

ANNEXURE E – SERVICE LEVEL AGREEMENT

1.1 Key Performance Areas and Indicators

- 1.1.1 THE SERVICE PROVIDER is expected to comply 100% to the contractual agreement and SASSA is also expected to pay full amount charged by the service provider on a monthly basis, for services rendered.
- 1.1.2 Where there are failures in meeting any of the KPAs, a Rectification Order will be issued by SASSA to the SERVICE PROVIDER.
- 1.1.3 THE SERVICE PROVIDER then shall be given a specified amount of time to rectify the issue raised in the Rectification Order.
- 1.1.4 Independent quality audits may be carried by an external consultant at SASSA's request. The aim will be to measure the cleaning performance in the building.
- 1.1.5 If there is a failure to rectify the issue within the prescribed time frame, penalty points shall be deducted for each failure as detailed under the penalty point value.
- 1.1.6 Monthly meetings are to be held to review contract performance based on the KPAs.

1.2 Penalties

- 1.2.1 Each KPA is allocated 100 points.
- 1.2.2 If issues in the Rectification Orders are not addressed within the Rectification Time the penalty points, shall be deducted as follows:

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
A.	Cleanliness standards in the following key service areas: <ul style="list-style-type: none">Bathrooms;Kitchens (sink/fridges/microwaves)Water Coolers;Workstations (chairs, tables);				
		<ul style="list-style-type: none">All key service areas cleaned in line with the specifications.	<ul style="list-style-type: none">Justifiable and verified complaintsInspections conducted by both Project Managers and Supervisor	2 hours	70
		<ul style="list-style-type: none">85% of officials rating the overall service good or above.	<ul style="list-style-type: none">Quarterly Survey		

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
		facilities. <ul style="list-style-type: none"> Daily refills done before 07:00 a.m. 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor. 		
D.	Provision of Quarterly Cleaning Exercises	<ul style="list-style-type: none"> Order of e.g. chairs, tables, dustbins in offices and workstations restored after chairs and deep carpet cleaning. 	<ul style="list-style-type: none"> Inspections conducted by either Project Managers or their delegates. Justifiable and verified complaints. 	2 hours	70
		<ul style="list-style-type: none"> Chairs and carpet cleaned in line with specifications 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor. Cleanliness checklists and signed off attendance registers Justifiable and verified complaints 	168 hours	
		<ul style="list-style-type: none"> All Quarterly Exercises (Deep Carpet Cleaning, Chair Cleaning, Pest Control, Interior Windows Cleaning, Foyer & Deep Carpet Cleaning) completed in line with set time frames and specifications. 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor. Justifiable and verified complaints. 	168 hours	
E	Provision and Maintenance of General Cleaning Equipment and Supplies	<ul style="list-style-type: none"> SABS approved cleaning equipment and supplies 	<ul style="list-style-type: none"> SABS approved certificates submitted quarterly 	24 hours	100
		<ul style="list-style-type: none"> Functional and adequate cleaning equipment at all times 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor. List of equipment for each cleaner. Signed off delivery note of stock. 	24 hours	
		<ul style="list-style-type: none"> No shortage of general cleaning supplies 	<ul style="list-style-type: none"> Justifiable and verified complaints. 	3 hours	
F	Presentation and Uniform	<ul style="list-style-type: none"> All staff well presented in company uniform. Cleaners having winter and 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor Justifiable and verified complaints 	24 hours	70

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
		summer uniform.			
		<ul style="list-style-type: none"> Cleaners wearing name tags always. 			
G	Safety Management and Public System and Liability	<ul style="list-style-type: none"> Signage – clear and visual signs of safety (wet floor signs) 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor Justifiable and verified complaints 	20 minutes	100
		<ul style="list-style-type: none"> Protective Clothing – usage of safety clothing (e.g. gloves, masks, shoes etc.) by cleaners. 		48 hours	
		<ul style="list-style-type: none"> Cleaners promptly attend to spills 		Immediately	
		<ul style="list-style-type: none"> First aid kit and one of staff members trained on first aid. 	<ul style="list-style-type: none"> Complete first aid kit. 	24 hours	
		<ul style="list-style-type: none"> Proactive measures by Service Provider to prevent damage or injury 	<ul style="list-style-type: none"> Assessment of the Company's Measures to prevent injury and damage. 	120 hours	
		<ul style="list-style-type: none"> Public liability certificates submitted to SASSA annually 	<ul style="list-style-type: none"> Assessment of Company's Claims Handling Procedure. 	24 hours	
		<ul style="list-style-type: none"> Efficient processing of claims 	<ul style="list-style-type: none"> Monitoring the processing of SASSA's claims. 	Immediately	
H	Training and Competence of Staff	<ul style="list-style-type: none"> Supervisor, cleaners and relievers trained on cleaning all areas as per specifications and competent. 	<ul style="list-style-type: none"> Inspection of training records by both Project Managers – training certificates. Experience of sub-contractor Justifiable and confirmed complaints 	120 hours	100
		<ul style="list-style-type: none"> Supervisor trained on supervisory role and competent. 		120 hours	
		<ul style="list-style-type: none"> Supervisor/cleaners/sub-contracted companies experienced and competent in the performance of deep carpet cleaning, pest control, interior window cleaning, foyer and deep toilet cleaning. 			
		<ul style="list-style-type: none"> Supervisor, cleaners and relievers trained on: <ul style="list-style-type: none"> ✓ Occupational Health & Safety; 			

PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
		<ul style="list-style-type: none"> ✓ Operation of equipment; ✓ Mixing of chemicals; ✓ And other appropriate training as per cleaning and sanitation industry requirements. 			
I	Stability and Consistency in the provision of Cleaning and Sanitation Services	<ul style="list-style-type: none"> • Expert and competent Supervisor and Cleaners regardless of the changes. 	<ul style="list-style-type: none"> • Compliance to the service standards 	48 hours	70
		<ul style="list-style-type: none"> • Timeous notification on changes of staff from the service provider. 	<ul style="list-style-type: none"> • Justifiable and confirmed complaints • Feedback on change notifications from SASSA Project Manager 	Immediately	
		<ul style="list-style-type: none"> • Swift replacement of incompetent staff 	<ul style="list-style-type: none"> • Consistent poor staff performance 	24 hours	
J	Customer Service	<ul style="list-style-type: none"> • Individual cleaners conducting themselves in a professional manner. 	<ul style="list-style-type: none"> • Feedback from staff (justifiable) • Inspections conducted by SASSA's Project Manager and Supervisor 	24 hours	70
		<ul style="list-style-type: none"> • Company Director and Project Manager conducting themselves in a professional manner. 	<ul style="list-style-type: none"> • Justifiable and confirmed complaints from the SASSA Project Manager. 	24 hours	

1.3 Penalty and Reward System

- 1.3.1 THE SERVICE PROVIDER will be penalized if more than 101 points are issued per month:
- 1.3.1.1 Either in one KPA or in various KPAs, particularly if the Rectification Order(s) issues were not completed in the specified time frame.
- 1.3.1.2 THE SERVICE PROVIDER shall also receive a complimentary/compliance letter where compliance to the KPAs is achieved and Rectification Orders are completed within the stated time frame on a monthly basis.
- 1.3.1.3 The table below sets out penalties which shall be levied:

POINTS VALUE	PERFORMANCE DEDUCTIONS
420	Contract Review/Cancellation
390	80% of Monthly Payment to be deducted
360	70% of Monthly Payment to be deducted
330	60% of Monthly Payment to be deducted
300	50% of Monthly Payment to be deducted
270	40% of Monthly Payment to be deducted
240	30% of Monthly Payment to be deducted
210	20% of Monthly Payment to be deducted
180	10% of Monthly Payment to be deducted
150	5% of Monthly Payment to be deducted
120	1% of Monthly Payment to be deducted
100	Threshold
Less than 100	Compliance Letter

THUS DONE AND SIGNED by or on behalf of the **PARTIES**, in the presence of the undersigned witnesses, at the places appearing in the appropriate spaces below, on the dates as specified.

FOR SASSA : Full names and surname:	FOR THE SERVICE PROVIDER : Full names and surname:
Designation:	Designation:
Signature:	Signature:
Date:	Date:
Place:	Place:
AS WITNESSES (Full name and surname)	AS WITNESSES (Full name and surname)
1.	1.
2.	2.

Rectification order no. 01

Date.....

No.	Service description	Rectification time
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

SASSA Rep
Date

Cleaners Supervisor
Date