

ANNEXURE E

GOVERNING SERVICE LEVELS

1. Administration		
ACTIONS	SERVICE LEVEL TARGET	THRESHOLD
Acknowledgement of receipt of SARS's Purchase Order (PO)	Same business day	98%
Original invoice and Proof of Delivery (POD) sent to SARS Head Office	Within 24 hrs	98%
Invoice data correct and complete	Each invoice	100%
Delivery note/duplicate invoice furnished	Every Order	98%
Monthly statement sent to SARS's Finance Department	Within 7 days of the end of the month	100%

## 2. Communication

ACTIONS	SERVICE LEVEL TARGET	THRESHOLD
Acknowledgement of written queries and/or requests from SARS	Same business day	98%
Return of phone calls received from SARS officials	Same business day	98%
Notification to SARS of problems experienced to procure certain equipment and/or consumables	Within 48 hrs after receipt of PO	98%
Written updates to SARS on progress made to procure problem equipment and/or consumables	Every 3 days	98%
Notification to SARS of delays in delivery of equipment and/or consumables	A.s.a.p. but no later than 48 hrs after receipt of PO	100%
Progress updates on delays in delivery of equipment and/or consumables	Every 24 hrs	100%
Acknowledgement of notice from SARS listing incorrect consumables and/or defective equipment that need to be exchanged or replaced by the Service Provider	Same business day	98%
Change of service provider's details (i.e. contact numbers, contact persons, physical and postal addresses or bank details)	Within 48 hrs of the change taking effect	98%

### 3. Response Times

ACTIONS	SERVICE LEVEL TARGET	THRESHOLD
Resolution of written queries and/or requests	Within 48hrs	98%
Delivery of equipment and/or consumables	Within 48hrs after receipt of PO	98%
Replacement of defective equipment	Within 24hrs	98%
Replacement of incorrect and/or substandard consumables	Within 24hrs	98%
Ad hoc service requests	Within 72hrs	98%
Emergency service requests	Within 4hrs	100%

### 4. Quality of Goods and Services

QUALITY PARAMETERS	SERVICE LEVEL TARGET	THRESHOLD
All equipment ordered has been delivered	100%	100%
Compatible equipment has been installed	100%	100%
All equipment installed are in good working order	100%	100%
Damages caused by removal of old equipment has been repaired to the satisfaction of SARS	Within 30 days	30 days
Consumables supplied are of a good quality	98%	≤ 97%
Correct quantities of consumables have been delivered	98%	≤97%
Equipment and/or consumables have been substituted (where necessary) with SARS's consent	100%	100%

## 5. Service Provider Performance Reviews

PREVIEW PARAMETERS	SERVICE LEVEL TARGET	THRESHOLD	NON-ADHERENCE
Performance monitoring by Service Provider	Every order	100%	Possible termination
Treatment reports	As and when required	100%	Possible termination
Performance Reports from Service Provider	Monthly	100%	Possible termination
Attendance of meetings with SARS	As and when required	100%	Possible termination
Attendance of contract reviews by SARS	Quarterly	100%	Possible termination

\*Poor performance may lead to termination of the Service Provider's contract

## 6. Problem Management

CLASSIFICATION OF PROBLEMS	LEVEL	RESPONSE TIMES	NON-ADHERENCE*
Critical	1	Within 8hrs	Possible termination
Serious	2	Within 24hrs	Possible termination
Moderate	3	Within 72hrs	Warning
Minor	4	Within 5 days	Warning

\*Multiple warnings may lead to termination of the Service Provider's contract

PROBLEM TYPE	DETERMINED BY IMPACT
Critical	Business critical financial or operational impact and/or reputational risk
Serious	Serious financial or operational impact and/or reputational risk
Moderate	Moderate financial or operational impact and/or reputational risk
Minor	Minor operational impact or reputational risk

7. Escalation Procedures  
7.1 Service Provider Escalation Channels

POSITION & PROBLEM LEVEL	NAME	E-MAIL ADDRESS	CONTACT NUMBER

7.2 SARS Escalation Channels

POSITION & PROBLEM LEVEL	NAME	E-MAIL ADDRESS	CONTACT NUMBER
Administrator			
Facilities Co-ordinator			
Regional Facilities Manager			
Specialist: Governance			

\*Repeated abuse of the SARS escalation channels by the Service Provider may lead to termination of the Service Provider’s contract

