



UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG

Services & Standards

SERVICES

The Contractor must perform all required duties in accordance with best practice, adherence to relevant legislation and relevant national and University standards in agreement with the University's requirements.

Routine and Breakdown Maintenance

1. The Contractor must perform Routine Maintenance in accordance with:
 - 1.1. Best practice,
 - 1.2. Routine Tasks listed in Routine and Breakdown Maintenance
 - 1.3. Manufacturers' and suppliers' recommendations
 - 1.4. Statutory OHSA requirements in terms of inspections, tests and record keeping and
 - 1.5. Compliance with the Universities OHS Standards
2. A routine audit and update of the listed Assets on a yearly basis. The asset register template to be completed as per the Universities requirements.
3. The Contractor must inform the ICT Service Desk of all additional maintenance work requirements as identified during the execution of Routine and Breakdown Maintenance
4. The Contractor must perform Breakdown Maintenance in accordance with instructions agreed upon in the contract.
5. The University is responsible for monitoring and reporting on Contractor performance relative to the Standards
6. The Contractor must ensure complete compliance with all Gauteng Department of Health and Wits University OHS requirements including but not limited to ensuring the safe and correct execution of all

Services and Additional Services

7. The Routine Maintenance tasks must be performed in accordance with the following schedule:

ROUTINE MAINTENANCE SCHEDULE

EXPLANATORY NOTES:

Frequencies:

Priority*	Description	Site Visit (V)	Service (S)
(1)	Super High Priority Assigned	W	M
(2)	High Priority Assigned	M	2M
(3)	Medium Priority Assigned	2M	4M
(4)	Low Priority Assigned	3M	6M
(5)	Super Low Priority Assigned	6M	Y

*Refer to Asset Register for Assigned Priority

- The term "check" implies "inspect/test and repair or replace where necessary".
- Where, for example, both monthly and 3-monthly tasks are indicated for an item, the monthly tasks also need to be performed with the 3-monthly tasks (hence are not repeated with the latter listing).
- Tasks listed are minimum requirements. Manufacturer's specifications are to be followed where these exceed the tasks listed.
- No less than 2 technicians may work on equipment or in areas containing cash currency.
- Abbreviations:
 - **V = site Visit , S = Service**
 - **H = once per Hour, W = once per Week, M = once per Month, 2M = once every 2 Months, 3M = once every 3 Months, 4M = once per every 4 Months, 6M = once per 6 Months, Y = once per Year**

DESCRIPTION	FREQ	ACTION
All components online and operational	H	Check via the system that all components are online. Check that all systems are functioning correctly.
ALL	V	Check functional operation of equipment Check reporting via all available channels Check for objects or vegetation that could diminish capability. Check battery backup/UPS systems (where applicable).
	S	Service per manufacturer specifications. Check damage, corrosion, paintwork, closures, seals, glands, locks & keys. Check lightning/surge protection (where applicable).. Check internal Batteries (where applicable).

Training / Manuals

1. The Contractor must provide onsite training which includes certification testing to ensure proficiency in operating hardware and or software deployed to the University:
 - 1.1. Users, every six (6) months or as required for new staff members
 - 1.2. Administrators, once per year or as required for new staff members
2. The Contractor must provide separate User and Administrator manual in electronic format.
3. Training and certification modules split into specific categories in order to ensure that training is progressive and repeatable.

Additional Services, such as New Installations or Upgrades

For all Additional Services, such as:

1. New Installations or Upgrades, the Contractor:
 - 1.1. must provide on-site Project Management
 - 1.2. must scope each project based on site visits and/or drawings provided (electronic and/or paper). Scoping is not billable.
 - 1.3. must submit accurate quotations, marked up drawings and project plans within 5 (two) days of scoping, based on:
 - 1.4. must investigate, demonstration and procure devices to resolve unique project challenges, with approval from the University.
 - 1.5. must after receiving a Purchase Order or agreed alternative written instruction ensure that:
 - 1.5.1. the project deadline is agreed with the University.
 - 1.5.2. all related services are provided by others, including but not limited to power, data, etc.
 - 1.5.3. all applicable Error! Reference source not found. and OHS standards are complied with.
 - 1.5.4. project timelines or progress reports are updated and available to the University as per agreed timelines.
 - 1.6. must on completion of the works ensure that site inspection, functional testing are completed.
 - 1.7. must provide marked-up drawings, confirming the location/s of each device deployed. Drawings must be provided in AutoCAD format (.dwg) within a "security" layout.
2. After-hours on-site support for planned events, the Contractor:
 - 2.1. Must apply the after-hours on-site standby hourly rate for events (including but not limited to functions, scheduled electrical power outages, etc) to all technicians used by the Contractor to provide Additional Services when required for events on campus outside of the hours defined in STANDARDS paragraph 4 below.
 - 2.2. Must designate a technician who must remain on-site for the duration of the event.
 - 2.3. Communicate directly with the Universities designated contact person for the specific event.
 - 2.4. Treat action requests/instructions from the above mentioned person as being duly authorised to issue instructions.

STANDARDS

Routine and Breakdown Maintenance

1. The Contractor guarantees adherence to all applicable building regulations and optimal performance of the Assets against design specification, subject to University personnel following the correct operating procedures as defined in the operating manuals. Applicable national standards include SANS 2220, SANS 10222, SANS 60839 and SANS 60335.
2. The Contractor accepts liability for direct and indirect damages resulting from a malfunction of the Assets.
3. Downtime resulting from factors beyond the control of the Contractor, such as incorrect operating procedures and malicious damage must be exempt from liability, provided that the Contractor provides such evidence as is necessary to convince the University.
4. The Contractor must ensure full-time availability (365 days x 24 hours) via a reliable single-number

call-out system.

5. The following Maximum Resolution Time standards apply to individual Breakdown Maintenance tasks:

Classification	Response Time	Resolution Time
Callout – Priority 1	Within 1 hour (24x7)	Within 4 hours
Callout – Priority 2	Within 1 hour (24x7)	Same day
Callout – Priority 3	Within 2 hours (24x7)	Same day
Callout – Priority 4	Within 4 hours (24x7)	Next day
Callout – Priority 5	Within 2 hours (07:00 and 19:00, otherwise next business day)	Next day

6. The following performance standards must apply to the Routine Maintenance Schedule:

Frequency	Percent Routine Maintenance tasks completed within scheduled period
W	95% within scheduled day, 100% within next 2 days
M	95% within scheduled month, 100% within next week
2M	90% within scheduled 2M period, 100% within next month
3M	90% within scheduled 3M period, 100% within next month
4M	90% within scheduled 4M period, 100% within next month
6M	90% within scheduled 6M period, 100% within next month
Y	90% within scheduled year, 100% within next month

Additional Services, such as New Installations or Upgrades

1. Refer to manufacturer specifications for installation requirements and guidelines.
2. Compliance with applicable SABS/SANS standards is required.
3. Additional to these standards the University requires that:
 - 3.1. Noise be kept to a minimum and any teaching occurring in the immediate vicinity must be taken into consideration.
 - 3.2. The site must be kept clean at all times. E.g. dust kept to a minimum and removed before leaving the site for any reason.
 - 3.3. The Contractor is liable for any damage to The Hospital and University property, including but not limited to finger prints on ceiling tiles, damage to walls and carpets, etc.
 - 3.4. Cabling:
 - 3.4.1. must not be visible.
 - 3.4.2. must be routed within the secure site wherever possible.
 - 3.4.3. must be run inside ergo trunking of an appropriate size where surface mount routing is required.
 - 3.4.4. where routing is provided by others for general use must be routed via these routes.
 - 3.5. Control cables:
 - i.e: cables that are used to control electronic locking/unlocking devices.
 - 3.5.1. must not be accessible from outside of the secure area.
 - 3.5.2. outside of a secure area must be run inside galvanised routing that is not accessible and securely mounted.
 - 3.6. When replacing/decommissioning an existing system, whether installed by the Contractor or by another, the Contractor must remove all cabling, devices and fixings related to the system.
4. Standard drawings must be issued to the successful tenderer for general site installations.
5. Standards may be altered from time to time and these changes must be communicated in writing.

Penalties

1. Penalty costs, based on performance relative to the Standards, must be applied as follows:

Classification	Penalty Cost
Priority 1 & 2	R 2000 per hour exceeding the

Classification	Penalty Cost
	prescribed limits defined in STANDARDS paragraph 5
Priority 3 – 5	R 1,000 per hour exceeding the prescribed limits defined in STANDARDS paragraph 5
New Installations, upgrades or replacements	R 2,000 per day for late handover as agreed for specific tasks.

2. Penalties are limited to a maxima of R 10,000 per day and R 50,000 per individual penalty.
3. The University is entitled to recover applicable penalty costs from monthly Contractor payments.

4. ACKNOWLEDGEMENT OF COMPLIANCE

I,.....in the capacity of.....
Representing the company (name of company) hereby
acknowledge that I have received the above Services and Standards and that I am fully conversant
with the contents thereof.

SIGNATURE.....

DATE:.....