**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 MIS Travel Data Transactions Report, Weekly & Monthly After-hours Reports, Call Centre Performance Reports and Service Provider’s Finalised Bookings Report. | 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, Quarterly Review Reports, SARS Satisfaction Survey,  After-hours Report and Call Centre Performance Report. | 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 and  SARS TMO 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). | Governance  Governance | On-going  On-going | Emails, Weekly Reports,  Monthly Exception Reports, Review Reports & SARS TMO Audit  Emails, Weekly Reports, Monthly Exception Reports & Quarterly Review Reports SARS TMO 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 most logical route 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 TMO 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 TMO 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 TMO 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 TMO 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** and must be 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 via email as well as SMS. | 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 dueto 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 a credit note will be passed, or 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 Lodged credit 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- Financial  Governance, Risk, Loss- Financial & Reputational | On-going  As 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 Lodged credit card. | Risk, Loss- Financial & Reputational | On-going | Diners Lodged Credit 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, Escalations & Compliments** | A detailed complaints and **compliments register** must be 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 reoccurrence** which must be sent to the SARS Travel Management Office Manager. | Loss-Reputational | * Acknowledgement of complaintswithin **two (2) hours**. * Investigation and resolution of complaints within **twenty-four (24)** **hours**. * Written reportwithin **three (3) Business Days**. * Acknowledgement and resolution of **escalations** must be **immediate**. | 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**. | 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 of queries within **two (2) hours**. * Resolution of any queries within **twenty-four (24)** **hours**. * Acknowledgement and resolution of escalations must be immediate. | Emails | *Ad hoc* | 2% | 100% |
| **Administration & Accounting** | All invoices raised against SARS must reflect the correct information as per the bookings made e.g. correct cost centre numbers, correct Traveller’s details, trip 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% |
| The Service Provider must prepare an accurate reconciliation of:   * the designated SARS Diners Lodged credit card Account using the template as provided by SARS Accounts Payable department; and * the SARS account. | Loss- Financial | Weekly & Monthly | Diners Lodged credit 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 Lodged credit card and Service Provider’s Debtor’s statement. | Monthly | N/A | 95% |
| The Service Provider must ensure continuity of travel services to SARS Travellers by honouring payments to all 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 **weekly** basis for suppliers. | N/A | On-going | Service Provider’s Debtor’s statement and copies of invoices on a disc. | Weekly, Monthly & Quarterly | 2% | 100% |
| **Refunds** | The Service Provider must reconcile and request refunds due to SARS from third-party travel service providers emanating from trip changes, cancellations or no-shows to prevent SARS from incurring wasteful and fruitless expenditure. | Loss- Financial | The Service Provider must 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 Report Monthly 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 must provide weekly travel reports which must include, but **not** be limited to, the following:   * Billing issues * Operational issues: escalations and challenges etc. * Open vouchers * Open tickets * Airline tickets refunds report * Outstanding bookings or bookings in progress | Loss- Financial | Weekly | Weekly Reports | Weekly | 15% | 100% |
|  | The Service Provider must provide SARS with an accurate monthly suite of Travel Management (dashboard) reports as prescribed by SARS. | Loss- Financial | As per dates below. | Travel Activities Report | Monthly,  Quarterly &  Annually | 16% | 100% |
| * **MIS Travel 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% |
| The Service Provider must 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 exceptions exceeding prescribed NT rates * Accommodation Open Vouchers * No-show report for car hire, accommodation, and flight bookings * Airline Refunds Analysis Report for all trip cancellations, changes and no-shows * 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   **Finance Analysis Reports**   * Commissions Received Reconciliation report * Diners Lodged credit card aged analysis report showing all Airline bookings, including cash transactions. * 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 TMO Audit | Monthly | 2% | 95% |
| The Service Provider must convene **Operations** Meetings (which may be physical or virtual) between SARS’ Travel Management Office and the Service Provider’s team allocated 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% |