**ANNEXURE A**

**SERVICE LEVELS**

|  | **Media Monitoring and Analysis Service offering** | **Requirement** | **Service Level Target** | **Service Level Failure** | **% of amount at Risk** |
| --- | --- | --- | --- | --- | --- |
| **1** | Account Management | | | | |
| **1.1** | Attend quarterly status meeting with SARS to review delivery against SLA. | As per RFP | 95% | <95% | 15% |
| **1.2** | Deliver daily alerts and executive summaries | Daily alerts 3 times a day and executive summary by 8am each business day | 99% | <99% | 35% |
| **1.3** | Deliver stipulated quantitative reports and ad hoc reports according to agreed-upon turn-around times | As per RFP | 95% | <95% | 15% |
| **1.4** | Deliver stipulated qualitative reports and ad hoc reports according to agreed-upon turn-around times | As per RFP | 95% | <95% | 15% |
| **1.5** | Provide 24-hour access to archive of articles, recording, links to SARS media unit | 24 hours access | 95% | <95% | 5% |
| **1.6** | Deliver special analysis reports in accordance with the agreed upon turn around times | As per RFP | 95% | <95% | 15% |
| **1.7** | Ensure availability of key personnel on a 24-hour basis | 24 hours availability | 98% | <98% | 5% |
| **1.8** | Ensure availability of technical support | As per RFP | 100% | <100% | 10% |
| **1.9** | Monitor, measure and report on compliance with service levels | As per SLA | 100% | <100% | 10% |