**ANNEXURE A: DELIVERABLES AND SERVICE LEVELS – Free State**

| **Cluster** | **What is required** | **Responsibility of the Service Provider** | **Frequency** | **Locations** | **Quantity of water dispensers** | **Quantity of bottled water per month** | **Service Credit expressed as percentage of amount at risk** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Free State** | Water dispensers to be installed and delivered at the onset of the contract and bottled water delivered on a monthly basis to the Customs Border Control sites | Supply, delivery and maintenance | \* Water dispensers: To be delivered within 7 days of the commencement of the contract for the Customs Border Control sites  \* A faulty/defective water dispenser must be replaced within 3 days upon receipt of the incident for any Customs Border Control site.  \*Bottled water to be on a monthly basis to the Customs Border Control sites.  \*Filters for the water dispenser must be replaced every 6 months. | Ficksburg Customs Border Control  Caledonspoort Customs Border Control  Maseru Bridge Customs Border Control  Van Rooyen’s Hek  Customs Border Control | 5  3  7  3 | 30 bottles per month  10 bottles per month  40 bottles per month  10 bottles per month | * 10% if water is not delivered on required date * 10% if incorrect quantity and/or volumes of water coolers or bottled water is delivered * 20% if quality of water is unsuitable/unsatisfactory and is not replaced within 2-3 days * 20% if filters of water coolers are not replaced every 6 months |