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| **SERVICE LEVELS EXPECTED OF THE SERVICE PROVIDER AND CORRESPONDING PENALTIES FOR SERVICE LEVEL FAILURES** | | | | |
| **No.** | **COLUMN A**  **Service Level Description** | **COLUMN B**  **Service Level** | **COLUMN C**  **Service Level Failure** | **COLUMN D**  **Financial Penalty** |
|  | **Panel Meetings and Administration** | | | |
| 1.1 | Attend Extended Sick Leave (ESL), Full Health Assessment and Ill Health Retirement application meetings. | As and when required. The Service Provider must be proactive and request meetings, where such are necessary, for it to efficiently execute its obligations in terms of the Agreement. | Failure to attend an ESL panel meeting. | 10% of the unit price of an ESL application. |
| 1.2 | Delivery of ESL adjudication outcomes or opinion (where an ESL panel meeting is not required). | Ten (10) Business Days after receipt by the Service Provider of an ESL application (Response Time). | Outcomes or opinion delivered two (2) Business Days, but less than four (4) Business Days after the Response Time. | 10% of the unit price of an ESL application. |
| Outcomes or opinion delivered four (4) Business Days or more, but less than eight (8) Business Days after the Response Time. | 15% of the unit price of an ESL application. |
| Outcomes or opinion delivered eight (8) Business Days or more after the Response Time. | 20% of the unit price of an ESL application. |
| 1.3 | Delivery of ESL adjudication outcomes or opinion (where an ESL panel meeting is required). | Ten (10) Business Days after an ESL panel meeting (Response Time). | Outcomes or opinion delivered two (2) Business Days, but less than four (4) Business Days after the Response Time. | 10% of the unit price of an ESL application. |
| Outcomes or opinion delivered more than five (5) Business Days, but less than eight (8) Business Days after the Response Time. | 15% of the unit price of an ESL application. |
| Outcomes or opinions delivered eight (8) or more Business Days after the Response Time. | 20% of the unit price of an ESL application. |
| 1.4 | Delivery of outcome of Extended Sick Leave Appeals | Ten (10) Business Days after receipt by the Service Provider of an ESL appeal (Response Time). | Outcome delivered two (2) Business Days, but less than four (4) Business Days after the Response Time. | 10% of the unit price of an ESL appeal. |
| Outcome delivered four (4) Business Days or more, but less than eight (8) Business Days after the Response Time. | 15% of the unit price of an ESL appeal. |
| Outcome delivered eight (8) Business Days or more after the Response Time. | 20% of the unit price of an ESL appeal. |
| 1.5 | Securing an appointment with a medical specialist upon receiving the request for an independent opinion. | Forty-eight (48) hours, reckoned from the time the Service Provider receives instructions from SARS indicating such referral (Response Time). | Appointment secured more than two (2) Business Days but less than four (4) Business Days after the Response Time. | 10% of the unit price of an ESL application. |
| Appointment secured four (4) or more Business Days after the Response Time. | 15% of the unit price of an ESL application. |
| 1.6 | Full Health Assessment referrals for specialist medical opinion or adjudication of Ill-Health Retirement applications. | Delivery of the report must occur within eight (8) weeks after the last assessment, as envisaged in item 1.4 above (Response Time). | Report submitted six (6) Business Days after the Response Time. | 10% of the unit price of a Full Health Assessment or Ill-Health Retirement application, whichever is applicable. |
| Report submitted seven (7) or more Business Days, but less than ten (10) Business Days after the Response Time. | 15% of the unit price of a Full Health Assessment or Ill-Health Retirement application, whichever is applicable. |
| Report submitted ten (10) or more Business Days after the Response Time. | 20% of the unit price of a Full Health Assessment or Ill-Health Retirement application, whichever is applicable. |
| 1.7 | Request For Medical Opinion. | Delivery of the report must occur within ten (10) Business Days after the submission of the application and supporting medical information (Response Time). | Report submitted three (3) Business Days after the Response Time. | 10% of the unit price of a medical opinion. |
| Report submitted four (4) or more Business Days, but less than seven (7) Business Days after the Response Time. | 15% of the unit price of a medical opinion. |
| Report submitted seven (7) or more Business Days after the Response Time. | 20% of the unit price of a medical opinion. |
|  | **Reporting (Monthly, quarterly and annually)** | | | |
| 2.1 | Submit monthly dashboard report complying with all minimum SARS requirements, as communicated from time to time. | On the third (3rd) Business Day of each month (Response Time). | Report submitted four (4) Business Days after the Response Time. | 10% of the unit price of an ESL application. |
| Report submitted more than four (4) Business Days but less than ten (10) Business Days after the Response Time. | 15% of the unit price of an ESL application. |
| Report submitted ten (10) or more Business Days after the Response Time. | 20% of the unit price of an ESL application. |
| Report must conform to the SARS minimum standards. A report which fails to comply with all minimum SARS requirements shall constitute non-adherence to this Service Level. | Report which fails to comply with SARS minimum standards. | 10% of the unit price of an ESL application (in addition to any late delivery financial penalty which may be imposed). In addition, the Service Provider must, at no cost to SARS, revise any report within five (5) Business Days of notification by SARS of any defect therein. |
| 2.2 | Submit quarterly report with trend analysis and recommendations. | On the third Business Day (3rd) day after a quarter, on the last day of the applicable month constituting a quarter (Response Time). | Report submitted four (4) Business Days after the Response Time. | 10% of the unit price of an ESL application. |
| Report submitted more than four (4) Business Days but less than ten (10) Business Days after the Response Time. | 15% of the unit price of an ESL application. |
| Report submitted ten (10) or more Business Days after the Response Time. | 20% of the unit price of an ESL application. |
| 2.3 | Submit annual report with trend analysis and recommendations. | Annually within fourteen (14) Business Days of the end of the SARS financial year end (March), and in the final year of the Agreement within fourteen (14) Business Days after the termination date of the Agreement (Response Time). | Report submitted fifteen (15) Business Days after the Response Time. | 10% of the unit price of an ESL application. |
| Report submitted more than fifteen (15) Business Days but less than twenty (20) Business Days after the Response Time. | 15% of the unit price of an ESL application. |
| Report submitted twenty (20) or more Business Days after the Response Time. | 20% of the unit price of an ESL application. |