**ANNEXURE A: DELIVERABLES AND SERVICE LEVELS**

| **No.** | **What is required** | **Responsibility of the Service Provider** | **Frequency** | **Response Time** | **Location** | **Output** | **Service Credit expressed as percentage of amount at risk** |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Assessment Centre | Conduct assessment  Issue Management report  Issue candidate report  Provide monthly stats | As and when required | * Assessment within 5 working days after booking of assessment * Report within 2 working days after assessment administration * Feedback within 2 working days after report | Main Centra of South Africa | * Assessment reports * Candidate feedback | * 10% if assessment is not conducted within 5 working days after booking * 10% if reports are not received within 2 days after assessment (excluding report generation time of longest psychometric report required as input) * 10% if feedback is not provided within 2 working days after the report |
| **2.** | **Psychometric assessment** | Conduct assessment according to specifications  Generate report according to specifications  Provide feedback according to specifications | As and when required | As required | As required | Assessment report  Management report  Candidate feedback | * 10% if assessment is not conducted within agreed timelines * 10% if reports are not received within agreed timelines * 10% if feedback is not provided within agreed timelines |