[Travel Agency Logo]

ANNEXURE I

EXPECTED PERFORMANCE STANDARDS

1.1 Expected Performance Standards

1.1.1 Each KPA is allocated 100 points.

1.1.2 If the threshold is not adhered to, points shall be deducted as follows:

	KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINTS (Deducted from 100 if threshold exceeded) NB: This will be applicable during the signing of the SLA.
A.	Processing of Travel Bookings • Domestic bookings/ reservations (flights, accommodation, car hire, shuttle, chauffer, charter)	Before 15:30 daily	• Quotations issued in **2 Hours of receiving travel request.** • Vouchers issued in **2 hours** after receiving order. • Urgent requests processed in **1 – 2 hours.**	• Quotations with accurate information submitted to Travel Coordinators/Travelers within prescribed time frame. • Vouchers with accurate information issued to Travellers/Travel Coordinators within prescribed time frame. • Travelers are not asked to make payment at hotel reception. • Any Service Provider-created challenges at hotel reception, car hire reception resolved in **30 minutes.** • Urgent requests processed within time frame, except where there are justifiable difficulties. • Requests made during office hours dealt with	• Justifiable and verified complaints. • Complaints Register received by the Service Provider from the Agency. • Compliments from the Agency Travelers. • Compliance / Non-Compliance Letters from the Agency.	Less than 5 Service Provider related complaints per month	70 points

KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINTS (Deducted from 100 if threshold exceeded) NB: This will be applicable during the signing of the SLA.
			during office hours and not transferred to afterhours.			
• International Bookings	A week before the international trip	• Quotation submitted to Travel Coordinators/Travellers in **4 – 8 hours** of request. • Vouchers issued in **2 hours** after receiving order. • Complicated routes processed and finalized in **48 hours.**	• Quotations with accurate information submitted to Travel Coordinators/Travellers within prescribed time frame. • Vouchers with accurate information issued to Travellers/Travel Coordinators within prescribed time frame. • Travelers are not asked to make payment at hotel reception.	• Justifiable and verified complaints. • Complaints Register received by the Service Provider from the Agency. • Compliments from the Agency Travelers. • Compliance / Non-Compliance Letters from the Agency.	No complaints about international trips.	30 points
• Conference Bookings	Requests must be submitted to the Service Provider as follows: • Conferences between **3000 up to 5000 pax** (4 weeks in advance); • Conferences for **500 – 3000 pax** (1 week in	• Conferences between **3000 up to 5000 pax**: ✓ Quotations submitted to Travel Coordinators/Travelers in **2 weeks** of request. ✓ Pre-Payments and Vouchers made in **1 week** after receiving order. Conferences **for 500 – 3000 pax**	• Quotations with accurate information submitted to Travel Coordinators/Travellers within prescribed time frame. • Vouchers with accurate information issued to Travellers/Travel Coordinators within prescribed time frame. • No pre-payment issues raised by the host to SASSA	• Justifiable and verified complaints. • Complaints Register received from SASSA. • Compliments from the Agency Travelers • Compliance / Non-Compliance Letters	No complaints about conference bookings.	50 points

	KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINTS (Deducted from 100 if threshold exceeded) NB: This will be applicable during the signing of the SLA.
		advance); • Conferences for **500 and below pax** – (1 week in advance); • Conferences for **small workshops and meetings** – 48 hours in advance.	(minimum 1 week): ✓ Quotations submitted to Travel Coordinators/Travelers in 48 hours of request. ✓ Pre-Payments and Vouchers made 24 hours after receiving order. • Conferences for **500 and below pax**: ✓ Quotations submitted to Travel Coordinators/Travelers in 48 hours of request. ✓ Pre-Payments and Vouchers made 24 hours after receiving order. • Conferences for **small workshops and meetings** Quotations submitted to Travel Coordinators/Travelers in 2**4 hours** of request. ✓ Quotations submitted to Travel Coordinators/Travelers in 24 hours of request. ✓ Pre-Payments and Vouchers made in 12 hours after receiving order.	before or during the conference.	from the Agency.		

	KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINTS (Deducted from 100 if threshold exceeded) NB: This will be applicable during the signing of the SLA.
	• Afterhours Requests	• Anytime during after-hours period.	• Calls answered after 5 rings. • Calls/Messages returned within 10 minutes.	• Afterhours Consultants are well-conversant with SASSA Travel Management Policy. • Calls answered by Afterhours Consultants. • Challenges resolved by Afterhours Consultants. • All after-hours requests authorized by Authorizers provided by the Agency. • Accurate and clear afterhours reports and quotations sent to the affected SASSA Office/Region daily.	• Justifiable and verified complaints. • Complaints Register received by the Service Provider from the Agency. • Submission of accurate afterhours report and quotations • Compliments from the Agency Travellers. • Compliance / Non-Compliance Letters from the Agency.	2 complaints per month	85
B	Availability of properly qualified and experienced staff as per contract to provide Travel Management Services	• N/A	For the duration of the contract.	The following required staff appointed and replaced in time: • Competent Key Accounts Manager. • Competent Operations	• Justifiable and verified complaints. • Complaints Register received by the Service Provider	Only 2 months for filling of vacant post by the Service Provider	100

	KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINTS (Deducted from 100 if threshold exceeded) NB: This will be applicable during the signing of the SLA.
				Manager. • Competent Financial Manager. • Competent Team Leader. • Competent and adequate number of consultants – in line with SASSA's demand for travel services. • Timeous notification (1 day after change) on changes of staff from the Service Provider. • Swift replacement of incompetent staff. • Continuous availability of the required staff in the employ of the Service Provider.	from the Agency. • Compliments from the Agency Travelers. • Compliance / Non-Compliance Letters from the Agency.		
C	Efficient Coordination of Operation	• N/A	For the duration of the contract.	• An operational and efficient Buddy System implemented. • Responsible and accountable Team Leader/Second in Charge available in the absence of	• Justifiable and verified complaints. • Complaints Register received by the Service Provider from the Agency.	Less than 9 complaints per month	80

KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINTS (Deducted from 100 if threshold exceeded) NB: This will be applicable during the signing of the SLA.
			Team Leader. • Calls answered after 5 rings. • Messages left on voice mail returned within 1 hour. • E-mail enquiries returned within an hour. • No delays in the processing of travel requests. • Visible sense of urgency in handling travel requests. • Challenges/issues addressed within agreed time frames by Key Accounts Manager/Operations Manager/Team Leader/Travel Consultants.	• Compliments from the Agency Travelers. • Compliance / Non-Compliance Letters from the Agency.		

	KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINTS (Deducted from 100 if threshold exceeded) NB: This will be applicable during the signing of the SLA.
D.	Handling of Invoices • Submission of correct invoices to SASSA	N/A	Invoices submitted on a weekly basis.	• Signed off correct spreadsheets. • Correct invoices submitted in line with the checklists.	• Invoices submitted within 90 days of service provision. • Invoices not returned to the Travel Agency for correction. • Complaints about non-submission of invoices. • Compliance / Non-Compliance Letters from the Agency.	• Less than 20 invoices not submitted within 90 days. • Less than 5 invoices returned to the service provided for correction per month. • Less than 5 complaints per month	40 70 70
	• Invoice Queries Handling	Raise a query within a day upon receipt of incorrect invoices.	• The Service Provider related query resolved within a day. • Supplier-related query resolved within two days.	All queries resolved within set time frame.	• Complaints about unresolved queries. • Query register submitted to the Service Provider. • Compliance / Non-Compliance Letters from the Agency.	Less than 12 queries per month.	40

	KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINTS (Deducted from 100 if threshold exceeded) NB: This will be applicable during the signing of the SLA.
E	Handling of Reconciliation • Diners Club • Land Arrangements	Reconciliation (response) submitted to the Travel Agency by 15th of each month.	Consolidated Reconciliations submitted by 7th of Each month.	• Signed Off Correct Statement (Consolidated Reconciliation) submitted.	• Statements (Consolidated Reconciliation) balancing against invoices submitted. • Complaints about incorrect statements (Consolidated Reconciliation).	No complaints of incorrect statements (Consolidated Reconciliation).	100
F	• Commissions and Overrides reports	N/A	Reports on Commissions and Overrides submitted monthly – on the 7th day of each month.	• Report submitted as per stipulated time frame.	• The Service Provider not reminded to provide the report. • Service provider's report corresponding to confirmation by travel suppliers.	One reminder in 3 months All reports confirmed as correct by suppliers.	100

	KEY PERFORMANCE AREA	Turnaround Time for the Agency	Turnaround Time for the Service Provider	INDICATOR	MEASURED BY	THRESHOLD	PENALTY POINTS (Deducted from 100 if threshold exceeded) NB: This will be applicable during the signing of the SLA.
G	Handling of Complaints	• **Individual complaints** -Immediately upon receipt • **Consolidated complaints registe**r - monthly	• All complaints must be acknowledged within 4 hours of receipt. • The Service Provider Related Complaints must be actioned and/or resolved within 24 hours of receipt. • Supplier related complaints must be actioned and/or resolved within 48 hours.	• Acknowledgement received within stipulated time from the Service Provider. • Feedback from the Service Provider including (apology letter where necessary) received within stipulated time.	• Justifiable and verified complaints. • Complaints Register received by the Service Provider from the Agency. Compliance / Non-Compliance Letters from the Agency	Less than 2 complaints unresolved.	90
H	Customer Service • Conduct Customer Service Satisfaction Surveys	N/A	Quarterly.	Report on the survey conducted submitted to SASSA 15 days after the end of the quarter.	4 surveys conducted per year.	All 4 surveys conducted and report submitted.	70
I	Monthly Management Reports (MIS)	N/A	Monthly – on the 7th of each month.	• MIS Reports submitted on the 7th of each month.	• Correct reports submitted to the Agency. • Clear & detailed MIS Reports in line with agreed upon format.	All monthly MIS Reports submitted (clear & detailed).	60
J	Open Vouchers Reports	N/A	Monthly – on the 7th of each month.	• Open vouchers reports submitted on the 7th of each month.	• Correct open Voucher reports.	All monthly open voucher reports submitted.	70