



## Annexure E

### Service Level Agreement

**For the Provision of Travel Management Services to the CSIR for a period of Five (5) years**

**RFP No. 3569.1/18/10/2023**

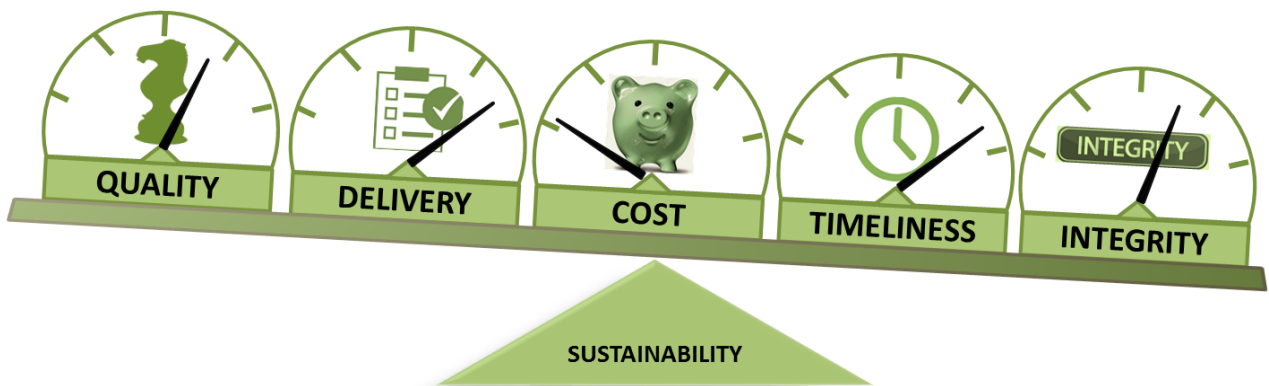
#### 1. INTRODUCTION

The purpose of the Service Level Indicators is to guide and document the expectations and requirements of the services to be rendered to the CSIR by the Travel Management Company.

This document may be used as the benchmark against which reviews and, as appropriate, modifications to the service provided by the Service Provider shall take place.

#### 2. KEY PERFORMANCE INDICATORS

Key performance indicators (KPIs) are management tools designed to monitor supplier performance and help meet the goals, objectives and service levels of the contract.



### **3. RANGE OF SERVICES**

The Services rendered are reflected in the Scope of Work (**Annexure A: Terms of Reference for Travel Services to the CSIR**).

### **4. MEASUREMENT CRITERIA**

A comprehensive list of Key Performance Areas is listed below.

KPA's, targets, weightings and measurements will be agreed upon with the successful bidder during the contract negotiation period.

1. Accessibility of TMC for all travellers and travel bookers
2. After-hours and emergency service
3. Reports
4. Account Management
5. Reservations and bookings, including but not limited to:
  - a. Responsiveness
  - b. Management of queries
  - c. Quote offerings
  - d. Quality / correctness / effectiveness of reservations
6. Adherence to CSIR approval processes, travel policy and other legislation
7. Financial management, including but not limited to:
  - a. On time issuing of invoices
  - b. Correctness of invoices
  - c. Management of statements
  - d. Management of open vouchers
8. Client satisfaction
9. Data management
10. System integration