

Annexure E1

Service Levels

1. Service Levels expected of the Service Provider and corresponding penalties for service level failures			
COLUMN A	COLUMN B	COLUMN C	COLUMN C
Service Level Description	Service Level	Service Level Failure	Financial Penalty
1.1 Attend Extended Sick Leave (ESL) and Ill health retirement applications panel meetings	As 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 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 opinion delivered more than eight (8) Business Days 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 an ESL panel meeting (Response Time)	Outcomes or opinion delivered two (2) Business Days but less 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 opinion delivered more than eight (8) Business Days after the Response Time	20% of the unit price of an ESL application
1.4 Securing an appointment with a medical specialist upon referral of an ESL application for a specialist opinion	Twenty four 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 Response Time	10% of the unit price of an ESL application
		Appointment secured more than four (4) Business Days after Response Time	15% of the unit price of an ESL application
1.5 Full Health Risk assessment referrals for Specialist medical opinion.	Delivery of the report must occur within eight (8) week from date appointment is booked as envisaged in 1.4 above. (Response Time).	Report submitted six (6) Business Days after the Response Time.	10% of the unit price of an ESL application
		Report submitted more than seven (7) Business Days but less than ten (10) Business Days after the Response Time.	15% of the unit price of an ESL application
		Report submitted more than ten (10) Business Days after the Response Time.	20% of the unit price of an ESL application
2. REPORTING			
2.1 Submit monthly dashboard report complying with all minimum SARS requirements as communicated from time to time.	Once (1) on the last day of each month (Response Time). Report must conform to the SARS minimum standards. A report	Report submitted four (4) Business Days after 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 Response Time	15% of the unit price of an ESL application
		Report submitted more than ten (10) Business Days after Response Time	20% of the unit price of an ESL application

	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 days of notification by SARS of any defect therein.	
2.2	Submit quarterly trend analysis reports	Once (1) every 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 more than ten (10) Business Days after the Response Time.	20% of the unit price of an ESL application
2.3	Submit annual report with trend analysis	Once (1) every year, on each anniversary of the Agreement (Response Time)	Report submitted fifteen (15) Business Days after 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) Business Days after the Response Time.	20% of the unit price of an ESL application