

TARGET

The Service Provider must adhere to the required collection and banking schedules as well as reporting standards.

Column 1	Column 2	Column 3	Column 4	Column 5
#	Service Level Descriptions	Service Level Failures	The Amount at Risk shall be determined at 25 percentage of the amount invoiced in month the Service Level Failure occurred.	Other measures
1. Adherence to collection schedule				
1.1	The Service Provider must adhere to collection schedule in all awarded sites.	One (1) incident of failure to adhere to the agreed collection schedule in any month.	80% of the Amount at Risk	
		A second incident of failure to adhere to the agreed collection schedule in the same month as the month of the occurrence of the first incident.	100% of the Amount at Risk	SARS also reserves the right to terminate the Agreement or a portion of the Services
2. Adherence to banking schedules				
2.1	The Service Provider must bank cash and/or cheques on the same date of collection	One [1] incident of failure to bank on the collection date in any month	80% of the Amount at Risk	
		A second incident of failure to bank on the collection date in the same month as the month of the occurrence of the first incident..	100 % of the Amount at Risk	SARS also reserves the right to terminate the Agreement or a portion of the Services

3. Escorting of High Value Goods				
3.1	The Service Provider must ensure that all high value goods are transported to its destination on the prescribed date.	Failure to transport high value goods to its destination on the prescribed date.	80% of the Amount at Risk	
		High Value goods have not been deposited at its destination.	100 % of the Amount at Risk	SARS also reserves the right to terminate the Agreement or a portion of the Services
4. Adherence and full compliance to Service Level agreements specifications and relevant regulations				
4.1.	The Service Provider must totally comply with all the requirements of service level agreements including PSIRA and other relevant regulations such as Fire arms Act and Criminal procedure Act	No proof of compliance by management and personnel on required permits and registrations to perform functions for first month	80% of the Amount at Risk	
		No provision of the specified requirements of facilities and equipments for the first month	100 % of the Amount at Risk	SARS also reserves the right to terminate the Agreement or a portion of the Services
		Involvement of the management and personnel in commission of security incidents	100 % of the Amount at Risk	SARS also reserves the right to terminate the Agreement or a portion of the Services
5. Reporting				
5.1	The Service Provider must deliver its Monthly Performance Report within seven (7) Business Days after the end of the month.	Report submitted two [2] Business after the due date	20% of the Amount at Risk	
		Report submitted three [3] Business after the due date	40 % of the Amount at Risk	
		Report submitted five [5] Business after the due date	60 % of the Amount at Risk	