



ANNEXURE A3

SERVICE LEVEL INDICATORS

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The Services rendered are reflected in the Scope of Work (Bid TOR Paragraph 15). Standard terms and conditions relating to Service Level Indicators are contained in section 20 of the Terms of Reference.

1. MEASUREMENT CRITERIA

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
GENERAL					
Hours of operation	Rendering services throughout working hours. Monday to Friday (8h00 – 17h00)	100%	Monthly/Quarterly Review	Critical importance	15.3.1(b)
After hours/emergency services	After hours services must be rendered Monday to Friday outside normal official hours(17h00 to 8h00) and 24 hours on weekends and Public Holidays	100%	Monthly/Quarterly Review	Critical importance	15.3.1(b) 15.3.6
Travel Policy Implementation	Controls put in place to ensure policy compliance	100%	Monthly/Quarterly Review	Critical importance	15.3.1(e)
Traveller Profiles	All travellers must be set up with a personal profile. Profiles should be updated on a bi-annual basis and/or upon instruction.	80% of travellers	Monthly/Quarterly Review	Critical importance	15.3.1 (g)
Third Party Management	Manage the third party service providers by addressing service failures and complaints against these service providers	80%	Monthly/Quarterly Review	Moderate importance	15.3.1(h)
RESERVATIONS					

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
Turnaround times to acknowledge requests	Turnaround time on domestic bookings within 4 working hours	80% of bookings within 4 hours	Monthly/Quarterly Review	Critical importance	15.3.2(g)
	Turnaround time on regional and international bookings within 24 working hours.	80% of bookings within 24 hours	Monthly/Quarterly Review	Critical importance	15.3.2(g)
	Prioritise last minute booking for same day travel within 1 hour	90% of bookings within 1 hour	Monthly/Quarterly Review	Critical importance	15.3.2(g)
	Response to change or cancellation of bookings within 1 hour	90% of changes & cancellations within 1 hours	Monthly/Quarterly Review	Critical importance	15.3.2(g)
Group Bookings	Consultant to acknowledge receipt of enquiries/bookings for group bookings within 3 hours or receipt	80%	Ad hoc/Quarterly	Critical importance	15.3.2 (h)
	Consultant to provide quotations within 2 business days of receiving enquiry	95%	Ad hoc/Quarterly	Critical importance	15.3.2 (h)
	In the event that a consultant need additional time to get prices from a venue, it must be communicated to the client concerned	100%	Ad hoc/Quarterly	Critical importance	15.3.2 (h)
	Vouchers to be issued within 3 days prior to the event (short notice due to high volumes of changes)	95%	Ad hoc/Quarterly	Critical importance	15.3.2 (h)
	Any additional items required at the venue/during the conference should be signed off by the authoriser	95%	Ad hoc/Quarterly	Critical importance	15.3.2 (h)
	All invoices will be sent to the booker for verification before payment.	95%	Ad hoc/Quarterly	Critical importance	15.3.2 (h)
Support & Advice	TMC will support and assist with advice, documentation for passports and visa	100% of all requests	Monthly/Quarterly Review	Moderate importance	15.3.2(j), (k), (l), (p)

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
	applications, inoculation requirements, foreign currency, insurance, etc.				
	Issue a Travel Insurance Policy for regional & international travel and hand traveller detail of the policy	100%	Monthly/Quarterly	Moderate importance	15.3.2(l)
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	Moderate importance	15.3.2(p)
AIR TRAVEL, ACCOMMODATION, CAR RENTAL & SHUTTLE SERVICES					
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	Critical importance	15.3.3 (g)
Accommodation	Accommodation bookings that were not within the Maximum allowable rates and reasons.	Number	Monthly/Quarterly Review	Critical importance	15.3.4(a),(b), (d),(e)
	Cancellations and no-shows	Number	Monthly/Quarterly Review	Critical importance	15.3.4(f)
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	Critical importance	15.3.5(a)
COMMUNICATION					
Communication	Workshops and Training provided to Travel Bookers	Number of workshops / training sessions And Number of personnel trained	Quarterly / Annually	Moderate importance	15.4.1
	All enquiries must be investigated and prompt feedback to be provided within 24 hours	80% of all enquiries within 24 hours	Quarterly / Annually	Critical importance	15.4.2
FINANCIAL MANAGEMENT					

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
Financial management:	TMC will batch invoices weekly 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	Critical importance	15.5.2 15.5.8
	All invoices to reflect the correct passenger name, date of travel, destination/routing and cost centre number	95% of all invoices	Monthly	Critical importance	15.5.2
	Accurate reconciliation of the lodge card and Debtor's account	95%	Monthly	Critical importance	15.5
	The credit card statement/Debtors account statement will be accompanied by invoices and will be reconciled accordingly	95%	Daily/Weekly	Critical importance	15.5
	TMC to process all invoicing for air immediately	95% of all air bookings	Daily	Critical importance	15.5
	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	Critical importance	15.5
	All Credit notes to be processed within 2 working days	95% of all credit notes within 2 days	Ongoing	Critical importance	15.5
	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	Critical importance	15.5
	TMC will immediately report Lodge Card fraudulent transactions to the Department.	100%	As soon as a fraudulent transaction or suspicion thereof is noticed	Critical importance	15.5

TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
Technology, Management Information and Reporting	Three Standard Reports in line with National Treasury Cost Containment Instruction	100%	Monthly	Critical importance	15.6.4
	Accuracy of reports	95%	Monthly	Critical importance	15.6.3
	<p>Monthly travel management reports to be presented to the client's travel manager and finance manager. The report to include (not limited):</p> <ul style="list-style-type: none"> - Summary of total travel spend - Total expenditure by Air Carrier - Detailed accommodation facility spend - Cost savings report - Exception reports - Unused ticket report - Uninvoiced voucher report - Invoices not paid within 30 days 	95% accuracy	Monthly/Quarterly Review	Critical importance	15.6.8
ACCOUNT MANAGEMENT					
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	Critical importance	15.7.4
	Where possible all complaints to be acknowledged within 3 hours of receipt	95% of all complaints within 3 hours	Monthly/Quarterly Review	Critical importance	15.7.4
	Complaints related to TMC to be addressed within 24 hours	95% of all complaints within 24 hours	At time of complaint. Monthly/Quarterly Review	Critical importance	15.7.4
	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	Critical importance	15.7.4

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
	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	Critical importance	15.7.4
Customer Satisfaction	Agree and manage customer satisfaction surveys electronically after each transaction.	80-100% satisfaction	Quarterly	Critical importance	15.7.3
Travel policy enforcement	TMC to ensure Travel Policy is enforced. Manage with exception reports.	Exception reports	Monthly/Quarterly Review	Critical importance	15.7.5