**ANNEXURE A**

**SERVICE LEVELS**

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| **Key Targeted Service Area** | **Target** | **Category** | **Frequency** | **Source of Measurement** | **Measurement Period** | **Weighting of Amount at Risk** | **Target to be Achieved** |
| **Hours of Operation** | The Service Provider must render travel services to SARS Travellers 24/7/365.  | Operational Risk | On-going | Service Provider’s Attendance register, Monthly Travel Transactions Report, Weekly & Monthly After-hours Reports | Weekly, Monthly & Quarterly | 3% | 100% |
| **Emergency After-hours Support** | The Service Provider’s call centre should be able to provide 24/7/365 emergency after-hours assistance outside of working hours. | Operational Risk | On-going | Weekly After-hours Report, Monthly Travel Management Exception Reports and Quarterly Review Reports, SARS Satisfaction Survey | Weekly, Monthly & Quarterly Reviews  | 3% | 100% |
| **Telephone Calls & Emails** | Messages, emails, and telephone calls to be acknowledged. | Operational Risk | Within **1 hour** of receipt in respect of the Service Provider’s Personnel and within **24 hours** in respect of the Service Provider’s Account Manager. | Emails, Weekly Reports & Monthly Exception Reports,SARS Satisfaction Survey andSARS Audit | Ad hoc on a daily basis, Weekly &Monthly  | 1% | 95% |
| **Provision of Quotes, Reservations & Response Times** | **Domestic** – Three (3) quotes to be sourced by the Service Provider and the most favourable fare booked.**International** – Three (3) quotes to be sourced by the Service Provider and all 3 quotes to be emailed to the Traveller and Travel Management Office (TMO). | GovernanceGovernance | On-goingOn-going  | Emails, Weekly Reports, Monthly Exception Reports, Review Reports &SARS AuditEmails,Weekly Reports, Monthly Exception Reports & Quarterly Review Reports SARS Audit | Ad hoc on daily basis, Weekly,Monthly & Quarterly Ad hoc on a daily basis, Weekly, Monthly & Quarterly | 2%2% | 95%98% |
| The Service Provider will book the lowest possible rates / best fare for the journey for the date and time requested. If the required time is not available, quotes will allow for a one (1) hour window before or after the requested time. | Loss- Financial | On-going  | SARS Audit | Ad hoc on a daily basis, Weekly, Monthly & Quarterly  | 3% | 95% |
| Respond to request for quotes on Domestic travel bookings (Air and Land Arrangements). | Loss- Financial | Within **four (4)** working hours. | Emails, Quotes,Weekly Reports & SARS Audit | Ad hoc on a daily basis & Weekly  | 1% | 80% |
| Respond to request for quotes on International travel bookings (Air and Land Arrangements). | Loss- Financial | Within **four (4)** working hours. | Emails, Quotes,Weekly Reports, Monthly Reports, SARS Audit, Quotes Report | Ad hoc on a daily basis, Weekly, Monthly & Quarterly | 3% | 80% |
| Finalise the bookings / reservations for both Domestic and International travel requests and issue vouchers to the Traveller. | Loss- Financial | Within **four (4)** hours.  | Email containing the Vouchers & SARS Audit | Ad hoc on a daily basis & Weekly  | 3% | 80% |
| Prioritise and action last minute bookings for same day travel. | Loss- Financial | Within **one (1)** hour. | Emails, Booking confirmation, itinerary & bookings report | Ad hoc on a daily basis, Weekly, Monthly & Quarterly | 3% | 100% |
| The Service Provider to indicate visa requirements for all regional and international travel requests.  | Loss- Financial & Reputational | Within **24 hours** included with applicable quotations and itinerary. | Service Provider’s quotes and itinerary | Ad hoc on a daily basis | 2% | 100% |
| The Service Provider to send electronic tickets and vouchers to the Traveller, as soon as they have been issued. | Operational Risk | System generated immediately, additional emails copied within one (1) hour to the traveller and requestor. | E-Mail containing electronic ticket, itinerary and vouchers for all bookings, SARS remedy report listing all international travel requests and SARS SAP trip report. | Ad hoc on a daily basis & Weekly | 3% | 100% |
| Upon request by the Traveller, ensure that all SARS Traveller’s Voyager or frequent flyer numbers are linked to all issued tickets. | N/A | As and when required, the Traveller must provide their loyalty program number on the trip request. | Email, SARS Trip request, Complaints from SARS’ staff | Ad hoc | 0.5% | 100 |
| Ensure that all costs incurred due to the Service Provider’s errors will be absorbed by the Service Provider. | Loss- Financial | Acknowledgement of costs due to SARS within **2 hours** of being made aware thereof, and the Service Provider should commit within **3 business days** thereof, to a date when payment will be made: Provided that such payment date shall not be longer than **seven (7)** days from the date of commitment. | Travel Exception Report e.g. Airline travel penalties report, Diners Lodge card statement or reconciliation & Complaints register | Ad hoc on a daily basis, Weekly &Monthly | 1% | 100% |
| All personal and leisure travel to be **diverted to the Service Provider’s leisure** office and no SARS rates may be used, and **any payments should come directly from the Traveller**.  | N/A | As and when required.  | N/A | Ad hoc | N/A | 100% |
| Respond to and action requests for **cancellations and** **changes** to existing travel bookings. | Risk, Loss- Financial & Reputational | Within **four (4)** hours. | Emails, Quotes,Weekly Reports, Monthly & SARS Audit | Monthly | 3% | 100% |
| **Authorisation & Confirmation of Travel** | The Service Provider to only proceed with bookings after receipt of electronic SAP Workflow order from SARS.In case of emergency situations and after-hours requests, a written approval by the SARS Traveller’s Cost Centre Manager is required and must be followed by an approved SARS SAP workflow on the next business day. | Governance, Loss- FinancialGovernance, Risk, Loss- Financial & Reputational | On-goingAs and when required. | The Service Provider’s survey and SARS SAP report indicating when request was received vs when booked on the Service Provider’s reservation system. | Ad hoc on a daily basis, Weekly &Monthly | 5% | 100% |
| All reservations must adhere to SARS’ Travel Management Services Policy, National Travel Framework (NTF) and the National Treasury’s cost containment measures. | Governance, Risk, Loss- Financial & Reputational | On-going | Monthly Travel Management Exception Reports and National Treasury Quarterly Cost Containment Reports, SARS Exception Request Memos | Ad hoc on a daily basis, Weekly,Monthly &Quarterly | 5% | 100% |
| All Service Provider’s Personnel to be fully conversant with SARS’ Travel Management Services Policy, National Treasury (NT) travel prescripts and SARS’ preferred or signed agreements for airlines / route deals, accommodation rates and car rental rates. | Governance, Risk, Loss- Financial & Reputational | On-going | Monthly Travel Management Report and National Treasury Quarterly Cost Containment Reports, SARS Exception Request Memos | Ad hoc on a daily basis, Weekly,Monthly &Quarterly | 5% | 100% |
| Ensure that all bookings for commercial air travel (excluding charters) are made against a valid SARS Diners Lodge card. | Risk, Loss- Financial & Reputational | On-going | Diners Lodge Card Statement and Reconciliation, and Service Provider’s Airline Cash Transactions Reports | Ad hoc on a daily basis, Weekly,Monthly &Quarterly | 4% | 100% |
| **Complaints, Queries & Compliments** | A detailed complaints and compliments register is maintained by the Service Provider. | Risk, Loss- Financial & Reputational | On-going | Complaints & compliments register | Monthly & Ad hoc | 1% | 95% |
| All complaints related to the Service Provider’s service to be recorded as a ratio of complaints to the total number of transactions. This ratio must be less than 0.5%. | Risk, Loss- Financial & Reputational | On-going | Complaints & compliments register | Monthly & Ad hoc | 1% | 95% |
| The Service Provider must have in place a complaints management process which includes acknowledgement of complaints, investigation and a written report indicating the root cause analysis of each incident and mitigation strategies to be implemented to prevent recurrence which must be sent to the SARS Travel Management Office Manager.  | Loss-Reputational | * Acknowledgement within **two (2) hours**
* Resolution within **twenty-four (24)** **hours**
* Written report **three (3) business days**.
 | Complaints register, complaints emails from SARS Travellers and SARS Travel Management Office. | Monthly & Ad hoc | 2% | 100% |
| Regular feedback to the complainant regarding progress and copy the SARS Travel Management Office Manager. | N/A | For critical or urgent matters, every 30 minutes. For non-critical matters every 24 hours. | Complaints register | Monthly | 2% | 100% |
|  | The Service Provider must have in place a queries management process which includes acknowledgement of queries and resolution to the SARS Traveller, SARS Travel Co-ordinator or SARS Travel Management Office Manager (whichever is applicable). | N/A | * Acknowledgement within **two (2) hours**
* Resolution within **twenty-four (24)** **hours**
 | Emails  | Ad hoc | 2% | 100% |
| **Administration & Accounting** | Invoices must reflect the correct information e.g. correct cost centre numbers, correct Traveller’s details etc. | Governance, Loss- Financial | On-going | SARS Accounts Payable EFT Reconciliation,SARS Cost Centre Manager and Finance Manager queries, SARS Audit | Monthly | 3% | 95% |
| Accurate reconciliation of the designated SARS Diners Lodge card and the Service Providers’ Debtor’s account. | Loss- Financial | Weekly & Monthly | Diners Lodge card and Service Provider’s Debtor’s statement. | Monthly | 3% | 95% |
| The Service Provider to process all invoicing for air travel immediately. | N/A | On-going | Diners Lodge card and Service Provider’s Debtor’s statement. | Monthly | N/A | 95% |
| The Service Provider should ensure continuity of travel services to SARS Travellers by honouring payments to third-party service providers timeously. | Loss- Financial | On-going | Third-party travel service providers’ complaints &Complaints from SARS Travellers being refused to check-in or hire a vehicle due to non-payment. | Ad hoc & Monthly | 3% | 95% |
| The Service Provider to pay third-party travel Service Providers and back-bill SARS on a monthly basis or bi-weekly for Small Micro Medium Enterprises (SMME) suppliers. | N/A | On-going | Service Provider’s Debtor’s statement and copies of invoices  | Weekly, Monthly & Quarterly | 2% | 100% |
| **Refunds** | The Service Provider to reconcile and request refunds due to SARS from third-party travel service providers emanating from trip changes, cancellations or no-shows. | Loss- Financial | The Service Provider to submit a claim for a refund to the third-party within 72 hours of receiving the trip cancellation or change request or notification of a no-show. | Service Provider’s Refund Register Service Provider’s Airline Refunds ReportMonthly Travel Exceptions Report indicating financial implication of trip cancelations, changes and no-shows and the refunds due to SARS. | Weekly, Monthly & Quarterly | 3% | 100% |
| **Management Reporting & Reviews** | The Service Provider will provide SARS with an accurate monthly suite of Travel Management (dashboard) reports as prescribed and advised by SARS.  | Loss- Financial | As per dates below. | Travel Activities Report | Monthly,Quarterly & Annually  | 16% | 100% |
| * MIS Data Analysis Report containing the following:
* YTD raw travel data.
* Divisional Analysis report for both domestic and international travel indicating cost and transaction volumes for air travel, car rental, shuttle service and accommodation etc.
* Air travel analysis for domestic and international bookings.
* Car rental analysis by division.
* Accommodation analysis by division for both domestic and international travel.
* Top 10 domestic travellers’ analysis based on transaction volumes and cost.
* Top 10 international travellers’ analysis based on transaction volumes and cost.
* Out-of-policy and in-policy bookings, transactions and cost analysis.
 | Loss- Financial | Monthly by the **8th** of each month or next business day. | MIS Data Analysis Report | Monthly | 16% | 100% |
| Prepare and submit monthly **Travel Exceptions** Reports. These include-**For travel matters-*** Report indicating bookings made outside the 7 days advance booking policy
* After-hours report.
* Compliments and complaints register
* Long Term Accommodations
* Accommodation no-show report
* Accommodation exceptions exceeding prescribed NT rates
* Accommodation Open Vouchers
* Long-term Car Rental Report
* Car rentals exceptions
* Car rental open vouchers
* Service Provider Productivity Report
* Regional and International Air Travel report.
* Air travel exceptions report e.g. Business class bookings etc.
* Airline open tickets
* Cost containment (exceptions) Report

**For Finance matters-*** Commissions Received Reconciliation report
* Diners Lodge card report showing all Airline bookings, including cash transactions.
* No-show report for car hire, accommodation, and flight bookings.
* Airline Refunds Analysis Report for all trip cancellations, changes and no-shows.
* Cost savings analysis report
 | Loss- Financial | Monthly by the **12th** of each month or next business day. | Monthly Travel Exception Reports | Monthly | 15% | 100% |
| Prepare detailed quarterly and annual travel reports, as per the SARS specifications. | Loss- Reputational | Quarterly & Annually | Review | Quarterly & Annually  | 3% | 100% |
| **Account Management** | Consistently meet deadlines agreed upon between SARS Travel Management Office Manager and the Service Provider’s Account Manager.  | Loss- Reputational | On-going | SARS Audit | Monthly | 2% | 95% |
| The Service Provider must convene **Operations** Meetings between SARS’ Travel Management Office and the Service Provider’s team dedicated to support SARS.  | Loss- Reputational | Bi-Weekly  | Meeting agenda & minutes and Weekly Reports presented. | Bi-Weekly  | 2% | 95% |
| The Service Provider must convene a monthly **Strategic** meeting between the Service Provider and SARS, which must take place after submission of all **monthly** reports. | Loss- Financial & reputational | Monthly | Meeting agenda & minutes and **Monthly** Travel Reports presented. | Monthly | 3% | 100% |
| The Service Provider must convene **quarterly and annual** review meetings between SARS and the Service Provider soon after issuing the quarterly or annual reports.  | Loss- Financial & reputational | Monthly | Meeting agenda & minutes and **Quarterly and Annual** Travel Management Reports presented. | Quarterly & Annually | 3% | 100% |
| SARS satisfaction survey to be conducted by SARS Procurement, as part of the Supplier Performance review process. | N/A | Every three (3) months. | Survey Reports | Quarterly | 1% | 100% |
| Conducting travel workshops / training to update SARS on new travel management trends, bidder’s systems and processes etc.  | N/A | As and when required. | Workshop agenda, Minutes & Participation Survey Report | Ad hoc | 1% | 100% |
| Provide latest travel trends news / alerts etc. | Operational Risk | On-going | Alerts news received | On-going | 2% | 100% |
| **Performance Management** | The Service Provider must monitor, measure and report on its compliance with the Service Levels. Service Provider must prepare and submit a Monthly Performance Report.  | Governance and risk | Within six (6) business days after the end of each month. | Monthly Performance Report and detailed supporting documentation in soft-copy | Monthly | 5% | 100% |