

AGRÉMENT SOUTH AFRICA

DRAFT SERVICE LEVEL INDICATORS

SERVICE LEVEL STANDARDS

1. INTRODUCTION

The purpose of the Service Level Standards is to guide and document the expectations and requirements of the services to be rendered to Agrément South Africa by the Service Providers.

This document may be used as the benchmark against which reviews and, as appropriate, modifications to the SLA shall take place.

2. KEY PERFORMANCE INDICATORS

Key performance indicators (KPIs) are management tools designed to monitor supplier performance and help meet the goals, objectives and service levels of the contract.

2.1 RANGE OF SERVICES

The Services rendered are reflected in the detail of the information of the tender documentation.

3. MEASUREMENT CRITERIA

The following table lists a comprehensive number of Key Performance Areas and Indicators. Agrément South Africa selected the most relevant KPA and KPIs to include in the contract and quarterly and annual reviews of the contract. Agrément South Africa may change the descriptions, targets and frequency of measurement according to their needs.

<i>Key Service Area</i>	<i>Description of Service</i>	<i>Target</i>	<i>Frequency of Measurement</i>	<i>Weighting of Service</i>
Hours of operation	Rendering services throughout working hours. Monday to Friday (8h00 – 16h30)	100%	Monthly ¹ /Quarterly Review	
After hours/emergency services	After hours services must be rendered Monday to Friday outside normal official hours(16h30 to 8h00) and 24 hours on weekends and Public Holidays	100%	Monthly/Quarterly Review	
Travel Policy Implementation	Controls put in place to ensure policy compliance	100%	Monthly/Quarterly Review	
Traveller Profiles	All travellers must be set up with a personal profile.	100% of travellers	Monthly/Quarterly Review	
Third Party Management	Manage the third party service providers by addressing service failures and complaints against these service providers	95%	Monthly/Quarterly Review	
Turnaround times to acknowledge requests	Turnaround time on domestic bookings And point to point international bookings within 4 working hours	80% of bookings within 2 hours	Monthly/Quarterly Review	
	Turnaround time for quotations on multi-sector regional and international air travel within 24 hours	80% of bookings within 24 hours	Monthly/Quarterly Review	

¹ For the first six months of the contract, or as needed if services are not as requested.

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service
	Prioritise last minute booking for same day travel within 1 hour	90% of bookings within 1 hour	Monthly/Quarterly Review	
	Response to change or cancellation of bookings within 4 hours	90% of changes & cancellations within 4 hours	Monthly/Quarterly Review	
Group Bookings	Number of group bookings facilitated	100% of all requests	Quarterly	
	Consultant to acknowledge receipt of enquiries/bookings within 3 hours or receipt	95%	Ad hoc/Quarterly	
	Consultant to provide quotations within 2 business days of receiving enquiry	95%	Ad hoc/Quarterly	
	In the event that a consultant need additional time to get prices from a venue, it must be communicated to the client concerned	95%	Ad hoc/Quarterly	
	Vouchers to be issued within a day prior to the event (short notice due to high volumes of changes)	95%	Ad hoc/Quarterly	
	Consultant to provide ongoing feedback to the booker until the booking is confirmed	95%	Ad hoc/Quarterly	
	No voucher can be issued without an electronic or manual authorisation. The information must reflect correctly and signed by the conference coordinator and the authoriser	100%	Ad hoc/Quarterly	
	All contracts must be signed by the Department's authoriser	100%	Ad hoc/Quarterly	
	Any additional items required at the venue/during the conference should be signed off by the authoriser	95%	Ad hoc/Quarterly	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service
	All invoices will be sent to the booker for verification before payment.	95%	Ad hoc/Quarterly	
Support & Advice	TMC will support and assist with advice, documentation for passports and visa applications, inoculation requirements, foreign currency, insurance, etc.	80% of all requests	Monthly/Quarterly Review	
	Issue a Travel Insurance Policy for regional & international travel and hand traveller detail of the policy	100%	Monthly/Quarterly	
Commissions earned	Commissions earned on government business, paid back to the client on a quarterly basis.	100% of all commission earned for government business	Quarterly	
Price comparisons	Domestic Reservations: 3 price comparisons. TMC will offer the lowest possible quotations for the journey at the requested date and time. Alternative options will be offered if the discounted classes are not available at time of travel to allow for an hour window before and after the requested time (best quote)	90% of all bookings to be the lowest/best quote	Monthly/Quarterly Review	
	International Reservations: 3 price comparisons which provides the most cost effective and practical routing.	90% of all bookings to be the lowest/best quote	Monthly/Quarterly Review	
Reservations Communication	Confirmations of bookings (air, accommodation, car rental, etc.) must be communicated to the traveller via SMS and/or email.	100% of all bookings	Monthly/Quarterly Review	
Air Travel Cancelled and Unused tickets/	All cancelled and/or unused tickets must be refunded automatically within 3 months of date of issue	80%	Quarterly	
Accommodation	Accommodation bookings that were not within the Maximum allowable rates and reasons.	Number	Monthly/Quarterly Review	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service
	Cancellations and no-shows	Number	Monthly/Quarterly Review	
Car Rental & Shuttle Services	Car Rental bookings that were not in line with the travel policy and cost containment measures and reasons	Number	Monthly/Quarterly Review	
After hours & Emergency Services	After hours and emergency services operates 365 days per year.	100%	Monthly/Quarterly Review	
	Contact numbers correct on itineraries and client SMS notifications	100%	Monthly/Quarterly Review	
	Emergency and after hours calls to be resolved within 1 hour to limit inconvenience to traveller	95% of all emergency and afterhours requests	Monthly/Quarterly Review	
	Authorisation and order processing of afterhours and emergency travel requests to be done within 72 hours	100% of all bookings to be authorised within 24 hours	Monthly/Quarterly Review	
Communication	Workshops and Training provided to Travel Coordinators	Number of workshops / training sessions And Number of personnel trained	Quarterly / Annually	
	All enquiries must be investigated and prompt feedback to be provided within 24 hours	90% of all enquiries within 24 hours	Quarterly / Annually	
Financial management:	TMC will batch invoices monthly and these will be delivered by hand to the client's Financial department, who in turn will acknowledge receipt with a signature and date.	100% of all invoices	Monthly	
	Cost effectiveness of travel arrangements. Savings generated / Savings missed / Cost reduction / Cost avoidance	±3-5% of travel spend	Monthly/Quarterly Review	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service
	All invoices to reflect the correct passenger name, date of travel, destination/routing and cost centre number	95% of all invoices	Monthly	
	Accurate reconciliation of any lodge card and Debtor's account	95%	Monthly	
	Debtors account statement will be accompanied by invoices and will be reconciled accordingly	95%	Monthly	
	TMC to process all invoicing for air immediately	95%of all air bookings	Daily	
	TMC to process all invoicing for third party bookings within 3-7 days of receipt of the original invoice from the supplier	95% of invoices within 3-7 days	Ongoing	
	All Credit notes to be processed within 2 working days	95% of all credit notes within 2 days	Ongoing	
	All finance related queries to be logged in a queries register and all queries to be resolved within 2 business days	100% queries registered. 90% queries resolved within 2 days	Monthly/Quarterly Review	
	TMC will immediately report Lodge Card fraudulent transactions to Agrément South Africa.	100%	As soon as a fraudulent transaction or suspicion thereof is noticed	
Technology, Management Information and Reporting	Three Standard Reports in line with National Treasury Cost Containment Instruction	100%	Monthly	
	Accuracy of reports	95%	Monthly	
	Monthly travel management reports to be presented to the client's travel manager and finance manager. The report to include (not limited): <ul style="list-style-type: none"> - Summary of total travel spend - Total expenditure by Air Carrier - Detailed accommodation facility spend - Detailed car rental facility spend 	95% accuracy	Monthly/Quarterly Review	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service
	<ul style="list-style-type: none"> - Detailed shuttle service facility spend - Cost savings report - Exception reports - Unused ticket report - Un-invoiced voucher report - Invoices not paid within 30 days - Fully Implemented online Booking Tool 			
Handling of Compliments and Complaints	All complaints related to TMCs service to be recorded as a ratio of complaints to number of transactions. The ratio must be less than 1%.	Ratio of number of complaints to number of transactions to be less than 1%	Monthly/Quarterly Review	
	Where possible all complaints to be acknowledged within 3 hours of receipt	95% of all complaints within 3 hours	Monthly/Quarterly Review	
	Complaints related to TMC to be addressed within 24 hours	95% of all complaints within 24 hours	At time of complaint. Monthly/Quarterly Review	
	All complaints related to a supplier's service will be addressed with the supplier involved and resolved within 3 days	95% of all complaints within 3 days	At time of complaint. Monthly/Quarterly Review	
	All complaints and compliments to be logged in a register and all complaints to be resolved within 2 business days	100% complaints and compliments registered. 90% complaints resolved within 2 days	Monthly/Quarterly Review	
Customer Satisfaction	Agree and manage customer satisfaction surveys	80-100% satisfaction	Quarterly	
Travel policy enforcement	TMC to ensure Travel Policy is enforced. Manage with exception reports.	Exception reports	Monthly/Quarterly Review	
Travel value added services	Customer satisfaction surveys to measure value added services to travellers	80-100% satisfaction	Quarterly	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service
Cost Containment	Cost effectiveness of travel arrangements. Savings generated / Savings missed / Cost reduction / Cost avoidance	±3-5% of travel spend	Monthly/Quarterly Review	
	Proposals made by the TMC to improve travel behaviour and save money.	Number of proposals and resultant improvements	Quarterly/ Annually	
Quarterly Reviews	Quarterly reviews are required to be presented by the Travel Management Company on all travel activity in the previous three-month period. These reviews are comprehensive and presented to the Procurement and Finance teams as part of the performance management reviews based on the service levels.	4 Reviews	Quarterly	
Annual Reviews	Annual reviews are required to be presented by the Travel Management Company on all travel activity in the previous twelve-month period. These reviews are comprehensive and presented to the Procurement and Finance teams as part of the performance management reviews based on the service levels.	One Review per annum for the duration of the contract	Annual	
Back office support and skilled TMC personnel	The TMC to ensure high quality service to be delivered at all times to the travellers. The TMC is required to provide highly skilled and qualified human resources.	80-100% satisfaction	Quarterly	
Confidentiality	The TMC must ensure confidentiality in respect of all travel and accommodation arrangements	80-100% satisfaction	Quarterly	