

Annexure 9 SLA Penalties

SERVICE CATEGORY	PERFORMANCE STANDARD	METHOD OF MEASUREMENT	TARGET	PENALTIES	PENALTIES	PENALTIES	PENALTIES
				1st Breach of SLA	2nd Breach of SLA	3rd Breach of SLA	4th Breach of SLA
Fieldwork – Passenger Satisfaction Surveys	Compliance to sample plans and sizes	Compliance Dashboard	95%	Formal report on corrective measures, process improvement and 10% of the monthly fee may be deducted.	20% of the monthly fee may be deducted.	50% of the monthly fee may be deducted.	Contract cancelation

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Fieldwork – Process Observations	Compliance to sample plans and sizes	Compliance Dashboard	90%	Formal report on corrective measures, process improvement and 10% of the monthly fee may be deducted.	20% of the monthly fee may be deducted.	50% of the monthly fee may be deducted.	Contract cancelation

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Survey Administration	Adherence to Data collection deadlines. See Annexure 3	Acknowledgement of survey delivery to CPS (completed and unused surveys)	Change to new deadlines (Annexure 3) % of AQI surveys done in the 1st week	Formal report on corrective measures, process improvement and 10% of the monthly fee may be deducted	20% of the monthly fee may be deducted.	50% of the monthly fee may be deducted.	Contract cancelation
Survey Administration (Observations and)	Adherence to CPS deadlines	System reports on survey data captured.	Perception and observation data captured into the ACSA system by the 17th of each month (dates that fall on weekend must be mentioned in the annexure)	Formal report on corrective measures, process improvement and 10% of the monthly fee may be deducted	20% of the monthly fee may be deducted.	50% of the monthly fee may be deducted.	Contract cancelation

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Delivery of completed and blank survey and observation forms/files	Submit files monthly and quarterly	Acknowledgement of forms/files delivered to CPS	24th day of the calendar month (WEEKEND dates) Monthly surveys must be sent electronically (scanned surveys) At the end of the quarter all surveys. Including blank and void questionnaires must be returned timeously (see Annexure 3)	Formal report on corrective measures, process improvement and 10% of the monthly fee may be deducted	20% of the monthly fee may be deducted.	50% of the monthly fee may be deducted	Contract cancelation
Observer report only	Submit report electronically or manual format	System generated reports or acknowledgement of receipt/delivery of hard copy reports to CPS	See Annexure 3	Formal report on corrective measures, process improvement and 1% of the monthly fee may be deducted.	Formal report on corrective measures, process improvement and 2% of the monthly fee may be deducted.	Formal report on corrective measures, process improvement and 5% of the monthly fee may be deducted.	Formal report on corrective measures, process improvement and 10% of the monthly fee may be deducted.

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Meetings	Submit meeting schedule	Monthly meetings schedule as proposed by the service provider	7th Working Day of each month	Formal report on corrective measures, process improvement and 1% of the monthly fee may be deducted. Where penalties are imposed on ACSA because of the breach, the cost may be transferred to the service provider for payment.	Formal report on corrective measures, process improvement and 2% of the monthly fee may be deducted. Where penalties are imposed on ACSA because of the breach, the cost may be transferred to the service provider for payment.	Formal report on corrective measures, process improvement and 5% of the monthly fee may be deducted. Where penalties are imposed on ACSA because of the breach, the cost may be transferred to the service provider for payment.	Formal report on corrective measures, process improvement and 10% of the monthly fee may be deducted. Where penalties are imposed on ACSA because of the breach, the cost may be transferred to the service provider for payment.