

Annexure J

DRAFT SERVICE LEVEL AGREEMENT

Appointment of a panel of service providers for the provision of general, specialised and arms-related freight forwarding and customs clearance services to the CSIR for a period of two (2) years.

EOI No. 8096/14/04/2025

SERVICE LEVEL INDICATORS

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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 service provider.

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. RANGE OF SERVICES

The Freight Forwarding and Customs Clearance Services to be rendered to the CSIR for a period of two (2) years are reflected in the Scope of Work (**Annexure B: Technical Specification**).

3. MEASUREMENT CRITERIA

The following table lists a comprehensive number of Key Performance Areas and Indicators:

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Comments
Communication with the supplier and the CSIR import and export office (IEO) of the readiness and collection date of the consignment.					
	Supplier communication- Upon readiness of the consignment, the freight and forwarding service provider must: <ul style="list-style-type: none"> • Contact the supplier to arrange the collection of the consignment. • Obtain the required documents from the supplier (Invoice, Packing list/ collection sheets or any other applicable documents). 	Communication with the supplier must be on the same day after notification from the CSIR import and export office. =10 Communication with the supplier one (1) to two (2) working days after notification from the CSIR import and export office = 9 Communication with the supplier in three (3) to five (5) working days after notification from the CSIR import and export office = 8 Communication with the supplier six (6) working days or longer after notification from the CSIR import and export office = 0	Quarterly	5%	
	CSIR Import and Export Office communication The freight and forwarding service provider must notify the CSIR of the collection date of the consignment.	Communication with the CSIR import and export office is done more than three (3) working days before collection. = 10 Communication with the CSIR import and export office is done two (2) to three (3) working days before the collection of the consignment. = 9 Communication with the CSIR import and export office is done one (1) working day before the collection of the consignment. = 8 Communication with the CSIR import and export office is done upon collection of the consignment. =0	Quarterly	5%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Comments
	Loading/ offloading at point of destination (Adhere to the Incoterm) Pre-notification of the delivery/collection date and provision of loading/offloading resources (Equipment) Pre-Notification must be done at least three (3) days before delivery to the CSIR	Pre-Notification at least four (4) days or more before delivery to the CSIR = 10 Pre-Notification at least three (3) days before delivery to the CSIR = 9 Pre-notification on delivery/collection date communicated less than three (3) days to the CSIR or arrival without notification = 0	Quarterly	5%	
Supply permits, licenses and certificates					
	The freight and forwarding service provider must assist with permits, licenses and certificates if applicable and/or if requested.	The freight and forwarding service provider is to provide the licenses, permits and certificates between one (1) to three (3) working days upon request = 10 The freight and forwarding service provider provides the licenses, permits and certificates four (4) working days or longer upon request = 0	Quarterly	5%	
Loading, stuffing, and lashing.					
	Load, stuff and lash consignments to withstand the strains and stresses during transit to ensure safe arrival of cargo.	100% of cargo reached destination with no transit damage = 10 Cargo arriving at a destination with transit damage= 0	Quarterly	15%	
Customs Clearance of consignments					
	The effective and efficient clearing of both imports and export consignments. <ul style="list-style-type: none"> • Pre-clearance - consignment is cleared before it reaches the port of arrival. • On-time clearance - consignment is cleared on the day it reaches the port of arrival. • Delayed Clearance - consignment is cleared within the allowed grace period before storage and demurrage charges are implemented. 	Pre Clearance = 10 On-time clearance = 9 Delayed Clearance = 8 Late clearance = 0	Quarterly	10%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Comments
	<ul style="list-style-type: none"> Late clearance - consignment is not cleared within the allowed grace period and storage and demurrage charges are implemented. 				
	Provide clearing instructions to the CSIR import and export office; and Provide draft entry for approval by the CSIR import and export office.	Clearing instruction submitted and draft entries approved before cargo arrives/depart= 10 Clearing instruction submitted and draft entries approved when cargo arrives/departs = 9 Clearing instruction submitted and draft entries approved after cargo arrives/departs= 0	Quarterly	5%	
Transportation (Airfreight)					
	Consignments are transported on direct flights from pickup to destination.	Delivery to destination in one (1) to (3) days after pickup =10 Delivery to destination between four (4) to four (5) days after pickup, due to airline delays = 9 Delivery to destination is more than five (5) days after pickup = 0	Quarterly	5%	
	Book and hand over the consignment for consolidation before the cut-off time.	Book and hand over the consignment for consolidation before cutting off time as communicated by the airline =10 Miss to book and/or handover of cargo before cutting off time as communicated by the airline = 0	Quarterly	5%	
Transportation (Road)					
	Dedicated loads must be delivered in one (1) to two (2) Days.	Delivery is done in one (1) to two (2) days from collection. =10 Delivery is done in more than two (2) days from collection. = 0	Quarterly	5%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Comments
	Break Bulk - Book and handover the consignment for consolidation before cutting off time.	Book and handover the consignment for consolidation before cutting off time as communicated by the transporter =10 Miss to book and/or handover of cargo before cutting off time as communicated by the transporter = 0	Quarterly	5%	
Transportation (General)					
	Provide documents conforming to the order/sale to the relevant authorities. <ul style="list-style-type: none"> • Pre-submission - documents are submitted before consignment reaches port of destination. • On-time submission - documents are submitted on the day consignment reaches the port of destination. • Delayed submission - documents are submitted within the allowed grace period before storage and demurrage charges are implemented. • Late submission - documents are not submitted within the allowed grace period and storage and demurrage charges are implemented. 	Pre-submission of documents to the relevant authorities = 10 On-time submission of documents to the relevant authorities = 9 Delayed submission of documents to the relevant authorities = 8 Late submission of documents to the relevant authorities = 0	Quarterly	5%	
	Loading, handling, storage and consolidation. Service providers must adhere to airport procedures to avoid missed bookings and storage and demurrage charges.	No missed bookings and no storage and demurrage charges = 10 Missed bookings and/or storage and demurrage charges= 0	Quarterly	5%	
	Coordinate cargo inspections requested by authorities.	Bookings are done with the relevant authorities and adherence to the authorities' time schedule =10 No bookings done with the relevant authorities and/or non-adherence to the authorities' time schedule = 0	Quarterly	5%	

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Comments
Secured vehicles for the safe collection and delivery of consignments					
	Satellite tracking of vehicle/ similar	Vehicle fitted with a satellite or similar = 10 Vehicles not fitted with a satellite or similar = 0	Quarterly	5%	
General administration for compliance purposes					
	Submit all documentation to the CSIR Import and Export Office. The full set of documentation must include the freight/VAT/Duties invoice, packing list, customs documents, transport documents, commercial documents, proof of delivery and commercial invoices and a delivery sheet that must supply the proof of delivery (POD). The delivery note must provide the printed name and surname of the receiver.	Documents are always submitted as a full set =10 No documents sent or Incomplete documents submitted = 0	Quarterly	5%	
	The invoice must reflect the CSIR purchase order number, collection and delivery reference or port/airport name, and waybill number. Invoices must adhere to South African Revenue Services (SARS) specifications.	Invoices received where all specifications are met = 10 Invoices received not adhering to specifications = 0	Quarterly	5%	
Operational Management Reports					
	Tracking system: Regular Shipment updates are received on email/Telephone/spreadsheet attachment or WhatsApp. Sea freight – Weekly updates and/or when there is a change in status. Airfreight – Daily updates and/or when there is a change in status. Road freight – Daily Updates and/or when there is a change in status.	Updates received at agreed timelines and/or when there is a change in status = 10 No updates received at agreed timelines and/or when there is a change in status = 0	Quarterly		

PENALTY MEASURES:	
Performance Scoring Rating Legend	Description
Exceeded Expectations (10)	Superior performance
Meet Expected Performance (9)	Satisfactory/acceptable performance
Needs Improvements (8)	Sub-standard performance: A formal letter is issued to the Supplier for failing to comply with contractual obligations and required to implement remedial actions within 7 days upon formal notification. Up to 10% deduction on monthly contract fee for poor performance.
Very Poor (Below 8)	Contract review at risk and a letter of termination is issued to the Supplier.
Note: <ul style="list-style-type: none"> - Expected/ required service level is for the Supplier to perform on the "Meet Expected Performance (9)" level as a minimum on all of the aforementioned key performance objectives/indicators (KPIs). Any performance below a score of 9 requires immediate investigation by the Supplier with corrective action taken as necessary to the satisfaction of the CSIR. - The supplier will be required to compile and present quarterly security performance statistics, trend analysis and action plan where required. 	
CSIR Contract/Project Manager Date: Signature:	Managing Director/General Manager Date: Signature: