe Service Provider will within 30 days provide the list of lifts for which they cannot find the drawings.
- 1.9 The Service Provider will do their utmost best to maintain all units on a comprehensive contract. Where parts are obsolete and cannot be sourced or manufactured the Service Provider and the CSIR will need to enter into discussions to find the way forward. In the event a lift needs to be modernized. The Service Provider will provide the CSIR with a proposal.
 - a) To provide within a one (1) month period after being appointed for the maintenance work, a maintenance site register/record book located in the machine room and maintain accurate records of all service procedures, site visits, stoppages, break downs, planned repairs and safety related equipment operation tests and checks. This register shall become the property of the CSIR and shall be kept in the motor room for a minimum period of ten (10) years as required by the Act.
 - b) To commence immediately on appointment for the maintenance work, to record all details as requested by a customer communication logbook (if so required and situated at a mutually agreed location) for effective two-way communication between the CSIR Facilities Management staff and Service Provider personnel. This logbook shall accurately record each and every site visit and attention to complaints raised by either party, especially during the first year of this contract.

- c) To provide, on request by the CSIR or its duly appointed Agents, reports detailing a history of the equipment call-backs, repairs, and break-down repairs to each and every lift.
 - d) To inform the CSIR verbally and in writing and act immediately on any potentially hazardous or undesirable situation which may cause harm to persons, or which may damage or reduce the life expectancy of the equipment situated within the shaft, machine room, pit and sheave room, or in the immediate vicinity of the equipment, even if the hazardous or undesirable situation does not form part of the service providers responsibility.
- 1.10 To inform the CSIR in writing at least forty-eight (48) hours prior to carrying out any planned major repair or modification to the existing equipment deemed necessary by the service provider, such as a rope-change, even if this modification may benefit the equipment or if the cost of this modification is for the service provider's account.
- 1.11 To carry out within a thirty (30) day period of being initially awarded the Lift Maintenance Agreement, Comprehensive "B" Report inspections and issue the necessary Certificates of Compliance. The winning bidder shall in addition to placing all the above documentation in its original form in the lift motor room, forward to the CSIR or their duly appointed Agent copies of same. This only applies if the Contractor responsible for the maintenance Comprehensive "B" Report service is changed by way of a new appointment. ("Competent Person" in terms of the OHS Act re- appointment). The costs to make good the repair items identified by the Comprehensive "B". Report shall be for the account of the CSIR. Priority is given to the safety related items, but due consideration should be given to the quality-related items that may impact upon reliability and therefore the achievement of the service level commitments.

2 MAINTENANCE OBJECTIVE

Without in any way limiting service provider's obligations, the service provider shall always ensure:

- 2.1 the safety and comfort of passengers using the equipment.
- 2.2 the accuracy and reliability of the equipment performance.
- 2.3 that preventative maintenance is always carried out.
- 2.4 that the equipment and associated spaces are always kept clean and presentable, and,
- 2.5 that the maintenance is carried out in a programmed sequence (Monthly and annual Preventative Maintenance Plan) to protect the CSIR investment.

3 PERFORMANCE LEVELS

3.1 Call-back rate

The Service Provider shall ensure that the frequency of equipment break-downs does not result in the target number of six (6) call-backs per unit per annum being exceeded.

The fault analysis (call-back rate) shall be compiled by the Service Provider on a monthly basis and assessed/calculated annually.

The twelve (12) month period used to assess the call-back rate shall be the period from the date or anniversary date of the commencement of the maintenance agreement to end of the month preceding the following anniversary date or per calendar year as agreed to in advance.

3.2 Down-time

The Contractor's (The Service Provider) maintenance plan shall be structured and implemented to ensure maximum equipment operation (i.e., availability and reliability) and the maximum downtime does not exceed four (4) hours per unit per month.

Planned Repairs requiring an outage (alternatively, an outage as a result of planned Repairs), will not be regarded as downtime on condition that the CSIR has approved in advance notification of such Planned Repairs.

Note:

- a) Down-time is the period the equipment is not in operation due to equipment break-downs or unplanned repairs that are not due to vandalism or abuse.
- b) Planned repairs requiring an outage (alternatively, an outage because of planned Repairs), will not be regarded as downtime on condition that the CSIR has approved in advance notification of such Planned Repairs.

3.3 Call-out Response Times

The service provider shall ensure at any time of the day or night, seven (7) days a week, inclusive of all statutory holidays, throughout the maintenance period, that Technicians are available to respond to callouts with regards to emergencies or breakdowns of the equipment.

The response times to call- outs shall be within the time period as set below and shall be the time the call is received by the service provider to the time the Technician arrives on site.

Maximum target – Call-back response times	Normal working hours	Outside normal working hours
Passenger entrapments (occupied stop)	30 minutes	45 minutes
Lift out of service (unoccupied stop)	60 minutes	90 minutes

4 PREVENTATIVE MAINTENANCE

4.1 Monthly Servicing

The service provider shall, monthly, systematically examine the equipment in accordance with all Regulations, the manufacturer's requirements, and the service provider's Maintenance Plan, and perform the necessary adjustments, component replacements, cleaning and lubrication. All lubricants shall be of the proper grade for the purpose used and as specified by the manufacturer.

Maintenance work shall include but is not limited to the following:

- a) Examining, cleaning and equalizing tensions of all main, selector, governor, and compensation ropes. Renewing of all ropes, when the rope-wear or condition exceeds the manufacturer's specification and/or the OHS Act requirements with regards to the maintenance and discarding of wire ropes. The ropes shall always produce an acceptable lift operation and shall ensure an adequate safety factor.
- b) Repairing and/or replacing all electrical wiring and conductors extending to all parts of the equipment from the load side of the Main Breaker switch, distribution panels or other points of supply in the machine room.
- c) Keeping the guide rails clean and properly aligned to ensure smooth and quiet operation.
- d) All oil reservoirs/pots shall be kept properly sealed to prevent leakage and dust ingress.
- e) To thoroughly test monthly, car and landing door locks mechanical and electrical, car door leading edge safety devices, emergency alarm bells, intercom, car door open buttons, and escalator handrail brush contacts and

emergency stop switches.

- f) To visually inspect monthly, lift floor levels and pits, reporting on and attending to non- compliances.
- g) Keeping the motor room floor, exterior of the machinery and any other parts of the equipment, properly painted and presentable at all times.

4.2 Quarterly Servicing / 3-Monthly

- a) The pits shall be thoroughly cleaned at maximum three (3) monthly intervals except in the case of observation lifts with visible pits, in which case the pits shall be cleaned at least once every month.

4.3 Six Monthly Servicing

- a) To thoroughly test at maximum six (6) monthly intervals, buffer electrical safety contacts, safety gear electrical contacts, governor electrical contacts, emergency stop switches, and all escalator electrical safety contacts.
- b) To thoroughly inspect and report at maximum six (6) monthly intervals, the main hoisting ropes, including selector, governor, and compensating ropes, as required by the Act.

4.4 Annual Servicing

- a) To thoroughly test and log at maximum twelve (12) monthly intervals, the car and counterweight safety gear, over-speed governors, ultimate limits, main brakes, and buffers.
- b) To thoroughly test by actuating the lift break-glass unit or fire signal at maximum twelve (12) monthly intervals, the lift emergency fire control operation (if fitted). The results and date of the test shall be recorded in the site maintenance register. CSIR or its duly appointed Technical Personnel shall be informed at least thirty (30) days prior to the test covered under this Section.
- c) To thoroughly test (if and where applicable) by simulation at maximum twelve (12) monthly intervals, the lift emergency stand-by power control operation (if applicable). The results and date of the test shall be recorded in the site maintenance register. CSIR or its duly appointed Technical Personnel shall be informed at least thirty (30) days prior to the test covered under this Section.

4.5 Other Components

- a) The following components shall be included as part of the Preventative Maintenance at no additional cost to CSIR:
- Replacing of Lift car light lamps or fluorescent tubes, and all signal lamps
 - Lift shaft lighting (if applicable) - lamps or fluorescent tubes
 - Lift motor room lamps or fluorescent tubes
 - The monthly testing of the lift intercom system (where applicable) and initiating quotes for repairs when needed, provided that this intercom equipment was not originally installed by the Lift Manufacturer or Maintenance Contractor(s).

5 SERVICE LEVEL INDICATORS

5.1 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.

5.2 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.



6 RANGE OF SERVICES

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

7 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
Performance levels	Call-back rate	Less than 6 call back per unit per annum	Annually	6 call backs
Performance levels	Down time	Maximum equipment operation	Monthly	Less than 4 hours
Call out response times	Availability of technicians	4 hours	Daily (life of contract)	Response within the contractual time limits per contract
Call out response times	Passenger entrapments (occupied stop)	30 minutes – Normal working hours 45 minutes – Outside normal working hours	Daily (life of contract)	Response within the contractual time limits per contract
Call out response times	Lift out of service (unoccupied stop)	60 minutes - Normal working hours 90 minutes - Outside normal working hours	Daily (life of contract)	Response within the contractual time limits per contract
Comprehensive B reports	Produce comprehensive B reports within 60 days of accepting the contract	9 comprehensive B reports	Once at beginning of contract	9 comprehensive B reports in the machine room
Comprehensive B reports	Produce comprehensive B reports every 2 years thereafter	9 comprehensive B reports	2 yearly	9 comprehensive B reports in the machine room
Preventative maintenance	Monthly service	Perform monthly service on all lifts in the contract	Monthly	9 monthly service reports submitted to maintenance department
Preventative maintenance	Six monthly service	Thoroughly test buffers electrical safety contacts, safety gear electrical contacts, governor electrical contacts, emergency stop switches and all escalator electrical safety contacts.	6 monthly	Recorded on the escalator service book.
Preventative maintenance	Six monthly service	Thoroughly inspect and report the main hoisting ropes, including selector, governor and compensating ropes as required by the Act.	6 monthly	Recorded on the escalator service book.
Preventative maintenance	12 monthly service	Thoroughly test and log the car and counterweight safety gear, over-speed governors, ultimate limits, main breaks, and buffer.	12 monthly	Recorded on the escalator service book.
Preventative maintenance	12 monthly service	Thoroughly activate the lift break-glass unit of fire signal, the lift emergency fire control operation. Record results on the CSIR site maintenance	12 monthly	Record on CSIR site maintenance register.

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service
		register. CSIR technical staff shall be informed 30 days before this activity takes place.		
Preventative maintenance	12 monthly service	Thoroughly test by simulation the lift emergency stand-by power control operation. Results and date of the test shall be recorded on the CSIR site maintenance register	12 monthly	Record on CSIR site maintenance register.
Preventative maintenance	Components forming part of the contract at no additional cost to CSIR	Replacing lift car light lamps or fluorescent tubes, and all signal lamps.	As and when required	No audit finding
		Lift shaft lighting – lamps or fluorescent tubes	As and when required	No audit finding
		Lift motor room lamps or fluorescent tubes	As and when required	No audit finding
		Testing of the lift intercom system	Monthly	No audit finding

8 MAINTENANCE PLAN

- 8.1 The Contractor shall prepare a detailed Maintenance Plan for the equipment, which the Client shall review and acknowledge, and which shall form an integral part of the Agreement.
- 8.2 The Contractor shall perform the maintenance in accordance with the Maintenance Plan. Acceptance of the Maintenance Plan by the Client or its duly appointed Agents shall not limit in any way the Contractor's responsibility to undertake whatever tasks are required during the maintenance period to ensure achievement of the Maintenance Objectives and safe operation of the Lifts.
- 8.3 The Maintenance Plan, which is an integral part of this Agreement, shall include, as a minimum, the month-by-month program for a five (5) year period detailing the work planned to be carried out on each item of equipment.
- 8.4 The maintenance work shall be monitored and reported against the Maintenance Plan, and the terms and conditions of this Agreement. The Maintenance Plan shall be reviewed and updated as necessary by agreement between the parties.
- 8.5 Where the Maintenance Plan is in conflict with this Agreement by way of offering a lesser service, this Agreement shall be deemed to supersede the Contractor's Maintenance Plan.
- 8.6 The Maintenance Plan shall clearly indicate the safety procedures to be followed when passenger entrapment call-backs are received.