

Service Level Agreement

Service Level Agreement Conditions

- Under-performance against KPIs in this SLA may be considered as a material 'breach of contract' in the first year of the Agreement.
- A 'grace period' for penalties will be allowed for the first 3 months of the Agreement term.
- SLA will be reviewed and amended as relevant at the beginning of each subsequent Agreement year.
- KPIs may change over the period of the Agreement - to be mutually agreed

ESM Service Level KPIs	Measurement Method	Measurement Period	ESM Proposed Achievement Target
Service availability, response and satisfaction			
Availability of travel agent Prime Agent (or backup/s) to be available between the working hours of 08.30 hrs and 17.30 hrs, Monday to Friday, on all ESM working days of the year.	ESM feedback	Monthly for first 3 months, then quarterly	100% compliance to KPI terms
Travel service response times All service requests to be responded to within 30 minutes. In cases where additional time is required to process a request, an acceptable response timeframe must be agreed with the ESM travel Booker.	· Satisfaction survey · TMC report · ESM feedback · Complaint log	Monthly for first 3 months, quarterly for the remainder of the first contractual year, then annually	100% compliance to KPI terms
Service Continuity Travel Service Provider to provide backup service by fully trained, experienced and knowledgeable nominated backup agents at times of absence and peak demand. Backup agents to facilitate provision of seamless and continuous service. Backup/s to be fully knowledgeable and trained on all operational practices of the ESM travel policy and Operations Manual. For all planned-absences of the Prime Agent of > 0.5 days, the trained backup agents will become the Prime Agent for ESM. All planned absences to be reported to the ESM main contact in advance.	ESM feedback	Monthly for first 3 months, then quarterly	100% compliance to KPI terms
Satisfaction Levels Satisfaction levels of ESM travel service users (both bookers and travellers) to be tested on a frequent basis, by means of a survey, using ESM questions/criteria which will be agreed with the Travel Service Provider before the survey is launched. ESM Travel Booker survey to be conducted once or twice per year.	Satisfaction survey	Per Survey	Min. 95% either satisfied or very satisfied
Complaint management / Service issues All complaints to be logged in the Complaints Log within 2 working hours of the complaint being received. All ESM service issues to be responded to within 1 business day, and resolved within 5 business days. All actions and escalation must be entered into the Complaint Log. Any issues not resolved within 5 business days, due to third party supplier involvement, must be followed up on a weekly basis with an update provided to the ESM contact person until the matter is resolved. The Travel Service Provider will maintain and continuously update the Log and provide monthly report on any changes.	Complaint Log data	Monthly	100% compliance to KPI terms
Operational KPIs			
Lowest fare guarantee Guarantee for the lowest available airfares to be offered at all times, through provision of full content by means of GDS and non-GDS booking methods. ESM to be refunded the difference in fare should a valid lower fare be identified on a like for like basis using the agreed criteria in ToR. The transaction fee for the first booking will be refunded to ESM, and a transaction fee will not be charged for the new booking.	· Feedback from ESM bookers · SLA dashboard report · Automated airfare checker (within criteria stated in ToR)	Ongoing	100% compliance to KPI terms
3 fare quotes 3 fare quotes provided and reported for all bookings where 3 fares are possible to research	TMC reports	Monthly for first 3 months, then quarterly	100% compliance to KPI terms
Last date for ticketing All reservations to be held until the last available date for ticketing.	Ad-hoc feedback from ESM bookers	Ongoing	100% compliance to KPI terms
Data provision			
Data delivery. Delivery of post-trip ticketed air data, in both the reporting portal and static reports, on a monthly basis – maximum of 10 business days following month end. Reporting portal to contain 'live' booked travel data, to be updated on a daily basis at minimum.	SLA dashboard report	Monthly	100% compliance to KPI terms
Data Accuracy. Accurate and consistent travel data reporting to be provided, containing the complete set of all the ESM's travel segments - including those booked through the GDS and non-GDS transactions.	ESM feedback	Monthly	Minimum 98% accuracy
Monitoring number of employees on each flight. Pre trip, booked travel data to be used by the Prime Agent on daily basis to monitor compliance to the ESM's travel policy rule regarding the number of permitted employees allowed on the same flight. All instances of non-compliance must be reported to the ESM main contact.	SLA dashboard report	Monthly	100% compliance to KPI terms
Data transfer to 3rd party travel risk provider. 100% of all travel data bookings, including passive Passenger Name Records to be automatically transmitted to the ESM's travel risk provider on continuous basis.	SLA dashboard report	Monthly	100% compliance to KPI terms
Timeliness and accuracy in accounting information - invoices etc. 100% of invoices to contain all mandatory information required by the ESM. Any corrections to be made within 2 business days. Invoices to be submitted immediately post air/rail ticket issue, hotel booking confirmation etc. Accurate, monthly statement of all Travel Service Provider fees charged to the ESM to be delivered by the 10th working day of the following month.	Feedback form ESM F&C department. Number of wrong invoices as % of total.	Monthly	100% compliance to KPI terms
Account management			
Bi- annual business review meeting. The account manager will conduct formal reviews with the ESM on a 6 monthly basis (dates to be agreed in the first contractual year, and in January and July per contractual year thereafter). Such Business Review meetings will include a review of the Travel Services conducted in the relevant period, updates on KPIs/SLA performance via dashboard reporting, spend and cost review (financial performance vs. budget), marketplace overview, trend analysis, opportunity analysis, improvement opportunities, and provision of new initiatives and systems which may be of benefit to the ESM.	ESM feedback	Twice per year	100% compliance to KPI terms
Annual Review Meeting. Executive sponsor (or equivalent) to meet with ESM senior management at least once per year to discuss contractual performance and future improvement opportunities.	ESM feedback	Annually	100% compliance to KPI terms
Future KPI, when the online booking tool is implemented			
Online booking tool support - 1st and 2nd level online booking tool support calls to be answered within 30 seconds. Answers to be provided immediately where possible, or within 2 hours.	TMC reports	Monthly for first 3 months, then quarterly	100% compliance to KPI terms