**Annexure B**

**Service Levels**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **REPORTING AND COMMUNICATION** | | | | |
| **COLUMN A** | **COLUMN B** | **COLUMN C** | **COLUMN C** |
| **Service Level Description** | **Service Level** | **Service Level Failure** | **Service Credit (s)** |
| * 1. Acknowledgement of Service Request. | As per requirements of the Service Request.    **[Clause 6.3 of the Services Agreement]** | Respond 2 hours after the deadline | 10% of the Amount at Risk. |
| Respond between 2 to 4 hours after the deadline | 15% of the Amount at Risk. |
| Respond hours after the deadline | 20% of the Amount at Risk |
| * 1. Resolution of any written queries by SARS, including all types of queries connection with ordered Service Products. | Resolve within twelve (12) hours after receipt of the query.  **[Clause 8.1.1 of the Services Agreement]** | Respond 2 hours after the deadline | 10% of the Amount at Risk. |
| Respond between 2 to 4 hours after the deadline | 15% of the Amount at Risk. |
| Respond hours after the deadline | 20% of the Amount at Risk |
| * 1. Submission of a written quotation. | Submit twelve (12) hours after the receipt of the Service Request  **[Clause 6.4 of the Services Agreement]** | Respond 2 hours after the deadline | 10% of the Amount at Risk. |
| Respond between 2 to 4 hours after the deadline | 15% of the Amount at Risk. |
| Respond hours after the deadline | 20% of the Amount at Risk |
| * 1. Collection of the print-ready file format /or USD device in connection therewith. | Collect with twelve (12) hours after the receipt of the sign-off written quotation from SARS.  **[Clause 6.4 of the Services Agreement]** | Respond 2 hours after the deadline | 10% of the Amount at Risk. |
| Respond between 2 to 4 hours after the deadline | 15% of the Amount at Risk. |
| Respond hours after the deadline | 20% of the Amount at Risk |
| * 1. Submission of print proofs. | 24 hours after receipt of print ready file format / US device.  **[Clause 6.5 of the Services Agreement]** | Respond 2 hours after the deadline | 10% of the Amount at Risk. |
| Respond between 2 to 4 hours after the deadline | 15% of the Amount at Risk. |
| Respond hours after the deadline | 20% of the Amount at Risk |
| * 1. Progress reports on delays in delivery. | Provide a written report everyday | Respond a Business Day late | 10% of the Amount at Risk |
| Respond 2 to 3 Business Days | 15% of the Amount at Risk. |
| Respond after 4 Business Days | 20% of the Amount at Risk. |
| * 1. Submit Status Report | Submit within 5 Business Days after the end of the month following the completion of a Purchase Order  **[Clause 7.2.1.2 of the Services Agreement]** | Respond 4 to 5 Business Days after the deadline | 5% of the Amount at Risk |
| Respond 6 to 10 Business Days after the deadline | 10% of the Amount at Risk. |
| Respond 11 Business Days after the deadline | 15% of the Amount at Risk. |
| * 1. Adherence to the mass weight requirements | Service Provider to package Service products strictly in accordance with SARS requirements  **[Clause 6.7 of the Services Agreement]** |  | Service Provider to bear costs of excess mass weight. |

**SUPPLIER PERFORMANCE REVIEWS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| REVIEW PARAMETERS |  |  | SERVICE LEVEL TARGET | THRESHOLD | NON-ADHERENCE\* |
| Performance Monitoring by supplier | | | Every order | 100% | Possible termination |
| Status Reports from supplier | | | As and when required | 100% | Possible termination |
| Attendance of Meetings with SARS | | | As and when required | 100% | Possible termination |
| Attendance of Contract Reviews by SARS | | | Quarterly | 100% | Possible termination |