**ANNEXURE A: DELIVERABLES AND SERVICE LEVELS – NORTHERN & WESTERN CAPE**

| **Cluster** | **What is required** | **Responsibility of the Service Provider** | **Frequency** | **Locations** | **Quantity of water dispensers** | **Quantity of bottled water per month/week** | **Service Credit expressed as percentage of amount at risk** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Northern & Western Cape** | Water dispensers to be delivered and installed at the onset of the contract and bottled water delivered on a weekly basis to the Contact Centres sites monthly to the Customs Border Control sites | Supply, delivery and maintenance | \* Water dispensers: To be delivered within 3 and 7 days of the commencement of the contract for all Contact Centre sites and Customs Border Control sites respectively  \* A faulty/defective water dispenser must be replaced within 1 day upon receipt of the incident for any Contact Centre site and 3 days for any Customs Border Control site.  \*Bottled water to be delivered on a weekly basis to the Contact Centre site other than Head Office and the Customs Border Control sites.  \*Filters for the water dispenser must be replaced every 6 months. | Sable Centre  Vioolsdrift Customs Border Control  Nakop Border Control  Alexander Bay Border Control | 6  3  1  1 | 45 bottles per week  25 bottles per month  20 bottles per month  5 bottles per month | * 10% if water is not delivered on required date * 10% if incorrect quantity and/or volumes of water coolers or bottled water is delivered * 20% if quality of water is unsuitable/unsatisfactory and is not replaced within 2-3 days * 20% if filters of water coolers are not replaced every 6 months |