

Provision to hire Empty Container Handler five (ECH) for Cape Town Container Terminal for a period of twelve (12) months.																
Category	TASK	PARTY		WHEN	FREQUENCY	API	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT				COMMENTS / NOTES		
		SP	TPT							WEIGHT	SCORE	WEIGHTED SCORE	WEIGHT		SCORE	WEIGHTED SCORE
Availability and Maintenance of Equipment	Ensure equipment availability	x		Daily	Daily	ECH to remain operational and available for use.	Operational availability log (downtime vs uptime accounts)	Email	Operations Manager							
	Is Preventative & corrective maintenance conducted as per maintenance schedule , Equipment testing during contract	x		Duration of Contract	Monthly	Service provider to perform full OEM-standard maintenance (including breakdowns, component replacement, accidents due to equipment failure)	Monthly maintenance reports	Email	Operations Manager/ Technical Manager							
	Tyre replacement & warranty cover	x		Duration of Contract	As and when Required	Tyres damaged or worn must be replaced by service provider at no cost to TPT	Replacement log + confirmation of work completion	Email	Operations Manager/ Technical Manager							
	Provision of a replacement Machine	x		When machine onsite will be out for more than two(2) weeks		within two(2) weeks	Replacement of the machine		Operations Manager/ Technical Manager							
	Service Provider to monthly conducted physical machine inspection			Monthly	Monthly	Monthly report	Monthly report	Email	Operations Manager/ Technical Manager							
	TPT to provide daily machine inspection sheet to the Service Provider			weekly	weekly	Daily machine inspection sheet to the Service Provider	Daily machine inspection sheet to the Service Provider		Operations Manager/ Technical Manager							
	Is TPT allowing for maintenance of the Machines	x		as and when required	Per testing event	Machine availability for maintenance and testing	Test completion report and downtime tracking	Email	Operations Manager/ Technical Manager							
Safety Hazard events	Provide maximum drivers visibility and comfort	x		Duration of contract	Duration of contract	The operators cab shall be air-conditioned and weatherproof with wipers	Operator Pre-inspection checklist	Hand Delivered	Operations Manager							
	Maintain SHE file compliance as per TPT SHERQ-RE ISO 927	x		Duration of contract	Duration of contract	Keep SHE file Updated, Renewal of expiring documents	SHERQ Audit	Email	SHERQ Manager/ Operations Manager							
	Reporting of Occurances		x	Duration of Contract	On-Going	Report defects and damages as they occur to service provider	No. of Non conformances issued	Email	Project Manager/ Contract Manager							
Invoicing & Payments	Invoice TPT and submit with supporting documentation for all activities undertaken to execute agreed services	x		30 days	Monthly	Submit accurate invoice(s) with clear item details, and supporting documentation. Provide a monthly statement to reflect all payments made and outstanding	100% on time submission of invoices with accurate and recorded supporting documents. Monthly statement to support invoice	Monthly statement and hand copy of invoice(s) with supporting documentation	Finance + Technical							
	TPT To verify invoices and including all supporting documentation and arrange for electronic payment as per agreed payment schedule		x	as per agreed payment terms	Monthly	as per agreed payment terms	Timeliness receiving of statements from service providers and timely payments to service providers	Original invoice delivered by email	Finance + Technical							
Compliance	Meeting Attendance: Ensure consistent attendance and active participation in SLA and contract related management meetings	x	x	As and when required	Quarterly	100% Compliance to Attend Contract related Meetings	Minutes of Meetings/ Attendance register	Email	Contract Manager							
	Non-Conformance Closure: Ensure all non-conformances are addressed and closed within agreed timeframe.	x		As and when an incident occurs	As and when they are issued	Closing of non conformance within stipulated time frame.	Corrective actions taken to avoid recurrence	Non-conformance report / Deficiency form	Contract Manager							
	Communication Effectiveness: Assesses how effectively information is communicated between TPT and SP with emphasis on clarity, responsiveness, and alignment to contract objectives.	x	x	Daily	Immediately	Answer Phone call or respond to emails (open line communication)	Answer Phone call or respond to emails (open line communication)	Emails, communication	SHERQ							
Legends: 1 = POOR; 2 = Average; 3 = Good; 4= Excellent Minimum Threshold 80%											0		0	100		0