

## ANNEXURE E: SERVICE LEVELS AND FINANCIAL PENALTIES

	SERVICE LEVEL	A SHORT DESCRIPTION OF THE SERVICE LEVEL FAILURE	PENALTY
<b>SLA RESPONSES</b>			
1.	Service Provider is contactable 24/7 via the agreed channels and contacts.	Service Provider is not contractable 24/7 via the agreed communication channels.	R10 000 per incident
2.	Response Time	Following a review, it was determined that the service provider did not meet the Service Level Agreement related to Response Time.	5% of monthly invoice amount for the specific affected site (s)
3.	Time to Site	Following a review, it was determined that the service provider did not meet the Service Level Agreement related to Time to Site.	1% additional to the SLA penalty for Response Time
4.	Mean Time to Repair (MTTR)	Following a review, it was determined that the service provider did not meet the Service Level Agreement related to Mean Time to Repair.	2% additional to the SLA penalty for Time to Site
<b>TECHNICAL SKILLS</b>			
5.	<p>Technical resources have the required qualifications, skills and experience as stated in the Business Requirements Specification Document (BRS):</p> <ul style="list-style-type: none"> <li>Electrical Generator Specialist – Trade tested with red seal – 3 years’ experience</li> <li>Mechanical Generator Specialist or Millwright (Power Plants) – Trade tested with red seal – 3 years’ experience</li> <li>UPS Specialist – trade tested with red seal – 5 years’ experience</li> <li>Electrician - trade tested with red seal – 5 years’ experience</li> </ul>	<ul style="list-style-type: none"> <li>Service Provider found to be using technical resources that do not possess the required qualifications / skills / experience as per the contract.</li> <li>SARS experiences an outage or damage due to the actions of an unqualified or inexperienced technician. This penalty does</li> </ul>	<p><b>Resource (s) non-qualified, inexperienced, unskilled</b></p> <ul style="list-style-type: none"> <li>R10 000 per incident</li> </ul> <p><b>SARS Experiences Outage or Damage</b></p> <ul style="list-style-type: none"> <li>R50 000 per incident</li> </ul>

	<ul style="list-style-type: none"> <li>HVAC Specialist - trade tested with red seal - 5 years' experience</li> <li>Fire Systems Technician – SAQCC Certification in fire detection, gas suppression – 5 years</li> </ul>		
<b>SERVICE LEVEL FAILURES AND MONTHLY REPORTING</b>			
<b>6.</b>	The Service Provider must provide a monthly report as agreed within 5 working days after the last day of each month.	Service Provider fails to provide monthly reports using the agreed template.	R2 000 per incident