ANNEXURE E

**SERVICE LEVELS TO TRAVEL SERVICES AGREEMENT**

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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** | Service Provider should be able to render services throughout SARS. | Operational Risk | On going | Attendance register | Monthly | 3% | 100% |
| **Emergency Support** | The Service Provider’s call centre should be able to provide emergency assistance outside of working hours. | Operational Risk | On going | Monthly travel management report and quarterly review, SARS satisfaction survey | Monthly Quarterly Review | 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 staff and within 24 hours in respect of Service Provider’s Account Manager. | SARS satisfaction survey and  SARS audit | Monthly | 1% | 95% |
| **Provision of Quotes, Reservations & Response Times** | **Domestic** – three (3) quotes to be saved on Service Provider’s Travel’s share drive and the most favourable fare booked.  **International** – three (3) quotes to be saved on Service Provider’s Travel’s share drive and all 3 quotes to be emailed to the passenger. | Governance  Governance | On going  On going | SARS audit  SARS audit | Ad hoc & Quarterly  Monthly & Quarterly | 2%  2% | 95%  98% |
|  | Service Provider will book the lowest possible quotes for a journey at the date and time requested. If the required time is not available, quotes will allow for a 20 minutes window before or after the requested time. | Loss- Financial | On going | SARS Audit | Monthly & Quarterly | 3% | 95% |
|  | Respond to request for quotes on Domestic bookings. | Loss- Financial | Within 4 working hours | SARS Audit | Ad hoc | 1% | 80% |
|  | Respond to request for quotes on point-to-point on international air bookings | Loss- Financial | Within 4 working hours | SARS Audit, Quotes report | Monthly | 3% | 80% |
|  | Respond to request for quotes on multi-sector International air travel. | Loss- Financial | Within 24 hours | SARS Audit, Quotes report | Monthly | 3% | 80% |
|  | Prioritise and action last minute bookings for same day travel. | Loss- Financial | Within 1hour | Booking measurements report & SARS emails | Monthly | 3% | 100% |
|  | Visa requirements to be notified by Service Provider as and when requested, subject to nationality being verified. | Loss- Financial & Reputational | Within 24 hours included with applicable quotations | Service Provider Quotes | Monthly | 2% | 100% |
|  | Electronic tickets and vouchers to be sent as soon as they have been issued. | Operational Risk | System generated immediately, additional mails copied within 1 hour to the traveller and requestor | Travelit E-Mail log | Monthly | 3% | 100% |
|  | Ensure that all SARS official Voyager or frequent flyer numbers are linked to all issued tickets. | n/a | As and when required | Complaints from SARS’s staff | Ad hoc | 0.5% | 100 |
|  | Ensure that all costs incurred due to Service Provider operational 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 Service Provider should commit within 3 working days thereof, on a date when payment will be made: Provided that such payment date shall not be longer than seven (7) days from date of commitment. | Complaints register | 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. | n/a | As and when required. | n/a | Ad hoc | n/a | 100% |
|  | Respond to and action change of bookings. | Risk, Loss- Financial & reputational | Within 4 hours | SARS audit | Monthly | 3% | 100% |
| **Authorisation & Confirmation of Travel** | Service Provider to only proceed with bookings after receipt of Electronic Work Flow order from SARS  In emergency situations, a verbal approval by the SARS Travel Manager may suffice, and must be followed by the SARS’s written instruction. | Governance, Loss- Financial  Governance, Risk, Loss- Financial & reputational | On going  As and when required | Service Provider survey and SAP report from SARS on when request was received vs when booked in reservation system | Monthly | 5% | 100% |
|  | International Air Travel; In emergency situations, for availability and /or ticketing time limit purposes, a verbal approval by the SARS travel manager may suffice, and must be followed by SARS written instruction. | Governance, Risk, Loss- Financial & reputational | As and when required | SARS Audit | Monthly | 5% | 98% |
|  | All reservations must adhere to SARS’s Travel Policy and the National Treasury cost containment measures/policy | Governance, Risk, Loss- Financial & reputational | On going | Monthly travel management report | Monthly | 5% | 100% |
|  | All Service Provider staff to be fully conversant with SARS preferred agreements: airlines/ route deals, accommodation and car rental rates. | Governance, Risk, Loss- Financial & reputational | On going | Monthly travel management report | Monthly | 5% | 100% |
|  | Ensure that all bookings for commercial air travel (excluding charters) are made against a valid lodge card. | Risk, Loss- Financial & reputational | On going | Lodge card and Debtor’s statement | Monthly | 4% | 100% |
| **Complaints & Compliments** | A detailed complaints and compliments register is maintained by Service Provider. | Risk, Loss- Financial & reputational | On going | Complaints & compliments register | Monthly & Ad hoc | 1% | 95% |
|  | All complaints related to Service Provider 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% |
|  | Complaint Management by the Service Provider, including notification to the Travel Manager. | Loss (reputational) | Acknowledgement within 2 hours, resolution within 3 working days | Monthly | Complaints Register | 2% | 100% |
|  | Regular feedback to the complainant regarding progress and copy the SARS Travel Manager. | n/a | For Critical or urgent matters, every 30 minutes.  For non-critical matters every 24 hours. | Complaints register | Monthly | 2% | 100% |
| **Admin & Accounting** | Invoices to reflect the correct information, correct cost centre numbers. | Governance, Loss- financial | On going | SARS audit | Monthly | 3% | 95% |
|  | Accurate reconciliation of the designated lodge card and Debtor’s account. | Loss- financial | Weekly & monthly | Lodge card and Debtor’s statement. | Monthly | 3% | 95% |
|  | Service Provider to process all invoicing for air travel immediately. | n/a | On going | Monthly travel management report | Monthly | N/A | 95% |
|  | Service Provider should ensure continuity of services by honouring payments to third party service providers timeously. | Loss- financial | On going | Third party service provider complaints | Monthly | 3% | 95% |
|  | Service Provider to process zero balance hotel and transfer invoices for recording purposes on a monthly basis. | n/a | On going | Monthly travel report | Monthly | 2% | 100% |
| **Refunds** | All claims for refunds from third party airline suppliers to be processed and submitted by the Service Provider | Loss- financial | Claim for refund submitted to Bank Settlement Plan within 72 hours | Refund register (central reference point in SARS inhouse) | Monthly | 3% | 100% |
| **Management Reporting & Reviews** | Service Provider will provide SARS with an accurate monthly suite of Travel Management (dashboards) as prescribed and advised by SARS. | Loss- financial | As per dates below | Travel activity report | Monthly | 16% | 100% |
|  | Prepare and submit SLA reports. These include-  **For travel matters-**   * After Hours report * Compliments and complaints report * Long Term Accommodations and Car Rental Report * Productivity Report * Regional and International Air Travel Quotes * Travel Data Analysis * Cost containment (exceptions) Report   **For Finance matters-**   * Commissions Reconciliation * Lodge card * No show report * Cancellations (Refunds) Report   **For the Commissioner**   * Commissioner’s report |  | Monthly by the 12th of each month or next working day  Weekly on Mondays | SLA reports | Monthly & Weekly | 15% | 100% |
|  | Prepare and conduct Quarterly and annual reviews. | Loss- reputational | Annually & quarterly | Review | Annual & Quarterly | 3% | 100% |
|  | Prepare a detailed monthly travel management report as per the SARS specifications | Loss- reputational | Monthly, by the 5th of each month or the next working day | Monthly travel activity report | Monthly | 3% | 95% |
| **Account Management** | Consistently meet deadlines agreed upon between SARS Travel Manager and the Service Provider’s Travel Manager. | Loss- reputational | On going | SARS audit | Monthly | 2% | 95% |
|  | Senior management meeting |  | Monthly after the 16th | Meeting agenda & minutes | Monthly | 2% | 95% |
|  | Strategic meeting between Service Provider and SARS which must take place prior to the senior management meeting | Loss- Financial & reputational | Monthly | Meeting agenda & minutes | Monthly | 3% | 100% |
|  | Service Provider to ensure that operations meeting between SARS and the Service Provider are held | Loss- Financial & reputational | Monthly | Meeting agenda & minutes | Monthly | 3% | 100% |
|  | Manage SARS satisfaction surveys based on questions that the Service Provider will agree to be included in the survey. | N/A | Every 6 months | Survey reports | Every 6 months | 1% | 100% |
|  | Conducting SARS travel workshops | N/A | As and when required | Workshop & Participation survey | Ad hoc | 1% | 100% |
|  | Provide latest travel news/alert | Operational Risk | On going | Alerts news received | On going | 2% | 100% |

* **Service Level Measurement and Service Level Credit Calculation**

In case of a **Critical Service Level Default** the relevant **Weighting** shall be applied to the **Amount at Risk** to calculate the total amount which may be forfeited due to a service level failure within a key targeted service area. Based on the actual **level of performance** achieved, the **Service Level Credit** (penalty) shall then be calculated as a percentage of the aforementioned forfeitable amount.

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